

| BARIADI | | PROFILE AS PER 2008/09 DATA | | | | |
|--|---|------------------------------------|---------------------|-------------------|-------------------|--|
| General Description About the Utility | <p>Bariadi Urban Water Supply and Sewerage Authority (Bariadi-UWSA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within Bariadi Urban area which is the headquarters of Bariadi District, Shinyanga Region. Bariadi-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 53,232 out of which 10,870 persons are served. The utility draws water from four deep boreholes, with a total production capacity of 744m³/day which is insufficient compared with the estimated water demand of 2,874m³/day. The total length of the pipeline system is 18.3km. Water is supplied through rationing at an average of 18hrs. The system has 5 storage tanks with a storage capacity of 205m³. The township has no sewerage system; onsite sanitary facilities are in use under Bariadi District Town Council. Bariadi-UWSA has 18 employees, out of which 4 are permanent, 8 temporary, 6 contract and 3 are daily paid.</p> | | | | | |
| General Data About Water Utility | <p>Total Water Connections : 284 Total Active Connections : 225 Total Water Kiosk/Standpipe : 7 Metering Ratio : 5% NRW : 61.4% Total Staff : 18 Staff/1000 connections : 63.4 Annual O&M Costs : Tzs 21,499,501 Annual Water Collections (Arrears included) : Tzs 17,180,695 Annual Water Billings : Tzs 26,344,000</p> | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | |
| | Consumption charge (TZS/m ³) | 400 | 450 | 500 | - | |
| | Flat rate charge (TZS/Month) | 2,500 | 3,500 | 4,000 | - | |
| Challenges | <ol style="list-style-type: none"> 1. Low coverage. 2. Low metering ratio. 3. High NRW. 4. Low production as compared with demand. | | | | | |

| BIHARAMULO | | PROFILE AS PER 2008/09 DATA | | | |
|--|--|-----------------------------|---------------------|-------------------|-------------------|
| General Description About the Utility | <p>Biharamulo Urban Water Supply and Sewerage Authority (BUWSA) was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within the Biharamulo Urban area which is the headquarters of Biharamulo District, Kagera Region. BUWSA is classified as Category C water authority. Its area of responsibility has a total population of 18,000 people in which 11,000 persons are served. The utility draws water from two water sources, namely Kagango and a Runyinya. The sources have altogether total installed production capacity of 515m³/day. The production capacity is insufficient compared with the estimated water demand of 1,260m³/day. The total length of the pipeline system is 22.5km. Water is supplied through rationing at an average of 1.5hrs. The system has 7 storage tanks with a combined capacity of 725m³. The township has no sewerage system; onsite sanitary facilities are in use under the Biharamulo District Town Council. BUWSA has 9 employees, 16 contract and daily paid staff of different qualifications and professions.</p> | | | | |
| General Data About Water Utility | <p>Total Water Connections : 612 Total Active Connections : 608 Total Water Kiosk/Standpipe : 4 Metering Ratio : 34% NRW : 41% Total Staff : 25 Staff/1000 connections : 41.1 Annual O&M Costs : Tzs 63,495,941 Annual Water Collections (Arrears included) : Tzs 47,222,000 Annual Water Billings : Tzs 57,411,700</p> | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial |
| | Consumption charge (TZS/m ³) | 800 | 1,000 | 1,000 | NA |
| | Flat rate charge (TZS/Month) | 6,500 | 15,000 | 15,000 | NA |
| Note: The Charges at water Kiosks are TZS 30 per 20 litres jerry can. | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Water bills areas is huge. 2. Water pumps are frequently breaking down. 3. Low metering ratio. 4. Frequent leaking pipes owing to old age. | | | | |

| BUNDA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|---------------------|-------------------|-------------------|-------------------------|---------|--------------------------|---------|-----------------------------|------|----------------|-------|-----|-------|-------------|------|------------------------|-------|------------------|-------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Bunda Urban Water Supply and Sanitation Authority (BUWSA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within the Bunda urban area which is the headquarters of Bunda District, Mara Region. BUWSA is classified as Category C water authority. Its area of responsibility has a total population of 45,881 people in which 11,929 persons are served. The utility draws water from Lake Victoria, with a total installed production capacity of 1,604m³/day. The present production capacity is low compared with the estimated water demand of 4,246m³/day. The total length of the distribution system is 57 km and water is supplied through rationing at an average of 9 hrs. The system has 13 storage tanks with a combined capacity of 2,029.5m³. The township has no sewerage system; onsite sanitary facilities are in use under the Bunda District Town Council. BUWSA has 11 employees and 12 daily paid staff of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 1,133</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1,133</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 66%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 55%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 9.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 216,501,758</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 56,245,095</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 63,724,691</td> </tr> </table> | | | | | Total Water Connections | : 1,133 | Total Active Connections | : 1,133 | Total Water Kiosk/Standpipe | : 25 | Metering Ratio | : 66% | NRW | : 55% | Total Staff | : 11 | Staff/1000 connections | : 9.7 | Annual O&M Costs | : Tzs 216,501,758 | Annual Water Collections (Arrears included) | : Tzs 56,245,095 | Annual Water Billings | : Tzs 63,724,691 |
| Total Water Connections | : 1,133 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1,133 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 25 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 66% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 55% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 11 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 9.7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 216,501,758 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 56,245,095 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 63,724,691 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 350 | 500-600 | 500-600 | - | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/Month) | 4,800 | 12,000 | 8,000 | - | | | | | | | | | | | | | | | | | | | | |
| | Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can. | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate plants and pipeline capacities. 2. Critical power fluctuations and shedding. 3. Lack of security for storage tanks, they are not fenced. 4. Manual system in billing. 5. Excessive leakages from old pipe system. 6. Lack of adequate working tools such as furniture and computers for the office | | | | | | | | | | | | | | | | | | | | | | | | |

| CHAMWINO | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|-----------------|--|-------------------------|----------|--------------------------|-----------------|--|-------|----------------|--------|--|-------|-------------|------|--|------|------------------|-------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Chamwino Urban Water Supply and Sanitation Authority (CHAMWINO-UWSA) was declared a fully autonomous public water utility on 17th June 2005, and the board became fully operational by 24th November, 2008. CHAMWINO-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Chamwino township which is the headquarters of Chamwino District in Dodoma Region. CHAMWINO-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 24,340 people in which 16,210 persons are served. The utility draws water from two productive boreholes, out of seven drilled boreholes. The combined installed production capacity from the two productive boreholes is approximately 1,368m³/day but it is not fully utilized owing to non-working boreholes. The present production capacity of 1,197m³/day is very low compared with the estimated water demand of 1,534m³/day. The utility has no water treatment facilities and also water quality monitoring plan was not in place and no quality test is conducted. The total length of distribution system is 32.5km and water is supplied at an average of 24hrs/day. The system has three storage tanks with total capacity of 320 m³ that are functioning. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use are under the monitoring of the Chamwino District Council.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 827</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 325</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 38%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 40%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 15</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 18</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 117,276,750</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 35,877,220</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 40,541,259</td> </tr> </table> | | | | Total Water Connections | : 827 | Total Active Connections | : 325 | Total Water Kiosk/Standpipe | : 8 | Metering Ratio | : 38% | NRW | : 40% | Total Staff | : 15 | Staff/1000 connections | : 18 | Annual O&M Costs | : Tzs 117,276,750 | Annual Water Collections (Arrears included) | : Tzs 35,877,220 | Annual Water Billings | : Tzs 40,541,259 |
| Total Water Connections | : 827 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 325 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 8 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 38% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 40% | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 15 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 18 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 117,276,750 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 35,877,220 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 40,541,259 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 35%;">Big institution</th> </tr> </thead> <tbody> <tr> <td>Flat rate: (Domestic 0 – 18m³; Institution 0 – 36m³) (TShs/Month)</td> <td style="text-align: center;">4,500</td> <td style="text-align: center;">5,500</td> <td style="text-align: center;">20,500</td> </tr> <tr> <td>Metered customers (above 19-36m³ or 37-54m³) (TShs/m³)</td> <td style="text-align: center;">300</td> <td style="text-align: center;">300</td> <td style="text-align: center;">300</td> </tr> <tr> <td>Metered customers (above 36m³ or 54m³) (TShs/m³)</td> <td style="text-align: center;">600</td> <td style="text-align: center;">600</td> <td style="text-align: center;">600</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Big institution | Flat rate: (Domestic 0 – 18m ³ ; Institution 0 – 36m ³) (TShs/Month) | 4,500 | 5,500 | 20,500 | Metered customers (above 19-36m ³ or 37-54m ³) (TShs/m ³) | 300 | 300 | 300 | Metered customers (above 36m ³ or 54m ³) (TShs/m ³) | 600 | 600 | 600 | | | | |
| Category of customer | Domestic | Institutions | Big institution | | | | | | | | | | | | | | | | | | | | | |
| Flat rate: (Domestic 0 – 18m ³ ; Institution 0 – 36m ³) (TShs/Month) | 4,500 | 5,500 | 20,500 | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (above 19-36m ³ or 37-54m ³) (TShs/m ³) | 300 | 300 | 300 | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (above 36m ³ or 54m ³) (TShs/m ³) | 600 | 600 | 600 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1)High NRW (2) Low production as compared with demand (3) Low metering ratio (4) Low network coverage including kiosks.</p> | | | | | | | | | | | | | | | | | | | | | | | |

| CHUNYA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|--|-------------------------|----------|--------------------------|------------|--|-------|----------------|-------|-----------------------|-------------|-------------|-------|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Chunya Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services in Chunya Town which is the headquarters of Chunya District in Mbeya Region. Chunya UWSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 14,225 people in which 6,370 persons are served with water. The utility draws water from three boreholes, namely BH.42/57, MB.435/200 and Kidole BH. The average water abstraction from the sources during the reporting period was 439.32m³/day.</p> <p>The source installed production capacity is 722m³/day .The present production capacity is not sufficient to meet the estimated water demand of 995.75m³/day. The utility has no water treatment facilities as well as no water quality monitoring programme in place. The total length of the entire pipe network is 11km and water is supplied at an average of 3hrs. The network has 4 storage tanks with different capacities of combined storage volume of 355m³. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of the Chunya District Council. Chunya UWSA has 13 employees with deficient of 3 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 642</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 597</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 5</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 32%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 37%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 13</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 39,949,694</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 36,432,860</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 42,664,000</td> </tr> </table> | | | | Total Water Connections | : 642 | Total Active Connections | : 597 | Total Water Kiosk/Standpipe | : 5 | Metering Ratio | : 32% | NRW | : 37% | Total Staff | : 13 | Staff/1000 connections | : 20 | Annual O&M Costs | : Tzs 39,949,694 | Annual Water Collections (Arrears included) | : Tzs 36,432,860 | Annual Water Billings | : Tzs 42,664,000 |
| Total Water Connections | : 642 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 597 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 5 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 32% | | | | | | | | | | | | | | | | | | | | | | | |
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| Total Staff | : 13 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 20 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 39,949,694 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 36,432,860 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 42,664,000 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Consumption rate (TZS/M³)</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">1,000</td> </tr> <tr> <td>Flat rate (TZS/Month)</td> <td style="text-align: center;">3000 - 6000</td> <td style="text-align: center;">8,000</td> <td style="text-align: center;">4,500</td> </tr> </tbody> </table> <p>Kiosk tariff is at TZS 20 per 20 litre jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Consumption rate (TZS/M ³) | 1,000 | 1,000 | 1,000 | Flat rate (TZS/Month) | 3000 - 6000 | 8,000 | 4,500 | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | |
| Consumption rate (TZS/M ³) | 1,000 | 1,000 | 1,000 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/Month) | 3000 - 6000 | 8,000 | 4,500 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Low water production to meet the demand. 2. High Non revenue Water due to leakages and frequent breakdowns. 3. Lack of capital fund for expansion of water supply services. 4. Lack of sufficient and qualified staff. 5. Low metering ratio. | | | | | | | | | | | | | | | | | | | | | | | |

| DAKAWA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|--|----------------------|----------|--------------|------------|-----------------------------|----|----|----|------------------------|----|----|----|
| General Description About the Utility | <p>Dakawa Urban Water Supply and Sanitation Authority Water Board was published as an Urban Water Authority on 17th of June, 2005 by Government notice No. 353. The board members were approved by MoWI on 30th April, 2008, and supposed to commence work on 12th May, 2008. The utility is responsible for Dakawa Sokoine town, the headquarters of Mvomero District which is located 35km from Morogoro Municipality along Morogoro-Dodoma Highway in Mvomero District, Morogoro Region. Dakawa Sokoine Urban water Authority covers two wards namely Dakawa Sokoine East and Dakawa Sokoine West, these two wards comprised of about 11 sub-villages. Dakawa Urban Water Authority does not have any water supply infrastructures in place, except for the three boreholes which are yet to be fitted with submersible pumps and therefore currently not operational. The boreholes are all located at Wami Dakawa village and in accordance with the borehole completion reports; the total yield was 54m³/hr. The Authority has only one permanently employed person (The manager). Other staff are yet to be employed as the Authority becomes operational. In general, even the manager is paid directly by the DED's office and so do other temporary staff to be employed. The utility has no water treatment facilities and all other operational plans are not in place. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use are under the monitoring of the Mvomero District Council.</p> | | | | | | | | | | | | | | | |
| General Data About Water Utility | Dakawa Urban Water Authority does not have any water supply infrastructure in place. | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/m3)</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Flat rate (TShs/month)</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Metered customers (TShs/m3) | NA | NA | NA | Flat rate (TShs/month) | NA | NA | NA |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | |
| Metered customers (TShs/m3) | NA | NA | NA | | | | | | | | | | | | | |
| Flat rate (TShs/month) | NA | NA | NA | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Board and management should make efforts to make their utility operational. 2. Capacity building aspects should aim at provision of the necessary skills, tools and equipment for management of the utility. 3. Because it is a new utility, it should take steps to fence all its potential water sources and seek for title deeds to the respective land and water rights. | | | | | | | | | | | | | | | |

| GEITA | | PROFILE AS PER 2008/09 DATA | | | | |
|--|--|------------------------------------|---------------------|-------------------|-------------------|--|
| General Description About the Utility | <p>Geita Urban Water Supply and Sewerage Authority (GEUWASA) was declared a fully autonomous public water utility in 2006 responsible for the overall operation and management of water supply and sanitation services within the Geita Urban area which is the headquarters of Geita District Mwanza Region. GEUWASA is classified as Category C water authority. Its area of responsibility has a total population of 80,813 people in which 23,000 persons are served. The utility draws water from four water sources, namely Kagera Spring, Kambarage, Bomani and Tambukareli boreholes. The sources have altogether, total installed production capacity of 522.7m³/day. The present production capacity is insufficient compared with the estimated water demand of 5,171m³/day. The total length of the pipeline system is 11km. Water is supplied through rationing at an average of 6 hrs. The system has 8 storage tanks with a combined capacity of 625m³. The township has no sewerage system; onsite sanitary facilities are in use under the Geita District Town Council. GEUWASA has 5 employees and 6 temporary staff of different qualifications and professions.</p> | | | | | |
| General Data About Water Utility | <p>Total Water Connections : 140 Total Active Connections : 140 Total Water Kiosk/Standpipe : 27 Metering Ratio : 98% NRW : 38% Total Staff : 11 Staff/1000 connections : 18.1 Annual O&M Costs : Tzs 21,758,505 Annual Water Collections (Arrears included) : Tzs 17,707,170 Annual Water Billings : Tzs 16,707,170</p> | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | |
| | Consumption charge (TZS/m ³) | 250 | 250 | 250 | 250 | |
| | Flat rate charge (TZS/Month) | 10,000 | 10,000 | 10,000 | 10,000 | |
| | Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can. | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. No reliable electric power. 2. Low customer base. 3. Environmental pollution of water sources by human activities. 4. Insufficient revenue collection. | | | | | |

| HANDENI | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|------------|--|-------------------------|----------|-----------------------------|------------|----------------|---|------|-------|-------------|------|------------------------|--------|------------------|------------------|---|------------------|-----------------------|-----------------|
| General Description About the Utility | <p>Handeni Urban Water Supply and Sanitation Authority (HUWASA), declared a fully autonomous public water utility in 2003, is responsible for the overall operation and management of water supply and sanitation services within the Handeni urban area which is the headquarters of Handeni District, Tanga Region. HUWASA is classified as Category C water authority. Its area of responsibility has a total population of 44,407 people in which 11,102 persons are served. The utility draws water from three types of sources which are 2 dams of Chanika and Kwenkambala, 2 boreholes of Mnazini and Nderema, and Pangani river through bulk supply from Handeni Trunk Main Water Supply Authority. The three types of sources have combined installed production capacity of 1220m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township of 2186m³/day. The total length of the distribution system is 37.442 km and water is supplied at an average of 10 hrs. There are 7 storage tanks which have combined storage volume of 720m³. The township has no sewerage system; onsite sanitary facilities are in use under the Handeni District Town Council. HUWASA has 13 employees and has a deficiency of 30 employees</p> | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 564</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 19</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 65%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 40%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 13</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 22</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 82,993,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 54,752,690</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 89,794412</td> </tr> </table> | | | | | Total Water Connections | : 564 | Total Water Kiosk/Standpipe | : 19 | Metering Ratio | : 65% | NRW | : 40% | Total Staff | : 13 | Staff/1000 connections | : 22 | Annual O&M Costs | : Tzs 82,993,000 | Annual Water Collections (Arrears included) | : Tzs 54,752,690 | Annual Water Billings | : Tzs 89,794412 |
| Total Water Connections | : 564 | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 19 | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 65% | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 40% | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 13 | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 22 | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 82,993,000 | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 54,752,690 | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 89,794412 | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 25%;">Category of customer</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutions</th> <th style="width: 20%;">Commercial</th> <th style="width: 15%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charges (TZS/M³)</td> <td>1250</td> <td>1500</td> <td>2000</td> <td>NA</td> </tr> <tr> <td>Flat rate(TZS/Month)</td> <td>11,200</td> <td>11,200</td> <td>11,200</td> <td>NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 30 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charges (TZS/M ³) | 1250 | 1500 | 2000 | NA | Flat rate(TZS/Month) | 11,200 | 11,200 | 11,200 | NA | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | |
| Consumption charges (TZS/M ³) | 1250 | 1500 | 2000 | NA | | | | | | | | | | | | | | | | | | | |
| Flat rate(TZS/Month) | 11,200 | 11,200 | 11,200 | NA | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources and supply. 2. Capital fund for major rehabilitation of old and dilapidated distribution network 3. Reduction of high figures of unaccounted for water. 4. Lack office building and transport for the authority. 5. Lack of sufficient and competent staff. | | | | | | | | | | | | | | | | | | | | | | |

| IFAKARA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|-------------|--|-------------------------|----------|--------------|--------------------------|--------------------------------|-------------|-----------------------------|-------------|------------------------|----------------|-------|--------|-----|---|-----|-------------|---|----|------------------------|---|----|------------------|---|-----------------|---|---|----------------|-----------------------|---|----------------|
| General Description About the Utility | <p>Ifakara Urban Water Supply and Sanitation Authority (IFUWASA) was established by Act No. 8 of 1997 in 2005. IFUWASA started its operations on 1st July, 2005, and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Ifakara township which is the headquarters of Kilombero District in Morogoro Region. IFUWASA is classified as Category C water authority. Its area of responsibility has a total population of 66,390 people in which 13,450 persons are served. The utility draws water from only one type of water source comprising six boreholes which are fairly protected and equipped with submersible pumps which are operational for an average of 12 hours per day and contributes 100% of daily water production. The combined production capacity is approximately 1,600m³/day if the pumps were operational for 20hours per day. This capacity is not fully utilized owing to worn-out pipeline network and power interruptions. The current used production capacity of 1,000m³/day is very low compared with the estimated water demand of 1,600m³/day. Water supply is supplemented by shallow wells drilled in most households although the water is not safe owing to high water table. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of distribution system is 10.3km and water is supplied through rationing at an average of 4 hrs/day. The system has four storage tanks with total capacity of 540m³ but all are not functioning. The town has no sewerage system; onsite sanitary facilities are in use under Kilombero District Council</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr><td>Total Water Connections</td><td>:</td><td>490</td></tr> <tr><td>Total Active Connections</td><td>:</td><td>266</td></tr> <tr><td>Total Water Kiosk/Standpipe</td><td>:</td><td>20</td></tr> <tr><td>Metering Ratio</td><td>:</td><td>0%</td></tr> <tr><td>NRW</td><td>:</td><td>40%</td></tr> <tr><td>Total Staff</td><td>:</td><td>15</td></tr> <tr><td>Staff/1000 connections</td><td>:</td><td>36</td></tr> <tr><td>Annual O&M Costs</td><td>:</td><td>Tzs 105,649,740</td></tr> <tr><td>Annual Water Collections (Arrears included)</td><td>:</td><td>Tzs 28,914,900</td></tr> <tr><td>Annual Water Billings</td><td>:</td><td>Tzs 24,888,000</td></tr> </table> | | | | Total Water Connections | : | 490 | Total Active Connections | : | 266 | Total Water Kiosk/Standpipe | : | 20 | Metering Ratio | : | 0% | NRW | : | 40% | Total Staff | : | 15 | Staff/1000 connections | : | 36 | Annual O&M Costs | : | Tzs 105,649,740 | Annual Water Collections (Arrears included) | : | Tzs 28,914,900 | Annual Water Billings | : | Tzs 24,888,000 |
| Total Water Connections | : | 490 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 266 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 36 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 105,649,740 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 28,914,900 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 24,888,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/Month)</td> <td>Not yet set</td> <td>Not yet set</td> <td>Not yet set</td> </tr> <tr> <td>Flat rate (TShs/Month)</td> <td>4,000</td> <td>6,000</td> <td>12,000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Metered customers (TShs/Month) | Not yet set | Not yet set | Not yet set | Flat rate (TShs/Month) | 4,000 | 6,000 | 12,000 | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (TShs/Month) | Not yet set | Not yet set | Not yet set | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/Month) | 4,000 | 6,000 | 12,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Aged distribution system. (2) Lack of enough qualified staff. (3) Lack of transport facilities. (4) Lack of working tools including communication. (5) Lack of customer meters (0% metering ratio)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| IGUNGA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|------|-----|-------|------------------------------|-------|------------------------|--------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Igunga Urban Water Supply and Sewerage Authority (IGUWASA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Igunga Urban area which is the headquarters of Igunga District, Tabora Region. IGUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total populations of 19,000 people out of which 7,100 persons are served. The utility draws water from Bulenya earthfill dam. The dam has the production capacity of 4,149m³/day which is sufficient compared with the estimated water demand of 1,900m³/day, but owing to aging, leaks, lack of air and washout valves, and clogging of the pipes, water produced from the dam is 710 m³/day. The total length of the pipeline system is 12.18km. Water is supplied through rationing at an average of 13 hrs. The system has 4 storage tanks with a combined capacity of 405m³. The township has no sewerage system; onsite sanitary facilities are in use under the Igunga District Town Council. IGUWASA has 10 employees, 5 permanent and 5 on contract.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 696</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 696</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 9%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 15%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 10</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 14.4</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 43,972,686</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 38,547,106</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 41,007,559</td> </tr> </table> | | | | | Total Water Connections | : 696 | Total Active Connections | : 696 | Total Water Kiosk/Standpipe | : 7 | Metering Ratio | : 9% | NRW | : 15% | Total Staff | : 10 | Staff/1000 connections | : 14.4 | Annual O&M Costs | : Tzs 43,972,686 | Annual Water Collections (Arrears included) | : Tzs 38,547,106 | Annual Water Billings | : Tzs 41,007,559 |
| Total Water Connections | : 696 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 696 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 9% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 15% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 10 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 14.4 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 43,972,686 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 38,547,106 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 41,007,559 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 25%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>600</td> <td>800</td> <td>900</td> <td>1,000</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>6,000</td> <td>48,500</td> <td>36,000</td> <td>210,000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 12 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 600 | 800 | 900 | 1,000 | Flat rate charge (TZS/Month) | 6,000 | 48,500 | 36,000 | 210,000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 600 | 800 | 900 | 1,000 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 6,000 | 48,500 | 36,000 | 210,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Water source protection and construction of treatment plant. 2. Frequent breakdowns of water mains due to vandalism and aging of pipeline system. 3. Domestic water meters installation. 4. Insufficiency of qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | |

| ISIKIZYA | | PROFILE AS PER 2007/08 DATA |
|--|---|------------------------------------|
| General Description About the Utility | <p>Isikizya Urban Water Supply & Sewerage Authority (Isikizya-UWSA) was declared a fully autonomous public water utility in 2005, responsible for overall operation and management of water supply and sanitation services within the Isikizya township, Uyui District, Tabora Region. Isikizya-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 6,428 people. The water board and management for the water authority have not been established. People in the service area are getting water services through 10 shallow wells fitted with hand pumps, the yield of which could not be established; also with respect to the name of the utility which was gazetted as Uyui Water Supply and Sewerage Authority, there is no town known as Uyui, but rather Uyui referred to the District with Isikizya as the name of the town and District Headquarters. The estimated water demand of Isikizya township is $1,500m^3/day$. These shallow wells are managed and operated by Water User Groups. There is no water supply infrastructure with the exception of shallow wells, although there was a water supply project which was then being implemented under the Local Government Development Grant.</p> | |
| General Data About Water Utility | <p>No operational data has been established to date.</p> | |
| Tariff Structure | <p>NOTE: The water tariff is <i>Tshs</i> 500-800 per month per household.</p> | |
| Challenges | <ol style="list-style-type: none"> 1. No operational water Board and Authority is in place. 2. With the exception of shallow wells, no water supply infrastructure in place. 3. The water supplied from the shallow wells is of poor quality. | |

| ITUMBA-ISONGOLE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|------------|-------|--|-------------------------|----------|--------------|------------|-------|--|--------------------------|-----|-----|----|------------------------------|------|-----------------------------|------|------|--|--|--|----------------|---|-----|--|--|--|-----|---|-----|--|--|--|-------------|---|----|--|--|--|------------------------|---|---|--|--|--|------------------|---|----------------|--|--|--|---|---|----------------|--|--|--|-----------------------|---|----------------|--|--|--|
| General Description About the Utility | <p>Itumba-Isongole Urban Water Supply and Sanitation Authority, declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services within the Itumba-Isongole Town which is the headquarters of Ileje District in Mbeya Region. Itumba UWSA is classified as Category C water authority. Its area of responsibility has a total population of 13,420 people in which 8,991 persons are served with water. The utility draws water from three stream sources; Iyela stream, Ilumba stream and Itinginyi stream. Water from these sources is abstracted by intake an weir constructed across the stream and gravitates to town. The average water abstraction from the sources during the reporting period was 1243m³/day</p> <p>The combined installed production capacity is 1287.4m³/day .The present production capacity is sufficient to meet the estimated water demand of 860m³/day. However, due to low yield from the sources and high water losses, the production is below the demand. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the entire pipe network is 47.4 km and water is supplied through rationing at an average of 15hrs. The network has 7 storage tanks with combined capacity of 1755m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Ileje District Council. Itumba UWSA has 14 employees with deficiency of 9 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>860</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>733</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>67</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>21%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>35%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>14</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>9</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 26,535,994</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 19,501,660</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 24,381,000</td> <td colspan="3"></td> </tr> </table> | | | | | Total Water Connections | : | 860 | | | | Total Active Connections | : | 733 | | | | Total Water Kiosk/Standpipe | : | 67 | | | | Metering Ratio | : | 21% | | | | NRW | : | 35% | | | | Total Staff | : | 14 | | | | Staff/1000 connections | : | 9 | | | | Annual O&M Costs | : | Tzs 26,535,994 | | | | Annual Water Collections (Arrears included) | : | Tzs 19,501,660 | | | | Annual Water Billings | : | Tzs 24,381,000 | | | |
| Total Water Connections | : | 860 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 733 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 67 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 21% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 35% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 26,535,994 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 19,501,660 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 24,381,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>200</td> <td>200</td> <td>250</td> <td>NA</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>3000</td> <td>6000</td> <td>6000</td> <td>5000</td> </tr> </tbody> </table> | | | | | Category of customer | Domestic | Institutions | Commercial | Kiosk | Consumption charge (TZS/m ³) | 200 | 200 | 250 | NA | Flat rate charge (TZS/Month) | 3000 | 6000 | 6000 | 5000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Kiosk | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 200 | 200 | 250 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 3000 | 6000 | 6000 | 5000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Low water production due to low yield at water sources. 2. Low metering ratio. 3. Low water tariff. 4. Lack of capital fund for expansion of water supply services. 5. Lack of office building and transport. 6. Lack of sufficient and qualified staffs. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| KAHAMA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|--------|-----|---------|-------------|------|------------------------|-------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Kahama Urban Water Supply and Sewerage Authority (KUWASA), was declared a fully autonomous public water utility in 2002 responsible for the overall operation and management of water supply and sanitation services within the Kahama Urban area which is the headquarter of Kahama District, Shinyanga Region. KUWASA is classified as Category C water authority. Its area of responsibility has a total population of 128,312 people in which 55,775 persons are served. The utility draws water from two sources, from Lake Victoria through Kahama-Shinyanga Water Supply Authority and from its source, the earth fill dam. From KASHWASA it receives water from the 18,000m³ storage tank. The combined installed capacity is 10,000m³/day. Water production of 3,053m³/day is insufficient compared with the estimated water demand of 9,000m³/day. The total length of the pipeline system is 214km. Water is supplied through rationing at an average of 7 hrs. The system has 5 storage tanks with a combined capacity of 18,695m³. The township has no sewerage system; onsite sanitary facilities are in use under the Kahama District Town Council. KUWASA has 12 employees, 8 permanent and 4 on contract.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 4,409</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 4,409</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 19</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 68.2%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 12</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 2.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 48,034,148</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 59,863,000</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 60,878,485</td> </tr> </table> | | | | | Total Water Connections | : 4,409 | Total Active Connections | : 4,409 | Total Water Kiosk/Standpipe | : 19 | Metering Ratio | : 100% | NRW | : 68.2% | Total Staff | : 12 | Staff/1000 connections | : 2.7 | Annual O&M Costs | : Tzs 48,034,148 | Annual Water Collections (Arrears included) | : Tzs 59,863,000 | Annual Water Billings | : Tzs 60,878,485 |
| Total Water Connections | : 4,409 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 4,409 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 19 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 100% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 68.2% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 12 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 2.7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 48,034,148 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 59,863,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 60,878,485 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 25%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">300-350</td> <td style="text-align: center;">350</td> <td style="text-align: center;">500</td> <td style="text-align: center;">600</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 50 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 300-350 | 350 | 500 | 600 | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 300-350 | 350 | 500 | 600 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. High Non -revenue water. 2. Frequent leakages due to high pressure in the system. 3. High water bill arrears. 4. Insufficient qualified staffs. | | | | | | | | | | | | | | | | | | | | | | | | |

| KARAGWE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|-----|-----|-----|------------------------------|-------|------------------------|----|------------------|----------------|---|----------------|-----------------------|----------------|
| General Description About the Utility | <p>Karagwe Urban Water Supply and Sanitation Authority (KAUWASA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the urban area of Karagwe Town Council which is the headquarters of Karagwe District in Kagera Region. KAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 25,976 people in which 4,031 persons are served. The utility draws water from two main water sources, Katooma Spring contributing about 57% of the daily water production and Omururongo Spring contributing the remaining 43%. The combined installed production capacity is 792m³/day. The present production capacity is very low compared with the estimated water demand of 1250m³/day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the distribution system is 16.345 km and water is supplied through rationing at an average of 6hrs. The system has 5 storage tanks, out of which only 2 are functioning. The functioning tanks have a storage capacity of 120m³. The town has no sewerage system; onsite sanitary facilities are in use under the Karagwe Township Authority. KAUWASA has 9 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0" style="width: 100%;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">321</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">321</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">10</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">98%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">41%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">9</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">28</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">Tzs 87,480,718</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">Tzs 74,705,514</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">Tzs 78,298,515</td> </tr> </table> | | | | | Total Water Connections | 321 | Total Active Connections | 321 | Total Water Kiosk/Standpipe | 10 | Metering Ratio | 98% | NRW | 41% | Total Staff | 9 | Staff/1000 connections | 28 | Annual O&M Costs | Tzs 87,480,718 | Annual Water Collections (Arrears included) | Tzs 74,705,514 | Annual Water Billings | Tzs 78,298,515 |
| Total Water Connections | 321 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | 321 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | 10 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | 98% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | 41% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | 9 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | 28 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | Tzs 87,480,718 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | Tzs 74,705,514 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | Tzs 78,298,515 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td style="text-align: center;">6,000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 50 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 500 | 500 | 500 | NA | Flat rate charge (TZS/Month) | 6,000 | NA | NA | NA | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 500 | 500 | 500 | NA | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 6,000 | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Age of the pipe network. 2. Inadequate water supply due to low water sources capacity. 3. High UFW. 4. Lack of adequate reliable transport. 5. Vandalism of pipes and fittings in some areas where the network is not functioning. 6. Lack of sufficient and qualified staffs. | | | | | | | | | | | | | | | | | | | | | | | | |

| KASULU | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------------------------------|--------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|------|-----|-----|------------------------------|-------|------------------------|--------------|------------------|----------------|---|----------------|-----------------------|---------------|
| General Description About the Utility | <p>Kasulu Urban Water Supply and Sewerage Authority (KUWSA), was declared a fully autonomous public water utility in 2003 responsible for the overall operation and management of water supply and sanitation services within Kasulu Urban area which is the headquarters of Kasulu District, Kigoma Region. KUWSA is classified as Category C water authority. Its area of responsibility has a total population of 44,319 people in which 32,512 persons are served. The utility draws water from three water sources, namely Nyanka Stream, Nyakatoke Stream and Misemo Stream. The sources have altogether total installed production capacity of 2,853.4m³/day. The present production capacity is insufficient compared with the estimated water demand of 4,132.9m³/day. The total length of pipeline system is 8.611km. Water is supplied through rationing at an average of 15hrs. The system has 3 storage tanks with a combined capacity of 452m³. The township has no sewerage system; onsite sanitary facilities are in use under the Kasulu District Town Council. KUWSA has 16 employees, 6 permanent and 10 temporary staff of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0" style="width: 100%;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">2,324</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">2,324</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">8.8%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">78%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">16</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">6.9</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">Tzs 10,608,800</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">Tzs 60,705,020</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">Tzs 6,235,400</td> </tr> </table> | | | | | Total Water Connections | 2,324 | Total Active Connections | 2,324 | Total Water Kiosk/Standpipe | 0 | Metering Ratio | 8.8% | NRW | 78% | Total Staff | 16 | Staff/1000 connections | 6.9 | Annual O&M Costs | Tzs 10,608,800 | Annual Water Collections (Arrears included) | Tzs 60,705,020 | Annual Water Billings | Tzs 6,235,400 |
| Total Water Connections | 2,324 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | 2,324 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | 0 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | 8.8% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | 78% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | 16 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | 6.9 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | Tzs 10,608,800 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | Tzs 60,705,020 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | Tzs 6,235,400 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Consumption charge (TZS/m³)</td> <td style="text-align: center;">250</td> <td style="text-align: center;">350</td> <td style="text-align: center;">450</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: left;">Flat rate charge (TZS/Month)</td> <td style="text-align: center;">2,000</td> <td style="text-align: center;">3,000-111,600</td> <td style="text-align: center;">2,000-15,000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: No Kiosk and therefore no tariff for Kiosk.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 250 | 350 | 450 | NA | Flat rate charge (TZS/Month) | 2,000 | 3,000-111,600 | 2,000-15,000 | NA | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 250 | 350 | 450 | NA | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 2,000 | 3,000-111,600 | 2,000-15,000 | NA | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. The installed water production capacity is insufficient compared with the existing demand. 2. Turbid water produced do not receive any treatment 3. Environmental pollution of water source catchment areas by human activities. 4. Low metering 5. Insufficient storage capacity 6. The existing system is old to accommodate the present demand 7. Lack of operation and maintenance tools as well as transport facilities. | | | | | | | | | | | | | | | | | | | | | | | | |

KATESH
PROFILE AS PER 2008/09 DATA

| General Description About the Utility | <p>Katesh Urban Water Supply and Sanitation Authority (KAWASA), declared fully a autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Katesh urban area which is the headquarters of Hanang District, Manyara Region. KAWASA is classified as Category C water authority. Its area of responsibility has a total population of 29,300 people in which 14,845 persons are served. The utility draws water from the gravity scheme, Hamiti streams which receives water from the several springs originating from Hanang hills. The installed production capacity is 3,216m³/day .The installed production capacity is sufficient to meet the present estimated demand for the township which is 1,352m³/day. The total length of distribution system is 30.84 km and water is supplied through rationing at an average of 4hrs. There is no treatment plant in place as well as water quality monitoring is not being conducted. The system has 5 storage tanks with combined total storage capacity of 585m³. The township has no sewerage system; onsite sanitary facilities are in use under the Katesh District Town Council. KAWASA has 11 employees and the total number of staff required has not been established.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|----------------|------------|--------------|--|-------------------------|----------|--------------|--------------------------|--------------|--|-----------------------------|-----|-----|----------------|---------------------|-------|-------|-------|-----|-------------|---|----|------------------------|---|----|------------------|---|----------------|---|---|----------------|-----------------------|---|----------------|
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,060</td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,038</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>18</td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>9%</td> </tr> <tr> <td>NRW</td> <td>:</td> <td>67%</td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>11</td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>10</td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 38,974,217</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 41,399,915</td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 15,590,400</td> </tr> </table> | | | | | Total Water Connections | : | 1,060 | Total Active Connections | : | 1,038 | Total Water Kiosk/Standpipe | : | 18 | Metering Ratio | : | 9% | NRW | : | 67% | Total Staff | : | 11 | Staff/1000 connections | : | 10 | Annual O&M Costs | : | Tzs 38,974,217 | Annual Water Collections (Arrears included) | : | Tzs 41,399,915 | Annual Water Billings | : | Tzs 15,590,400 |
| Total Water Connections | : | 1,060 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 1,038 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 67% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 38,974,217 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 41,399,915 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 15,590,400 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th data-bbox="337 1142 768 1188">Category of customer</th> <th data-bbox="768 1142 932 1188">Domestic</th> <th data-bbox="932 1142 1096 1188">Institutions</th> <th data-bbox="1096 1142 1281 1188">Commercial</th> <th data-bbox="1281 1142 1482 1188">Water Booser</th> </tr> </thead> <tbody> <tr> <td data-bbox="337 1188 768 1245">Consumption charge (TZS/m³)</td> <td data-bbox="768 1188 932 1245">400</td> <td data-bbox="932 1188 1096 1245">400</td> <td data-bbox="1096 1188 1281 1245">600</td> <td data-bbox="1281 1188 1482 1245">500</td> </tr> <tr> <td data-bbox="337 1245 768 1302">Flat rate TZS/Month</td> <td data-bbox="768 1245 932 1302">3,500</td> <td data-bbox="932 1245 1096 1302">7,000</td> <td data-bbox="1096 1245 1281 1302">8,000</td> <td data-bbox="1281 1245 1482 1302">NA</td> </tr> </tbody> </table> <p data-bbox="337 1354 1112 1386">Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Water Booser | Consumption charge (TZS/m ³) | 400 | 400 | 600 | 500 | Flat rate TZS/Month | 3,500 | 7,000 | 8,000 | NA | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Water Booser | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 400 | 400 | 600 | 500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate TZS/Month | 3,500 | 7,000 | 8,000 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. High Non revenue water due to dilapidated pipe network. 2. Lack of water treatment facilities. 3. Unwillingness of customers to pay their water bills. 4. Lack of authority for office building and transport. 5. Lack of sufficient and qualified staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| KIBAYA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------|------------|------------|--|--------------------------|------|------|------|------------------------------|------|-----------------------------|------|----|--|--|--|----------------|---|----|--|--|--|-----|---|-----|--|--|--|-------------|---|---|--|--|--|------------------------|---|----|--|--|--|------------------|---|---------------|--|--|--|---|---|---------------|--|--|--|-----------------------|---|---------------|--|--|--|
| General Description About the Utility | <p>Kibaya Urban Water Supply and Sanitation Authority (KUWASA) declared fully a autonomous public water utility in 2002 and came into operational in 2007, responsible for the overall operation and management of water supply and sanitation services in the Kibaya Town which is the headquarters of Kiteto District, Manyara Region. KUWASA is classified as Category C water authority. Its area of responsibility has a total population of 20,000 people in which 12,000 person are served. The utility draws water from 5 deep boreholes and Engoitoktok spring source. The spring source contributes about 16% of the actual total water production. The combined installed production capacity is 272m³/day .The installed production capacity is very low compared with the estimated water demand of 7101m³/day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the distribution system is 14.91 km and water is supplied at an average of 5hrs. There are 5 water storage tanks with combined storage capacity 142.5 m³. The town has no sewerage system; onsite sanitary facilities are in use under the Kiteto District Council. KUWASA has 4 employees with deficiency of 6 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>302</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>203</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>15</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>4%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>26%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>4</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>13</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 8,163,000</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 9,067,117</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 6,726,000</td> <td colspan="3"></td> </tr> </table> | | | | | Total Water Connections | : | 302 | | | | Total Active Connections | : | 203 | | | | Total Water Kiosk/Standpipe | : | 15 | | | | Metering Ratio | : | 4% | | | | NRW | : | 26% | | | | Total Staff | : | 4 | | | | Staff/1000 connections | : | 13 | | | | Annual O&M Costs | : | Tzs 8,163,000 | | | | Annual Water Collections (Arrears included) | : | Tzs 9,067,117 | | | | Annual Water Billings | : | Tzs 6,726,000 | | | |
| Total Water Connections | : | 302 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 203 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 26% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 8,163,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 9,067,117 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 6,726,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">1000</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td style="text-align: center;">3000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">4000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 1000 | 1000 | 1000 | 1000 | Flat rate charge (TZS/Month) | 3000 | 10,000 | 4000 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 1000 | 1000 | 1000 | 1000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 3000 | 10,000 | 4000 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources and water supply to meet the demand. 2. Increase metering ratio. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| KIBONDO | | PROFILE AS PER 2008/09 DATA | | | |
|--|--|------------------------------------|--------------------|-------------------|-------------------|
| General Description About the Utility | <p>Kibondo Urban Water Supply & Sewerage Authority (Kibondo-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Kibondo urban areas, Kibondo District, Kigoma Region. Kibondo-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 27,864 out of which 12,836 persons are served. The utility draws water from one stream, five springs, and five boreholes, with a total production capacity of 371 m³/day and average production of 317m³/day which is insufficient compared with the estimated town water demand of 1,000m³/day. The total length of the distribution pipeline system is 21.9km. Water is supplied through rationing at an average of 1hour/day. The system has 7 storage tanks with a storage capacity of about 780m³. The town has no sewerage system; onsite sanitary facilities are in use under the Kibondo District Council. The utility is served by 28 employees, 7 permanent and 21 contracted.</p> | | | | |
| General Data About Water Utility | <p>Total Water Connections : 592 Total Active Connections : 490 Total Water Kiosk/Standpipe : 7 Metering Ratio : 20.8 NRW : 36.1 Total Staff : 28 Staff/1000 connections : 47.3 Annual O&M Costs : Tzs21,034,349 Annual Water Collections (Arrears included) : Tzs28,836,092 Annual Water Billings : Tzs 40,808,000</p> | | | | |
| Tariff Structure | Category of customer | Domestic | Institution | Commercial | Industrial |
| | Consumption charge (TZS/m ³) | 850 | 850 | 850 | NA |
| | Flat rate charge (TZS/Month) | 7,000 | 10,000 | 10,000 | NA |
| | NOTE: The Charges at water Kiosks are TZS 25per 20litres jerry can | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Power unreliability at Mgoboka spring source. 2. Infrastructure is old and worn-out, more than 25 years. 3. High Operational costs associated with fuel and chemicals. 4. Low metering ratio. 5. High UFW. | | | | |

| KILINDONI | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|----------------|--|----------------------|-------------------------|--------------|--------------------------|-----------------------|-----------------------------|----------------|----------------|------|-----|-------|-------------|-----|------------------------|-----|------------------|------------------|---|-----------------|-----------------------|-----------------|
| General Description About the Utility | <p>Kilindoni Township Water Supply and Sanitation Authority, declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services for the Kilindoni Township area which is the headquarters of Mafia District, Coast Region. Kilindoni UWSA is classified as Category C water authority. The Water Board as well as the management has not been established. The township water supply services are therefore, still operated by the District Council through the District Water Engineer. The service area of the Kilindoni Water Supply Authority has a population of approximately 9,617 people with an estimated water demand of 641.2m³/day. The water supply network only covers about 50% of the area of the township with a total of 4,809 people having access to water supply.</p> <p>The utility draws water from two main sources, Bomani Coastal springs and Kilimahewa borehole with combined installed capacity of 265m³/day. The Coastal spring source has capacity of 205m³/day while the borehole has yield capacity of 60m³/day. Water from the two sources is pumped to the storage tank for distribution. The average water abstractions from the sources are 158 m³/ day.</p> <p>There is no water treatment facility; thus water from the source is pumped direct to the distribution system. The total length of the entire pipe network is 6.84 km and water is supplied at an average of 4.7hrs. The township has 4 storage tanks with a combined storage volume of 135m³. The town has no sewerage system; onsite sanitary facilities are in use under management of the Mafia District Council. Kilindoni UWSA has one proposed staff, the Managing Director, but still working under the District Water Engineer.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 172</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 156</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 25%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 6</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 10,800,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 2,400,000</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 7,440,000</td> </tr> </table> | | | | | Total Water Connections | : 172 | Total Active Connections | : 156 | Total Water Kiosk/Standpipe | : 0 | Metering Ratio | : 0% | NRW | : 25% | Total Staff | : 1 | Staff/1000 connections | : 6 | Annual O&M Costs | : Tzs 10,800,000 | Annual Water Collections (Arrears included) | : Tzs 2,400,000 | Annual Water Billings | : Tzs 7,440,000 |
| Total Water Connections | : 172 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 156 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 0 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 25% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 6 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 10,800,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 2,400,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 7,440,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 25%;">Category of customer</th> <th style="width: 25%;">Domestic</th> <th style="width: 25%;">Institutions</th> <th style="width: 25%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Flat rate (TZS/Month)</td> <td>2,500 – 10,000</td> <td>5,000 – 10,000</td> <td>5,000 – 10,000</td> </tr> </tbody> </table> <p>Note ; A kiosk TZS 20 per 20 litre jerry can</p> | | | | Category of customer | Domestic | Institutions | Commercial | Flat rate (TZS/Month) | 2,500 – 10,000 | 5,000 – 10,000 | 5,000 – 10,000 | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/Month) | 2,500 – 10,000 | 5,000 – 10,000 | 5,000 – 10,000 | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Complete establishment of Water Board and Management to run the utility. 2. Inadequate water sources to meet the estimated water demand. 3. Metering of all customer connections. 4. Lack of office and transport. | | | | | | | | | | | | | | | | | | | | | | | | |

| KILOLO | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | |
|--|--|------------------------------------|-------------------------|-----|-----------------------------|------|----------------|------|-----|-------|-------------|-----|
| General Description About the Utility | <p>Kilolo Urban Water Supply and Sanitation Authority (KILUWASA) declared a fully autonomous public water utility in 2005 for provision of water supply and sanitation services within the Kilolo township area which is the headquarters of Kilolo district in Iringa region. KILUWASA has a Board of directors and the day-to-day activities are managed by a Manager. Kilolo UWSA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 17,369 people in which 10,143 persons are accessing water services provided by the utility. The total water demand for the town is estimated at 2,898m³/day while water produced is estimated as 1,122m³/day. The utility draws water from protected springs located in Lusinga village about 25km from the town center. There are four spring intakes collecting water from the percolation pipes laid in trenches and covered with aggregates and sand. Water is transmitted by gravity to Kilolo town through 110mm uPVC pipe and 50mm HDPE pipe to the six storage tanks of total capacity 357.5m³.</p> <p>The source installed production capacity is 1,468m³/day .The present production capacity is not sufficient to meet the estimated water demand of 2,898m³/day. The utility has no water treatment facilities; thus, the water quality test was carried out during design of the scheme but no report is available to establish the quality of water produced. The distribution network in Kilolo town has a total of 40.3km length consisting HDPE, uPVC and GS pipes. The network is relative new as such no much leakage has been reported. The distribution network has 2 storage tanks of different size and combined storage volume of 175m³.</p> <p>The water service in Kilolo town is free. The main reason is that the scheme was constructed by the Anglican Church in 2005 and is still operating the scheme. The process of handing over to KILUWASA is not yet completed. The town has no sewerage system; onsite sanitary facilities in uses are being monitored by the Kilolo District Council. Kilolo UWSA has 3 employees all still under the employment of the Kilolo District Council.</p> | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 4</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 63</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 3</td> </tr> </table> | | Total Water Connections | : 4 | Total Water Kiosk/Standpipe | : 63 | Metering Ratio | : 0% | NRW | : 30% | Total Staff | : 3 |
| Total Water Connections | : 4 | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 63 | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | |
| NRW | : 30% | | | | | | | | | | | |
| Total Staff | : 3 | | | | | | | | | | | |
| Tariff Structure | Water Service is free | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Handing over of the project from the Anglican Church to the Board of Directors. 2. Lack of water treatment facilities. 3. Low number of household connections. 4. Lack of capital fund for expansion of water supply services. 5. Lack of sufficient and qualified staff. | | | | | | | | | | | |

| KILOSA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|---------------------|-------------------|-------------------|-------------------------|-------|--------------------------|-------|-----------------------------|-----|----------------|-------|-----|-------|-------------|------|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Kilosa Urban Water Supply and Sanitation Authority (KILOSA-UWSA) was established by Act No. 8 of 1997 and was declared a water supply Authority in February 2001. KILOSA-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kilosa township which is the headquarters of the Kilosa District in Morogoro Region. KILOSA-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 26,648 based on the 2002 census in which 14,428 persons are served. The town water supply depends on the Mkadage river source contributing 80% of production, and two productive boreholes, located at Manzese and Azimio areas contributing the remaining 20%. There are also very few privately owned shallow wells. The Mkadage intake was constructed in 1952 and later rehabilitated in late 70's. Water from the Mkadage intake is pumped into 1000 m³ storage tank located about 246m away. Water from Azimio boreholes on the other hand, is pumped directly, into distribution system, while that from Manzese is pumped into 225m³ storage tanks at the Manzese area. The present production capacity of 1,252 m³/day is very low compared with the estimated water demand of 2,364m³/day. The utility has no water treatment facilities except for chlorination done at the 1000m³ storage tank receiving water from the Mkadage intake. Also water quality monitoring plan is not in place. The total length of distribution system is 22.96km and water is supplied at an average of 12 hrs/day. The system has three storage tanks with total capacity of 1360 m³ that are functioning. The water supply authority has no sewerage network.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 857</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 325</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 13%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 40%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 22</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 26</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 33,902,063</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 38,418,000</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 42,824,000</td> </tr> </table> | | | | | Total Water Connections | : 857 | Total Active Connections | : 325 | Total Water Kiosk/Standpipe | : 1 | Metering Ratio | : 13% | NRW | : 40% | Total Staff | : 22 | Staff/1000 connections | : 26 | Annual O&M Costs | : Tzs 33,902,063 | Annual Water Collections (Arrears included) | : Tzs 38,418,000 | Annual Water Billings | : Tzs 42,824,000 |
| Total Water Connections | : 857 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 325 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 13% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 40% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 22 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 26 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 33,902,063 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 38,418,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 42,824,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industries | | | | | | | | | | | | | | | | | | | | |
| | Metered customers (TShs/m ³) | 350 | 400 - 550 | 600 | 750 | | | | | | | | | | | | | | | | | | | | |
| | Flat rate (TShs/month) | 5,000 | 10,000 – 75,000 | 6,000 – 30,000 | 20,000 – 80,000 | | | | | | | | | | | | | | | | | | | | |
| | <p>Note1: Industries in this case included contractors Note 2: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) High NRW. (2) Low production capacity. (3) Low metering. (4) Few number of kiosks and network coverage. (5) Treatment facilities. (6) Inadequate qualified staff.</p> | | | | | | | | | | | | | | | | | | | | | | | | |

| KILWA MASOKO | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|--|-------------------------|----------|--------------------------|------------|--------------------------------|-----|----------------|-------|------------------------|-------|-------------|------|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Kilwa Urban Water Supply and Sanitation Authority (KMUWASA) was established by Act No. 8 of 1997 and came into operation on 28th November, 2004. KMUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Masoko township which is the headquarters of Kilwa District in Lindi Region. KMUWASA is classified as Category C water authority. Its area of responsibility has a total population of 17,534 people in which 7,151 person are served. The utility draws water from two main types of water sources, six boreholes located at Mkapa garden area at the centre of Masoko township contributing the remaining 90% and Mtanga spring located 11km from the Masoko township along Masoko–Nangurukuru road which contributes about 10% of the daily water production. The combined production capacity is approximately 2,832m³/day but it is not fully utilized owing to worn out transmission line and non-working boreholes. The present production capacity of 1,184m³/day is very low compared with the estimated water demand of 2,466m³/day. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 20.8km and water is supplied through rationing at an average of 6 hrs/day. The system has seven storage tanks with total capacity of 645m³, but three tanks with total capacity of 360m³ are not functioning. The town has no sewerage system; onsite sanitary facilities are in use under the monitoring of the Kilwa District Council</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 882</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 817</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 69%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 44%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 22</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 51,560,923</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 48,717,746</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 60,115,704</td> </tr> </table> | | | | Total Water Connections | : 882 | Total Active Connections | : 817 | Total Water Kiosk/Standpipe | : 7 | Metering Ratio | : 69% | NRW | : 44% | Total Staff | : 22 | Staff/1000 connections | : 25 | Annual O&M Costs | : Tzs 51,560,923 | Annual Water Collections (Arrears included) | : Tzs 48,717,746 | Annual Water Billings | : Tzs 60,115,704 |
| Total Water Connections | : 882 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 817 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 7 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 69% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 44% | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 22 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 25 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 51,560,923 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 48,717,746 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 60,115,704 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/Month)</td> <td style="text-align: center;">400</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> </tr> <tr> <td>Flat rate (TShs/Month)</td> <td style="text-align: center;">4,000</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Metered customers (TShs/Month) | 400 | 500 | 500 | Flat rate (TShs/Month) | 4,000 | - | - | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (TShs/Month) | 400 | 500 | 500 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/Month) | 4,000 | - | - | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Low production capacity. (2) High NRW caused by low metering. (3) Low coverage of distribution network by almost 50%. (4) Lack of sufficient qualified staff.</p> | | | | | | | | | | | | | | | | | | | | | | | |

| KIOMBOI | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|-------|-----|-------|------------------------------|-------|------------------------|------|------------------|------------------|---|-----------------|
| General Description About the Utility | <p>Kiomboi Urban Water Supply and Sewerage Authority (KIUWASA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Kiomboi Urban area which is the headquarters of Iramba District, Singida Region. KIUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 12,480 out of which 4,368 people are served. The utility draws water from three boreholes (although it has six boreholes in total) with a production capacity of 962m³/day which is insufficient compared with the estimated water demand of 1,510m³/day. The total length of the distribution system is 11.6km. Water is supplied through rationing at an average of 3 hrs. The system has 3 storage tanks with a storage capacity of 185m³. The township has no sewerage system; onsite sanitary facilities are in use under the Iramba District Town Council. KIUWASA has 16 employees, all permanent.</p> | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 172</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 172</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 2</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 15%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 50%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 16</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 93</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 30,009,457</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 6,189,400</td> </tr> </table> | | | | | Total Water Connections | : 172 | Total Active Connections | : 172 | Total Water Kiosk/Standpipe | : 2 | Metering Ratio | : 15% | NRW | : 50% | Total Staff | : 16 | Staff/1000 connections | : 93 | Annual O&M Costs | : Tzs 30,009,457 | Annual Water Collections (Arrears included) | : Tzs 6,189,400 |
| Total Water Connections | : 172 | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 172 | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 2 | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 15% | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 50% | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 16 | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 93 | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 30,009,457 | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 6,189,400 | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">400</td> <td style="text-align: center;">400</td> <td style="text-align: center;">400</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td style="text-align: center;">2,000</td> <td style="text-align: center;">5,000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 50per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 400 | 400 | 400 | NA | Flat rate charge (TZS/Month) | 2,000 | 5,000 | NA | NA | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 400 | 400 | 400 | NA | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 2,000 | 5,000 | NA | NA | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Old pumping units experiencing frequent breakdown. 2. Bill settlement, customers not paying on time. 3. Lack of transport. 4. Low coverage, only 16% of the town is covered/has network. 5. Low metering, 15% of the customers are metered. 6. High NRW. | | | | | | | | | | | | | | | | | | | | | | |

| KISARAWA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|---------------|--|----------------------|-------------------------|--------------|--------------------------|-----------------------|-----------------------------|----------------|----------------|------|-----|-------|-------------|------|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Kisarawe Township Water Supply and Sanitation Authority, declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services for the Kisarawe Township area which is the headquarters of Kisarawe District, Coast Region. Kisarawe UWSA is classified as Category C water authority and started its operation in 2008. Its area of responsibility has a total population of 10,592 people in which 7,054 persons are served with water. The utility draws water from two main sources, Minaki and Dalu earth fill dams with a combined production capacity of 1,042m³/day .Water from the two sources are pumped to the storage tank for distribution. The average water abstraction from the sources during the reporting period was 467 m³/day.</p> <p>The present production capacity is not yet sufficient to meet the estimated water demand for the township of 887.67m³/day. The utility has no water treatment facilities; thus water from the source is pumped direct into the distribution system. The total length of the entire pipe network is 9.64 km and water is supplied at an average of 6 hrs. The network has 6 storage tanks of different sizes and combined storage volume of 902.5m³. The town has no sewerage system; onsite sanitary facilities are in use under management of Kisarawe District Council. Kisarawe UWSA has 13 employees with deficiency of 10 employees.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 172</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 162</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 50%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 13</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 73</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 66,872,440</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 16,098,400</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 10,822,800</td> </tr> </table> | | | | | Total Water Connections | : 172 | Total Active Connections | : 162 | Total Water Kiosk/Standpipe | : 7 | Metering Ratio | : 0% | NRW | : 50% | Total Staff | : 13 | Staff/1000 connections | : 73 | Annual O&M Costs | : Tzs 66,872,440 | Annual Water Collections (Arrears included) | : Tzs 16,098,400 | Annual Water Billings | : Tzs 10,822,800 |
| Total Water Connections | : 172 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 162 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 50% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 13 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 73 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 66,872,440 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 16,098,400 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 10,822,800 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Flat rate (TZS/Month)</td> <td style="text-align: center;">2,400 – 2,800</td> <td style="text-align: center;">5,200 – 15,000</td> <td style="text-align: center;">2,400 – 5,000</td> </tr> </tbody> </table> <p>Note ; A kiosk TZS 20 per 20 litre jerry can</p> | | | | Category of customer | Domestic | Institutions | Commercial | Flat rate (TZS/Month) | 2,400 – 2,800 | 5,200 – 15,000 | 2,400 – 5,000 | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/Month) | 2,400 – 2,800 | 5,200 – 15,000 | 2,400 – 5,000 | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources to meet the estimated water demand. 2. Lack of water treatment facilities. 3. High value of Non revenue water due to old age of the distribution pipes. 4. Metering of all customer connections. 5. Lack of office and transport. | | | | | | | | | | | | | | | | | | | | | | | | |

| KISHAPU | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | |
|--|--|------------------------------------|-------------------------|-------|--------------------------|-------|-----------------------------|-----|----------------|---------|-------------|-----|------------------------|--------|
| General Description About the Utility | <p>Kishapu Urban Water Supply & Sewerage Authority (Kishapu-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Kishapu ward comprising 8 villages, Kishapu District, Shinyanga Region. Kishapu-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 18,054 out of which 9,511 persons are served. However, since its establishment, it has never been under the management of the water board, but under the water user association and currently under the District Water Engineer. The utility draws water from Tungu River, with a total production capacity that has not been established. The system has 2 storage tanks with a storage capacity of about 120m³. The ward has no sewerage system; onsite sanitary facilities are in use under the Kishapu District Council. The utility is served by 3 employees, under the District Water Engineer.</p> | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 106</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 106</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 28.3%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 28.3</td> </tr> </table> | | Total Water Connections | : 106 | Total Active Connections | : 106 | Total Water Kiosk/Standpipe | : 7 | Metering Ratio | : 28.3% | Total Staff | : 3 | Staff/1000 connections | : 28.3 |
| Total Water Connections | : 106 | | | | | | | | | | | | | |
| Total Active Connections | : 106 | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 7 | | | | | | | | | | | | | |
| Metering Ratio | : 28.3% | | | | | | | | | | | | | |
| Total Staff | : 3 | | | | | | | | | | | | | |
| Staff/1000 connections | : 28.3 | | | | | | | | | | | | | |
| Tariff Structure | <p>The Charges at water Kiosks are TZS 20 per 20 litres jerry can</p> | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Unreliability of water sources and supply. 2. No management of the utility. 3. Power fluctuations problems. 4. Small distribution network. | | | | | | | | | | | | | |

| KONDOA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------------------------------|------------|--|-------------------------|----------|--------------------------|------------|--|------|----------------|-------|---|-----------|-------------|------|------------------------|-------|------------------|-------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Kondoa Urban Water Supply and Sanitation Authority (Kondoa-UWSA) was established by Act No. 8 of 1997 and came into operation on November, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kondoa township which is the headquarters of the Kondoa District in Dodoma Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 27,789 people in which 24,255 persons are served. The utility draws water from two main types of water sources, Chemchem spring contributing about 95% of the daily water production and two boreholes at Bicha (in which only one BH is operated) contributing the remaining 5%. The combined installed production capacity is approximately 4,592m³/day which does not meet the daily demand of the Kondoa township and Bicha village of 4500m³/day. This is due to inadequate production as a result of one un-operated Bicha borehole with low yield and also network coverage which needs extension. The utility has water quality monitoring plan and quality checks are done. The total length of the distribution system is 52.43km and water is supplied through rationing at an average of 10 hrs/day. The utility has eight storage tanks with total capacity of 1,350m³ in which seven are working. The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of the Kondoa District Council.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 1,716</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1,210</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 40%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 25%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 29</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 158,402,103</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 112,394,756</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 117,522,608</td> </tr> </table> | | | | Total Water Connections | : 1,716 | Total Active Connections | : 1,210 | Total Water Kiosk/Standpipe | : 17 | Metering Ratio | : 40% | NRW | : 25% | Total Staff | : 29 | Staff/1000 connections | : 17 | Annual O&M Costs | : Tzs 158,402,103 | Annual Water Collections (Arrears included) | : Tzs 112,394,756 | Annual Water Billings | : Tzs 117,522,608 |
| Total Water Connections | : 1,716 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1,210 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 17 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 40% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 25% | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 29 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 17 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 158,402,103 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 112,394,756 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 117,522,608 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Cons: 1 – 50m³ (Domestic: 1 -10m³) (TShs/m³)</td> <td style="text-align: center;">500</td> <td style="text-align: center;">600</td> <td style="text-align: center;">600</td> </tr> <tr> <td>Above 50m³ (Domestic: 11 – 25 and above 25m³) (TShs/m³)</td> <td style="text-align: center;">600 & 650</td> <td style="text-align: center;">650</td> <td style="text-align: center;">650</td> </tr> <tr> <td>Flat rate (TShs/Month)</td> <td style="text-align: center;">6,000</td> <td style="text-align: center;">15,000 – 75,000</td> <td style="text-align: center;">25,000</td> </tr> </tbody> </table> <p>Note: i) The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Cons: 1 – 50m ³ (Domestic: 1 -10m ³) (TShs/m ³) | 500 | 600 | 600 | Above 50m ³ (Domestic: 11 – 25 and above 25m ³) (TShs/m ³) | 600 & 650 | 650 | 650 | Flat rate (TShs/Month) | 6,000 | 15,000 – 75,000 | 25,000 | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | |
| Cons: 1 – 50m ³ (Domestic: 1 -10m ³) (TShs/m ³) | 500 | 600 | 600 | | | | | | | | | | | | | | | | | | | | | |
| Above 50m ³ (Domestic: 11 – 25 and above 25m ³) (TShs/m ³) | 600 & 650 | 650 | 650 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/Month) | 6,000 | 15,000 – 75,000 | 25,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Inadequate network coverage. (2) Low metering ration. (3) Increased waste water discharge requiring treatment. (4) Lack of working tools and transport. (5) Inadequate office space. (6) Lack of adequate qualified personnel.</p> | | | | | | | | | | | | | | | | | | | | | | | |

| KONGWA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------------------------------|------------|-----------|--|-------------------------|----------|--------------------------|------------|-----------------------------|---|----------------|--------|--------|--------|---|-------|------------------------|-------|------------------|--|---|------------------|-----------------------|---------------------------|
| General Description About the Utility | <p>Kongwa Urban Water Supply and Sanitation Authority (KUWASA) was established by Act No. 8 of 1997 and came into operation on 30th January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kongwa township which is the headquarters of Kongwa District in Dodoma Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 25,770 people in which 7,550 person are served with water. The utility draws water from two main types of water sources, Sagara hills spring (gravity scheme) contributing about 70% of the daily water production and three boreholes (in which only two are working) contributing the remaining 30%. The combined installed production capacity is approximately 1,780m³/day does not meet the daily demand of Kongwa township and four villages in the peripheral areas along the transmission line from Sagara hills and it is not fully utilized owing to worn-out transmission line and breakdown of boreholes. The present production capacity of approximately 435m³/day is very low compared with the estimated water demand of 1,438m³/day. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 38.3km and water is supplied through rationing at an average of 8 hrs/day. The system has two storage tanks with total capacity of 335m³. The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of the Kongwa District Council.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 925</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 840</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 39%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 45%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 65</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 55,201,422</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 43,552,335</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 98,840,000 (target)</td> </tr> </table> | | | | | Total Water Connections | : 925 | Total Active Connections | : 840 | Total Water Kiosk/Standpipe | : 1 | Metering Ratio | : 39% | NRW | : 45% | Total Staff | : 20 | Staff/1000 connections | : 65 | Annual O&M Costs | : Tzs 55,201,422 | Annual Water Collections (Arrears included) | : Tzs 43,552,335 | Annual Water Billings | : Tzs 98,840,000 (target) |
| Total Water Connections | : 925 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 840 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 39% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 45% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 20 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 65 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 55,201,422 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 43,552,335 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 98,840,000 (target) | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Religious</th> </tr> </thead> <tbody> <tr> <td>Cons: 1 – 10m³ (Domestic: 1 -6m³) (TShs/Month)</td> <td style="text-align: center;">5,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">10,000</td> </tr> <tr> <td>Cons: 10 – 100m³ (Domestic: 6 - 15m³) (TShs/m³)</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">1,500</td> </tr> <tr> <td>Cons: Exceeding limit above (TShs/m³)</td> <td style="text-align: center;">1,200</td> <td style="text-align: center;">2,000</td> <td style="text-align: center;">2,000</td> <td style="text-align: center;">1,500</td> </tr> </tbody> </table> <p>Note: i) The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Religious | Cons: 1 – 10m ³ (Domestic: 1 -6m ³) (TShs/Month) | 5,000 | 10,000 | 10,000 | 10,000 | Cons: 10 – 100m ³ (Domestic: 6 - 15m ³) (TShs/m ³) | 1,000 | 1,000 | 1,000 | 1,500 | Cons: Exceeding limit above (TShs/m ³) | 1,200 | 2,000 | 2,000 | 1,500 |
| Category of customer | Domestic | Institutions | Commercial | Religious | | | | | | | | | | | | | | | | | | | | | |
| Cons: 1 – 10m ³ (Domestic: 1 -6m ³) (TShs/Month) | 5,000 | 10,000 | 10,000 | 10,000 | | | | | | | | | | | | | | | | | | | | | |
| Cons: 10 – 100m ³ (Domestic: 6 - 15m ³) (TShs/m ³) | 1,000 | 1,000 | 1,000 | 1,500 | | | | | | | | | | | | | | | | | | | | | |
| Cons: Exceeding limit above (TShs/m ³) | 1,200 | 2,000 | 2,000 | 1,500 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Lack of adequate qualified personnel. (2) Shortage of working tools. (3) Poor quality of supplied water requiring treatment. (4) Aged water supply infrastructure. (5) Need for new water sources. (6) Lack of transport facilities</p> | | | | | | | | | | | | | | | | | | | | | | | | |

| KOROGWE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------------------------------|---------------------|-------------------|-------------------|-------------------------|--------|--------------------------|--------|-----------------------------|------|----------------|-------|-----|-------|-------------|------|------------------------|-----|------------------|-------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Korogwe Urban Water Supply and Sanitation Authority (KUWASA) declared a fully autonomous public water utility in 2002, is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Korogwe Town Council which is the headquarters of the Korogwe District in Tanga Region. KUWASA is classified as Category C water authority. Its area of responsibility has a total population of 54,157 people in which 37,152 persons are served with water. The utility draws water from two main types of water sources, <i>Mbeza Stream (gravity scheme)</i> contributing about 40% of the daily water production, and three boreholes (<i>Kilole, Old Korogwe and Mtonga</i>) contributing the remaining 60%. The combined installed production capacity is 2,700m³/day. The present production capacity is very low compared with the estimated water demand of 4,243.2m³/day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the distribution system is 43.486 km and water is supplied through rationing at an average of 7hrs. The system has 6 storage tanks with combined capacity of 1755m³. The town has no sewerage system; onsite sanitary facilities are in use under the Township Authority. KUWASA has 18 employees with deficiency of 20 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 2185</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1769</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 31</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 98%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 17%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 18</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 149,793,870</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 150,178,889</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 147,494,800</td> </tr> </table> | | | | | Total Water Connections | : 2185 | Total Active Connections | : 1769 | Total Water Kiosk/Standpipe | : 31 | Metering Ratio | : 98% | NRW | : 17% | Total Staff | : 18 | Staff/1000 connections | : 8 | Annual O&M Costs | : Tzs 149,793,870 | Annual Water Collections (Arrears included) | : Tzs 150,178,889 | Annual Water Billings | : Tzs 147,494,800 |
| Total Water Connections | : 2185 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1769 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 31 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 98% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 17% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 18 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 8 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 149,793,870 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 150,178,889 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 147,494,800 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 400 | 400 | 400 | 400 | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/Month) | 4,800 | 5,600 | 5,600 | 5,600 | | | | | | | | | | | | | | | | | | | | |
| Note: The Charges at water Kiosks are TZS 8 per 20 litres jerry can. | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1) Age of the pipe network. 2) Unreliability of water sources. 3) Low network coverage. 4) Lack of water treatment plant at Mbeza River Source. 5) Lack of office building and transport. 6) Lack of sufficient and qualified staffs. | | | | | | | | | | | | | | | | | | | | | | | | |

| KYELA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|------------------------------------|----------------|------|-----|-------|------------------------------|---------------|------------------------|-------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Kyela Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within Kyela Town which is the headquarters of Kyela District in Mbeya Region. Kyela UWSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 44,905 people in which 39,076 persons are served with water. The main water source for Kyela town is Mambwe River (gravity scheme) located in the Mbambo Village, Rungwe District, about 30km from Kyela town. Other water sources for Kyela town are two boreholes (drilled in 2007) located at the Police area and Kyela District Hospital in Kyela town. The sources produced an average of 3,610m³/day during the 2008/09 fiscal year .</p> <p>The combined installed production capacity is 4,130m³/day while the estimated water demand is 3,143 m³/day. The present production capacity exceeds the estimated water demand by 24%. The total length of the entire pipe network is 56.86 km and water is supplied at an average of 12 hrs. The network has 5 storage tanks with combined storage volume of 375m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Kyela District Council. Kyela UWSA has 15 employees with deficiency of 3 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 1842</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1255</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 67</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 6%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 44%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 15</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 89,473,129</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 26,634,187</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 34,564,000</td> </tr> </table> | | | | | Total Water Connections | : 1842 | Total Active Connections | : 1255 | Total Water Kiosk/Standpipe | : 67 | Metering Ratio | : 6% | NRW | : 44% | Total Staff | : 15 | Staff/1000 connections | : 8 | Annual O&M Costs | : Tzs 89,473,129 | Annual Water Collections (Arrears included) | : Tzs 26,634,187 | Annual Water Billings | : Tzs 34,564,000 |
| Total Water Connections | : 1842 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1255 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 67 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 6% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 44% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 15 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 8 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 89,473,129 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 26,634,187 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 34,564,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Metered Rate (TZS/m³)</td> <td style="text-align: center;">200</td> <td style="text-align: center;">300</td> <td style="text-align: center;">350</td> <td style="text-align: center;">250</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td style="text-align: center;">3,000 – 4,500</td> <td style="text-align: center;">6,000</td> <td style="text-align: center;">7,000</td> <td style="text-align: center;">5,000</td> </tr> </tbody> </table> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Metered Rate (TZS/m ³) | 200 | 300 | 350 | 250 | Flat rate charge (TZS/Month) | 3,000 – 4,500 | 6,000 | 7,000 | 5,000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Metered Rate (TZS/m ³) | 200 | 300 | 350 | 250 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 3,000 – 4,500 | 6,000 | 7,000 | 5,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Low pumping hours due to less ability to pay the electricity bill. 2. Unwillingness for customer to pay for the service. 3. Low metering ratio. 4. Lack of capital fund for expansion of water supply services. 5. Lack of transport. 6. Lack of sufficient and qualified staff. 7. High Non Revenue Water. | | | | | | | | | | | | | | | | | | | | | | | | |

| LIWALE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|------------------------|----------------|-----------|-----|----------|-------------------------------|---------------|------------------------|--------|------------------|-------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Liwale Urban Water Supply and Sanitation Authority (LIUWASA) was established by Act No. 8 of 1997 and came into operation on 30th January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Liwale Township which is the headquarters of the Liwale District in Lindi Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 27,352 people in which 19,283 persons are served with water. The utility draws water from the only currently available stream water source, Liwale river (pumping scheme) contributing about 100% of the daily water production. The combined installed production capacity is approximately 1,800m³/day but it is not fully utilized owing to worn-out transmission line and breakdown of borehole pumps. The production capacity of approximately 1160m³/day is very low compared with the estimated water demand of 1,915m³/day. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 22.22km and water is supplied through rationing at an average of 9 hrs/day. The system has three storage tanks with total capacity of 405m³. The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of the Liwale District Council.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 925</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 840</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 91%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 29.52%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 22</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 104,698,026</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 52,002,642</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 54,874,650</td> </tr> </table> | | | | | Total Water Connections | : 925 | Total Active Connections | : 840 | Total Water Kiosk/Standpipe | : 1 | Metering Ratio | : 91% | NRW | : 29.52% | Total Staff | : 20 | Staff/1000 connections | : 22 | Annual O&M Costs | : Tzs 104,698,026 | Annual Water Collections (Arrears included) | : Tzs 52,002,642 | Annual Water Billings | : Tzs 54,874,650 |
| Total Water Connections | : 925 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 840 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 91% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 29.52% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 20 | | | | | | | | | | | | | | | | | | | | | | | | |
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| Annual Water Collections (Arrears included) | : Tzs 52,002,642 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 54,874,650 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 25%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>(TShs/m³)</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500 - 750</td> <td style="text-align: center;">650</td> <td style="text-align: center;">1,500</td> </tr> <tr> <td>Flat rate charge (TShs/Month)</td> <td style="text-align: center;">2,000 – 5,500</td> <td style="text-align: center;">7,500 – 10,000</td> <td style="text-align: center;">15,000</td> <td style="text-align: center;">15,000</td> </tr> </tbody> </table> <p>Note: i) The Charges at water Kiosks are TZS 50 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | (TShs/m ³) | 500 | 500 - 750 | 650 | 1,500 | Flat rate charge (TShs/Month) | 2,000 – 5,500 | 7,500 – 10,000 | 15,000 | 15,000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| (TShs/m ³) | 500 | 500 - 750 | 650 | 1,500 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TShs/Month) | 2,000 – 5,500 | 7,500 – 10,000 | 15,000 | 15,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Unreliable electric supply. 2. High NRW. 3. Low revenue collection due to unwillingness to pay. 4. Inadequate storage tanks. 5. Aged pipeline network. 6. Lack of transport facilities. 7. Unqualified staff in some posts. | | | | | | | | | | | | | | | | | | | | | | | | |

| LOLIONDO | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | |
|--|---|-----------------------------|------------|---------------------------|--|-------------------------|----------|-----------------------------|------------|----------------|------------------------------|--------|--------|--------|---------------------------|
| General Description About the Utility | <p>Loliondo town is the headquarters of Ngorongoro District, Arusha region. The service area of the Town Water Board covers Loliondo, Wasso and Sakara villages which have a total population of 10,950 people and an estimated water demand of 547.5m³/day.</p> <p>Loliondo town was declared an area of urban water supply authority in 2004 and charged with the overall responsibility of provision of water supply to the Loliondo Township. However, the Town Water Board has not been established. The township water supply services are still operated by the District Council through the District Water Engineer.</p> <p>The township mainly depends on three spring sources, namely Esuree, Kisamisi, and Engejuondare .The Esuree spring source has designed capacity of 1,036m³/day and the average actual production of 55m³/day .Kisamisi spring has average water production of 67.5m³/day while Engejuondare the estimated water production is 43m³/day.</p> <p>The availability of water in the township is not reliable mainly owing to lack of proper management. The scheme extends to all the three villages forming the township. The water supply network has 6 storage tanks of combined capacities of 463.5m³ and approximately 18km pipelines of diameters ranging from 25mm to 110mm, GS, PVC and HDPE materials. The system has 68 connected customers including domestic, institutional, commercial and 5 Public water points.</p> | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 68</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 5</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> </table> | | | | | Total Water Connections | : 68 | Total Water Kiosk/Standpipe | : 5 | Metering Ratio | : 0% | | | | |
| Total Water Connections | : 68 | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 5 | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Category</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutional</th> <th style="width: 20%;">Commercial</th> <th style="width: 15%;">Kiosk</th> </tr> </thead> <tbody> <tr> <td>Flat rate charge (TZS/Month)</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">12,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">50 per 20 litre jerry can</td> </tr> </tbody> </table> | | | | | Category | Domestic | Institutional | Commercial | Kiosk | Flat rate charge (TZS/Month) | 10,000 | 12,000 | 10,000 | 50 per 20 litre jerry can |
| Category | Domestic | Institutional | Commercial | Kiosk | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 10,000 | 12,000 | 10,000 | 50 per 20 litre jerry can | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources to meet the increasing water demand. 2. Lack of funds to undertake major rehabilitation of the old and dilapidated infrastructure. including expansion of the same. 3. Small Customer database. | | | | | | | | | | | | | | |

| LUDEWA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|--|----------------------|-------------------------|--------------|--------------------------|--|-----------------------------|-----|----------------|------------------------------|------|--------|-------------|------|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Ludewa Urban Water Supply and Sanitation Authority (LUDUWASA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Ludewa Town which is the headquarters of Ludewa District in Iringa Region. LUDUWASA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 9,963 people in which 5,281 persons are served with water. The water sources for Ludewa Township are from three gravity stream sources, abstracted by concrete intake weirs, including Lwisa A stream, Lwisa B stream and Mkondachi stream. The average water abstraction from the sources during the reporting period was 332m³/day</p> <p>The combined installed production capacity is 384m³/day .The present production capacity is not sufficient to meet the estimated water demand of 662m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 39.85 km and water is supplied at an average of 8hrs. The town has 3 storage tanks with combined storage volume of 471m³. The town has no sewerage system; presently, onsite sanitary facilities are in use under supervision of the Ludewa District Council. Ludewa UWSA has 11 employees and the total number of staff required has not been established.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 300</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 160</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 11%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 74%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 37</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 25,000,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 10,312,500</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 14,222,000</td> </tr> </table> | | | | | Total Water Connections | : 300 | Total Active Connections | : 160 | Total Water Kiosk/Standpipe | : 0 | Metering Ratio | : 11% | NRW | : 74% | Total Staff | : 11 | Staff/1000 connections | : 37 | Annual O&M Costs | : Tzs 25,000,000 | Annual Water Collections (Arrears included) | : Tzs 10,312,500 | Annual Water Billings | : Tzs 14,222,000 |
| Total Water Connections | : 300 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 160 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 0 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 11% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 74% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 11 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 37 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 25,000,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 10,312,500 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 14,222,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutions</th> <th style="width: 30%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>350</td> <td>500</td> <td>500</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>3000</td> <td>10,000</td> <td>10,000</td> </tr> </tbody> </table> | | | | Category of customer | Domestic | Institutions | Commercial | Consumption charge (TZS/m ³) | 350 | 500 | 500 | Flat rate charge (TZS/Month) | 3000 | 10,000 | 10,000 | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 350 | 500 | 500 | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 3000 | 10,000 | 10,000 | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Low collection from water services. 2. High value of NRW due to low metering ratio. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | |

| LUSHOTO | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|---------------------|-------------------|--|-----------------------------|-------------|--------------------------|---------------------|-----------------------------|----------------------------|--------------------|-------|-----|-------|--------------------|-----|------------------------|-------|--|---------------------|---|------------------|-----------------------|---------------------|-----|----|----|-------------------|-----|----|----|---------|----|-----|-----|------|----|-----|-----|
| General Description About the Utility | <p>Lushoto Urban Water Supply and Sanitation Authority (LUWASA) was declared a fully autonomous public water utility in 2002 is responsible for the overall operation and management of water supply and sanitation services within the Lushoto urban area which is the headquarters of Lushoto District, Tanga Region. LUWASA is classified as Category C water authority. Its area of responsibility has a total population of 21,740 people in which 15,060 persons served. The utility draws water from two (2) stream water sources, namely Kwembago and Kamfa. Both streams supply water by gravity to Lushoto town and originate from the Lushoto mountain catchment area. The installed production capacity is 1350m³/day. The installed production capacity is far below the estimated demand for the township of 2,235m³/day. The total length of the distribution system is 27 km and water is supplied at an average of 8hrs. No water treatment plant in place. The distribution system has 7 storage tanks with total capacity of 429m³. The township has no sewerage system; onsite sanitary facilities are in use under Lushoto District Town Council. LUWASA has 9 employees with deficiency of 5 employees of different professions and qualifications.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 927</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 800</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 5</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 59%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 39%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 9.6</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 62,150,200</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 59,991,697</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 53,278,975</td> </tr> </table> | | | | | Total Water Connections | : 927 | Total Active Connections | : 800 | Total Water Kiosk/Standpipe | : 5 | Metering Ratio | : 59% | NRW | : 39% | Total Staff | : 9 | Staff/1000 connections | : 9.6 | Annual O&M Costs | : Tzs 62,150,200 | Annual Water Collections (Arrears included) | : Tzs 59,991,697 | Annual Water Billings | : Tzs 53,278,975 | | | | | | | | | | | | | | | |
| Total Water Connections | : 927 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 800 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 59% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 39% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 9.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 62,150,200 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 59,991,697 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 53,278,975 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">BAND</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td rowspan="2" style="vertical-align: top;">Minimum charge (TZS/month)</td> <td style="text-align: center;">1-15m³</td> <td style="text-align: center;">3000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">1-20m³</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">8000</td> <td style="text-align: center;">8000</td> </tr> <tr> <td rowspan="5" style="vertical-align: top;">Consumption charge (TZS/M³)</td> <td style="text-align: center;">16-30m³</td> <td style="text-align: center;">200</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">31-50m³</td> <td style="text-align: center;">250</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">≥51m³</td> <td style="text-align: center;">350</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">21- 100</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">400</td> <td style="text-align: center;">400</td> </tr> <tr> <td style="text-align: center;">≥101</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 30 per 20 litres jerry can.</p> | | | | | Category of customer | BAND | Domestic | Institutions | Commercial | Minimum charge (TZS/month) | 1-15m ³ | 3000 | NA | NA | 1-20m ³ | NA | 8000 | 8000 | Consumption charge (TZS/M ³) | 16-30m ³ | 200 | NA | NA | 31-50m ³ | 250 | NA | NA | ≥51m ³ | 350 | NA | NA | 21- 100 | NA | 400 | 400 | ≥101 | NA | 500 | 500 |
| Category of customer | BAND | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Minimum charge (TZS/month) | 1-15m ³ | 3000 | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 1-20m ³ | NA | 8000 | 8000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/M ³) | 16-30m ³ | 200 | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 31-50m ³ | 250 | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | ≥51m ³ | 350 | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 21- 100 | NA | 400 | 400 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | ≥101 | NA | 500 | 500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources and supply to meet demand. 2. Lack of water treatment facilities. 3. Age of the distribution pipe. 4. Lack of office building and transport for the authority. 5. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MAFINGA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|---------------------|-------------------|-------------------|-------------------------|---|-------|--|--|--|--------------------------|---|------|--|--|--|-----------------------------|---|---|--|--|--|----------------|---|-----|--|--|--|-----|---|-----|--|--|--|-------------|---|----|--|--|--|------------------------|---|----|--|--|--|------------------|---|-----------------|--|--|--|---|---|----------------|--|--|--|-----------------------|---|-----------------|--|--|--|
| General Description About the Utility | <p>Mafinga Urban Water Supply and Sanitation Authority (MAUWASA) was declared a fully autonomous public water utility in 2001 responsible for the overall operation and management of water supply and sanitation services within the Mafinga Town which is the headquarters of Mufindi District in Iringa Region. MAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 29,255 people in which 13,458 persons are served with water. The utility draws water from two stream sources, namely the Ikangafu pumping scheme with production capacity 2,360m³/day, and Mkombwe gravity scheme of production capacity 280m³/day. The average water abstraction from the sources during the reporting period was 1893m³/day</p> <p>The combined installed production capacity is 2641m³/day .The present production capacity is not sufficient to meet the estimated water demand of 3265m³/day. The utility has no water treatment facilities but water quality monitoring is done but not regularly. The total length of the entire pipe network is 82.2 km and water is supplied through rationing at an average of 11 hrs. The network has 5 storage tanks with combined storage volume of 990m³. The town has no sewerage system; onsite sanitary facilities in use under supervision of the Mufindi District Council. Mafinga UWSA has 22 employees with deficiency of 4 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,577</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1410</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>5</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>31%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>30%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>22</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>14</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 178,484,873</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 87,533,391</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 178,258,093</td> <td colspan="3"></td> </tr> </table> | | | | | Total Water Connections | : | 1,577 | | | | Total Active Connections | : | 1410 | | | | Total Water Kiosk/Standpipe | : | 5 | | | | Metering Ratio | : | 31% | | | | NRW | : | 30% | | | | Total Staff | : | 22 | | | | Staff/1000 connections | : | 14 | | | | Annual O&M Costs | : | Tzs 178,484,873 | | | | Annual Water Collections (Arrears included) | : | Tzs 87,533,391 | | | | Annual Water Billings | : | Tzs 178,258,093 | | | |
| Total Water Connections | : | 1,577 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 1410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 31% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 30% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 178,484,873 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 87,533,391 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 178,258,093 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 400 | 400 | 400 | 400 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/Month) | 3000 - 4000 | 10,000 - 20,000 | 20,000 | 30,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Very small distribution network compared with water production which is slightly high. 2. Low metering ratio. 3. Lack of capital fund for expansion of water supply services. 4. Lack of office building and transport. 5. Lack of sufficient and qualified staff. 6. High Non revenue water. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MAGU | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|---------------------|-------------------|-------------------|-------------------------|---|-------|--|--|--|--------------------------|---|-------|--|--|--|-----------------------------|---|----|--|--|--|----------------|---|----|--|--|--|-----|---|-----|--|--|--|-------------|---|----|--|--|--|------------------------|---|------|--|--|--|------------------|---|----------------|--|--|--|---|---|----------------|--|--|--|-----------------------|---|----------------|--|--|--|
| General Description About the Utility | Magu Urban Water Supply and Sanitation Authority (Magu-UWSA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Magu Township area located in Magu District, Mwanza Region. Magu-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 30,000 people in which 12,600 persons are served. The utility draws water from the intake called Busulwa located on the Lake Victoria shore. The current combined installed production capacity is 1,065.2m ³ /day .The present production capacity is low compared with the estimated water demand of 7,084.6m ³ /day. The utility has neither water treatment facilities nor water quality monitoring program in place. The total length of the distribution system is 27km and water is supplied through rationing at an average of 6 hrs. The system has 3 storage tanks with a combined capacity of 450m ³ . The township has no sewerage system; onsite sanitary facilities in use under the Magu Township Authority. Magu-UWSA has 21 employees of different qualifications and professions. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,414</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,414</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>59</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>0%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>40%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>21</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>14.9</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 28,487,500</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 29,196,750</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 35,200,000</td> <td colspan="3"></td> </tr> </table> | | | | | Total Water Connections | : | 1,414 | | | | Total Active Connections | : | 1,414 | | | | Total Water Kiosk/Standpipe | : | 59 | | | | Metering Ratio | : | 0% | | | | NRW | : | 40% | | | | Total Staff | : | 21 | | | | Staff/1000 connections | : | 14.9 | | | | Annual O&M Costs | : | Tzs 28,487,500 | | | | Annual Water Collections (Arrears included) | : | Tzs 29,196,750 | | | | Annual Water Billings | : | Tzs 35,200,000 | | | |
| Total Water Connections | : | 1,414 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 1,414 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 59 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 14.9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 28,487,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 29,196,750 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 35,200,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/Month) | 4,000 | 10,000 | 10,000 | 100,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>Note: The Charges at water Kiosks are TZS 50 per 20 litres jerry can. No metred customer</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Low production from the available water sources. 2. Low network coverage. 3. Lack of water treatment facilities. 4. Lack of bulk metres at production points. 5. Poor billing recording and data management. 6. Low connection rate as a result of low coverage. 7. Lack of transport, the Authority has one worn-out vehicle and one motorcycle. 8. Lack of sufficient and qualified staffs. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MAHENGE | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|--|----------------------|-------------------------|--------------|--------------------------|--------------------------------|-----------------------------|-----|----------------|------------------------|-------|--------|-------------|-----|------------------------|-------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Mahenge Urban Water Supply and Sanitation Authority (Mahenge-UWSA) was established by Act No. 8 of 1997 on 13th October, 2003. Mahenge-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mahenge township which is the headquarters of Ulanga District in Morogoro Region. Mahenge-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 16,224 according to the 2002 census. Mahenge-UWSA depends on 6 river intakes and one ring well fitted with diesel engine which drives the pump. Most of these schemes were constructed in the late 70's. Currently It is only approximated that 371.52m³/day is produced from river intakes (using the average flows measurements done in the 1997 study) and about 20-30m³/day is produced from the ring well. These estimated productions are only 16% of the daily water demand (2,490m³/day). The average daily supply is five (5) hours a day. This capacity is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes.. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the transmission and distribution system is not well established and daily operations are through experience of available staff. There are four (4) storage tanks in place located at Mawenge, Vigoi, and Mzenga areas with a total capacity of 450m³. There is no any water quality monitoring done. There are no any means of transport for the utility for its operation and maintenance activities in which case the utility hire vehicles when in need. Currently the utility has no sewerage infrastructure to operate.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 870</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 870</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 4%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 45%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 9.2</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 17,956,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 13,252,000</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 19,092,000</td> </tr> </table> | | | | | Total Water Connections | : 870 | Total Active Connections | : 870 | Total Water Kiosk/Standpipe | : 1 | Metering Ratio | : 4% | NRW | : 45% | Total Staff | : 8 | Staff/1000 connections | : 9.2 | Annual O&M Costs | : Tzs 17,956,000 | Annual Water Collections (Arrears included) | : Tzs 13,252,000 | Annual Water Billings | : Tzs 19,092,000 |
| Total Water Connections | : 870 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 870 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 4% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 45% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 8 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 9.2 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 17,956,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 13,252,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 19,092,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutions</th> <th style="width: 30%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/Month)</td> <td>250</td> <td>350</td> <td>400</td> </tr> <tr> <td>Flat rate (TShs/Month)</td> <td>2,000</td> <td>10,000</td> <td>15,000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Metered customers (TShs/Month) | 250 | 350 | 400 | Flat rate (TShs/Month) | 2,000 | 10,000 | 15,000 | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (TShs/Month) | 250 | 350 | 400 | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/Month) | 2,000 | 10,000 | 15,000 | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Inadequate qualified staff. (2) Rehabilitation and replacement of pipeline network. (3) Low metering ratio. (4) Lack of reliable transport facilities. (5) High NRW.</p> | | | | | | | | | | | | | | | | | | | | | | | | |

| MAKETE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|-----------------------------|------------|--------------|------------|-------------------------|--|-----|-----|-----|--------------------------|------------------------------|-------|-----------------|-------|-----------------------------|---|---|--|--|----------------|---|-----|--|--|-----|---|-----|--|--|-------------|---|----|--|--|------------------------|---|----|--|--|------------------|---|----------------|--|--|---|---|----------------|--|--|-----------------------|---|----------------|--|--|
| General Description About the Utility | <p>Makete Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within Makete Town (Iwawa) which is the headquarters of Makete District in Iringa Region. Makete UWSA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 16,907 people in which 5,411 persons are served with water. The water source for the Iwawa Township is from three major sources of Ivalalila stream, Kidwiva stream and Ludihani spring sources that contribute approximately 99% of total water production. There is also one small spring source at Mpangala which serves Mpangala village only that add to the remaining 1% of the total daily production. All sources supply water to Iwawa town and Mpangala village through gravity system. The average water abstraction from the sources during the reporting period was 2,809.2m³/day.</p> <p>The combined installed production capacity is 3,050m³/day .The present production capacity is sufficient to meet the estimated water demand of 1850m³/day. The utility has no water treatment facilities. However, water quality test results reported have shown that the water being supplied is of good quality. The total length of entire pipe network is 34 km and water is supplied at an average of 12hrs per day. The network has 3 storage tanks with combined storage volume of 225m³. The town has no sewerage system; onsite sanitary facilities in use under supervision of Makete District Council. Makete UWSA has 11 employees with deficiency of 4 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>722</td> <td colspan="2"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>590</td> <td colspan="2"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>2</td> <td colspan="2"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>35%</td> <td colspan="2"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>58%</td> <td colspan="2"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>11</td> <td colspan="2"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>15</td> <td colspan="2"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 26,156,080</td> <td colspan="2"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 12,932,330</td> <td colspan="2"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 17,879,600</td> <td colspan="2"></td> </tr> </table> | | | | | Total Water Connections | : | 722 | | | Total Active Connections | : | 590 | | | Total Water Kiosk/Standpipe | : | 2 | | | Metering Ratio | : | 35% | | | NRW | : | 58% | | | Total Staff | : | 11 | | | Staff/1000 connections | : | 15 | | | Annual O&M Costs | : | Tzs 26,156,080 | | | Annual Water Collections (Arrears included) | : | Tzs 12,932,330 | | | Annual Water Billings | : | Tzs 17,879,600 | | |
| Total Water Connections | : | 722 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 590 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 35% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 58% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 26,156,080 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 12,932,330 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 17,879,600 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Kiosks</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>200</td> <td>250</td> <td>250</td> <td>250</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>2,000</td> <td>10,000 – 20,000</td> <td>5,000</td> <td>10,000</td> </tr> </tbody> </table> | Category of customer | Domestic | Institutions | Commercial | Kiosks | Consumption charge (TZS/m ³) | 200 | 250 | 250 | 250 | Flat rate charge (TZS/Month) | 2,000 | 10,000 – 20,000 | 5,000 | 10,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Kiosks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 200 | 250 | 250 | 250 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 2,000 | 10,000 – 20,000 | 5,000 | 10,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Low water distribution coverage as well as low storage volume. 2. High value of NRW. 3. Low metering ratio. 4. Lack of office building and transport. 5. Lack of sufficient and qualified staff. 6. Insufficient installed capacity. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MANYONI | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|---------|-----|---------|------------------------------|-------|------------------------|--------|------------------|-----------------|---|-----------------|
| General Description About the Utility | <p>Manyoni Urban Water Supply & Sewerage Authority (Manyoni-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Manyoni township, Manyoni District, Singida Region. Manyoni-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 20,000 out of which 4,400 persons are served. The utility draws water from three boreholes, with a total production capacity of 396 m³/day which is insufficient compared with the estimated town water demand of 1,000m³/day. The total length of the distribution pipeline system is 18.59km. Water is supplied through rationing at an average of 5 hrs. The system has 3 storage tanks with a storage capacity of about 365m³. The ward has no sewerage system; onsite sanitary facilities in use under the Manyoni District Council. The utility is served by 13 employees, all permanent.</p> | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 305</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 305</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 92.1%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 57.1%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 13</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 42.6</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 5,668,803</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs15,418,810</td> </tr> </table> | | | | | Total Water Connections | : 305 | Total Active Connections | : 305 | Total Water Kiosk/Standpipe | : 11 | Metering Ratio | : 92.1% | NRW | : 57.1% | Total Staff | : 13 | Staff/1000 connections | : 42.6 | Annual O&M Costs | : Tzs 5,668,803 | Annual Water Collections (Arrears included) | : Tzs15,418,810 |
| Total Water Connections | : 305 | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 305 | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 11 | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 92.1% | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 57.1% | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 13 | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 42.6 | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 5,668,803 | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs15,418,810 | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institution</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td style="text-align: center;">3,000</td> <td style="text-align: center;">3,000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>NOTE: The Charges at water Kiosks are TZS 20 per 20 litres jerry can</p> | | | | | Category of customer | Domestic | Institution | Commercial | Industrial | Consumption charge (TZS/m ³) | 500 | 500 | NA | NA | Flat rate charge (TZS/Month) | 3,000 | 3,000 | NA | NA | | | |
| Category of customer | Domestic | Institution | Commercial | Industrial | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 500 | 500 | NA | NA | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 3,000 | 3,000 | NA | NA | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. High UFW. 2. Low production capacity. 3. Small distribution network. | | | | | | | | | | | | | | | | | | | | | | |

| MASASI | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|------------------------|----------------|-------|-------|-------|-------------------------------|--------|------------------------|--------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Masasi Urban Water Supply and Sanitation Authority (MAUWASA) was established by Act No. 8 of 1997 and came into operation on 2003. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Masasi township which is the headquarters of Masasi District in Mtwara Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 110,647 people in which 23,336 persons are served with water. The utility draws water from two main types of water sources, Mwena Spring (gravity scheme) contributing about 61% of the daily water production, and seven boreholes (of which only four are working) contributing the remaining 39%. The combined installed production capacity is approximately 7000m³/day but it is not fully utilized owing to worn-out transmission line and breakdown of borehole pumps. The present production is approximately 2,136m³/day is very low compared with the estimated water demand of 7,745m³/day. The utility has no proper water quality monitoring plan and no water treatment facilities. The total length of the distribution system is 82.25km and water is supplied through rationing at an average of 2 hrs/day. The system has ten storage tanks with capacity of 1,335m³. The town has no sewerage system; onsite sanitary facilities are in use under the monitoring of the Masasi District Council</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 734</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 700</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 16</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 5%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 90%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 18</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 24</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 56,174,400</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 53,000,000</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 44,434,500</td> </tr> </table> | | | | | Total Water Connections | : 734 | Total Active Connections | : 700 | Total Water Kiosk/Standpipe | : 16 | Metering Ratio | : 5% | NRW | : 90% | Total Staff | : 18 | Staff/1000 connections | : 24 | Annual O&M Costs | : Tzs 56,174,400 | Annual Water Collections (Arrears included) | : Tzs 53,000,000 | Annual Water Billings | : Tzs 44,434,500 |
| Total Water Connections | : 734 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 700 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 16 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 5% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 90% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 18 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 24 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 56,174,400 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 53,000,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 44,434,500 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 25%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>(TShs/m³)</td> <td>1,000</td> <td>1,500</td> <td>2,000</td> <td></td> </tr> <tr> <td>Flat rate charge (TShs/Month)</td> <td>10,000</td> <td>30,000</td> <td>40,000</td> <td>1,000,000</td> </tr> </tbody> </table> <p>Note: i) The Charges at water Kiosks are TZS 50 per 20 litres jerry can. ii) The flat rate Industrial customer is having bottling plant.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | (TShs/m ³) | 1,000 | 1,500 | 2,000 | | Flat rate charge (TShs/Month) | 10,000 | 30,000 | 40,000 | 1,000,000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| (TShs/m ³) | 1,000 | 1,500 | 2,000 | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TShs/Month) | 10,000 | 30,000 | 40,000 | 1,000,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Aged pipeline network. (2) Inadequate water sources. (3) Frequent Electricity cut-off. (4) Low network coverage. (5) Lack of sufficient and qualified staff. (6) Utility does not have an office. (7) Excessively reported High NRW of 90%.</p> | | | | | | | | | | | | | | | | | | | | | | | | |

| MBINGA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------------------------------|------------|--|-------------------------|----------|--------------------------|------------|---|------|----------------|-------|--|-------|-------------|------|-------------------------------|---------------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Mbinga Urban Water Supply and Sanitation Authority (MBIUWASA) was declared a fully autonomous public water utility and started its operations when its first board was established in 1st November, 2002. MBIUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mbinga which is the headquarters of the Mbinga District in Ruvuma Region. MBIUWASA is classified as Category C water authority. Its area of responsibility has a total population of 32,392 people in which 18,140 persons are served. The utility draws water from two main types of water sources, Ndegu river stream source which is the main source contributing about 86% of the daily water production and Mhekela and Utiri springs contributing the remaining 14%. The two springs were constructed by the Diocese of Mbinga and there is a shared operational agreement with MBIUWASA. The combined installed production capacity is approximately 2,049m³/day but it is not fully utilized owing to worn -out transmission line and low network coverage. The present production of 1,041m³/day is very low compared with the estimated water demand of 3,180m³/day. The utility has no proper water quality monitoring plan and water treatment facilities, apart from settlement in the tanks with addition of Alum and thereafter, chlorination. The total length of the distribution system is 12.74km and water is supplied through rationing at an average of 6 hrs/ day. The system has three storage tanks with capacity of 500m³. The town has no sewerage system; onsite sanitary facilities are in use under the monitoring of the Mbinga District Council.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 1258</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 274</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 22</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 64%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 54%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 10</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 49,864,072</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 38,907,040</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 42,332,900</td> </tr> </table> | | | | Total Water Connections | : 1258 | Total Active Connections | : 274 | Total Water Kiosk/Standpipe | : 22 | Metering Ratio | : 64% | NRW | : 54% | Total Staff | : 10 | Staff/1000 connections | : 8 | Annual O&M Costs | : Tzs 49,864,072 | Annual Water Collections (Arrears included) | : Tzs 38,907,040 | Annual Water Billings | : Tzs 42,332,900 |
| Total Water Connections | : 1258 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 274 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 22 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 64% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 54% | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 10 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 8 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 49,864,072 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 38,907,040 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 42,332,900 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 30%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Cons: 0 – 10m³ (TShs/m³)</td> <td style="text-align: center;">300</td> <td style="text-align: center;">300</td> <td style="text-align: center;">300</td> </tr> <tr> <td>Above 10 m³ (TShs/m³)</td> <td style="text-align: center;">350</td> <td style="text-align: center;">350</td> <td style="text-align: center;">350</td> </tr> <tr> <td>Flat rate charge (TShs/month)</td> <td style="text-align: center;">2,000 - 3,000</td> <td style="text-align: center;">2,500 – 6,500</td> <td style="text-align: center;">-</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Cons: 0 – 10m ³ (TShs/m ³) | 300 | 300 | 300 | Above 10 m ³ (TShs/m ³) | 350 | 350 | 350 | Flat rate charge (TShs/month) | 2,000 - 3,000 | 2,500 – 6,500 | - | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | |
| Cons: 0 – 10m ³ (TShs/m ³) | 300 | 300 | 300 | | | | | | | | | | | | | | | | | | | | | |
| Above 10 m ³ (TShs/m ³) | 350 | 350 | 350 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TShs/month) | 2,000 - 3,000 | 2,500 – 6,500 | - | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Worn-out pipeline network. (2) Inadequate capacity of intake at the water sources. (3) Low network coverage. (4) Lack of water treatment plant at gravity scheme. (5) Lack of sufficient and qualified staff. (6) Very high NRW.</p> | | | | | | | | | | | | | | | | | | | | | | | |

| MBULU | | PROFILE AS PER 2008/09 DATA | | | |
|--|--|-----------------------------|---------------------|-------------------|-------------------|
| General Description About the Utility | Mbulu Urban Water Supply and Sanitation Authority (MBUWASA) was declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services within the Mbulu urban area which is the headquarters of Mbulu District, Manyara Region. MBUWASA is classified as Category C water authority. Its area of responsibility has a total population of 22,656 people in which 16,992 persons are served. The utility draws water from four spring sources which are Endelee and Indilimi springs, Endagikoti artesian well and Endamaksi stream. Both streams supply water by gravity to Mbulu town and originate from Mbulu mountain catchment area. The combined installed production capacity is 1264m ³ /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 1921m ³ /day. The total length of the distribution system is 62 km and water is supplied at an average of 18 hrs. There are 6 storage tanks which have combined storage volume of 495m ³ . The township has no sewerage system; onsite sanitary facilities are in use under the Mbulu District Town Council. MBUWASA has 8 employees and the number of actual staff required has not been established. | | | | |
| General Data About Water Utility | Total Water Connections : 828 Total Active Connections : 804 Total Water Kiosk/Standpipe : 27 Metering Ratio : 98% NRW : 52% Total Staff : 8 Staff/1000 connections : 9.6 Annual O&M Costs : Tzs 91,860,368 Annual Water Collections (Arrears included) : Tzs 75,003,085 Annual Water Billings : Tzs 86,560,585 | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial |
| | Consumption charges (TZS/M ³) | 500 | 500 | 500 | 500 |
| | Flat rate(TZS/Month) | 3500 | 3500 | 3500 | 3500 |
| | Note: The Charges at water Kiosks are TZS 30 per 20litres jerry can. | | | | |
| Challenges | 1. Capital fund for major rehabilitation of old and dilapidated distribution network. 2. Reduction of high figures of unaccounted for water. 3. Lack of transport facilities for operation and maintenance activities. | | | | |

| MISUNGWI | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|---------|-------|-------|------------------------------|-------|------------------------|--------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Misungwi Urban Water Supply and Sanitation Authority (MIUWASA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Misungwi urban area which is the headquarters of Misungwi District, Mwanza Region. MIUWASA is classified as Category C water authority. Its area of responsibility has a total population of 30,000 people in which 7,552 persons are served. The utility draws water from the Mitindo dam with a combined installed production capacity of 419.2m³/day. The present production capacity is low compared with the estimated water demand of 2,100m³/day. The total length of the distribution system is 10.5 km and water is supplied through rationing at an average of 5 hrs. The system has 5 storage tanks with a combined capacity of 377m³. The township has no sewerage system; onsite sanitary facilities are in use under the Misungwi District Town Council. MIUWASA has 11 employees with deficiency of 6 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 284</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 284</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 58.1%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 38.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 16,968,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 49,071,191</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 29,225,980</td> </tr> </table> | | | | | Total Water Connections | : 284 | Total Active Connections | : 284 | Total Water Kiosk/Standpipe | : 1 | Metering Ratio | : 58.1% | NRW | : 30% | Total Staff | : 11 | Staff/1000 connections | : 38.7 | Annual O&M Costs | : Tzs 16,968,000 | Annual Water Collections (Arrears included) | : Tzs 49,071,191 | Annual Water Billings | : Tzs 29,225,980 |
| Total Water Connections | : 284 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 284 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 58.1% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 30% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 11 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 38.7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 16,968,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 49,071,191 | | | | | | | | | | | | | | | | | | | | | | | | |
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| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">800</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">-</td> </tr> <tr> <td>Flat rate charge (TZS/month)</td> <td style="text-align: center;">6,000</td> <td style="text-align: center;">15,000</td> <td style="text-align: center;">15,000</td> <td style="text-align: center;">-</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 30 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 800 | 1,000 | 1,000 | - | Flat rate charge (TZS/month) | 6,000 | 15,000 | 15,000 | - | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 800 | 1,000 | 1,000 | - | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/month) | 6,000 | 15,000 | 15,000 | - | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. The production of water is not according to the installed pumping capacity owing to using rising main as a distribution main. 2. Inadequate production capacity. 3. Lack of water treatment facilities. 4. Low network coverage. 5. High UFW. | | | | | | | | | | | | | | | | | | | | | | | | |

| MKURANGA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|--|-------------------------|----------|--------------------------|------------|---|------|----------------|--------|-----|------|-------------|-----|------------------------|------|------------------|------------------|---|-----------------|-----------------------|-----------------|
| General Description About the Utility | <p>Mkuranga Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2008, responsible for the overall operation and management of water supply and sanitation services for Mkuranga Urban area which is the headquarters for Mkuranga District, Coast Region. Mkuranga UWSA is classified as Category C water authority. The service area of Mkuranga Water Supply Authority has a population of approximately 10,778 people with an estimated water demand of 269.5m³/day. The number of people living in areas with network is 2,750.</p> <p>The Mkuranga UWSA draws water from one source ring well with an average production of 11.3m³/day which is neither sufficient nor reliable for the town owing to its extremely low recharge. From the source, water is pumped for about 1.5km to the storage reservoirs. The town has two reservoirs of 22.5m³ and 135m³ capacities. Owing to insufficient water supply only 22.5m³ storage tanks is in use while a 135m³ storage tank has never been used.</p> <p>There is no water treatment facility; thus water from the source is pumped direct to the distribution system. The total length of the entire pipe network is 3.86 km and water is supplied at an average of 4hrs after every one day. The town has no sewerage system; onsite sanitary facilities are in use under management of the Mkuranga District Council. Mkuranga UWSA has one staff member, the Managing Director, but still working under the District Water Engineer.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr><td>Total Water Connections</td><td style="text-align: right;">: 0</td></tr> <tr><td>Total Active Connections</td><td style="text-align: right;">: 0</td></tr> <tr><td>Total Water Kiosk/Standpipe</td><td style="text-align: right;">: 11</td></tr> <tr><td>Metering Ratio</td><td style="text-align: right;">: 100%</td></tr> <tr><td>NRW</td><td style="text-align: right;">: 75</td></tr> <tr><td>Total Staff</td><td style="text-align: right;">: 1</td></tr> <tr><td>Staff/1000 connections</td><td style="text-align: right;">: 91</td></tr> <tr><td>Annual O&M Costs</td><td style="text-align: right;">: Tzs 11,660,000</td></tr> <tr><td>Annual Water Collections (Arrears included)</td><td style="text-align: right;">: Tzs 1,016,610</td></tr> <tr><td>Annual Water Billings</td><td style="text-align: right;">: Tzs 1,016,610</td></tr> </table> | | | | Total Water Connections | : 0 | Total Active Connections | : 0 | Total Water Kiosk/Standpipe | : 11 | Metering Ratio | : 100% | NRW | : 75 | Total Staff | : 1 | Staff/1000 connections | : 91 | Annual O&M Costs | : Tzs 11,660,000 | Annual Water Collections (Arrears included) | : Tzs 1,016,610 | Annual Water Billings | : Tzs 1,016,610 |
| Total Water Connections | : 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 0 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 11 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 100% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 75 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 91 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 11,660,000 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 1,016,610 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 1,016,610 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS /M³)</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">1000</td> <td></td> </tr> </tbody> </table> <p>Note ; A kiosk TZS 20 per 20 litre jerry can</p> | | | | Category of customer | Domestic | Institutions | Commercial | Consumption charge (TZS /M ³) | 1000 | 1000 | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS /M ³) | 1000 | 1000 | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Recruiting qualified staff to run the utility. 2. Extremely inadequate water sources to meet the estimated water demand. 3. Lack of office and transport. | | | | | | | | | | | | | | | | | | | | | | | |

| MONDULI | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|--|----------------------|-------------------------|--------------|--------------------------|------------------------------|-----------------------------|------|----------------|------|-----|-------|-------------|-----|------------------------|------|------------------|-----------------|---|-----------------|-----------------------|-----------------|
| General Description About the Utility | <p>Monduli Urban Water Supply and Sanitation Authority (MOUWASA) was declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services in Monduli Town which is the headquarters of Monduli District in Arusha Region. MOUWASA is classified as Category C water authority. Its area of responsibility has a total population of 5,129 people in which 2,462 persons are currently served. The utility draws water from one gravity source, Lolomsikio stream which originate from spring source within the Monduli mountain forest reserve. The installed production capacity is 108m³/day. The installed production capacity is very low compared with the estimated water demand of 909.7m³/day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the distribution system is 61.12 km and water is supplied at an average of 12 hrs. There are 5 water storage tanks with combined storage capacity 747.5 m³. The town has no sewerage system; onsite sanitary facilities are in use under Monduli District Council. MOUWASA has 8 employees with deficiency of 2 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 476</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 291</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 2</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 55%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 3,660,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 4,970,400</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 9,600,000</td> </tr> </table> | | | | | Total Water Connections | : 476 | Total Active Connections | : 291 | Total Water Kiosk/Standpipe | : 2 | Metering Ratio | : 0% | NRW | : 55% | Total Staff | : 8 | Staff/1000 connections | : 17 | Annual O&M Costs | : Tzs 3,660,000 | Annual Water Collections (Arrears included) | : Tzs 4,970,400 | Annual Water Billings | : Tzs 9,600,000 |
| Total Water Connections | : 476 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 291 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 2 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 55% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 8 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 17 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 3,660,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 4,970,400 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 9,600,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 25%;">Category of customer</th> <th style="width: 25%;">Domestic</th> <th style="width: 25%;">Institutions</th> <th style="width: 25%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Flat rate charge (TZS/Month)</td> <td>800</td> <td>2500</td> <td>3000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Flat rate charge (TZS/Month) | 800 | 2500 | 3000 | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 800 | 2500 | 3000 | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources and water supply to meet the demand. 2. Metering customer connections. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | |

| MPANDA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|------|-----|-------|-----------------------|-------|------------------------|------|------------------|-------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Mpanda Urban Water Supply and Sanitation Authority (MUWASA) was declared a fully autonomous public water utility in 2003, is responsible for the overall operation and management of water supply and sanitation services in the Mpanda Township which is the headquarters of Mpanda District in Rukwa Region. MUWASA is classified as Category C water authority. Its area of responsibility has a total population of 56,699 people in which 34,501 persons are served with water. The utility draws water from three types of sources including Milala dam pumping scheme, Manga stream which is a gravity scheme, and 24 deep and shallow wells. The average water abstraction from the sources during the reporting period was 2,290m³/day.</p> <p>The source installed production capacity is 4,100m³/day. The present production capacity is not sufficient to meet the estimated water demand of 4750m³/day. The utility has no water treatment facilities and water quality monitoring is not done. The total length of the entire pipe network is 30 km and water is supplied at an average of 8 hrs. The network has 5 storage tanks with different capacities of combined storage volume of 480m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mpanda District Council. MUWASA has 25 employees and not yet established to total number of employees required at the moment.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 2,226</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 2140</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 49</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 6%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 52%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 169,866,867</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 137,371,455</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 188,198,893</td> </tr> </table> | | | | | Total Water Connections | : 2,226 | Total Active Connections | : 2140 | Total Water Kiosk/Standpipe | : 49 | Metering Ratio | : 6% | NRW | : 52% | Total Staff | : 25 | Staff/1000 connections | : 11 | Annual O&M Costs | : Tzs 169,866,867 | Annual Water Collections (Arrears included) | : Tzs 137,371,455 | Annual Water Billings | : Tzs 188,198,893 |
| Total Water Connections | : 2,226 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 2140 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 49 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 6% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 52% | | | | | | | | | | | | | | | | | | | | | | | | |
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| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption rate (TZS/M³)</td> <td style="text-align: center;">350</td> <td style="text-align: center;">400</td> <td style="text-align: center;">400</td> <td style="text-align: center;">500</td> </tr> <tr> <td>Flat rate (TZS/Month)</td> <td style="text-align: center;">3,500</td> <td style="text-align: center;">7500</td> <td style="text-align: center;">6000</td> <td style="text-align: center;">50,000</td> </tr> </tbody> </table> <p>Kiosk tariff is at TZS 20 per 20 litre jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption rate (TZS/M ³) | 350 | 400 | 400 | 500 | Flat rate (TZS/Month) | 3,500 | 7500 | 6000 | 50,000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption rate (TZS/M ³) | 350 | 400 | 400 | 500 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/Month) | 3,500 | 7500 | 6000 | 50,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Water pollution at the sources due to human activities around the catchment areas. 2. Frequent breakdown of pumping main owing to improper alignment. 3. Lack of water treatment facilities. 4. Lack of fund for expansion of water supply services. 5. Lack of sufficient and qualified staff. 6. Low metering ratio. 7. High Non revenue Water. | | | | | | | | | | | | | | | | | | | | | | | | |

| MPWAPWA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|-----------------------------|------------|-----------|--|-------------------------|----------|--------------|------------|-----------|---|-------|--------|--------|-------|---|------|------------|------------|-----|---|-------|--------|--------|--------|-----|---------|--|--|--|-------------|------|--|--|--|------------------------|------|--|--|--|------------------|------------------|--|--|--|---|------------------|--|--|--|-----------------------|------------------|--|--|--|
| General Description About the Utility | <p>Mpwapwa Urban Water Supply and Sanitation Authority (MPWUWSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21st June, 2002. MPWUWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mpwapwa which is the headquarters of Mpwapwa District in Dodoma Region. MPWUWSA is classified as Category C water authority. Its area of responsibility has a total population of 50,941 people in which 21,775 persons are served. The utility draws water from two main types of water sources, Mayawile Stream (gravity scheme) contributing about 66% of the daily water production, and two boreholes located at Kikombo area contributing the remaining 34%. The combined installed production capacity is approximately 1,844m³/day but it is not fully utilized owing to worn-out transmission line and non-working boreholes. The present production of 1272m³/day is very low compared with the estimated water demand of 7,500m³/day. The utility has no proper water treatment facilities, apart from de-silting tank, and also water quality monitoring plan is not in place. The total length of the distribution system is 67.55km and water is supplied through rationing at an average of 10 hrs /day. The system has one storage tank with capacity of 225m³. The town has no sewerage system; onsite sanitary facilities are in use under the monitoring of the Mpwapwa District Council</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table> <tr> <td>Total Water Connections</td> <td colspan="4">: 1,071</td> </tr> <tr> <td>Total Active Connections</td> <td colspan="4">: 590</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td colspan="4">: 15</td> </tr> <tr> <td>Metering Ratio</td> <td colspan="4">: 39%</td> </tr> <tr> <td>NRW</td> <td colspan="4">: 37.7%</td> </tr> <tr> <td>Total Staff</td> <td colspan="4">: 23</td> </tr> <tr> <td>Staff/1000 connections</td> <td colspan="4">: 22</td> </tr> <tr> <td>Annual O&M Costs</td> <td colspan="4">: Tzs 86,069,228</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td colspan="4">: Tzs 77,446,719</td> </tr> <tr> <td>Annual Water Billings</td> <td colspan="4">: Tzs 45,949,597</td> </tr> </table> | | | | | Total Water Connections | : 1,071 | | | | Total Active Connections | : 590 | | | | Total Water Kiosk/Standpipe | : 15 | | | | Metering Ratio | : 39% | | | | NRW | : 37.7% | | | | Total Staff | : 23 | | | | Staff/1000 connections | : 22 | | | | Annual O&M Costs | : Tzs 86,069,228 | | | | Annual Water Collections (Arrears included) | : Tzs 77,446,719 | | | | Annual Water Billings | : Tzs 45,949,597 | | | |
| Total Water Connections | : 1,071 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 590 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 39% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 37.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 23 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 86,069,228 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 77,446,719 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 45,949,597 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Religious</th> </tr> </thead> <tbody> <tr> <td>Cons: 0 – 10m³ (Religious 0 -15m³) Minimum charge</td> <td>4,000</td> <td>15,000</td> <td>15,000</td> <td>4,000</td> </tr> <tr> <td>Above 10 m³ (Religious 15m³) (TShs/m³)</td> <td>650</td> <td>800 - 1000</td> <td>800 - 1000</td> <td>800</td> </tr> <tr> <td>Flat rate charge (TShs/month)</td> <td>7,000</td> <td>20,000</td> <td>20,000</td> <td>20,000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Religious | Cons: 0 – 10m ³ (Religious 0 -15m ³) Minimum charge | 4,000 | 15,000 | 15,000 | 4,000 | Above 10 m ³ (Religious 15m ³) (TShs/m³) | 650 | 800 - 1000 | 800 - 1000 | 800 | Flat rate charge (TShs/month) | 7,000 | 20,000 | 20,000 | 20,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Religious | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cons: 0 – 10m ³ (Religious 0 -15m ³) Minimum charge | 4,000 | 15,000 | 15,000 | 4,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Above 10 m ³ (Religious 15m ³) (TShs/m³) | 650 | 800 - 1000 | 800 - 1000 | 800 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TShs/month) | 7,000 | 20,000 | 20,000 | 20,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Aged pipeline network. (2) Unreliability of water sources. (3) Low network coverage. (4) Lack of water treatment plant at Mayawile gravity scheme. (5) Lack of sufficient and qualified staff. (6) High NRW.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MUGUMU | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | |
|--|---|-----------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|---------|-------|-------|------------------------------|-------|------------------------|--------|----|
| General Description About the Utility | <p>Mugumu Urban Water Supply & Sewerage Authority (MUGUWASA) was declared a fully autonomous public water utility in 2002, responsible for overall operation and management of water supply and sanitation services within the Mugumu Urban area, which is the headquarters of Serengeti District, Musoma Region. MUGUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 20,433. The utility draws water from two boreholes, with a total production capacity of 264m³/day which is insufficient compared with the estimated water demand of 1,330m³/day. The total length of the pipeline system is 32km. Water is supplied through rationing at an average of 2hrs. The system has 3 storage tanks with a storage capacity of about 750m³. The township has no sewerage system; onsite sanitary facilities are in use under Serengeti District Town Council. MUGUWASA has 17 employees, 6 permanent and 11 temporary.</p> | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 222</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 222</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 18.5%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 50%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 76.6</td> </tr> </table> | | | | | Total Water Connections | : 222 | Total Active Connections | : 222 | Total Water Kiosk/Standpipe | : 3 | Metering Ratio | : 18.5% | NRW | : 50% | Total Staff | : 17 | Staff/1000 connections | : 76.6 | |
| Total Water Connections | : 222 | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 222 | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 3 | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 18.5% | | | | | | | | | | | | | | | | | | | |
| NRW | : 50% | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 17 | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 76.6 | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institution</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td style="text-align: center;">4,000</td> <td style="text-align: center;">5,000-10,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>NOTE: The Charges at water Kiosks are TZS 20per 20 litres jerry can</p> | | | | | Category of customer | Domestic | Institution | Commercial | Industrial | Consumption charge (TZS/m ³) | 1,000 | 1,000 | 1,000 | NA | Flat rate charge (TZS/Month) | 4,000 | 5,000-10,000 | 10,000 | NA |
| Category of customer | Domestic | Institution | Commercial | Industrial | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 1,000 | 1,000 | 1,000 | NA | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 4,000 | 5,000-10,000 | 10,000 | NA | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. No meter has been installed at any production borehole. 2. Low metering as most of the customers are not metered. 3. High UFW. 4. The pumps and infrastructure in general is old and worn-out. | | | | | | | | | | | | | | | | | | | |

| MUHEZA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|----------------------|-------------------------|--------------|--------------------------|------------|--|------|----------------|-------|-----|-------|-------------|-----|------------------------|-----|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Muheza Urban Water Supply and Sanitation Authority (MUHUWASA) was declared a fully autonomous public water utility in 2002, is responsible for the overall operation and management of water supply and sanitation services within Muheza urban area which is the headquarters of Muheza District, Tanga Region. MUHUWASA is classified as Category C water authority. Its area of responsibility has a total population of 26,000 people in which 13,260 persons are currently served. The utility draws water from the Mkurumuzi stream which collects water from several springs originating from the Manga and Magoroto hills. The installed production capacity of the intake is 1,920m³/day, however, maximum actual production of 1425m³/day are experienced during the rainy season. The installed production capacity is insufficient to meet the present estimated demand for the township which is 3,430m³/day. The total length of the distribution system is 11 km and water is supplied through rationing at an average of 7hrs. There is no treatment plant in place as well as water quality monitoring is not being conducted. The system has 1 storage tank with storage capacity of 135m³. The township has no sewerage system; onsite sanitary facilities are in use under the Muheza District Town Council. MUHUWASA has 11 employees and the total number of staff required has not been established.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 1,948</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1,860</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 53%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 4</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 60,738,340</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 35,334,775</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 61,466,658</td> </tr> </table> | | | | | Total Water Connections | : 1,948 | Total Active Connections | : 1,860 | Total Water Kiosk/Standpipe | : 20 | Metering Ratio | : 53% | NRW | : 30% | Total Staff | : 8 | Staff/1000 connections | : 4 | Annual O&M Costs | : Tzs 60,738,340 | Annual Water Collections (Arrears included) | : Tzs 35,334,775 | Annual Water Billings | : Tzs 61,466,658 |
| Total Water Connections | : 1,948 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1,860 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 20 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 53% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 30% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 8 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 4 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 60,738,340 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 35,334,775 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 61,466,658 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Industrial</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Consumption charge (TZS/m³)</td> <td>150</td> <td>200</td> <td>350</td> <td>500</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 3 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 150 | 200 | 350 | 500 | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 150 | 200 | 350 | 500 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources to meet the growing population and increasing water demand. 2. Lack of water treatment facilities. 3. Old and dilapidated infrastructure which requires immediate intervention. 4. Lack of office building and transport for the authority. 5. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | |

| MULEBA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|---------|-------|-------|------------------------------|-------|------------------------|--------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Muleba Urban Water Supply and Sanitation Authority (MLUWASA) was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within the Muleba urban area which is the headquarters of the Muleba District, Kagera Region. MLUWASA is classified as Category C water authority. Its area of responsibility has a total population of 17,402 people in which 11,200 people are currently served. The utility draws water from two springs namely Kaigara and Nyamwala. Both sources have a total installed production capacity of 1,518m³/day. The present production capacity is low compared with the estimated water demand of 1,881m³/day. The total length of the pipeline system is 23.5 km and water is supplied through rationing at an average of 9 hrs. The system has 6 storage tanks with a combined capacity of 1,417m³. The township has no sewerage system; onsite sanitary facilities are in use under the Muleba District Town Council. MLUWASA has 12 employees and 3 daily paid staff of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 251</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 251</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 57.1%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 45%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 12</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 44.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 13,705,006</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 18,615,870</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 17,735,270</td> </tr> </table> | | | | | Total Water Connections | : 251 | Total Active Connections | : 251 | Total Water Kiosk/Standpipe | : 17 | Metering Ratio | : 57.1% | NRW | : 45% | Total Staff | : 12 | Staff/1000 connections | : 44.7 | Annual O&M Costs | : Tzs 13,705,006 | Annual Water Collections (Arrears included) | : Tzs 18,615,870 | Annual Water Billings | : Tzs 17,735,270 |
| Total Water Connections | : 251 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 251 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 17 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 57.1% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 45% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 12 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 44.7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 13,705,006 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 18,615,870 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 17,735,270 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 25%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>800</td> <td>1,000</td> <td>1,200</td> <td>1,200</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>4,000</td> <td>10,000</td> <td>15,000</td> <td>15,000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 25 per 20litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 800 | 1,000 | 1,200 | 1,200 | Flat rate charge (TZS/Month) | 4,000 | 10,000 | 15,000 | 15,000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 800 | 1,000 | 1,200 | 1,200 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 4,000 | 10,000 | 15,000 | 15,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Water Bills areas are too high. 2. Old and dilapidated pumping units. 3. Distribution network is old and worn-out. 4. Illegal connection and un-metered customers. | | | | | | | | | | | | | | | | | | | | | | | | |

| MWANGA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|---|----------------|-------|-----|-------|----------------------|------|------------------------|------|------------------|---------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Mwanga Urban Water Supply and Sanitation Authority (MWANGUWASA) was declared a fully autonomous public water utility in 2002, is responsible for the overall operation and management of water supply and sanitation services within the Mwanga urban area which is the headquarters of Mwanga District, Kilimanjaro Region. MWANGUWASA is classified as Category C water authority. Its area of responsibility has a total population of 15,620 people in which 7,536 persons are currently served. The utility draws water from two boreholes and two streams (Chang'ombe and Mbochiro) sources. Both streams supply water by gravity to Mwanga town. The combined installed production capacity is 631.57m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township of 2,072m³/day. The total length of the distribution system is 74.4 km and water is supplied at an average of 3hrs. There are 8 storage tanks which have combined storage volume of 1102.5m³. The township has no sewerage system; onsite sanitary facilities are in use under the Mwanga District Town Council. MWANGUWASA has 27 employees and the number of actual staff required has not been established.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 1,217</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1,191</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 22%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 29%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 27</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 22</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 151,995,539.5</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 49,836,214</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 47,452,480</td> </tr> </table> | | | | | Total Water Connections | : 1,217 | Total Active Connections | : 1,191 | Total Water Kiosk/Standpipe | : 7 | Metering Ratio | : 22% | NRW | : 29% | Total Staff | : 27 | Staff/1000 connections | : 22 | Annual O&M Costs | : Tzs 151,995,539.5 | Annual Water Collections (Arrears included) | : Tzs 49,836,214 | Annual Water Billings | : Tzs 47,452,480 |
| Total Water Connections | : 1,217 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1,191 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 22% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 29% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 27 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 22 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 151,995,539.5 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 49,836,214 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 47,452,480 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">Category of customer</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutions</th> <th style="width: 20%;">Commercial</th> <th style="width: 20%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charges (TZS/M³)</td> <td style="text-align: center;">300</td> <td style="text-align: center;">450</td> <td style="text-align: center;">650</td> <td style="text-align: center;">900</td> </tr> <tr> <td>Flat rate(TZS/Month)</td> <td style="text-align: center;">2500</td> <td style="text-align: center;">5000</td> <td style="text-align: center;">5000</td> <td style="text-align: center;">5000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 6 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charges (TZS/M ³) | 300 | 450 | 650 | 900 | Flat rate(TZS/Month) | 2500 | 5000 | 5000 | 5000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charges (TZS/M ³) | 300 | 450 | 650 | 900 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate(TZS/Month) | 2500 | 5000 | 5000 | 5000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Capital fund for major rehabilitation of old and dilapidated distribution network. 2. Inadequate water sources. 3. Lack of office building and transport. 4. Lack of transport facilities for operation and maintenance activities. | | | | | | | | | | | | | | | | | | | | | | | | |

| MWANHUZI | | PROFILE AS PER 2007/08 DATA |
|--|--|------------------------------------|
| General Description About the Utility | <p>Mwanhuzi Urban Water Supply & Sewerage Authority (Mwanhuzi-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Mwanhuzi township, Meatu District, Shinyanga Region. Mwanhuzi-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 24,250. Currently there is no piped system in place; it has collapsed when the Mwanyahina dam collapsed in 1999. The utility draws water from rain water, dug wells and raw water from Mwanyahina Dam, which has a total production capacity of $4,315m^3/day$ which is very sufficient compared with the estimated water demand of $2,084m^3/day$. Since 2005, the Meatu District Council has been implementing a water supply project under RWSSP and, since 2007, under WSDP. The project involves construction of a gravity main from the Mwanyahina dam to the treatment plant about 2.8km, construction of a treatment plant, construction of three elevated storage tanks, $710m^3$ capacity, and construction of distribution network. The town has no sewerage system; onsite sanitary facilities are in use under Meatu District Council. The utility is served by 4 employees, all permanent</p> | |
| General Data About Water Utility | <p>The water supply infrastructure still under construction.</p> | |
| Tariff Structure | <p>NOTE: Vendors are selling water at TZS 1,000-1,500per 6 containers of 20 litres</p> | |
| Challenges | <ol style="list-style-type: none"> 1. High production cost associated with diesel driven engines. 2. Low production capacity in comparison with the town demand. 3. Small distribution network. | |

| NACHINGWEA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|--|-------------------------|----------|--------------------------|------------|--|-----|----------------|-------|------------------------|-------|-------------|-------|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Nachingwea Urban Water Supply and Sanitation Authority (NAUWASA) was established by Act No. 8 of 1997 and came into operation on 16th November 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Nachingwea township which is the headquarters of Nachingwea District in Mtwara Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 23,092 people in which 11,407 persons are currently served. The utility draws water from two well fields of Mkumba Shamba and Mkumba Pacha. Boreholes in Mkumba Shamba contribute about 75% of daily production while those in Mkumba Pacha contribute the remaining 25%. The combined installed production capacity is approximately 3,096m³/day but it is not fully utilized owing to worn-out transmission line, unreliable electricity power and low network coverage. The present production capacity of 702m³/day is very low compared with the estimated water demand of 5,640m³/day. The utility has no proper water quality monitoring plan and water supplied from boreholes is not treated. The total length of distribution system is 32.9km and water is supplied through rationing at an average of 2 hrs/day. The utility has eight storage tanks with total capacity of 1,350m³ in which seven are working. The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of Nachingwea District Council.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 744</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 464</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 63%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 48%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 34</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 97,927,973</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 30,053,248</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 39,017,125</td> </tr> </table> | | | | Total Water Connections | : 744 | Total Active Connections | : 464 | Total Water Kiosk/Standpipe | : 3 | Metering Ratio | : 63% | NRW | : 48% | Total Staff | : 25 | Staff/1000 connections | : 34 | Annual O&M Costs | : Tzs 97,927,973 | Annual Water Collections (Arrears included) | : Tzs 30,053,248 | Annual Water Billings | : Tzs 39,017,125 |
| Total Water Connections | : 744 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 464 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 3 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 63% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 48% | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 25 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 34 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 97,927,973 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 30,053,248 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 39,017,125 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 35%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Cons: 1 – 50m³ (Domestic: 1 -10m³) (TShs/m³)</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> </tr> <tr> <td>Flat rate (TShs/month)</td> <td style="text-align: center;">2,000</td> <td style="text-align: center;">4,800</td> <td style="text-align: center;">4,800</td> </tr> </tbody> </table> <p>Note: i) The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Cons: 1 – 50m ³ (Domestic: 1 -10m ³) (TShs/m ³) | 500 | 500 | 500 | Flat rate (TShs/month) | 2,000 | 4,800 | 4,800 | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | |
| Cons: 1 – 50m ³ (Domestic: 1 -10m ³) (TShs/m ³) | 500 | 500 | 500 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/month) | 2,000 | 4,800 | 4,800 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) High NRW. (2) Low income growth leading to no bills payment. (3) Unreliable electricity supply. (4) Lack of adequate qualified staff. (5) Lack of potential water sources. (6) High saline water from the boreholes</p> | | | | | | | | | | | | | | | | | | | | | | | |

| NAMANYERE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|------------|--|-------------------------|----------|-----------------------------|------------|----------------|--|-------------|-----|------------------------|------|-----------------------|-----------------|---|-----------------|----------------------|---------------|
| General Description About the Utility | <p>Namanyere Urban Water Supply and Sanitation Authority (NAUWSA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within Namanyere Town which is the headquarters of Nkasi District in Rukwa Region. NAUWSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 25,787 people in which 3,868 persons are served with water. The main water sources for Namanyere town are 12 medium boreholes and Mfili dam which is not in use owing to NAUWSA failure to meet its operational costs. During the reporting period the average water production from the 12 boreholes is 10m³/day.</p> <p>The installed water production capacity of Mfili dam which is rarely used is 2400 while the combined yield capacities for the 12 boreholes are 300m³/day. The present production capacity of the sources under utilization is not sufficient to meet the estimated water demand of 1020m³/day. The utility has no water treatment facilities; however, water quality monitoring is done but not regularly and the water sources are well protected. The total length of entire pipe network is 81.192 km and water is supplied at an average of 9 hrs. The network has 5 storage tanks with combined storage volume of 990m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Nkasi District Council. NAUWSA has 5 employees and the actual number of staff required with different qualifications and professions is yet to be established.</p> | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 214</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 14</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 5</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 4,258,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 2,858,400</td> </tr> <tr> <td>Annual Water Billing</td> <td style="text-align: right;">Tzs 5,400,000</td> </tr> </table> | | | | | Total Water Connections | : 214 | Total Water Kiosk/Standpipe | : 14 | Metering Ratio | : 0 | Total Staff | : 5 | Staff/1000 connections | : 25 | Annual O&M Costs | : Tzs 4,258,000 | Annual Water Collections (Arrears included) | : Tzs 2,858,400 | Annual Water Billing | Tzs 5,400,000 |
| Total Water Connections | : 214 | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 14 | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 0 | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 5 | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 25 | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 4,258,000 | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 2,858,400 | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billing | Tzs 5,400,000 | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption Rate (TZS/m³)</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Flat rate (TZS/month)</td> <td style="text-align: center;">2,500</td> <td style="text-align: center;">6,000</td> <td style="text-align: center;">7,500</td> <td style="text-align: center;">7,500</td> </tr> </tbody> </table> <p>Note :Tariff at Kiosk is TZS 20 per 20 litre jerry can</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption Rate (TZS/m ³) | NA | NA | NA | NA | Flat rate (TZS/month) | 2,500 | 6,000 | 7,500 | 7,500 | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | |
| Consumption Rate (TZS/m ³) | NA | NA | NA | NA | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/month) | 2,500 | 6,000 | 7,500 | 7,500 | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Lack of fund for operating fuel pumps at Mfili dam. 2. Lack of fund for metering their customers. 3. Low billing and collection efficiency. 4. High water leakages. 5. Lack of transport. 6. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | |

| NAMTUMBO | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|--|----------------------|-------------------------|--------------|--------------------------|--------------------------------|-----------------------------|------|----------------|--|-------|---------------|-------------|------|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Namtumbo Urban Water Supply and Sanitation Authority was established by Act No. 8 of 1997 and came into operation on 8th September, 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Namtumbo township which is the headquarters of Namtumbo District in Ruvuma Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 20,704 people in which 10,559 persons are currently served. The utility draws water from one main water source of Namikiga stream located at Libango village (gravity scheme) contributing about 100% of the daily water production%. There are also two sources of Matogoro stream and Rwinga pumping scheme (first old scheme) that are not working. The installed production capacity is approximately 1211m³/day which does not meet the daily demand of the Namtumbo township (comprising three villages) and four other villages in the peripheral areas along the transmission line from Matogoro streams, which is worn-out with frequent breakdown during rainy season. The present production of approximately 600m³/day is very low compared with the estimated water demand of 1,200m³/day. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 13.3km and water is supplied through rationing at an average of 8hrs/day. The system has three storage tanks with total capacity of 250m³. The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of the Namtumbo District Council.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 424</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 390</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 52</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 28%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 62%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 18,809,700</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 15,554,400</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 21,181,600</td> </tr> </table> | | | | | Total Water Connections | : 424 | Total Active Connections | : 390 | Total Water Kiosk/Standpipe | : 52 | Metering Ratio | : 28% | NRW | : 62% | Total Staff | : 11 | Staff/1000 connections | : 25 | Annual O&M Costs | : Tzs 18,809,700 | Annual Water Collections (Arrears included) | : Tzs 15,554,400 | Annual Water Billings | : Tzs 21,181,600 |
| Total Water Connections | : 424 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 390 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 52 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 28% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 62% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 11 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 25 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 18,809,700 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 15,554,400 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 21,181,600 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutions</th> <th style="width: 30%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/month)</td> <td>500</td> <td>500</td> <td>500</td> </tr> <tr> <td>Flat rate customers (TShs/m³)</td> <td>3,000</td> <td>3000 & 20,000</td> <td>20,000</td> </tr> </tbody> </table> <p>Note: i) The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Metered customers (TShs/month) | 500 | 500 | 500 | Flat rate customers (TShs/m ³) | 3,000 | 3000 & 20,000 | 20,000 | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (TShs/month) | 500 | 500 | 500 | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate customers (TShs/m ³) | 3,000 | 3000 & 20,000 | 20,000 | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Need of improving source infrastructure and construction of treatment plant. (2) Lack of adequate qualified personnel. (3) Poor quality of supplied water. (4) Aged water supply infrastructure. (5) Lack of transport facilities.</p> | | | | | | | | | | | | | | | | | | | | | | | | |

| NANSIO | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------------------------------|---------------------|-------------------|-------------------|-------------------------|-------|--------------------------|-------|-----------------------------|-----|----------------|--------|-----|---------|-------------|-----|------------------------|--------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Nansio Urban Water Supply and Sewerage Authority (NUWASA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within the Nansio Urban area which is the headquarters of Ukerewe District, Mwanza Region. NUWASA is classified as Category C water authority. Its area of responsibility has a total population of 59,747 people in which 7,890 persons are currently served. The utility draws water from Lake Victoria. The sources has a total installed production capacity of 1,000m³/day .The present production capacity is insufficient compared with the estimated water demand of 2,499.6m³/day. The total length of the pipeline system is 40km. Water is supplied through rationing at an average of 7 hrs. The system has 4 storage tanks with combined capacity of 203m³. The township has no sewerage system; onsite sanitary facilities are in use under the Nansio District Town Council. NAUWASA has 6 employees, all permanent.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 526</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 526</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 6.8%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 47.2%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 6</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 11.4</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 26,862,088</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 15,971,050</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 34,680,000</td> </tr> </table> | | | | | Total Water Connections | : 526 | Total Active Connections | : 526 | Total Water Kiosk/Standpipe | : 3 | Metering Ratio | : 6.8% | NRW | : 47.2% | Total Staff | : 6 | Staff/1000 connections | : 11.4 | Annual O&M Costs | : Tzs 26,862,088 | Annual Water Collections (Arrears included) | : Tzs 15,971,050 | Annual Water Billings | : Tzs 34,680,000 |
| Total Water Connections | : 526 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 526 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 3 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 6.8% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 47.2% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 6 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 11.4 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 26,862,088 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 15,971,050 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 34,680,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 300-350 | 350 | 500 | 600 | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/month) | 5,000 | 10,000 | 5,000 | NA | | | | | | | | | | | | | | | | | | | | |
| <p>Note: The Charges at water Kiosks are TZS 20 per 50 litres jerry can.</p> | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Storage capacity is insufficient compared to the existing demand. 2. Frequent leakages due to old leaking pipes. 3. Poor water quality. 4. Low metering and lack of funds for new meter installation. 5. Lack of operation and maintenance tool as well as transport facilities. | | | | | | | | | | | | | | | | | | | | | | | | |

| NGARA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|-----------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|--------|-----|-------|-------------|------|------------------------|--------|------------------|-------------------|---|-------------------|-----------------------|------------------|
| General Description About the Utility | <p>NgaraUrban Water Supply and Sanitation Authority (NGUWASA) was declared a fully autonomous public water utility in 2003 responsible for the overall operation and management of water supply and sanitation services within the Ngara urban area which is the headquarters of Ngara District, Kagera Region. NGUWASA is classified as Category C water authority. Its area of responsibility has a total population of 21,761 people in which 18,672 persons are currently served. The utility draws water from three (3) boreholes located at different places in Ngara town. The boreholes have a combined installed production capacity of 1440m³/day .The present production capacity is low compared with the estimated water demand of 1,523m³/day. The total length of the distribution system is 46.2 km and water is supplied through rationing at an average of 10 hrs. The system has 5 storage tanks with a combined capacity of 703m³. The township has no sewerage system; onsite sanitary facilities are in use under the Ngara District Town Council. NGUWASA has 18 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 1,392</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1,392</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 32</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 44%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 18</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 12.9</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 157,723,103</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 162,312,305</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 93,705,040</td> </tr> </table> | | | | | Total Water Connections | : 1,392 | Total Active Connections | : 1,392 | Total Water Kiosk/Standpipe | : 32 | Metering Ratio | : 100% | NRW | : 44% | Total Staff | : 18 | Staff/1000 connections | : 12.9 | Annual O&M Costs | : Tzs 157,723,103 | Annual Water Collections (Arrears included) | : Tzs 162,312,305 | Annual Water Billings | : Tzs 93,705,040 |
| Total Water Connections | : 1,392 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1,392 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 32 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 100% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 44% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 18 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 12.9 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 157,723,103 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 162,312,305 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 93,705,040 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">450</td> <td style="text-align: center;">600</td> <td style="text-align: center;">600</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 450 | 600 | 600 | NA | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 450 | 600 | 600 | NA | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. High loss of produced water caused by severe leakages from very old distribution pipelines 2. Inadequate reservoirs. 3. Lack of competent/qualified staff. 4. Manual system in billing. | | | | | | | | | | | | | | | | | | | | | | | | |

| NGUDU | | PROFILE AS PER 2008/09 DATA | | | | |
|--|--|-----------------------------|--------------------|-------------------|-------------------|--|
| General Description About the Utility | <p>Ngudu Urban Water Supply & Sewerage Authority (Ngudu-UWSA) was declared a fully autonomous public water utility in 1999, responsible for overall operation and management of water supply and sanitation services within the Ngudu Urban area, which is the headquarters of Kwimba District, Mwanza Region. Ngudu-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 20,431 out of which 8,202 persons are currently served. The utility draws water from six boreholes, with a total production capacity of 979.2m³/day which is insufficient compared with the estimated water demand of 1,155m³/day. The total length of the pipeline system is 11.4km. Water is supplied through rationing at an average of 4 hrs. The system has 3 storage tanks with a storage capacity of about 230m³. The township has no sewerage system; onsite sanitary facilities are in use under the Kwimba District Town Council. Ngudu-UWSA has 13 employees.</p> | | | | | |
| General Data About Water Utility | <p>Total Water Connections : 374 Total Active Connections : 365 Total Water Kiosk/Standpipe : 1 Metering Ratio : 31.7% NRW : 29.1% Total Staff : 13 Staff/1000 connections : 35 Annual O&M Costs : Tzs 52,352,062 Annual Water Collections (Arrears included) : Tzs 25,017,851 Annual Water Billings : Tzs 29,420,000</p> | | | | | |
| Tariff Structure | Category of customer | Domestic | Institution | Commercial | Industrial | |
| | Consumption charge (TZS/m ³) | 700 | 900 | 700 | - | |
| | Flat rate charge (TZS/month) | 4,000 | N/A | N/A | - | |
| | NOTE: The Charges at water Kiosks are TZS 20 per 20 litres jerry can. | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Pollution of well field area due to human activities. 2. Low metering as most of the customers are not metered. 3. Low production capacity as compared to demand. 4. The pumps and infrastructure in general is old and worn-out. | | | | | |

| NJOMBE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|----------------|--------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|-------|-----|-------|------------------------------|-------------|------------------------|----------------|------------------|-------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Njombe Urban Water Supply and Sanitation Authority (NJUWASA) was declared a fully autonomous public water utility in 1998 responsible for the overall operation and management of water supply and sanitation services within the Njombe Town which is the headquarters of Njombe District, Iringa Region. NJUWASA is classified as Category C water authority and started its operation in 2002. Its area of responsibility has a total population of 50,100 people in which 30,060 persons are served with water. The water source for Njombe Township is from three major sources of Magoda, Lunyanyu and Wikichi spring sources that contribute approximately 89% of total water production. There are also other small spring of Kihesa A&B, Ulaya, Njoss and Ford that add to the remaining 11% of the total daily production. All sources supply water to the Njombe town through gravity system. The average water abstraction from the sources during the reporting period was 2,729m³/day.</p> <p>The combined installed production capacity is 2800m³/day .The present production capacity is not sufficient to meet the estimated water demand of 4800m³/day. The utility has no water treatment facilities; however water quality test results reported that the water being supplied is of good quality. The total length of the entire pipe network is 31.8 km and water is supplied at an average of 8 hrs. The network has 10 storage tanks with combined storage volume of 645m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Njombe District Council. Njombe UWSA has 24 employees with deficiency of 4 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 2,709</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 2694</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 30</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 43%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 24</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 178,484,873</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 184,963,594</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 227,990,140</td> </tr> </table> | | | | | Total Water Connections | : 2,709 | Total Active Connections | : 2694 | Total Water Kiosk/Standpipe | : 30 | Metering Ratio | : 43% | NRW | : 30% | Total Staff | : 24 | Staff/1000 connections | : 9 | Annual O&M Costs | : Tzs 178,484,873 | Annual Water Collections (Arrears included) | : Tzs 184,963,594 | Annual Water Billings | : Tzs 227,990,140 |
| Total Water Connections | : 2,709 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 2694 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 30 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 43% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 30% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 24 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 9 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 178,484,873 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 184,963,594 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 227,990,140 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Kiosks</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">350</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> </tr> <tr> <td>Flat rate charge (TZS/month)</td> <td style="text-align: center;">3000 - 9500</td> <td style="text-align: center;">25,000</td> <td style="text-align: center;">8,000 - 13,000</td> <td style="text-align: center;">12,000</td> </tr> </tbody> </table> | | | | | Category of customer | Domestic | Institutions | Commercial | Kiosks | Consumption charge (TZS/m ³) | 350 | 500 | 500 | 500 | Flat rate charge (TZS/month) | 3000 - 9500 | 25,000 | 8,000 - 13,000 | 12,000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Kiosks | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 350 | 500 | 500 | 500 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/month) | 3000 - 9500 | 25,000 | 8,000 - 13,000 | 12,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water supply to meet the water demand. 2. Low metering ratio. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staff. 5. High Non revenue water. 6. Low metering ratio. | | | | | | | | | | | | | | | | | | | | | | | | |

| NZEGA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|--------|-----|-------|------------------------------|-----|------------------------|-------|------------------|-------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Nzega Urban Water Supply and Sewerage Authority (Nzega-UWASA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Nzega Urban area which is the headquarters of Nzega District, Tabora Region. Nzega-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 32,232 out of which 19,436 persons are currently served. Water supply system is operated by a private company called WEDECO under the management contract with Nzega UWSA. The utility draws water from Uchama and Kilimi earthfill dams. The dams have combined production capacity of 13,229m³/day which is sufficient compared with the estimated water demand of 2,000m³/day. The total length of the pipeline system is 30.6km. Water is supplied through rationing at an average of 18 hrs. The system has 4 storage tanks with a combined capacity of 595m³. The township has no sewerage system; onsite sanitary facilities are in use under the Nzega District Town Council. Nzega-UWSA has 9 employees, 6 permanent and 3 on contract.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 1,194</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1,194</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 28%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 7.5</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 113,222,698</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 140,662,799</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 173,386,909</td> </tr> </table> | | | | | Total Water Connections | : 1,194 | Total Active Connections | : 1,194 | Total Water Kiosk/Standpipe | : 20 | Metering Ratio | : 100% | NRW | : 28% | Total Staff | : 9 | Staff/1000 connections | : 7.5 | Annual O&M Costs | : Tzs 113,222,698 | Annual Water Collections (Arrears included) | : Tzs 140,662,799 | Annual Water Billings | : Tzs 173,386,909 |
| Total Water Connections | : 1,194 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1,194 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 20 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 100% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 28% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 9 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 7.5 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 113,222,698 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 140,662,799 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 173,386,909 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">750</td> <td style="text-align: center;">850</td> <td style="text-align: center;">900</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Flat rate charge (TZS/month)</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 750 | 850 | 900 | NA | Flat rate charge (TZS/month) | NA | NA | NA | NA | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 750 | 850 | 900 | NA | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/month) | NA | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Institutional customers do not settle their bills on time. 2. Water weeds at Uchama dam. 3. Lack of sufficient income to cover Investment. | | | | | | | | | | | | | | | | | | | | | | | | |

| ORKESUMET | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | |
|---|--|------------------------------------|---------------------|-------------------|-------------------|-------------------------|------|--------------------------|------|----------------|------|-------------|-----|------------------------|-------|------------------|---------------|---|---------------|-----------------------|---------------|
| General Description About the Utility | <p>Orkesumet Urban Water Supply and Sanitation Authority (OUWSSA) was declared a fully autonomous public water utility in 2008, is responsible for the overall operation and management of water supply and sanitation services in Orkesumet Town which is the headquarters of Simanjiro District, Manyara Region. OUWSSA is classified as Category C water authority. Its area of responsibility has a total population of 6,830 people in which 3,210 persons are currently served. The utility depends on 5 borehole sources for water production and have combined installed yield capacity of 643.2m³/day. The average production from the sources is 174m³/day. The production capacity is very low to meet the estimated water demand of 600m³/day. The town has no sewerage system; onsite sanitary facilities are in use under the Simanjiro District Council. OUWSSA has 5 employees with deficiency of 15 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0" style="width: 100%;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: NA</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 5</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 294</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 851,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 567,600</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 908,160</td> </tr> </table> | | | | | Total Water Connections | : 17 | Total Active Connections | : 17 | Metering Ratio | : NA | Total Staff | : 5 | Staff/1000 connections | : 294 | Annual O&M Costs | : Tzs 851,000 | Annual Water Collections (Arrears included) | : Tzs 567,600 | Annual Water Billings | : Tzs 908,160 |
| Total Water Connections | : 17 | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 17 | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : NA | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 5 | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 294 | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 851,000 | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 567,600 | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 908,160 | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 1000 | NA | NA | NA | | | | | | | | | | | | | | | | |
| <p>Note: The Charges at water Kiosks are TZS 50 per 20 litres jerry can.</p> | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources and water supply to meet the demand. 2. The customer base is very low. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staffs. | | | | | | | | | | | | | | | | | | | | |

| PANGANI | | PROFILE AS PER 2008/09 DATA | | |
|--|---|-----------------------------|---------------------|-------------------|
| General Description About the Utility | <p>Pangani Urban Water Supply and Sanitation Authority (PAUWASA) a declared a fully autonomous public water utility in 2004 is responsible for the overall operation and management of water supply and sanitation services within the Pangani urban area which is the headquarters of Pangani District, Tanga Region. PACWASA is classified as Category C water authority. Its area of responsibility has a total population of 16,250 people in which 7,800 persons are currently served. The utility draws water from three borehole (<i>BH₁</i>, <i>BH₂</i>, and <i>BH₃</i>) with combined installed production capacity of 1,350m³/day .The present production capacity is low compared with the estimated water demand of 2,250m³/day. The total length of the distribution system is 60.4 km and water is supplied through rationing at an average of 10 hrs. The system has 2 storage tanks not in use owing to location problems with combined capacity of 135m³. The township has no sewerage system; onsite sanitary facilities are in use under the Pangani District Town Council. PACWASA has 19 employees with deficiency of 3 employees of different qualifications and professions.</p> | | | |
| General Data About Water Utility | <p>Total Water Connections : 1,150 Total Active Connections : 990 Total Water Kiosk/Standpipe : 7 Metering Ratio : 75% NRW : 44% Total Staff : 19 Staff/1000 connections : 17 Annual O&M Costs : Tzs 171,574,944 Annual Water Collections (Arrears included) : Tzs 49,346,000 Annual Water Billings : Tzs 65,400,000</p> | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial |
| | Consumption charge (TZS/m ³) | 400 | 400 | 400 |
| | Flat rate (Medium density) TZS/month | 4,300 | 4,300 | 8,900 |
| | Flat rate (High density) TZS/month | 2,900 | | |
| Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can. | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Unreliability of water sources and low production. 2. Dilapidated distribution network and low coverage. 3. Unwillingness of customers to pay their water bills. 4. Lack of authority office building and transport. 5. Lack of sufficient and qualified staff. | | | |

| RUANGWA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | |
|--|---|-----------------------------|------------|------------|----------------------|-------------------------|--------------|--------------------------|------------|--|-----|----------------|-------|-----|------------------------|-------------|--------|------------------------|--------|---|-----------------|
| General Description About the Utility | <p>Ruangwa Urban Water Supply and Sanitation Authority Water Board is yet to be established. Water supply for Ruangwa town is still managed by the District Water Engineer (DWE) as a department. The water department is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Ruangwa township which is headquarters of Ruangwa District in Lindi Region. Ruangwa town has a current population of about 11,000 people. The water supply scheme for Ruangwa town comprise of one borehole that pumps its water to three storage tanks with total capacity of 225m³. From these storage tanks water is supplied to the township through a distribution. The water supply scheme with almost all the appurtenances is in a fairly good working condition. The current water production is about 120m³/day caters only 14% of the daily estimated water demand of 870m³/day in the service area. Although the low water production is highly attributed by insufficient source capacity, which was reported to be 15m³/hr, unreliable electricity supply posed a great obstacle to the water production, causing the pump to be operated at an average of only less than 5 hours per day. The utility has no water treatment facilities and also water quality monitoring plan is not in place although periodic quality monitoring is done by testing for water quality twice a year. The total length of the distribution system is 10km and water is supplied at an average of 5hrs/day. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use are under the monitoring of the Ruangwa of District Council.</p> | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 209</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 209</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 57%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 55%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 6,000,000</td> </tr> </table> | | | | | Total Water Connections | : 209 | Total Active Connections | : 209 | Total Water Kiosk/Standpipe | : 0 | Metering Ratio | : 57% | NRW | : 55% | Total Staff | : 0 | Staff/1000 connections | : 0 | Annual Water Collections (Arrears included) | : Tzs 6,000,000 |
| Total Water Connections | : 209 | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 209 | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 0 | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 57% | | | | | | | | | | | | | | | | | | | | |
| NRW | : 55% | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 0 | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 0 | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 6,000,000 | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Industries</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/m³)</td> <td>300</td> <td>350</td> <td>500</td> <td>800</td> </tr> <tr> <td>Flat rate (TShs/month)</td> <td>2,500</td> <td>10,000</td> <td>10,000</td> <td>10,000</td> </tr> </tbody> </table> <p>Note1: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Industries | Metered customers (TShs/m ³) | 300 | 350 | 500 | 800 | Flat rate (TShs/month) | 2,500 | 10,000 | 10,000 | 10,000 | | |
| Category of customer | Domestic | Institutions | Commercial | Industries | | | | | | | | | | | | | | | | | |
| Metered customers (TShs/m ³) | 300 | 350 | 500 | 800 | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/month) | 2,500 | 10,000 | 10,000 | 10,000 | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Delay in establishment of the Urban Water Supply Authority which hampered commercial operations. (2) Failure to access the funds is attributed to the absence of town water board (authority). (3) Few connections and low metering. (4) Insufficient water source capacity to cater for the town's water demand coverage. (5) Treatment facilities. (6) Inadequate qualified staff .(7) Transport facilities</p> | | | | | | | | | | | | | | | | | | | | |

| RUJEWTA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|-----------------------------|--------------|------------|--------------|------------|-------------------------|--|--------|-----------------------------|-----|-----|----------------|--------|------|-----|----|-----|-------------|-----|----|------------------------|----|-----------------------|------------------|------|----------------|---|----|---------------|-----------------------|---|---------|--|
| General Description About the Utility | <p>Rujewa Township Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services for the Rujewa Township area which is the headquarters for Mbarali District, Mbeya Region. Rujewa UWSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 25,872 people in which 11,642 persons are served with water. The utility draws water from Mbarali River (gravity scheme) located in Igomelo Village, Mbarali District about 14km from Rujewa, town and two boreholes MB 277/2001 and MB 21/2002(drilled in 2001 and 2002 respectively) located at Uhamila area, Rujewa town. The sources produces an average of 2,370m³/day, which is above the estimated daily water demand of 2,616 m³/day. Water supply is through rationing and the average hours of service are 6 hours.</p> <p>The source installed production capacity is 2,736m³/day. The utility has no water treatment facilities; as well as no water quality monitoring plan in use. The total length of the pipe network including the main and distribution lines is 40.536km. The Rujewa-UWSA has six storage tanks with total water storage capacity of 450m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Rujewa Township Authority. Rujewa UWSA has 17 employees with manning level of 16.7 staff per 1000 connections.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>926</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>94</td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>9.8%</td> </tr> <tr> <td>NRW</td> <td>:</td> <td>67%</td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>17</td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>16.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 33,600,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 6,849,996</td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs NIL</td> </tr> </table> | | | | | | Total Water Connections | : | 926 | Total Water Kiosk/Standpipe | : | 94 | Metering Ratio | : | 9.8% | NRW | : | 67% | Total Staff | : | 17 | Staff/1000 connections | : | 16.7 | Annual O&M Costs | : | Tzs 33,600,000 | Annual Water Collections (Arrears included) | : | Tzs 6,849,996 | Annual Water Billings | : | Tzs NIL | |
| Total Water Connections | : | 926 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 94 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 9.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 67% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 16.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 33,600,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 6,849,996 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs NIL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of customer</th> <th>Band</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Consumption rate (TZS/m³)</td> <td>0– 4.5</td> <td>250</td> <td>500</td> <td>500</td> <td>250</td> </tr> <tr> <td>4.5-11</td> <td>300</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>>11</td> <td>500</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>Flat rate (TZS/month)</td> <td>NA</td> <td>2500</td> <td>10000</td> <td>10000</td> <td>NA</td> </tr> </tbody> </table> | Category of customer | Band | Domestic | Institutions | Commercial | Kiosk | Consumption rate (TZS/m ³) | 0– 4.5 | 250 | 500 | 500 | 250 | 4.5-11 | 300 | NA | NA | NA | >11 | 500 | NA | NA | NA | Flat rate (TZS/month) | NA | 2500 | 10000 | 10000 | NA | | | | | |
| Category of customer | Band | Domestic | Institutions | Commercial | Kiosk | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption rate (TZS/m ³) | 0– 4.5 | 250 | 500 | 500 | 250 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 4.5-11 | 300 | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | >11 | 500 | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/month) | NA | 2500 | 10000 | 10000 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water storage tanks. 2. Old and worn-out pipe network resulting into frequent burst and leakages. 3. Low water service coverage. 4. Lack of capital fund for rehabilitation and expansion of water supply services. 5. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| SAME | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|-----------------------------------|----------------|-------|------|-------|---------------------|-------|------------------------|------|------------------|-------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Same Urban Water Supply and Sanitation Authority (SAUWASA) was declared fully autonomous public water utility in 2003 is responsible for the overall operation and management of water supply and sanitation services within the Same urban area which is the headquarters of Same District, Kilimanjaro Region. SAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 25,000 people in which 17,000 persons are currently served. The utility draws water from two small spring sources of <i>Same</i> and <i>Mahuu</i> and three deep boreholes. The installed production capacity is 2,544m³/day. Maximum production from the sources is experienced during the rainy season. The average production of 1980m³/day is far below the estimated demand for the township of 4,200m³/day. The total length of the distribution system is 150 km and water is supplied at an average of 6 hrs. There is no water treatment plant in place, however the quality of the produced water is claimed to be safe owing to high protection of the sources. The distribution system has 10 storage tanks with total capacity of 1013m³. The township has no sewerage system; onsite sanitary facilities are in use under the Same District Town Council. SAUWASA has 27 employees with deficiency of 5 employees of different professions and qualifications.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 1,072</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 932</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 30</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 71%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 40%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 27</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 142,413,240</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 138,877,467</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 251,368,200</td> </tr> </table> | | | | | Total Water Connections | : 1,072 | Total Active Connections | : 932 | Total Water Kiosk/Standpipe | : 30 | Metering Ratio | : 71% | NRW | : 40% | Total Staff | : 27 | Staff/1000 connections | : 25 | Annual O&M Costs | : Tzs 142,413,240 | Annual Water Collections (Arrears included) | : Tzs 138,877,467 | Annual Water Billings | : Tzs 251,368,200 |
| Total Water Connections | : 1,072 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 932 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 30 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 71% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 40% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 27 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 25 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 142,413,240 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 138,877,467 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 251,368,200 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption (TZS/m³)</td> <td style="text-align: center;">750</td> <td style="text-align: center;">1,500</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">1,500</td> </tr> <tr> <td>Flat rate TZS/month</td> <td style="text-align: center;">5,000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Service TZS/month</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">2,000</td> <td style="text-align: center;">2,000</td> <td style="text-align: center;">2,000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 14 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption (TZS/m ³) | 750 | 1,500 | 1000 | 1,500 | Flat rate TZS/month | 5,000 | NA | NA | NA | Service TZS/month | 1,000 | 2,000 | 2,000 | 2,000 |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption (TZS/m ³) | 750 | 1,500 | 1000 | 1,500 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate TZS/month | 5,000 | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | |
| Service TZS/month | 1,000 | 2,000 | 2,000 | 2,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources to meet the growing population and increasing water demand; 2. High number of illegal connections. 3. Attainment of universal metering. 4. Lack of capital fund for extension and rehabilitation of pipe networks. 5. Lack of office building and transport for the authority. 6. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | |

| SENGEREMA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|---------------------|-------------------|-------------------|-------------------------|---------|--------------------------|---------|-----------------------------|------|----------------|-------|-----|-------|-------------|------|------------------------|--------|
| General Description About the Utility | <p>Sengerema Urban Water Supply & Sewerage Authority (SEUWASA) was declared a fully autonomous public water utility in 2003 responsible for overall operation and management of water supply and sanitation services within the Sengerema Urban area, which is the headquarters of Sengerema District, Mwanza Region. SEUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 58,744. The utility draws water from Lake Victoria, with a total production capacity of 1,840m³/day which is insufficient compared with the estimated water demand of 4,831m³/day. Water is supplied through rationing at an average of 4 hrs. The system has 4 storage tanks with a storage capacity of about 2,000m³. The township has no sewerage system; onsite sanitary facilities are in use under Sengerema District Town Council. SEUWASA has 23 employees.</p> | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 2,040</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 2,040</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 62</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 31%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 23</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 10.9</td> </tr> </table> | | | | | Total Water Connections | : 2,040 | Total Active Connections | : 2,040 | Total Water Kiosk/Standpipe | : 62 | Metering Ratio | : 31% | NRW | : 30% | Total Staff | : 23 | Staff/1000 connections | : 10.9 |
| Total Water Connections | : 2,040 | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 2,040 | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 62 | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 31% | | | | | | | | | | | | | | | | | | |
| NRW | : 30% | | | | | | | | | | | | | | | | | | |
| Total Staff | : 23 | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 10.9 | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 500 | 500 | 500 | NA | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/month) | 5,000 | 50,000-180,000 | 25,000 | NA | | | | | | | | | | | | | | |
| NOTE: The Charges at water Kiosks are TZS 10per 20 litres jerry can | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Lack of qualified, experienced and adequate staff. 2. Low metering as most of the customers are not metered. 3. High UFW. 4. Lack of funds for rehabilitation of old and worn-out infrastructure. | | | | | | | | | | | | | | | | | | |

| SIKONGE | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|--------------------|-------------------|-------------------|-------------------------|-------|--------------------------|-------|-----------------------------|-----|----------------|---------|-----|------|-------------|------|------------------------|--------|------------------|------------------|---|------------------|
| General Description About the Utility | <p>Sikonge Urban Water Supply & Sewerage Authority (Sikonge-UWSA) was declared a fully autonomous public water utility in 2004, is responsible for overall operation and management of water supply and sanitation services within the Sikonge township, Sikonge District, Tabora Region. Sikonge-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 12,640. The utility draws water from two kinds of water sources, shallow wells and an earth fill dam called Utyatya dam which at the time of construction in 1959, it had a total production capacity of 1,890.4m³/day very sufficient compared with the estimated water demand of 516m³/day, but currently the production is 120 m³/day . From six shallow wells production is 96 m³/day. Raw water from Utyatya dam is pumped using Low lift pumps into the water treatment plant, which has a capacity of 340 m³/day. The total length of the distribution pipeline system is 10.785km. Water is supplied through rationing at an average of 10 hrs. The system has 4 storage tanks with a storage capacity of about 225m³, but one storage tank of 45m³ is underutilized. The town has no sewerage system; onsite sanitary facilities are in use under the Sikonge District Council. The utility is served by 13 employees.</p> | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 241</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 196</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 2</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 30.3%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 33</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 13</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 52.8</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 68,660,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 17,965,350</td> </tr> </table> | | | | | Total Water Connections | : 241 | Total Active Connections | : 196 | Total Water Kiosk/Standpipe | : 2 | Metering Ratio | : 30.3% | NRW | : 33 | Total Staff | : 13 | Staff/1000 connections | : 52.8 | Annual O&M Costs | : Tzs 68,660,000 | Annual Water Collections (Arrears included) | : Tzs 17,965,350 |
| Total Water Connections | : 241 | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 196 | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 2 | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 30.3% | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 33 | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 13 | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 52.8 | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 68,660,000 | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 17,965,350 | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institution | Commercial | Industrial | | | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 850 | 800 | 675 | NA | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/month) | 5,500 | 6,750 | 6,750 | NA | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. High production cost associated with diesel driven engines. 2. Low production capacity in comparison with the town demand. 3. Low metering, only 30.3% of customers are metered. 4. Low coverage. | | | | | | | | | | | | | | | | | | | | | | |

| SONGE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|--|-------------------------|----------|-----------------------------|------------|--|-------|------|-------|----------------------|------|------------------------|-------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Songe Township Water Supply and Sanitation Authority (SOWASA) was declared a fully autonomous public water utility in 2004 is responsible for the overall operation and management of water supply and sanitation services in the Songe Township which is the headquarters of Kilindi District, Tanga Region. SOWASA is classified as Category C water authority. Its area of responsibility has a total population of 14,000 people in which 9,225 persons are currently served. The utility draws water from two ring wells, located near Songe River valley, and the Kwidibuti springs originating from Nkama Mountain. Both sources have combined installed production capacity of 265m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township of 494m³/day. The total length of the pipe network is 12.7 km and water is supplied at an average of 7 hrs. There are 3 storage tanks which have combined storage volume of 187.5m³. The township has no sewerage system; onsite sanitary facilities are in use under the Kilindi District Town Council. SOWASA has 8 employees and deficiency of 10 employees.</p> | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 37</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 63%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 74%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 189</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 30,000,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 33,600,000</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 40,992,000</td> </tr> </table> | | | | Total Water Connections | : 37 | Total Water Kiosk/Standpipe | : 25 | Metering Ratio | : 63% | NRW | : 74% | Total Staff | : 8 | Staff/1000 connections | : 189 | Annual O&M Costs | : Tzs 30,000,000 | Annual Water Collections (Arrears included) | : Tzs 33,600,000 | Annual Water Billings | : Tzs 40,992,000 |
| Total Water Connections | : 37 | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 25 | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 63% | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 74% | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 8 | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 189 | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 30,000,000 | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 33,600,000 | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 40,992,000 | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 35%;">Category of customer</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutions</th> <th style="width: 25%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Consumption rate (TZS/M³)</td> <td>1200</td> <td>1500</td> <td>2000</td> </tr> <tr> <td>Flat rate(TZS/month)</td> <td>1500</td> <td>1500</td> <td>1500</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 30 per 20 litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Consumption rate (TZS/M ³) | 1200 | 1500 | 2000 | Flat rate(TZS/month) | 1500 | 1500 | 1500 | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | |
| Consumption rate (TZS/M ³) | 1200 | 1500 | 2000 | | | | | | | | | | | | | | | | | | | |
| Flat rate(TZS/month) | 1500 | 1500 | 1500 | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Lack of sufficient water sources and production to meet demand. 2. Capital fund for major rehabilitation of old and dilapidated distribution network. 3. Lack of qualified and competent staffs. 4. Lack of transport facilities for operation and maintenance activities. | | | | | | | | | | | | | | | | | | | | | |

| TARIME | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|---------|-----|---------|------------------------------|-------|------------------------|-------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Tarime Urban Water Supply and Sewerage Authority (TARUWASA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within Tarime Urban area which is the headquarters of Tarime District, Mara Region. TARUWASA is classified as Category C water authority. Its area of responsibility has a total population of 30,937 people in which 11,750 persons are currently served. The utility draws water from two water sources, a spring named Nyandurumo and a dam named Tagota. The sources have altogether, total installed production capacity of 8,502m³/day. The present production capacity is sufficient compared with the estimated water demand of 4,142.5m³/day. The total length of the pipeline system is 17.6km out of which 12.38km is distribution and the remaining is rising/gravity lines. Water is supplied through rationing at an average of 9 hrs. The system has 4 storage tanks with a combined capacity of 675m³. The township has no sewerage system; onsite sanitary facilities are in use under the Tarime District Town Council. TARUWASA has 3 employees and 13 daily paid staff of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 676</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 415</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 34.3%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 50.6%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 4.4</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 57,662,891</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 58,619,500</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 69,801,500</td> </tr> </table> | | | | | Total Water Connections | : 676 | Total Active Connections | : 415 | Total Water Kiosk/Standpipe | : 1 | Metering Ratio | : 34.3% | NRW | : 50.6% | Total Staff | : 3 | Staff/1000 connections | : 4.4 | Annual O&M Costs | : Tzs 57,662,891 | Annual Water Collections (Arrears included) | : Tzs 58,619,500 | Annual Water Billings | : Tzs 69,801,500 |
| Total Water Connections | : 676 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 415 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 34.3% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 50.6% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 3 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 4.4 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 57,662,891 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 58,619,500 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 69,801,500 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 25%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> <td style="text-align: center;">800</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td style="text-align: center;">4,500</td> <td style="text-align: center;">6,000</td> <td style="text-align: center;">8,000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 500 | 500 | 800 | NA | Flat rate charge (TZS/Month) | 4,500 | 6,000 | 8,000 | NA | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 500 | 500 | 800 | NA | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/Month) | 4,500 | 6,000 | 8,000 | NA | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Revenue collections do not meet operation costs. 2. Lack of office building. 3. Distribution network coverage is small, no network for 75% of the town. 4. Lack of transport facilities. 5. High UFW. 6. The Authority is understaffed. | | | | | | | | | | | | | | | | | | | | | | | | |

| TUKUYU | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|---------------------------|---------------------------|-------------------|-------------------|-------------------------|---|-------|--------------------------|---|-------|-----------------------------|---|---|----------------|---|-----|-----|---|-----|-------------|---|----|------------------------|---|---|------------------|---|-----------------|---|---|-----------------|-----------------------|---|-----------------|
| General Description About the Utility | <p>Tukuyu Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2003, is responsible for the overall operation and management of water supply and sanitation services within Tukuyu Town which is the headquarters of Rungwe District in Mbeya Region. Tukuyu UWSA is classified as Category C water authority which started its operation in 2004. Its area of responsibility has a total population of 28,855 people in which 21,484 persons are served with water. The main water sources for Tukuyu town are Maslala River and Mlagala spring (gravity scheme) located about 7km and 12km respectively from the town. The Maslala River water sources cater for water demand of most of the Tukuyu town and sub-urban areas while Mlagala spring supply water to Katumba village only. The sources produced an average of 4840m³/day during the reporting period 2008/09 which is above the present estimated water demand of 3,330 m³/day.</p> <p>The combined installed production capacity is 3,545m³/day. The present production capacity exceeds the estimated water demand by 6%. However, owing to water losses the amount of water reaching the end consumers is not sufficient. The utility has no water treatment facilities. However, water quality monitoring is done but not regularly and the water sources are well protected. The total length of the entire pipe network is 81.192 km and water is supplied through rationing at an average of 18 hrs. The network has 5 storage tanks with combined storage volume of 990m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Rungwe District Council. Tukuyu UWSA has 22 employees with deficiency of 3 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>The combined installed production capacity is 3,545m³/day. The present production capacity exceeds the estimated water demand by 6%. However, owing to water losses the amount of water reaching the end consumers is not sufficient. The utility has no water treatment facilities. However, water quality monitoring is done but not regularly and the water sources are well protected. The total length of the entire pipe network is 81.192 km and water is supplied through rationing at an average of 18 hrs. The network has 5 storage tanks with combined storage volume of 990m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Rungwe District Council. Tukuyu UWSA has 22 employees with deficiency of 3 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>3,385</td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>3,319</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>3</td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>71%</td> </tr> <tr> <td>NRW</td> <td>:</td> <td>50%</td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>22</td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>7</td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 129,991,516</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 122,035,600</td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 124,113,021</td> </tr> </table> | | | | | | Total Water Connections | : | 3,385 | Total Active Connections | : | 3,319 | Total Water Kiosk/Standpipe | : | 3 | Metering Ratio | : | 71% | NRW | : | 50% | Total Staff | : | 22 | Staff/1000 connections | : | 7 | Annual O&M Costs | : | Tzs 129,991,516 | Annual Water Collections (Arrears included) | : | Tzs 122,035,600 | Annual Water Billings | : | Tzs 124,113,021 |
| Total Water Connections | : | 3,385 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 3,319 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 71% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 50% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 129,991,516 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 122,035,600 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 124,113,021 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Large Institutions | Small Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Metered Rate (TZS/m ³) | 200 | 300 | 250 | 300 | 300 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/month) | 2,000 – 6,000 | NA | 6000 | 5,000 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>Note: Tariff at Kiosk is TZS 20 per 20 litre jerry can.</p> <ol style="list-style-type: none"> 1. Old pipe networks leading to high leakages and frequent burst. 2. Low water tariff currently in use. 3. Lack of capital fund for expansion of water supply services. 4. Lack of transport facilities. 5. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| TUNDURU | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|----------------------|-------------------------|--------------|--------------------------|------------|---|------|----------------|-------|-----|--|-------------|------|------------------------|------|--|------------------|---|------------------|-----------------------|------------------------|-------|--------|--------|--------|
| General Description About the Utility | <p>Tunduru Urban Water Supply and Sanitation Authority (TUUWASA) was established by Act No. 8 of 1997 on 30th January 2004. TUUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Tunduru township which is the headquarters of Tunduru District in Ruvuma Region. TUUWASA is classified as Category C water authority. Currently its area of responsibility has a total population of 52,035. The TUUWASA water supply scheme has its sources from springs, streams and boreholes. The first scheme was constructed in the year 1953 with water from the Mlingoti pumping station which is still in use. Later, new sources were constructed to meet the growing demand of the town. The current scheme has three types of sources, Nanjoka Spring source, five boreholes sources, and Mlingoti Stream sources. The current average water demand for this town is estimated to be 3,122m³ per day while the total water production is 2,304m³/day from all its sources (When there is electricity) and 348m³/day only when there is no electricity (from gravity scheme source only). This capacity it is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes. The utility does not have its own office, but is assigned two rooms in DWE's office building. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 23.1km and water is supplied at an average of 8 hrs/day. They have 5 storage tanks with a total capacity of 370m³. There is no water quality monitoring done. This town has no sewerage network. The sanitation facilities in this town include pit latrines and septic tanks that are monitored by the District Health Officers.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 597</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 597</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 10</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 22%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 73%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 12</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 23,023,988</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 22,402,055</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 20,402,055</td> </tr> </table> | | | | | Total Water Connections | : 597 | Total Active Connections | : 597 | Total Water Kiosk/Standpipe | : 10 | Metering Ratio | : 22% | NRW | : 73% | Total Staff | : 12 | Staff/1000 connections | : 20 | Annual O&M Costs | : Tzs 23,023,988 | Annual Water Collections (Arrears included) | : Tzs 22,402,055 | Annual Water Billings | : Tzs 20,402,055 | | | | |
| Total Water Connections | : 597 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 597 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 22% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 73% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 23,023,988 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 22,402,055 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 20,402,055 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Metered: 0 – 5m³ (TShs/month)</td> <td style="text-align: center;">500</td> <td style="text-align: center;">500</td> <td style="text-align: center;">550</td> <td style="text-align: center;">700</td> </tr> <tr> <td>Metered: 5 – 10m³ (TShs/month)</td> <td style="text-align: center;">550</td> <td style="text-align: center;">500</td> <td style="text-align: center;">550</td> <td style="text-align: center;">700</td> </tr> <tr> <td>Metered: above 10m³ (TShs/month)</td> <td style="text-align: center;">600</td> <td style="text-align: center;">500</td> <td style="text-align: center;">550</td> <td style="text-align: center;">700</td> </tr> <tr> <td>Flat rate (TShs/month)</td> <td style="text-align: center;">3,500</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">15,000</td> </tr> </tbody> </table> | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Metered: 0 – 5m ³ (TShs/month) | 500 | 500 | 550 | 700 | Metered: 5 – 10m ³ (TShs/month) | 550 | 500 | 550 | 700 | Metered: above 10m ³ (TShs/month) | 600 | 500 | 550 | 700 | Flat rate (TShs/month) | 3,500 | 10,000 | 10,000 | 15,000 |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered: 0 – 5m ³ (TShs/month) | 500 | 500 | 550 | 700 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered: 5 – 10m ³ (TShs/month) | 550 | 500 | 550 | 700 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered: above 10m ³ (TShs/month) | 600 | 500 | 550 | 700 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/month) | 3,500 | 10,000 | 10,000 | 15,000 | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Inadequate qualified staff. (2) Rehabilitation and replacement of pipeline network. (3) Low metering ratio. (4) Lack of reliable transport facilities. (5) High NRW</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| USHIROMBO | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------------------------------|---------------------|-------------------|-------------------|-------------------------|-----|--------------------------|-----|-----------------------------|-----|----------------|------|-----|-------|-------------|-----|------------------------|---------|------------------|-----------------|---|-----------------|-----------------------|-----------------|
| General Description About the Utility | <p>Ushiroombo Urban Water Supply and Sewerage Authority (Ushiroombo-UWSA) was declared a fully autonomous public water utility in 2003 responsible for the overall operation and management of water supply and sanitation services within the Ushiroombo Urban area which is the headquarters of Bukombe District, Shinyanga Region. Ushiroombo-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 7,200 out of which 2,510 persons are currently served. The utility draws water from one borehole with a production capacity of 71m³/day which is insufficient compared with the estimated water demand of 3,253m³/day. The total length of the pipeline system is 1.24km. Water is supplied through rationing at an average of 10 hrs. The system has 1 storage tank with a storage capacity of 45m³. The township has no sewerage system; onsite sanitary facilities are in use under the Bukombe District Town Council. Ushiroombo-UWSA has 9 employees, 3 permanent and 6 on contract.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 5</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 1,000</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 3,984,990</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 1,545,120</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 1,769,283</td> </tr> </table> | | | | | Total Water Connections | : 9 | Total Active Connections | : 8 | Total Water Kiosk/Standpipe | : 5 | Metering Ratio | : 0% | NRW | : 30% | Total Staff | : 9 | Staff/1000 connections | : 1,000 | Annual O&M Costs | : Tzs 3,984,990 | Annual Water Collections (Arrears included) | : Tzs 1,545,120 | Annual Water Billings | : Tzs 1,769,283 |
| Total Water Connections | : 9 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 8 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 5 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 30% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 9 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 1,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 3,984,990 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 1,545,120 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 1,769,283 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 750 | 850 | 900 | NA | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/Month) | - | - | - | - | | | | | | | | | | | | | | | | | | | | |
| <p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. High production cost associated with generators running cost (diesel cost). 2. Bill settlement, customers not paying on time. 3. Lack of transport. 4. Low coverage, only 16% of the town is covered/has network. | | | | | | | | | | | | | | | | | | | | | | | | |

| UTETE | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|-------------------|--|-----------------------------|-----------------|--------------------------|-------------------|-----------------------------|---------------|-----------------|----------------|-----|-------|-------------|------|------------------------|------|------------------|------------------|---|------------------|-----------------------|-----------------|
| General Description About the Utility | <p>Utete Township Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2002, is responsible for the overall operation and management of water supply and sanitation services for the Utete Township area which is the headquarters of Rufiji District, Coast Region. Utete UWSA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 9,335 people in which 7,001 persons are served with water. The utility draws water from Lugongwe lake which is recharged by Rufiji River when flooded. The design capacity of the source is 612.7m³/day. The average water abstraction from the sources during the reporting period was 405 m³/day</p> <p>The present production capacity is not yet sufficient to meet the estimated water demand of 611m³/day owing to high losses and low production efficiency. The utility has no water treatment facilities; thus water from the source is pumped direct to the distribution system. The total length of the entire pipe network is 10.046 km and water is supplied at an average of 10 hrs. The distribution network has 2 storage tanks of different size and combined storage volume of 175m³. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of the Utete Township Authority. Utete UWSA has 12 employees and the actual number of staff requirement has not been established.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 428</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 196</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 32</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 50%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 12</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 26</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 50,682,240</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 12,055,500</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 5,450,000</td> </tr> </table> | | | | Total Water Connections | : 428 | Total Active Connections | : 196 | Total Water Kiosk/Standpipe | : 32 | Metering Ratio | : 0% | NRW | : 50% | Total Staff | : 12 | Staff/1000 connections | : 26 | Annual O&M Costs | : Tzs 50,682,240 | Annual Water Collections (Arrears included) | : Tzs 12,055,500 | Annual Water Billings | : Tzs 5,450,000 |
| Total Water Connections | : 428 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 196 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 32 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 50% | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 12 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 26 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 50,682,240 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 12,055,500 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 5,450,000 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutions</th> <th style="width: 30%;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Flat rate (TZS/month)</td> <td style="text-align: center;">5000 – 30,000</td> <td style="text-align: center;">30,000 – 60,000</td> <td style="text-align: center;">15,000- 60,000</td> </tr> </tbody> </table> <p>Note ; A kiosk TZS 10 per 20 litre jerry can</p> | | | | Category of customer | Domestic | Institutions | Commercial | Flat rate (TZS/month) | 5000 – 30,000 | 30,000 – 60,000 | 15,000- 60,000 | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/month) | 5000 – 30,000 | 30,000 – 60,000 | 15,000- 60,000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources to meet the estimated water demand. 2. Lack of water treatment facilities. 3. Metering of all customer connections. 4. High Non- revenue water. | | | | | | | | | | | | | | | | | | | | | | | |

| URAMBO | | PROFILE AS PER 2008/09 DATA | | | | |
|--|--|------------------------------------|---------------------|-------------------|-------------------|--|
| General Description About the Utility | <p>Urambo Urban Water Supply and Sewerage Authority (URUWASA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Urambo Urban area which is the headquarters of Urambo District, Tabora Region. URUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 35,936 out of which 10,062 persons are currently served. The utility draws water from three deep boreholes, with a total production capacity of 145.6m³/day which is insufficient compared with the estimated water demand of 1,261m³/day. The total length of the pipeline system is 32.2km. Water is supplied through rationing at an average of 3.25 hrs. The system has 3 storage tanks with a storage capacity of 322m³. The township has no sewerage system; onsite sanitary facilities are in use under Urambo District Town Council.</p> | | | | | |
| General Data About Water Utility | <p>Total Water Connections : 105 Total Active Connections : 105 Total Water Kiosk/Standpipe : 13 Metering Ratio : 62% NRW : 61.4% Total Staff : 9 Staff/1000 connections : 85.7 Annual O&M Costs : Tzs 12,942,320 Annual Water Collections (Arrears included) : Tzs 11,477,635 Annual Water Billings : Tzs 11,477,635</p> | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | |
| | Consumption charge (TZS/m ³) | 700 | 500 | 700 | - | |
| | Flat rate charge (TZS/month) | 5,000 | 10,000 | 10,000 | - | |
| | <p>Note: The Charges at water Kiosks are TZS 25per 20 litres jerry can.</p> | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Low coverage of distribution network. 2. Lack of qualified staff. 3. Small customer base. 4. Low production as compared to demand. | | | | | |

| VWAWA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|------------|--|--|-------------------------|----------|--------------|------------|--|--|--|-----|-----|-----|--|--|------------------------------|---------------|----|--|--|--|----------------|---|-----|--|--|--|-----|---|-----|--|--|--|-------------|---|---|--|--|--|------------------------|---|----|--|--|--|------------------|---|----------------|--|--|--|---|---|----------------|--|--|--|-----------------------|---|----------------|--|--|--|
| General Description About the Utility | <p>Vwawa Urban Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services for Vwawa Town which is the headquarters of Mbozi District in Mbeya Region. Vwawa UWSA is classified as Category C water authority. Its area of responsibility has a total population of 45,406 people in which 18,253 persons are served with water. The utility draws water from three river/stream sources, Panahalanga pumping scheme, Mantengu pumping scheme and Mgombezi/Nalaba gravity scheme. The average water abstraction from the sources during the reporting period was 1,184m³/day.</p> <p>The combined installed production capacity is 1,429.1m³/day .The present production capacity is not sufficient to meet the estimated water demand of 2820m³/day. The utility has no water treatment facilities as well as water quality monitoring programme in place. The total length of the entire pipe network is 45 km and water is supplied through rationing at an average of 10hrs. The network has 6 storage tanks with combined capacity of 575m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mbozi District Council. Vwawa UWSA has 9 employees with deficiency of 6 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>826</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>750</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>98</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>19%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>36%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>9</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>10</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 49,103,362</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 32,282,273</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 33,896,386</td> <td colspan="3"></td> </tr> </table> | | | | | Total Water Connections | : | 826 | | | | Total Active Connections | : | 750 | | | | Total Water Kiosk/Standpipe | : | 98 | | | | Metering Ratio | : | 19% | | | | NRW | : | 36% | | | | Total Staff | : | 9 | | | | Staff/1000 connections | : | 10 | | | | Annual O&M Costs | : | Tzs 49,103,362 | | | | Annual Water Collections (Arrears included) | : | Tzs 32,282,273 | | | | Annual Water Billings | : | Tzs 33,896,386 | | | |
| Total Water Connections | : | 826 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 750 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 98 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 36% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 49,103,362 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 32,282,273 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 33,896,386 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>200</td> <td>200</td> <td>250</td> <td></td> <td></td> </tr> <tr> <td>Flat rate charge (TZS/month)</td> <td colspan="5">4,500 -12,000</td> </tr> </tbody> </table> | | | | | Category of customer | Domestic | Institutions | Commercial | | | Consumption charge (TZS/m ³) | 200 | 200 | 250 | | | Flat rate charge (TZS/month) | 4,500 -12,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 200 | 200 | 250 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/month) | 4,500 -12,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water production to meet the demand. 2. Unwillingness of the customers to pay for the services and on time. 3. Low metering ratio. 4. Insufficient production capacities. 5. High Non-revenue water | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| BASHNET | | PROFILE AS PER 2007/08 DATA |
|--|--|------------------------------------|
| General Description About the Utility | <p>BASHANET is one of the small towns in Babati district council located about 47km from Babati Town along Babati-Mbulu Road. BASHNET township was gazetted and declared an area of urban water supply in, 2004. To date, the Town Water Board is yet to be established. There is no any recognized water committee/group responsible for the provision of water supply services of the township. However, the villages’ governments are responsible for protection of the water sources and water supply infrastructures located in their respective villages. The township covers three villages, namely Bashanet, Long and Gabadau which have a population of 10,557 people with an estimated water demand of 422.3m³/day.</p> <p>The township water supply depends on 7 spring sources which were developed by the Catholic Diocese of Mbulu Development Department (DMDD) in 1997. The yields of these springs’ have dropped significantly owing to agricultural activities and livestock keeping currently taking place within the catchment areas. 5 springs sources supply water to villages through the gravity and distribution lines, and 2 small springs were developed as point sources in the respective villages with small tank and a public standpipe. The production capacities of the sources have not being established, the length of the gravity main and distribution line is estimated at 10km. The town has one 90m³ blockwork storage tank located in Bashanet center and 4 small storage tanks of 5m³ each with public taps along gravity main. Water is considered as a gift from God and, therefore ,a free social service</p> | |
| General Data About Water Utility | NIL | |
| Tariff Structure | Water Service is Free | |
| Challenges | <ol style="list-style-type: none"> 1. Lack of skilled staff (technicians) in the District Council to establish Town Water Board. 2. Changing the community’s traditional belief of recognizing water as gift from God and a free social service. 3. Inadequate water supply sources for the increasing water demand. 4. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of uncovered areas. | |

| BONGA | | PROFILE AS PER 2007/08 DATA |
|--|--|------------------------------------|
| General Description About the Utility | <p>BONGA is a small town located within the Babati Town Council about 16km from Babati Town center. Bonga township was gazetted and declared an area of urban water supply in 2004. To date, the Town Water Board is yet to be established. There is no any recognized water committee/group responsible for the provision of water supply services of the township. The establishment of the Town Water Board had been delayed owing to acute water shortage in the township due to unavailability of reliable water sources while the existing water supply infrastructures is inadequate, old and dilapidated. Water is considered as a free social service in the township. The total population of the township is approximately 7,494 people while demand is estimated to be 299.7m³/day.</p> <p>The Township water supply depends on one gravity scheme and two shallow wells. The gravity scheme receives water from Yaer Matse intake constructed in 1964 on Dawar stream. Dawar is a perennial stream formed by springs originating from Bereko hills. The source capacity is not yet established. Further, the town has three shallow wells of which only two are functioning. The yields of these shallow wells are not known owing to absence of its historical data in Babati Town Council.</p> <p>The township has one blockwork storage tank (90m³) located at the Bonga town center. The tank was seriously leaking thus it has not been in use since April, 2008. The tank used to receive water from Yaer Matse intake and distribute it to Bonga, Dawar and Waang-Boo streets.</p> | |
| General Data About Water Utility | NIL | |
| Tariff Structure | Water Service is Free | |
| Challenges | <ol style="list-style-type: none"> 1. Lack of reliable water sources and associated water supply infrastructures. 2. Lack of fund for rehabilitation of the existing scheme as well as expansion to uncovered areas. 3. Lack of competence staff. 4. Lack of the community know-how of the functioning of the Town Water Board and the water supply authority. | |

| CHALA | | PROFILE AS PER 2007/08 DATA | | | | | | | | |
|--|---|------------------------------------|-------------------------|------|-----------------------------|------|----------------|------|-----------------------|-----|
| General Description About the Utility | <p>Chala Township Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services for the Chala township area which is located in Nkasi District, Rukwa region. Despite being gazette, the utility water board and management is not yet established. Process for the establishment of the board is still ongoing. Management of water services in the town is under village water committees for the three villages which form Chala Town (Chala A, Chala B and Chala C). Each committee is responsible for operation of water supply services in its respective village. The water committees are generally not active. According to the 2002 Population census, Chala town had a population of 10,048. The current population is estimated to be 13,952 while the number of people receiving water services is 6,976. The estimated water demand is 439.66m³/day.</p> <p>Water sources for Chala town are Chala earth dam which is a gravity scheme and three boreholes. The three (3) boreholes are fitted with hand-pumps and there is no data on the yield from the operating borehole. The average water production from the dam is estimated to be 956m³/day while the average water demand for this town is estimated to be 440m³/day. Water production during the dry season occurring in the months of October and November, fall to approximately 64m³/day.</p> <p>The distribution network has 1 storage tank of capacity 225m³. The town has no sewerage system; onsite sanitary facilities are in use under with supervision of the Nkasi District Council.</p> | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 62</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 29</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>Total number of staff</td> <td style="text-align: right;">: 1</td> </tr> </table> | | Total Water Connections | : 62 | Total Water Kiosk/Standpipe | : 29 | Metering Ratio | : 0% | Total number of staff | : 1 |
| Total Water Connections | : 62 | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 29 | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | |
| Total number of staff | : 1 | | | | | | | | | |
| Tariff Structure | <p>Water service is provided for free</p> | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Establishment of water board and management to run the utility. 2. Poor management of the existing water infrastructure. 3. Addition of water storage tanks. 4. High water losses. | | | | | | | | | |

| DAREDA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | |
|--|---|------------------------------------|--------|-----------------|--|-------------------------|-------------|-----------------------------|--------|-----------------|------------------------------|------|-----------|------|------|
| General Description About the Utility | <p>DAREDA is a small town in Babati District Council located about 26km from Babati Town along the Babati-Mbulu Road. DAREDA township was gazetted and declared an area of urban water supply in January, 2004. To date, the Town Water Board is yet to be established. The day-to-day activities of water supply services are under the water committees. There are no formal organization structures in place for the water committees; however, they are responsible to the respective village government through the Villages Executive Officers (VEO). The township has total population of 17,166 people and an estimated water demand of 686.6m³/day.</p> <p>The main water supply sources are Galau intake located at Galau River in Seloto village, Endalaa river intake located in Dareda Kati village, and Hantsi spring intake located in Belmi village. Other small sources are Kwambrosy and Sagday springs located in Belmi and Seloto villages respectively. The production capacities of the sources have not being established; however, rough estimation indicated that the sources have sufficient production to meet the water demand of the township. The town has five blocks storage tanks which have combined capacities of 427.5m³. There are 292 private water connections and 33 public water points in the town, all being un-metered. Water is for free at all public water points.</p> | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 292</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 33</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: Unknown</td> </tr> </table> | | | | | Total Water Connections | : 292 | Total Water Kiosk/Standpipe | : 33 | Metering Ratio | : 0% | NRW | : Unknown | | |
| Total Water Connections | : 292 | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 33 | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | |
| NRW | : Unknown | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Village Name</th> <th style="width: 15%;">Dareda Kati</th> <th style="width: 15%;">Haysam</th> <th style="width: 15%;">Belimi</th> <th style="width: 30%;">Seloto and Loto</th> </tr> </thead> <tbody> <tr> <td>Flat rate charge (TZS/month)</td> <td style="text-align: center;">2000</td> <td style="text-align: center;">2000</td> <td style="text-align: center;">1500</td> <td style="text-align: center;">3000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks: Free</p> | | | | | Village Name | Dareda Kati | Haysam | Belimi | Seloto and Loto | Flat rate charge (TZS/month) | 2000 | 2000 | 1500 | 3000 |
| Village Name | Dareda Kati | Haysam | Belimi | Seloto and Loto | | | | | | | | | | | |
| Flat rate charge (TZS/month) | 2000 | 2000 | 1500 | 3000 | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Establishment of the Town Water Board. 2. Lack of skilled staff (technicians) in the District Council to establish the Town Water Board. 3. Changing the community's traditional belief of recognizing water as gift from God and a free social service. | | | | | | | | | | | | | | |

| DIDIA | | PROFILE AS PER 2007/08 DATA |
|--|--|------------------------------------|
| General Description About the Utility | <p>Didia Urban Water Supply & Sewerage Authority (Didia-UWSA) was declared a fully autonomous public water utility in 2005, responsible for overall operation and management of water supply and sanitation services within the Didia township Ward, Itwangi Division, Shinyanga rural District, Shinyanga Region. Didia-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 2,136. The water board and management have not been established. People in the service area are getting water through 3 shallow wells fitted with hand pumps and one borehole owned by the Don Bosco Secondary School. The sources yield had not be established; the estimated water demand of Didia township Ward is $148.6m^3/day$. These shallow wells are managed and operated by Private owners. There is no water supply infrastructure with the exception of shallow wells.</p> | |
| General Data About Water Utility | <p>No operational data has been established to date.</p> | |
| Tariff Structure | <p>NOTE: Water vendors sell water to consumers at a price of TZS 200- 300 per 20 litre bucket.</p> | |
| Challenges | <ol style="list-style-type: none"> 1. No operational water Board and management in place. 2. With the exception of shallow wells, no water supply infrastructure in place. 3. The water supplied from the shallow wells is of poor quality. 4. Vendors re-sell water at an expensive price of Tshs 200-300 per 20 litre bucket. | |

| GAIRO | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------|------------|------------|--|-----|-----|-----|-----|-----------------------------|-------|--------|--------|--------|----------------|---|----|--|--|-----|---|-----|--|--|-------------|---|----|--|--|------------------------|---|-----|--|--|------------------|---|----------------|--|--|---|---|----------------|--|--|-----------------------|---|----------------|--|--|
| General Description About the Utility | <p>Gairo Urban Water Supply and Sanitation Authority (Gairo-UWSA) was established by Act No. 8 of 1997 and was gazetted on 17/12/2003. The Authority became operational in August, 2004. GAIRO-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Gairo township which is the small town in Kilosa District in Morogoro Region. Gairo-UWSA is classified as Category C water authority. Its area of responsibility has an estimated total population of 23,381 people but the utility supplies water to a total of 35,680 people including villagers residing along the main pipeline from the spring source located at Mahelo to Gairo town. The town water supply depends on only one water source for Gairo town which is Mahelo spring intake (gravity scheme), originating from Ukaguru mountains range. The source produces an average of between 734.4m³/day during wet season, and 302.4m³/day, during dry season (September, October and November) which is 12.1% - 29.4% of the present estimated daily water demand of 2,495m³/day. The present average production capacity is very low compared with the estimated water demand of Gairo township and villages along the transmission pipeline. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 61km and water is supplied at an average of 8 hrs/day. The system has seven storage tanks with total capacity of 545 m³ out of which 4 tanks are in bad condition with a lot of leakages. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use under the monitoring of the Kilosa District Council.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>19</td> <td colspan="2"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>19</td> <td colspan="2"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>97</td> <td colspan="2"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>0%</td> <td colspan="2"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>55%</td> <td colspan="2"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>13</td> <td colspan="2"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>112</td> <td colspan="2"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 21,327,650</td> <td colspan="2"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 27,826,415</td> <td colspan="2"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 30,000,000</td> <td colspan="2"></td> </tr> </table> | | | | | Total Water Connections | : | 19 | | | Total Active Connections | : | 19 | | | Total Water Kiosk/Standpipe | : | 97 | | | Metering Ratio | : | 0% | | | NRW | : | 55% | | | Total Staff | : | 13 | | | Staff/1000 connections | : | 112 | | | Annual O&M Costs | : | Tzs 21,327,650 | | | Annual Water Collections (Arrears included) | : | Tzs 27,826,415 | | | Annual Water Billings | : | Tzs 30,000,000 | | |
| Total Water Connections | : | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 97 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 55% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 112 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 21,327,650 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 27,826,415 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 30,000,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industries</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/m³)</td> <td style="text-align: center;">300</td> <td style="text-align: center;">350</td> <td style="text-align: center;">500</td> <td style="text-align: center;">800</td> </tr> <tr> <td>Flat rate (TShs/month)</td> <td style="text-align: center;">2,500</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">10,000</td> </tr> </tbody> </table> <p>Note1: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industries | Metered customers (TShs/m ³) | 300 | 350 | 500 | 800 | Flat rate (TShs/month) | 2,500 | 10,000 | 10,000 | 10,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industries | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (TShs/m ³) | 300 | 350 | 500 | 800 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/month) | 2,500 | 10,000 | 10,000 | 10,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) High NRW. (2) Low production capacity. (3) Low metering. (4) Few number of connections and network coverage. (5) Treatment facilities. (6) Inadequate qualified staff. (7) Transport facilities. (8) substantial investment is required for better performance of the Authority</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| GALLAPO | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|-------|--|-------------------------|----------|-----------------------------|------------|----------------|------------------------------|------|----|----|------|
| General Description About the Utility | <p>GALLAPO is a small town in Babati district council located about 22km from Babati Town. The township includes all villages in the Gallapo ward which are Ayamango, Gallapo, Endanoga and Gedamar. The total population of the township is 19,013 people with an estimated water demand of 475.3m³/day.</p> <p>GALLAPO town was gazetted and declared an area of urban water supply since 2004. The Town Water Board is yet to be established and the water supply services of the township are still under the two water committees of Gallapo and Endanoga villages which are covered by the existing water supply system.</p> <p>The township water supply depends on one water source, Hala intake, located at Oim stream which receive water from the springs originating from Kwaraa hills. The production capacity of the source is not established. The same source is also utilized by Hala village which is not part of Gallapo Township. The entire water supply network has approximately 13km comprising G.S, uPVC and HDPE pipes of diameter ranging from 150mm to 25mm. Gallapo Water Supply Scheme has two block work storage tanks with combined storage volume of 360m³.</p> <p>The network has a total of 190 domestic connections and 34 public taps. About 50% of the public taps are not in operational due to inadequate water supply and poor management. All house connections pay 1,000/= per month while water is for free at the public kiosks.</p> | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 190</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 34</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> </table> | | | | | Total Water Connections | : 190 | Total Water Kiosk/Standpipe | : 34 | Metering Ratio | : 0% | | | | |
| Total Water Connections | : 190 | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 34 | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Category</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutional</th> <th style="width: 15%;">Commercial</th> <th style="width: 20%;">Kiosk</th> </tr> </thead> <tbody> <tr> <td>Flat rate charge (TZS/month)</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">Free</td> </tr> </tbody> </table> | | | | | Category | Domestic | Institutional | Commercial | Kiosk | Flat rate charge (TZS/month) | 1000 | NA | NA | Free |
| Category | Domestic | Institutional | Commercial | Kiosk | | | | | | | | | | | |
| Flat rate charge (TZS/month) | 1000 | NA | NA | Free | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Lack of skilled staff (technicians) in the District Council to establish Town Water Board. 2. Community acceptability of universal metering. 3. Inadequate water supply to meet the growing population and increasing water demand. 4. Lack of fund for investigation of new sources and expansion of the same to uncovered areas. | | | | | | | | | | | | | | |

| ILULA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|----------------|-------|--|-------------------------|----------|--------------|-----------------------------|-------|-----------------------|----------------|--------|----------------|------------------|---|----------------|------------------------------------|---|----------------|----------------------|---|----------------|
| General Description About the Utility | <p>Ilula Urban Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2007, is responsible for the overall operation and management of water supply and sanitation services for Ilula township area which is located in Kilolo District, Iringa region. Despite being gazette the water utility board and management in Ilula town is not yet established. Process for the establishment of the board is ongoing .The day-to-day operational activities of water supply to Ilula town are managed by a water committee with backstopping from the Kilolo District Water Engineer’s office. The Water Committee has identified four individuals who are working on full time basis for operation of the water supply scheme. These are the committee secretary who acts like a manager, Accounts clerk, Plumber and Billing Clerk. The Water Committee has an office located within Ilula town. Ilula town had a population of 32,155 and the number of people living in area with water service is 28,000.The estimated water demand for the town is 1,700m³/day.</p> <p>Ilula utility draws water from two water sources, namely Idemule and Ilombe, which both are streams. Idemule stream intake is located in Mazombe Village which is about 15kms from Ilula Town, while Ilombe stream intake is located in Imarutwa Village which is about 11kms from Ilula Town. The combined installed production capacity is 52 m³/day. Water from Idemule and Ilomba intake is transmitted by gravity to the storage tanks.</p> <p>There are six (6) storage tanks for Ilula Town Water Supply with total storage capacity of 360m³. Four(4) of the storage tanks have a capacity of 45m³ each while one(1) has capacity of 75m³ and the remaining one(1) has a capacity of 105m³. The average hours of service is estimated at 8.5 hrs. Water is supplied to Ilula town residents without any form of treatment.</p> <p>The town has no sewerage system; onsite sanitary facilities are in use under with the support of Kilolo District Council.</p> | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Total Water Connections</td> <td style="width: 5%;">:</td> <td style="width: 25%;">326</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>20</td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>0%</td> </tr> <tr> <td>Annual O&M costs</td> <td>:</td> <td>TZS 12,008,870</td> </tr> <tr> <td>Annual collection from water sales</td> <td>:</td> <td>TZS 38,425,000</td> </tr> <tr> <td>Annual water billing</td> <td>:</td> <td>TZS 34,980,000</td> </tr> </table> | | | | | Total Water Connections | : | 326 | Total Water Kiosk/Standpipe | : | 20 | Metering Ratio | : | 0% | Annual O&M costs | : | TZS 12,008,870 | Annual collection from water sales | : | TZS 38,425,000 | Annual water billing | : | TZS 34,980,000 |
| Total Water Connections | : | 326 | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 20 | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 0% | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M costs | : | TZS 12,008,870 | | | | | | | | | | | | | | | | | | | | | |
| Annual collection from water sales | : | TZS 38,425,000 | | | | | | | | | | | | | | | | | | | | | |
| Annual water billing | : | TZS 34,980,000 | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of Customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 20%;">Commercial</th> <th style="width: 15%;">Kiosk</th> </tr> </thead> <tbody> <tr> <td>Flat rate (TZS/Month)</td> <td style="text-align: center;">3,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">7,000 – 40,000</td> <td style="text-align: center;">30</td> </tr> </tbody> </table> | | | | | Category of Customer | Domestic | Institutions | Commercial | Kiosk | Flat rate (TZS/Month) | 3,000 | 10,000 | 7,000 – 40,000 | 30 | | | | | | | | |
| Category of Customer | Domestic | Institutions | Commercial | Kiosk | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/Month) | 3,000 | 10,000 | 7,000 – 40,000 | 30 | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Establishment of water board and management to run the utility. 2. Poor management of the existing water infrastructure. 3. Metering customers. 4. High water losses. | | | | | | | | | | | | | | | | | | | | | | |

| ISAKA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|--------|-------|-------|-------------|-----|------------------------|------|------------------|-------------------|-----------------------|------------------|
| General Description About the Utility | <p>Isaka Urban Water Supply & Sewerage Authority (Isaka-UWSA) was declared a fully autonomous public water utility in 2006, responsible for overall operation and management of water supply and sanitation services within the Isaka township, Kahama District, Shinyanga Region. Isaka-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 21,596. The utility draws water from Nhumbi deep borehole which has a total production capacity of 480m³/day which was insufficient compared with the estimated water demand of 1,137m³/day, but the daily production is 128 m³/day. The total length of the distribution pipeline system is 2.22km. Water is supplied through rationing at an average of 8 hrs. The system has 1 storage tank with storage capacity of about 90m³. The town has no sewerage system; onsite sanitary facilities are in use under the Kahama District Council. The utility has 1 employee, of District Council. The day-to-day water supply operations have been contracted to WEDECO, a private company.</p> | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 79</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 67</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 4</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 26%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: NA</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 15,963,000.</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 14,016,000</td> </tr> </table> | | | | | Total Water Connections | : 79 | Total Active Connections | : 67 | Total Water Kiosk/Standpipe | : 4 | Metering Ratio | : 100% | NRW | : 26% | Total Staff | : 1 | Staff/1000 connections | : NA | Annual O&M Costs | : Tzs 15,963,000. | Annual Water Billings | : Tzs 14,016,000 |
| Total Water Connections | : 79 | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 67 | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 4 | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 100% | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 26% | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 1 | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : NA | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 15,963,000. | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 14,016,000 | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institution</th> <th style="width: 15%;">Commercial</th> <th style="width: 25%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>NOTE: The Charges at water Kiosks are TZS 25per 20 litres jerry can</p> | | | | | Category of customer | Domestic | Institution | Commercial | Industrial | Consumption charge (TZS/m ³) | 1,000 | NA | 1,000 | NA | | | | | | | | |
| Category of customer | Domestic | Institution | Commercial | Industrial | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 1,000 | NA | 1,000 | NA | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Lack of staff, only one staff. 2. Small customer base. 3. Small storage capacity. 4. Low coverage. | | | | | | | | | | | | | | | | | | | | | | |

| ISELAMAGAZI | | PROFILE AS PER 2007/08 DATA |
|--|---|------------------------------------|
| General Description About the Utility | <p>Iselamagazi Urban Water Supply & Sewerage Authority (Iselamagazi-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Iselamagazi township ward, Shinyanga District, Shinyanga Region. Iselamagazi-UWSA is classified as Category C water authority. There is neither Water Authority nor Water Board at Iselamagazi .The area has an estimated total population of 5,031 people. People in the service area are getting water through 2 storage tanks with capacity 160m³ each, which receives water from Kahama-Shinyanga Water Supply Project. The estimated water demand of Iselamagazi township is 273m³/day. These storage tanks are managed and operated by Water Committees each with seven members. There is no water supply infrastructure with the exception of storage tanks.</p> | |
| General Data About Water Utility | <p>No operational data has been established to date.</p> | |
| Tariff Structure | <p>NOTE: The water tariff is <i>Tshs</i> 20 per 20 litres bucket.</p> | |
| Challenges | <ol style="list-style-type: none"> 1. No operational Water Board and Authority in place. 2. With the exception of storage tanks, no water supply infrastructure in place. | |

| JOMU/TINDE | | PROFILE AS PER 2007/08 DATA |
|--|---|------------------------------------|
| General Description About the Utility | <p>Jomu/Tinde Urban Water Supply & Sewerage Authority (Jomu-UWSA) was declared a fully autonomous public water utility in 2005, responsible for overall operation and management of water supply and sanitation services within the Tinde Ward, Shinyanga rural District, Shinyanga Region. Jomu-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 5,900 people. The water board and management have not being established. People in the service area are getting water through 7 shallow wells fitted with hand pumps of which the yield is not yet established. The estimated water demand of Tinde Ward is $340m^3/day$. These shallow wells are managed by Water User Groups (WUGs). There is no water supply infrastructure with the exception of shallow wells, although Glinaker, the contractors for Shinyanga-Nzega road, drilled four boreholes of which one was developed and found to have a yield of $6.6m^3/hr$. The borehole will be used by a secondary school, and of the remaining three, one was observed to have ground water utilization potential but the other two did not.</p> | |
| General Data About Water Utility | <p>No operational data has been established to date</p> | |
| Tariff Structure | <p>NOTE: Water is charged to water vendors who collect water from the shallow wells by using pushcarts, the price ranging from <i>Tshs/day</i> 500-Tshs 700 per one pushcart, according to the size of the pushcart.</p> | |
| Challenges | <ol style="list-style-type: none"> 1. No operational Water Board and Authority in place. 2. With the exception of shallow wells, no water supply infrastructure in place. 3. The water supplied from the shallow wells is of poor quality. 4. Vendors re-sell water at an expensive price of <i>Tshs</i> 200 per 20 litre bucket. 5. WUGs undermine efforts to utilize the boreholes drilled by Glinaker Contractors for their own benefit. | |

| KASUMULU | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|--------|--|-------------------------|----------|--------------------------|------------|-----------------------------|------------------------------|----------------|-------|-------|-------|-------------|-----|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Kasumulu Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2005, is responsible for the overall operation and management of water supply and sanitation services within the Kasumulu township area which is a small town in Kyela District in Mbeya Region. Kasumulu UWSA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 10,954 people in which 5,990 persons are served with water. The utility draws water from the gravity scheme, Mwega intake located at Landani village in Ileje District about 15km from Kasumulu town. The same scheme also serves other several villages which are located downstream of the source. Water from the source gravitates to the served villages including Kasumulu whereby each village has its own tank and about 50% of water that is produced is supplied to Kasumulu town. The average water abstraction from the sources during the reporting period was 526.88m³/day.</p> <p>The source installed production capacity is 1,156.4 m³/day .Water supplied to Kasumulu town is not sufficient to meet the estimated water demand of 945m³/day. No treatment is done as the water source is well protected and believed to be clean and safe. The total length of the entire pipe network is 20.97 km and water is supplied at an average of 6 hrs per day. The network has 1 storage tank with storage volume of 90m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Kasumulu township Authority. Kasumulu UWSA has 8 employees with deficiency of 2 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 541</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 504</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 33%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 14</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 15,434,200</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 15,030,000</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 18,934,000</td> </tr> </table> | | | | | Total Water Connections | : 541 | Total Active Connections | : 504 | Total Water Kiosk/Standpipe | : 25 | Metering Ratio | : 0% | NRW | : 33% | Total Staff | : 8 | Staff/1000 connections | : 14 | Annual O&M Costs | : Tzs 15,434,200 | Annual Water Collections (Arrears included) | : Tzs 15,030,000 | Annual Water Billings | : Tzs 18,934,000 |
| Total Water Connections | : 541 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 504 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 25 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 33% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 8 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 14 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 15,434,200 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 15,030,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 18,934,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Kiosks</th> </tr> </thead> <tbody> <tr> <td>Flat rate charge (TZS/month)</td> <td style="text-align: center;">3,000</td> <td style="text-align: center;">6,000</td> <td style="text-align: center;">9,500</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> | | | | | Category of customer | Domestic | Institutions | Commercial | Kiosks | Flat rate charge (TZS/month) | 3,000 | 6,000 | 9,500 | NA | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Kiosks | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/month) | 3,000 | 6,000 | 9,500 | NA | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. The utility have no its own sustainable water source since the existing ones is shared and has conflict. 2. Low water production 3. Metering of customer connections. 4. Lack of office building and transport. 5. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | |

| LAELA | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | |
|--|--|------------------------------------|-------------------------|-------|--------------------------|------|-----------------------------|------|----------------|-------|-----|-------|-------------|-----|------------------------|-------|
| General Description About the Utility | <p>Laela Township Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services for the Laela township area in Sumbawanga rural district, Rukwa Region. Laela UWSA is classified as Category C water authority. The Water Board and management for running the utility in Laela town are not yet established. The management of water services is currently under the village water committee. The water committee is not active, there is no activity done by this committee. However, the District Council has assigned one technician to be the manager of water utility in this town but he is still working in the District Water Engineer's office which is situated in Sumbawanga town which is about 95km from Laela. The town has a total population of 15,108 people. The average water demand for this town is estimated to be 533m³/day while the production capacity of water sources is 1,218m³/day. The water produced serves other villages upstream of Laela town and the amount of water that reaches Laela is approximately 194m³/day.</p> <p>The utility draws water from two streams (Kuchena and Mpona) that supply water to Laela town. The maximum water production from these streams are estimated as 1,218m³/day. This amount is attained during the rainy season. During the dry season one stream (Kachena stream) dries up and the other stream (Mpona stream) yield drops to 50% of its capacity. Water from these sources is transmitted by gravity to Laela town through uPVC 75 – 150mm diameter pipes of about 23km. The source installed production capacity is 1,123m³/day.</p> <p>The system has three storage tanks with total storage capacity of 315m³. The distribution network consists of uPVC and PE pipe of total length of 7.2 kilometers. The water supply in this town is very small and water is available at an average of three (3) hours a day. The utility has no water treatment facilities as well as water quality monitoring programme. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Sumbawanga District Council. Laela UWSA has 1 employee who is still working at the District Water Engineer's office.</p> | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Total Water Connections</td> <td style="text-align: right;">: 144</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 28</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: NIL</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: NIL</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: NIL</td> </tr> </table> | | Total Water Connections | : 144 | Total Active Connections | : 11 | Total Water Kiosk/Standpipe | : 28 | Metering Ratio | : NIL | NRW | : NIL | Total Staff | : 1 | Staff/1000 connections | : NIL |
| Total Water Connections | : 144 | | | | | | | | | | | | | | | |
| Total Active Connections | : 11 | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 28 | | | | | | | | | | | | | | | |
| Metering Ratio | : NIL | | | | | | | | | | | | | | | |
| NRW | : NIL | | | | | | | | | | | | | | | |
| Total Staff | : 1 | | | | | | | | | | | | | | | |
| Staff/1000 connections | : NIL | | | | | | | | | | | | | | | |
| Tariff Structure | Water is provided for free | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Establishment of water board and management to take over the operational activities. 2. Inadequate water sources to meet the estimated water demand. 3. Lack of water treatment facilities. 4. Lack of capital funds for expansion of water supply services and alternative water sources. 5. Lack of staff. | | | | | | | | | | | | | | | |

| MAGANZO | | PROFILE AS PER 2007/08 DATA |
|--|---|------------------------------------|
| General Description About the Utility | <p>Maganzo Urban Water Supply & Sewerage Authority (Maganzo-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Maganzo township, Kishapu District, Shinyanga Region. Maganzo-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 10,972 people and there are 4,183 households. The water authority board has not yet established and the district regards Maganzo as a village and not a declared township area. People in the service area are getting water services through 5 shallow wells whose capacity is yet to be established, as well as the Songwa dam which dries during the dry season. Formerly, there was a small scheme which used to serve the Maganzo township, it consisted of a borehole and a raised steel storage tank but then the scheme has been abandoned due to water being more saline. Also there was a pipeline which was serving Maganzo from the Mwadui Diamond Mines but then the pipeline has been vandalized.</p> | |
| General Data About Water Utility | <p>No operational data has been established to date.</p> | |
| Tariff Structure | <p>NOTE: Vendors sell water drawn from the Mwadui Diamond Mine at Tshs 250 – 300 /20 litre bucket while that from the Songwa dam is being sold at TZS 150 – 200 /20 litre bucket</p> | |
| Challenges | <ol style="list-style-type: none"> 1. No operational water Board and Authority in place. 2. With the exception of storage tanks and shallow wells, no water supply infrastructure in place. | |

| MAGUGU | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|---------------------|-------------------|-------------------------|-------|--------------------------|-------|-----------------------------|------|----------------|------|-----|-------|-------------|-----|------------------------|------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Magugu Urban Water Supply and Sanitation Authority (MAWASA) was declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services to the Magugu township located in Babati District, Manyara Region. MAWASA is classified as Category C water authority. Its area of responsibility has a total population of 29,585 people in which 4,408 persons are served. The utility draws water from Dalakuta intake at Kou River formed by the springs originating from Haisadi hills in Mbulu District. Pretreatment of water is done through the sedimentation tank and gravitates to Magugu town. The installed production capacity is 864m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township of 1688m³/day. The total length of the pipe network is 30 km and water is supplied at an average of 3 hrs. There are 2 storage tanks which have combined storage volume of 100m³. The township has no sewerage system; onsite sanitary facilities are in use under the Babati District Town Council. MAWASA has 7 employees and deficiency of 2 employees.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 202</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 196</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 22</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 76%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 35</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 17,880,169</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 15,268,410</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 28,168,000</td> </tr> </table> | | | | Total Water Connections | : 202 | Total Active Connections | : 196 | Total Water Kiosk/Standpipe | : 22 | Metering Ratio | : 0% | NRW | : 76% | Total Staff | : 7 | Staff/1000 connections | : 35 | Annual O&M Costs | : Tzs 17,880,169 | Annual Water Collections (Arrears included) | : Tzs 15,268,410 | Annual Water Billings | : Tzs 28,168,000 |
| Total Water Connections | : 202 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 196 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 22 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 76% | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 7 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 35 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 17,880,169 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 15,268,410 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 28,168,000 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | |
| | Consumption charges (TZS/M ³) | 4000 | 12,500 - 21,000 | 6,500 – 10,500 | | | | | | | | | | | | | | | | | | | | |
| | Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can. | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Old and worn-out existing water infrastructures. 2. Inadequate water sources. 3. Lack of office building and transport. 4. Lack of transport facilities for operation and maintenance activities. | | | | | | | | | | | | | | | | | | | | | | | |

| MAKAMBAKO | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|--------------|------------|------------|--|-------------------------|---------|--------------------------|--------------|-----------------------------|------------|----------------------------|--------------------|-------|-------|-------------|------|------------------------|-----|------------------|-------------------|---|--------------------|-----------------------|-------------------|----|--------|--|-------------------|-----|----|----|----|-------------------|----|----|-----|----|-------------------|----|-----|----|-----|-----------------------|----|-------|--------|--------|----|
| General Description About the Utility | <p>Makambako Urban Water Supply and Sanitation Authority (MAKUWASA), declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services for the Makambako Small Township area situated in Njombe District, Iringa Region. MAKUWASA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 64,256 people in which 40,738 persons are served with water. The utility draws water from one source, Fukulwa river, which is gravity scheme, located 20km from the town centre. The average water abstraction from the sources during the reporting period was 2,590m³/day.</p> <p>The source installed production capacity is 2,960m³/day .The present production capacity is not sufficient to meet the estimated water demand of 5,954m³/day. The utility has no water treatment facilities; however, water quality monitoring is done though not regularly. The total length of the entire pipe network is 75.455 km and water is supplied at an average of 9 hrs. The network has 5 storage tanks with different capacities of combined storage volume of 782m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Makambako Township Authority. Makambako UWSA has 24 employees with deficiency of 3 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 2,913</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 2816</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 59</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 76%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 35%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 24</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 175,077,079</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 176,726,750</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 172,008,545</td> </tr> </table> | | | | | | Total Water Connections | : 2,913 | Total Active Connections | : 2816 | Total Water Kiosk/Standpipe | : 59 | Metering Ratio | : 76% | NRW | : 35% | Total Staff | : 24 | Staff/1000 connections | : 8 | Annual O&M Costs | : Tzs 175,077,079 | Annual Water Collections (Arrears included) | : Tzs 176,726,750 | Annual Water Billings | : Tzs 172,008,545 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Connections | : 2,913 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 2816 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 59 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 76% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 35% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 175,077,079 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 176,726,750 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 172,008,545 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Band</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td rowspan="3" style="text-align: left;">Minimum tariff (TZS/month)</td> <td style="text-align: center;">1-10m³</td> <td style="text-align: center;">3,000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">1-20m³</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">8,000</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">1-25m³</td> <td style="text-align: center;">15,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">15,000</td> </tr> <tr> <td rowspan="3" style="text-align: left;">Consumption rate (TZS/m³)</td> <td style="text-align: center;">>10m³</td> <td style="text-align: center;">350</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">>20m³</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">450</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">>25m³</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">450</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">650</td> </tr> <tr> <td style="text-align: left;">Flat rate (TZS/month)</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">3,500</td> <td style="text-align: center;">12,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Kiosk tariff is at TZS 7 per 20 litre jerry can.</p> | | | | | | Category of customer | Band | Domestic | Institutions | Commercial | Industrial | Minimum tariff (TZS/month) | 1-10m ³ | 3,000 | NA | NA | NA | 1-20m ³ | NA | NA | 8,000 | NA | 1-25m ³ | 15,000 | 10,000 | NA | 15,000 | Consumption rate (TZS/m ³) | >10m ³ | 350 | NA | NA | NA | >20m ³ | NA | NA | 450 | NA | >25m ³ | NA | 450 | NA | 650 | Flat rate (TZS/month) | NA | 3,500 | 12,000 | 10,000 | NA |
| Category of customer | Band | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Minimum tariff (TZS/month) | 1-10m ³ | 3,000 | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 1-20m ³ | NA | NA | 8,000 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 1-25m ³ | 15,000 | 10,000 | NA | 15,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption rate (TZS/m ³) | >10m ³ | 350 | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | >20m ³ | NA | NA | 450 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | >25m ³ | NA | 450 | NA | 650 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/month) | NA | 3,500 | 12,000 | 10,000 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources to meet the estimated water demand. 2. Lack of water treatment facilities. 3. Lack of capital funds for expansion of water supply services. 4. Lack of sufficient and qualified staffs. 5. Insufficient installed capacity. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MBALIZI | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|-------|--|-------------------------|----------|-----------------------------|------------|----------------|--|-----|-------|-------------|-------|------------------------|---------------|------------------|-------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Mbalizi Urban Water Supply and Sanitation Authority (MBUWASA), declared a fully autonomous public water utility in 2005, is responsible for the overall operation and management of water supply and sanitation services within the Mbalizi Township area in Mbeya Rural District, Mbeya Region. MBUWASA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 52,315 people in which 11,614 persons are served with water. The utility draws water from two gravity streams, namely Mfwizimo stream of capacity of 220m³/day, Lunji from Nsawala stream of capacity 220m³/day, both originating from Mbeya Peak Mountain. The utility also purchases water in bulk from Mbeya UWSA through two gravity stream sources of Lyeya (60m³/day) and Nzovwe (800m³/day). The average water abstraction from the sources during the reporting period was 726m³/day.</p> <p>The source installed production capacity is 890m³/day. The present production capacity is not sufficient to meet the estimated water demand of 4,490m³/day. Water supplied is disinfected through chlorine dosing and water quality testing is being carried out. The total length of the entire pipe network is 99 km and water is supplied at an average of 8 hrs. The distribution network has 5 storage tanks of different size and combined storage volume of 352.5m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mbalizi Township Authority. Mbalizi UWSA has 19 employees with deficiency of 7 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 2,325</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 35</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 7%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 45%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 19</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 181,505,530</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 191,124,920</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 112,371,030</td> </tr> </table> | | | | | Total Water Connections | : 2,325 | Total Water Kiosk/Standpipe | : 35 | Metering Ratio | : 7% | NRW | : 45% | Total Staff | : 19 | Staff/1000 connections | : 8 | Annual O&M Costs | : Tzs 181,505,530 | Annual Water Collections (Arrears included) | : Tzs 191,124,920 | Annual Water Billings | : Tzs 112,371,030 |
| Total Water Connections | : 2,325 | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 35 | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 7% | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 45% | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 19 | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 8 | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 181,505,530 | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 191,124,920 | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 112,371,030 | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 25%;">Kiosk</th> </tr> </thead> <tbody> <tr> <td>Consumption rate (TZS/M³)</td> <td style="text-align: center;">300</td> <td style="text-align: center;">350</td> <td style="text-align: center;">400</td> <td style="text-align: center;">1,250</td> </tr> <tr> <td>Flat rate (TZS/Month)</td> <td style="text-align: center;">3,000 – 5,000</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">14,000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> | | | | | Category of customer | Domestic | Institutions | Commercial | Kiosk | Consumption rate (TZS/M ³) | 300 | 350 | 400 | 1,250 | Flat rate (TZS/Month) | 3,000 – 5,000 | 10,000 | 14,000 | NA | | | |
| Category of customer | Domestic | Institutions | Commercial | Kiosk | | | | | | | | | | | | | | | | | | | |
| Consumption rate (TZS/M ³) | 300 | 350 | 400 | 1,250 | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/Month) | 3,000 – 5,000 | 10,000 | 14,000 | NA | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources to meet the estimated water demand. 2. Small distribution pipe network compared with the area need to be covered. 3. High water losses due to high leakages and frequent pipes burst. 4. Low number of metered connections. 5. Lack of its own office building and transport. 6. Lack of sufficient and qualified staffs. | | | | | | | | | | | | | | | | | | | | | | |

MIKUMI (MIKUMI WATER SUPPLY CO. LTD)
PROFILE AS PER 2007/08 DATA

| General Description About the Utility | <p>Mikumi Urban Water Supply and Sanitation Authority Water Board (Mikumi UWSA) is yet to be commissioned and, therefore, water supply for the Mikumi township is still managed by the Mikumi Water Company. The company was declared a water supply company 31/07/1997 under the Companies Ordinance (Cap. 212). Mikumi Water Supply Co. Ltd has 10 Boards of Directors. The company is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Mikumi township which is a small town in Kilosa District in Morogoro Region. Mikumi town water supply mainly depends on Madibila river intake and one borehole located at Tambuka reli area. The Madibila intake is located in Madibila Hills about 13km from the town centre, where water gravitates into storage tanks located at 7km from the intake. The borehole on the other hand is not yet installed with pump and therefore not functional. The Madibila gravity scheme was constructed in 1975. The intake consists of 7km gravity main pipes. The company was granted provisional water right under the Water Utilization (Control and Regulation) Act, 1974 for abstracting 902,000 liters per day for domestic use. The daily water production from the intake is estimated to be 720m³/day, while the estimated demand is 834m³/day. This estimated production is 86% of the daily water requirement. The average daily supply is around eighteen (18) hours a day. The utility has no water treatment facility and also water quality monitoring plan is not in place. The total length of the distribution system is 18.3km and water is supplied at an average of 18 hrs/day. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use under the monitoring of the Kilosa District Council</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---------------|------------|-------------------------|----------|--------------|--------------------------|--|-----|-----------------------------|----|------------------------|----------------|-------|-------|-----|---|-----|-------------|---|---|------------------------|---|----|------------------|---|---------------|---|---|---------------|-----------------------|---|---------------|
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>320</td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>320</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>18</td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>0%</td> </tr> <tr> <td>NRW</td> <td>:</td> <td>35%</td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>5</td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>15</td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 3,239,400</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 3,024,000</td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 5,171,040</td> </tr> </table> | | | Total Water Connections | : | 320 | Total Active Connections | : | 320 | Total Water Kiosk/Standpipe | : | 18 | Metering Ratio | : | 0% | NRW | : | 35% | Total Staff | : | 5 | Staff/1000 connections | : | 15 | Annual O&M Costs | : | Tzs 3,239,400 | Annual Water Collections (Arrears included) | : | Tzs 3,024,000 | Annual Water Billings | : | Tzs 5,171,040 |
| Total Water Connections | : | 320 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 320 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 35% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 3,239,400 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 3,024,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 5,171,040 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/m³)</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>Flat rate (TShs/month)</td> <td>3,000</td> <td>2,000</td> <td>3,000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p> | | | Category of customer | Domestic | Institutions | Commercial | Metered customers (TShs/m ³) | NA | NA | NA | Flat rate (TShs/month) | 3,000 | 2,000 | 3,000 | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (TShs/m ³) | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/month) | 3,000 | 2,000 | 3,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Delay in establishment of the Urban Water Supply Authority which has hampered commercial operations. (2) Failure to access the funds is attributed to the absence of town water board (authority) (3). Few connections and low metering. (4) Insufficient water source capacity to cater for the town's water demand coverage. (5) Treatment facilities.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MLOWO | | PROFILE AS PER 2007/08 DATA | | | | | | | | |
|--|---|------------------------------------|-------------------------|-----|-----------------------------|-----|----------------|------|-------------|-----|
| General Description About the Utility | <p>Mlowo Urban Water Supply and Sewerage Authority was established on 17th June, 2005, with the responsibility of providing water supply and sanitations services within the Mlowo township located in Mbozi District, Mbeya Region. Mlowo UWSA has a Board of Directors which started its operation on 18th January, 2007. The utility is not yet active hence water supply operations had not commenced in the town owing to lack of reliable water sources. Its area of operation has total population of 14,980 and the population with water services is 4,500 people.</p> <p>Water sources for the Mlowo town are mainly three (3) protected springs located at Litumbi. The springs were developed (protected) in 2007 by using funds set aside by the District Council. The total yield of the springs is approximately 238m³/day. People in the Mlowo Town fetch water directly from the springs. The District council has also financed drilling of a borehole at the Mlowo Primary School. The borehole has a yield of 2.84m³/hr. The town has a distribution network with a total length of approximately 2.432 km. Mlowo town has no sewerage network. The sanitation facilities in this town are mainly pit latrines and septic tanks.</p> <p>There is one (1) storage tank for Mlowo Town Water Supply called Majengo Tank with total storage capacity of 45m³. The tank is on the ground and was designed to receive water from Mlowo river and serves Mlowo town through a distribution network which had five (5) domestic points. The tank is not functioning because of the collapse of the scheme which was utilizing Mlowo River.</p> <p>Ongoing Project:</p> <p>There is a project named Mlowo Water Supply Project which is progressing. The project is financed by the Central Government and the District council. The project involved borehole drilling, pump installation, construction of pump house, construction of raiser tank and a public kiosk at the Mlowo Primary School area.</p> | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 5</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 0%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 1</td> </tr> </table> | | Total Water Connections | : 0 | Total Water Kiosk/Standpipe | : 5 | Metering Ratio | : 0% | Total Staff | : 1 |
| Total Water Connections | : 0 | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 5 | | | | | | | | | |
| Metering Ratio | : 0% | | | | | | | | | |
| Total Staff | : 1 | | | | | | | | | |
| Tariff Structure | The tariff has not been set as there are no water services. | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Lack of reliable water sources. 2. Lack of management to run the utilities daily activities. 3. Lack of water treatment facilities. 4. Lack of sufficient and qualified staff. | | | | | | | | | |

| MOMBO | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|-------|-----|-------|------------------------------|-------|------------------------|--------|------------------|-------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Mombo Urban Water Supply and Sanitation Authority (MOUWSA) was declared a fully autonomous public water utility in 2004 is responsible for the overall operation and management of water supply and sanitation services within the Mombo Township area located in Korogwe District, Tanga Region. MOUWSA is classified as Category C water authority. Its area of responsibility has a total population of 17,382 people in which 7,702 persons are currently served. The utility draws water from two river sources, <i>Mbokoi</i> and <i>Soni</i> which are connected to the common gravity main supplying water to storage reservoirs. The combined installed production capacity is 576m³/day. The present production capacity is low compared with the estimated water demand of 1,200m³/day. The utility has no water treatment facilities as well as no water quality monitoring in place. The total length of the distribution system is 12.319 km and water is supplied through rationing at an average of 4 hrs. The system has 2 storage tanks not in use owing to location problems with combined capacity of 135m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the Mombo Township Authority. MOUWSA has 7 employees with deficiency of 10 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 511</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 280</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 19</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 45%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 48%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 13.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 125,227,559</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 25,626,030</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 29,409,800</td> </tr> </table> | | | | | Total Water Connections | : 511 | Total Active Connections | : 280 | Total Water Kiosk/Standpipe | : 19 | Metering Ratio | : 45% | NRW | : 48% | Total Staff | : 7 | Staff/1000 connections | : 13.7 | Annual O&M Costs | : Tzs 125,227,559 | Annual Water Collections (Arrears included) | : Tzs 25,626,030 | Annual Water Billings | : Tzs 29,409,800 |
| Total Water Connections | : 511 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 280 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 19 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 45% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 48% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 13.7 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 125,227,559 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 25,626,030 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 29,409,800 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">300</td> <td style="text-align: center;">300</td> <td style="text-align: center;">300</td> <td style="text-align: center;">300</td> </tr> <tr> <td>Flat rate charge (TZS/month)</td> <td style="text-align: center;">2,000</td> <td style="text-align: center;">15,000</td> <td style="text-align: center;">5000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 7 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 300 | 300 | 300 | 300 | Flat rate charge (TZS/month) | 2,000 | 15,000 | 5000 | NA | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 300 | 300 | 300 | 300 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate charge (TZS/month) | 2,000 | 15,000 | 5000 | NA | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Low production from the available water sources 2. Low network coverage. 3. Lack of water treatment facilities. 4. Insufficient storage tanks. 5. Lack of authority office building and transport. 6. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | |

| TUNDUMA | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|------------|-------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|-------|-----|-------|-----------------------|-------|------------------------|-------|------------------|------------------|---|------------------|-----------------------|------------------|
| General Description About the Utility | <p>Tunduma Township Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services for the Tunduma Small Township area in Mbozi District, Mbeya Region. Tunduma UWSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 41,399 people in which 15,127 persons are served with water. The utility draws water from two boreholes of MB.No. 237/98 with capacity of 432m³/day, and MB. No. 264/08 of capacity 469m³/day. Water from boreholes is pumped to the booster station about 300m from boreholes then, from, the booster station, water is pumped to two storage tanks located at Mwaka area through DN 100 uPVC pipes. The average water abstraction from the sources during the reporting period was 247m³/day</p> <p>The source installed production capacity is 1,358m³/day .The present production capacity is not sufficient to meet the estimated water demand of 2,898m³/day. The utility has no water treatment facilities; however, water quality from the boreholes is believed to be of good quality. The total length of the entire pipe network is 29.7 km and water is supplied at an average of 5 hrs. The distribution network has 2 storage tanks of different size and combined storage volume of 175m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Tunduma Township Authority. Tunduma UWSA has 31 employees with deficiency of 4 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 321</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 312</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 23</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 45%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 37%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 31</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 90</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 64,872,678</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 20,582,170</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 13,728,000</td> </tr> </table> | | | | | Total Water Connections | : 321 | Total Active Connections | : 312 | Total Water Kiosk/Standpipe | : 23 | Metering Ratio | : 45% | NRW | : 37% | Total Staff | : 31 | Staff/1000 connections | : 90 | Annual O&M Costs | : Tzs 64,872,678 | Annual Water Collections (Arrears included) | : Tzs 20,582,170 | Annual Water Billings | : Tzs 13,728,000 |
| Total Water Connections | : 321 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 312 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 23 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 45% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 37% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 31 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 90 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 64,872,678 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 20,582,170 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 13,728,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Kiosk</th> </tr> </thead> <tbody> <tr> <td>Consumption rate (TZS/m³)</td> <td>375</td> <td>450</td> <td>600</td> <td>1,000</td> </tr> <tr> <td>Flat rate (TZS/month)</td> <td>4,700</td> <td>6,000</td> <td>8,000</td> <td>NA</td> </tr> </tbody> </table> | | | | | Category of customer | Domestic | Institutions | Commercial | Kiosk | Consumption rate (TZS/m ³) | 375 | 450 | 600 | 1,000 | Flat rate (TZS/month) | 4,700 | 6,000 | 8,000 | NA | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Kiosk | | | | | | | | | | | | | | | | | | | | | |
| Consumption rate (TZS/m ³) | 375 | 450 | 600 | 1,000 | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TZS/month) | 4,700 | 6,000 | 8,000 | NA | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate water sources to meet the estimated water demand. 2. Lack of water treatment facilities. 3. Lack of capital funds for expansion of water supply services. 4. Lack of sufficient and qualified staff. | | | | | | | | | | | | | | | | | | | | | | | | |

| CHALINZE NATIONAL WATER SUPPLY PROJECT | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------------------------------|---------------------|-------------------|-------------------|--------------------|-------------------------|-------|-----------------------------|-------|----------------|--------|-----|-------|-------------|------|------------------------|------|------------------|---------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Chalinze Water Supply is a National Project implemented in 2001 and commissioned in December, 2003. The project offices are located at Wami Bridge, along Chalinze-Segera Road about 160 km from Dar es Salaam. During project implementation, the community were involved and mobilized to form the Chalinze Water User Association (WAMACHA), which is a registered legal entity. However, owing to the size and complexity of the Water Supply Scheme, the operational services are currently under a team of experts from MoWI in collaboration with Bagamoyo District Council (BDC). The Ministry of Water is expecting to establish Water Supply Authority to operate the project in preference to WAMACHA. Chalinze Water Supply Project target to cover 20 villages with population of 105,000, by the year 2015. The current total population in the intended project area is 75,994 people with an estimated water demand of 2,915.5m³/day, and the population served are 45,500 which is equivalent to 60%.</p> <p>The project draws water from Wami intake (pumping scheme) which receives water directly from Wami river located near Chalinze Bridge along Chalinze-Segera Road. The intake is designed to abstract 7,180m³/day; however, the source is yet to be fully utilized as the current actual abstraction is 3172m³/day. This is due to the reason that the population currently depending on the source is small compared to the targeted population of 105,000 by 2015. The abstracted water is well treated and chlorinated before being distributed to end consumers. The project has 5 booster stations. The project has 11 ground storage tanks with combined storage volume of 5,900m³. The Chalinze Water Supply Project has 124km main pipeline and 48km of distribution lines. The estimated Non Revenue Water (NRW) for Chalinze water supply project is 30%, of which 12% is technical water loss. The average monthly collection is TZS 31million. No bulk meters installed within the supply network. However, all customers' connections are metered. Availability of water is for 24 hrs for all connections.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 806</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 335</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 71</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 62</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 1,104,056,417</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 371,906,428</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 285,282,477</td> </tr> </table> | | | | | | Total Water Connections | : 806 | Total Water Kiosk/Standpipe | : 335 | Metering Ratio | : 100% | NRW | : 30% | Total Staff | : 71 | Staff/1000 connections | : 62 | Annual O&M Costs | : Tzs 1,104,056,417 | Annual Water Collections (Arrears included) | : Tzs 371,906,428 | Annual Water Billings | : Tzs 285,282,477 |
| Total Water Connections | : 806 | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 335 | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 100% | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 30% | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 71 | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 62 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 1,104,056,417 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 371,906,428 | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 285,282,477 | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | Kiosk Agent | | | | | | | | | | | | | | | | | | |
| | Consumption Rate (TZS/m ³) | 800 | 800 | 1000 | 1000 | 850 | | | | | | | | | | | | | | | | | | |
| Challenges | <p>Note: Tariff at Kiosk is TZS 20 per 20 litre jerry can.</p> <ol style="list-style-type: none"> 1. Unwillingness to pay water bills. 2. Underutilization of the installed capacity due to uneven distribution of pipe network. 3. Low water sales collection compared with high operation and maintenance costs. | | | | | | | | | | | | | | | | | | | | | | | |

| HANDENI TRUNK MAIN (HTM) NATIONAL PROJECT | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|------------|------------|--|-------------------------|----------|--------------------------|------------|-----------------------------|--|----------------|-------|-----|-------|-----------------------------|-------|------------------------|------|------------------|-------------------|---|-------------------|-----------------------|-------------------|
| General Description About the Utility | <p>Handeni Trunk Main (HTM) Water Supply Authority is autonomous public water utilities which become operational in 2004, and is responsible for providing water supply services to Handeni District. HTM is located in Korogwe District and Handeni district, Tanga region and serves 6 small towns including Handeni Urban, 56 registered villages and 3 camps. HTM water supply authority is classified as Category C. Its area of responsibility has a total population of 196,622 people in which 184,431 people are receiving service from the authority. The project comprised gravity and pumping systems with two intakes both drawing water from Pangani River. The installed production capacity is 9,035m³/day which is sufficient to meet the estimated water demand of 6,400m³/day. Owing to high NRW of 81% and low production at an average of 4,457m³/day, the supply cannot meet the demand. The total length of the pipe network is 456km and water is supplied at an average of 6 hrs. Water is being treated through the conventional treatment plant before distributed to the consumers. The distribution system has 56 storage tanks with total capacity of 5269.5m³.HTM water supply authority has 110 employees.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 1,044</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1,023</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 193</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 98%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 81%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 110</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 89</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 642,491,478</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 213,049,079</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 211,680,012</td> </tr> </table> | | | | | Total Water Connections | : 1,044 | Total Active Connections | : 1,023 | Total Water Kiosk/Standpipe | : 193 | Metering Ratio | : 98% | NRW | : 81% | Total Staff | : 110 | Staff/1000 connections | : 89 | Annual O&M Costs | : Tzs 642,491,478 | Annual Water Collections (Arrears included) | : Tzs 213,049,079 | Annual Water Billings | : Tzs 211,680,012 |
| Total Water Connections | : 1,044 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 1,023 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 193 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 98% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 81% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 110 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 89 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 642,491,478 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 213,049,079 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 211,680,012 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">750</td> <td style="text-align: center;">800</td> <td style="text-align: center;">850</td> <td style="text-align: center;">1100</td> </tr> <tr> <td>Service Charges (TZS/month)</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">1000</td> <td style="text-align: center;">1000</td> </tr> </tbody> </table> <p>Note: The Charges at water kiosks are TZS 10 per 20 litres jerry can.</p> | | | | | Category of customer | Domestic | Institutions | Commercial | Industrial | Consumption charge (TZS/m ³) | 750 | 800 | 850 | 1100 | Service Charges (TZS/month) | 1000 | 1000 | 1000 | 1000 | | | | | |
| Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | |
| Consumption charge (TZS/m ³) | 750 | 800 | 850 | 1100 | | | | | | | | | | | | | | | | | | | | | |
| Service Charges (TZS/month) | 1000 | 1000 | 1000 | 1000 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Reduction of NRW to increase water supply. 2. Metering of all customers. 3. Major rehabilitation of the existing old infrastructure. | | | | | | | | | | | | | | | | | | | | | | | | |

| KASHWASA NATIONAL PROJECT | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------------------------------|----------|------------|--|-------------------------|---------|--------------------------|----------|-----------------------------|---------------------------------|----------------|--------|-----|-------|-------------|------|------------------------|------|------------------|--------------------|--------------------------------|-------------------|----------------------|-------------------|
| General Description About the Utility | <p>Kahama-Shinyanga Water Supply & Sewerage Authority (KASHWASA) was declared a fully autonomous public water utility in 2007 responsible for supplying bulk water to other water entities located in the urban and rural areas around Lake Zone. KASHWASA is classified as Category C water authority. KASHWASA supplies bulk water to water entities in the urban towns of Shinyanga and Kahama plus 54 villages scattered within 5km from the transmission main pipeline in the districts of Misungwi, Kwimba, Shinyanga Rural and Kahama. The utility draws water from Lake Victoria at a location called Smith Sound bay, Misungwi District. It has a present production capacity of $40,000m^3/day$ which is well above when compared with the estimated water demand of $31,344m^3/day$. The current average production is $10,421m^3/day$. The total length of pipeline system is 203km. Water is supplied at an average of 24hrs. The system has 4 storage tanks with a storage capacity of $71,700m^3$. KASHWASA has 30 employees of which 6 permanent and 24 contracted.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 21</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 21</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: N/A</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 19%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 30</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: NA</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 539,064,554.</td> </tr> <tr> <td>Annual Water Sales Collections</td> <td style="text-align: right;">: Tzs 103,160,220</td> </tr> <tr> <td>Annual Water billing</td> <td style="text-align: right;">: Tzs 168,615,060</td> </tr> </table> | | | | | Total Water Connections | : 21 | Total Active Connections | : 21 | Total Water Kiosk/Standpipe | : N/A | Metering Ratio | : 100% | NRW | : 19% | Total Staff | : 30 | Staff/1000 connections | : NA | Annual O&M Costs | : Tzs 539,064,554. | Annual Water Sales Collections | : Tzs 103,160,220 | Annual Water billing | : Tzs 168,615,060 |
| Total Water Connections | : 21 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 21 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : N/A | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 100% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 19% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 30 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : NA | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 539,064,554. | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Sales Collections | : Tzs 103,160,220 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water billing | : Tzs 168,615,060 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Bulk customer</th> <th style="text-align: center;">SHUWASA</th> <th style="text-align: center;">KUWASA</th> <th style="text-align: center;">VILLAGES</th> <th style="text-align: center;">INDUSTRIES</th> </tr> </thead> <tbody> <tr> <td>Bulk rate (TZS/m³)</td> <td style="text-align: center;">223</td> <td style="text-align: center;">223</td> <td style="text-align: center;">210</td> <td style="text-align: center;">400</td> </tr> </tbody> </table> <p>NOTE: Mining tariff is $600TZS/m^3$</p> | | | | | Bulk customer | SHUWASA | KUWASA | VILLAGES | INDUSTRIES | Bulk rate (TZS/m ³) | 223 | 223 | 210 | 400 | | | | | | | | | | |
| Bulk customer | SHUWASA | KUWASA | VILLAGES | INDUSTRIES | | | | | | | | | | | | | | | | | | | | | |
| Bulk rate (TZS/m ³) | 223 | 223 | 210 | 400 | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Inadequate staff 2. Vandalism of water infrastructure causing high UFW 3. Failure by some customers to pay their debts | | | | | | | | | | | | | | | | | | | | | | | | |

| MAKONDE NATIONAL PROJECT | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|-----------------------------|-------------|--|-------------------------|----------|--------------|------------|--------------------------------|-------------|-------------|-------------|-----------------------------|-------|-------|--------|----------------|---|-----|--|-----|---|-----|--|-------------|---|----|--|------------------------|---|----|--|------------------|---|-----------------|--|---|---|----------------|--|-----------------------|---|----------------|--|
| General Description About the Utility | <p>Makonde Water Supply Authority Urban Water Supply and Sanitation Authority (MAKONDE-UWSA) was established by Act No. 8 of 1997 on 17th December, 2003. MAKONDE-UWSA started its operations in January, 2004, and is responsible for the overall operation and management of water supply and sanitation services within the three districts of Newala, Tandahimba and parts of Mtwara Rural District, Mtwara Region. MAKONDE-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 418,578 people in which 266,328 persons are currently served. Makonde Water Supply Scheme was an old scheme that was commissioned in 1957 and draws water from two main types of water sources, spring and boreholes. They started by constructing a water source at Mkunya spring in 1955 - 1957 and later construction of more sources continued by constructing a source at Mahuta in 1972, Nanyamba in 1976, Mitema-Mtongwele (Kitangari) in 1982, Chiwambo in 1986, Mbwinji in 1986, Luchemo in 1977 and Tandahimba in 2000. Currently they have eight sources in which four of the sources are well fields with deep boreholes, and the remaining four are spring sources. The combined production capacity is approximately 13,560m³/day, if all the pumps were operational. This capacity is not fully utilized owing to dilapidated infrastructure and unreliable power supply. The current production capacity of 4,180m³/day is very low compared with the reported estimated water demand of 13,604m³/day. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the transmission and distribution system is 886km and water is supplied through rationing at an average of 8 hrs/day. The system has 169 storage tanks, in which 83 are in Newala, 15 are in Nanyamba and 71 are in Tandahimba. Onsite sanitary facilities are in use under the monitoring of the District Councils of the respective Districts.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>2,082</td> <td></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,982</td> <td></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>15</td> <td></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>37%</td> <td></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>67%</td> <td></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>76</td> <td></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>36</td> <td></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 177,121,150</td> <td></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 59,977,500</td> <td></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 85,542,234</td> <td></td> </tr> </table> | | | | Total Water Connections | : | 2,082 | | Total Active Connections | : | 1,982 | | Total Water Kiosk/Standpipe | : | 15 | | Metering Ratio | : | 37% | | NRW | : | 67% | | Total Staff | : | 76 | | Staff/1000 connections | : | 36 | | Annual O&M Costs | : | Tzs 177,121,150 | | Annual Water Collections (Arrears included) | : | Tzs 59,977,500 | | Annual Water Billings | : | Tzs 85,542,234 | |
| Total Water Connections | : | 2,082 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 1,982 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 37% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 67% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 76 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 36 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 177,121,150 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 59,977,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 85,542,234 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TShs/month)</td> <td>Not yet set</td> <td>Not yet set</td> <td>Not yet set</td> </tr> <tr> <td>Flat rate (TShs/month)</td> <td>4,000</td> <td>6,000</td> <td>12,000</td> </tr> </tbody> </table> <p>Note: The Charges at water Kiosks are TZS 10 per 20litres jerry can.</p> | | | | Category of customer | Domestic | Institutions | Commercial | Metered customers (TShs/month) | Not yet set | Not yet set | Not yet set | Flat rate (TShs/month) | 4,000 | 6,000 | 12,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category of customer | Domestic | Institutions | Commercial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metered customers (TShs/month) | Not yet set | Not yet set | Not yet set | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate (TShs/month) | 4,000 | 6,000 | 12,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <p>1) Inadequate qualified staff. (2) Rehabilitation and replacement of pumps/plants (3). Low metering ratio (4). Lack of reliable transport facilities (5). Training in billing section (6). High NRW</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MASWA NATIONAL PROJECT | | PROFILE AS PER 2007/08 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|-----------------------------|--------------------|-------------------|-------------------|-------------------------|---|-------|--|--|--|--------------------------|---|-------|--|--|--|-----------------------------|---|----|--|--|--|----------------|---|-------|--|--|--|-----|---|-----|--|--|--|-------------|---|----|--|--|--|------------------------|---|------|--|--|--|------------------|---|-------------|--|--|--|---|---|------------|--|--|--|-----------------------|---|------------|--|--|--|
| General Description About the Utility | <p>Maswa Urban Water Supply & Sewerage Authority (MAUWSA) was declared a fully autonomous public water utility in 1998, responsible for overall operation and management of water supply and sanitation services within the Maswa Urban area, which is the headquarters of Maswa District, Shinyanga Region. MAUWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 65,000 out of which 45,000 persons are currently served. The utility draws water from an earth fill dam called New Solwa, with a total production capacity of 10,368m³/day which is very sufficient compared with the estimated water demand of 7,005.4m³/day, but only 5,184 m³/day is currently being produced. Also, there are other several boreholes with a total production of 157 m³/ day, used as standby sources. The total length of the distribution pipeline system is 88.01km. Water is supplied through rationing at an average of 12 hrs. The system has 2 storage tanks with a storage capacity of about 400m³. The township has no sewerage system; onsite sanitary facilities are in use under Maswa District Town Council. MAUWSA has 49 employees, 8 permanent and 41 on contract.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,278</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,278</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>33</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>21.6%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>78%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>49</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>37.3</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>189,733,499</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>22,339,980</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>36,240,980</td> <td></td> <td></td> <td></td> </tr> </table> | | | | | Total Water Connections | : | 1,278 | | | | Total Active Connections | : | 1,278 | | | | Total Water Kiosk/Standpipe | : | 33 | | | | Metering Ratio | : | 21.6% | | | | NRW | : | 78% | | | | Total Staff | : | 49 | | | | Staff/1000 connections | : | 37.3 | | | | Annual O&M Costs | : | 189,733,499 | | | | Annual Water Collections (Arrears included) | : | 22,339,980 | | | | Annual Water Billings | : | 36,240,980 | | | |
| Total Water Connections | : | 1,278 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 1,278 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 33 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 21.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 78% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 49 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 37.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | 189,733,499 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | 22,339,980 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | 36,240,980 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institution | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 375 | 500 | 500 | 500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/month) | 2,000-4,200 | 5,000 | 7,000 | 50,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NOTE: The Charges at water Kiosks are TZS 10 per 20 litres jerry can | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Very high UFW. 2. Small storage capacity. 3. High electricity cost as a result of direct pumping. 4. Low metering as most of the customers are not metered. 5. Unrealistic production figures due to lack of bulk meters at production points. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| MUGANGO/KIABAKARI NATIONAL PROJECT | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------------------------------|---------------------|-------------------|-------------------|-------------------------|-------|--------------------------|-------|-----------------------------|-----|----------------|-------|-----|-------|-------------|------|------------------------|--------|------------------|-------------------|---|------------------|-----------------------|-----------------|
| General Description About the Utility | <p>Mugango/Kiabakari/Butiama Water Authority was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply services within 13 villages in Mara Region. The Authority is classified as Category C water authority. Its area of responsibility has a total population of 72,040 people in which 43,224 villagers are currently served. The utility draws water from Lake Victoria at the intake located at Mugango. The sources has total installed production capacity of 8,568m³/day .The present production of 1752m³/day is sufficient compared with the estimated water demand of 5,576m³/day. The total length of the pipeline system is 103 km and water is supplied through rationing at an average of 12 hrs. The system has 6 storage tanks with a combined capacity of 1,000.2m³. Mugango/Kiabakari Water Authority has 16 employees and 10 daily paid staff of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 429</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 429</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 1</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 51%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 57%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 16</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 37.3</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 277,613,500</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 38,623,302</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 5,563,913</td> </tr> </table> | | | | | Total Water Connections | : 429 | Total Active Connections | : 429 | Total Water Kiosk/Standpipe | : 1 | Metering Ratio | : 51% | NRW | : 57% | Total Staff | : 16 | Staff/1000 connections | : 37.3 | Annual O&M Costs | : Tzs 277,613,500 | Annual Water Collections (Arrears included) | : Tzs 38,623,302 | Annual Water Billings | : Tzs 5,563,913 |
| Total Water Connections | : 429 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : 429 | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : 51% | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : 57% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : 16 | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : 37.3 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : Tzs 277,613,500 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : Tzs 38,623,302 | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : Tzs 5,563,913 | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | Category of customer | Domestic | Institutions | Commercial | Industrial | | | | | | | | | | | | | | | | | | | | |
| | Consumption charge (TZS/m ³) | 300 | 300 | 420 | - | | | | | | | | | | | | | | | | | | | | |
| | Flat rate charge (TZS/month) | 5,400-6,000 | 25,000 | 15,000 | - | | | | | | | | | | | | | | | | | | | | |
| | Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can. | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> 1. Water bills areas are too high 2. Old and dilapidated infrastructure. 3. Distribution network coverage is small. 4. Lack of transport facilities. | | | | | | | | | | | | | | | | | | | | | | | | |

| WANGINGOMBE NATIONAL WATER SUPPLY PROJECT | | PROFILE AS PER 2008/09 DATA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|--------------|------------|--------------|------------|--------|---|--------|------|----|----|----|------|--------------------------|----|------|----|------|----|----|-----------------------------|----|-----|----|----|-----|----|----------------|----|-----|----|----|------|----|-----|----|-----|-------------------------------------|---------|-------|--------|-------------|-------|----|--|--|--|--|------------------------|---|----|--|--|--|--|------------------|---|----------------|--|--|--|--|---|---|----------------|--|--|--|--|-----------------------|---|----------------|--|--|--|--|
| General Description About the Utility | <p>Wangingombe National Water Supply Project is one of the National Water Supply Schemes constructed in 1978 located in Njombe district, Iringa region, covering an area of 1000 km². The scheme supplied water to 60 villages located in the three divisions of Mdandu, Wanging'ombe and Makambako. The project is classified as Category C water authority. The organization set of the project is now at the stage of being transformed into Water Supply Authority to take over the existing structure which is under Resident Engineer instead of Managing Director. The project area has a total population of 105,000 people in which 97,650 persons are served with water. The utility draws water from two gravity schemes of Mbukwa river intakes, and Mtitafu river intakes with capacities of 6700m³/day and 544m³/day respectively. Water from these sources is transmitted through DN 500mm to DN100mm pipes of total length of 106km to 59 different tanks of capacities ranging from 25 to 136m³, of total storage capacity of 4,277m³.</p> <p>The average production is 6,908 m³/day .Water production capacities is slightly below the estimated water demand in the project area, of 7,724m³/day. No treatment is done despite that water produced contains high turbidity especially during the rainy season. The total length of the water mains is 87km while the distribution network has 272. Water is supplied at an average of 24 hrs per day. The network has 59 storage tanks with combined storage volume of 4,277m³. The project area has no sewerage system; onsite sanitary facilities are in use. Wangingombe has 46 employees of different qualifications and professions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | <table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>2548</td> <td colspan="4"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1500</td> <td colspan="4"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>725</td> <td colspan="4"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>47%</td> <td colspan="4"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>40%</td> <td colspan="4"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>46</td> <td colspan="4"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>18</td> <td colspan="4"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 62,231,165</td> <td colspan="4"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 53,825,950</td> <td colspan="4"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 29,674,400</td> <td colspan="4"></td> </tr> </table> | | | | | | | Total Water Connections | : | 2548 | | | | | Total Active Connections | : | 1500 | | | | | Total Water Kiosk/Standpipe | : | 725 | | | | | Metering Ratio | : | 47% | | | | | NRW | : | 40% | | | | | Total Staff | : | 46 | | | | | Staff/1000 connections | : | 18 | | | | | Annual O&M Costs | : | Tzs 62,231,165 | | | | | Annual Water Collections (Arrears included) | : | Tzs 53,825,950 | | | | | Annual Water Billings | : | Tzs 29,674,400 | | | | |
| Total Water Connections | : | 2548 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Active Connections | : | 1500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Water Kiosk/Standpipe | : | 725 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Metering Ratio | : | 47% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NRW | : | 40% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Staff | : | 46 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff/1000 connections | : | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual O&M Costs | : | Tzs 62,231,165 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Collections (Arrears included) | : | Tzs 53,825,950 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annual Water Billings | : | Tzs 29,674,400 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1"> <thead> <tr> <th>Category of</th> <th>Band</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Kiosks</th> </tr> </thead> <tbody> <tr> <td rowspan="6">Consumption rate TZS/m³</td> <td>0 - 10</td> <td>200</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>➤ 10</td> <td>250</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>0-50</td> <td>NA</td> <td>NA</td> <td>250</td> <td>NA</td> </tr> <tr> <td>>50</td> <td>NA</td> <td>NA</td> <td>280</td> <td>NA</td> </tr> <tr> <td>0-500</td> <td>NA</td> <td>200</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>>500</td> <td>NA</td> <td>250</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>Flat rate TZS/m³/month</td> <td>Minimum</td> <td>3,000</td> <td>15,000</td> <td>15,000</td> <td>5,000</td> </tr> </tbody> </table> | Category of | Band | Domestic | Institutions | Commercial | Kiosks | Consumption rate TZS/m³ | 0 - 10 | 200 | NA | NA | NA | ➤ 10 | 250 | NA | NA | NA | 0-50 | NA | NA | 250 | NA | >50 | NA | NA | 280 | NA | 0-500 | NA | 200 | NA | NA | >500 | NA | 250 | NA | NA | Flat rate TZS/m ³ /month | Minimum | 3,000 | 15,000 | 15,000 | 5,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category of | Band | Domestic | Institutions | Commercial | Kiosks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Consumption rate TZS/m³ | 0 - 10 | 200 | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | ➤ 10 | 250 | NA | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 0-50 | NA | NA | 250 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | >50 | NA | NA | 280 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 0-500 | NA | 200 | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | >500 | NA | 250 | NA | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Flat rate TZS/m ³ /month | Minimum | 3,000 | 15,000 | 15,000 | 5,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Challenges | <ol style="list-style-type: none"> Human encroachment at the water sources catchment areas. High water losses due to aged pipe network. Unwillingness of the people to pay for the services. Low billing as well as collection efficiency. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |