

Water Utility **ARUSHA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (AUWSA) PROFILE**

Arusha Urban Water Supply and Sewerage Authority (AUWSA), is a fully autonomous public entity responsible for the overall operation and management of water supply and sanitation services in the Arusha Municipal. Its area of responsibility has a total population of 366,933 persons. The present service area of the utility has a population density of 3837 persons/km². The utility draws water from surface source (River Nduruma - 18%) and groundwater sources (springs-55% and boreholes-27%). The Utility has sewerage system with a sewer line of 43.72 km long and sewage treatment comprising five ponds. The average daily flow into the ponds is 6,350m³/day.

General Data About Water Utility	Total Water Connections	27,168
	Total Waste Water Connections	3543
	Total Staff	190
	Annual O&M Costs	TZS 3,740,829,675
	Annual Water and Sewerage Collections	TZS 3,415,032,610
	Annual Water and Sewerage Billings	TZS 3,540,758,270

Tariff Structure

Category	Domestic	Institutions	Commercial	Industrial
Consumption Block	TZS	TZS	TZS	TZS
0-5 m ³	335	335	390	550
5-10 m ³				600
5-11 m ³			475	
5-15 m ³	395	365		
Over 10,11 &15m ³	450	395	550	650

Notes: The Charges at water Kiosk are TZS 150 /m³ while for Water Bottling plant TZS 3850/m³

SEWERAGE TARIFF

Category	Domestic	Institution	Commercial	Industrial	Bottling Industry
TZS per m ³ of drinking water	110	110	130	170	170

Priority of Needs 1. Additional new water sources 2. Additional Ponds to polish more the effluents

Consumer Service Average monthly water consumption is about 26m³ per domestic connection. Water is available for an average of 18.5 hours a day .Water quality is good with all of 83 water samples taken during the year passing the E-coli tests. There were 4,816 consumer complaints recorded, and 7287 water pipe leaks repaired during the year.

Performance Highlights AUWSA provides water supply direct to 97% of the population in its service area. The UFW is still average at 26.3%. All service connections are metered. Operating ratio is 0.96. Accounts receivable equivalent is 4 months. Average tariff at TZS 310.8 per m³ is fair and enough to cover operating expenses and part of investment. Staff/1000 connections ratio is low at 6.19. AUWSA needs to add more water sources that will fill the gap during the dry period and expand its coverage. Wastewater effluent has an average BOD₅ of 50mg/l which is above the allowable level of 30mg/l.

AUWSA

Population Served: 366,933

Production/Distribution

Average daily production	39,495m ³
Production capacity/day	64,892 m ³
Treatment type	Chlorine Dosing
Storage capacity	14,500m ³
Service area	93km ²
Distribution pipe network	240km

Service Connections

Total water connections	27,168
Domestic water connections	24,748
Total sewer connections	3,543
Domestic sewer connections	2,795
Metered water connection	100%

Service Indicators

Water service coverage	97%
Service hours	18.5
Per capita consumption	82l/cap/day
Average tariff	TZS 344.2 /m ³
Complaints/1000 connection	177

Efficiency Indicators

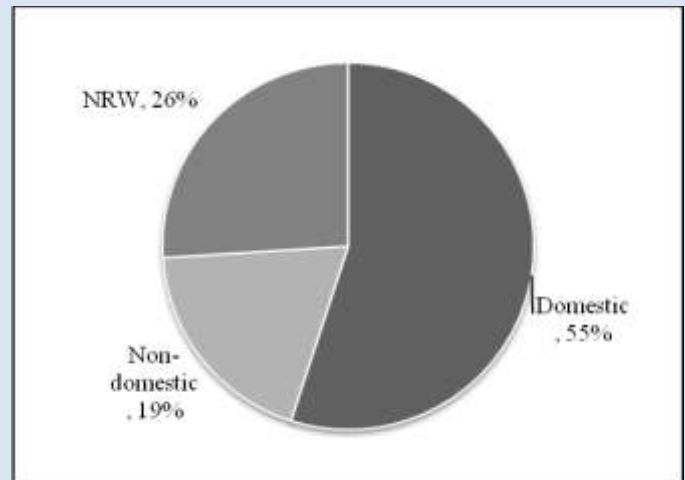
Non-revenue water	26.3%
Revenue collection efficiency	96.2%
Unit production cost	TZS 259.5/m ³
Operating Ratio	0.96
Working ratio	0.89
Account receivable	3.6months
Staff/1000 connections	7

Income and Expenditure

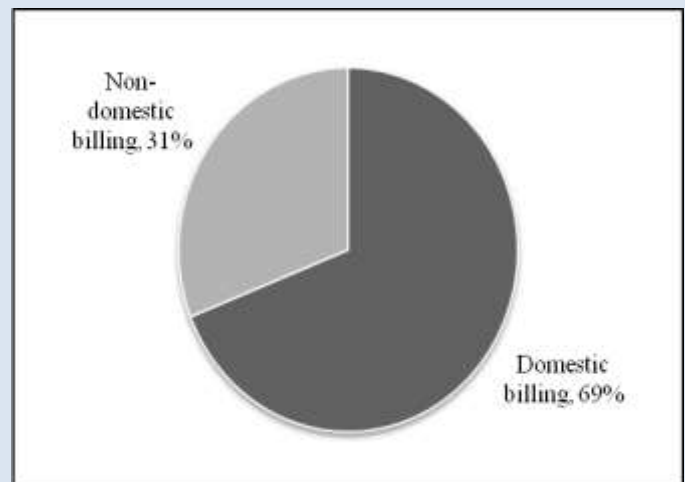
Annual operating income from water and sewerage sales	TZS 3,696,535,185
Other operating income	TZS 248,935,901.
Government's subsidy/grants	-
Other income:	TZS 255,735,127

TOTAL INCOME TZS 4,201,206,213

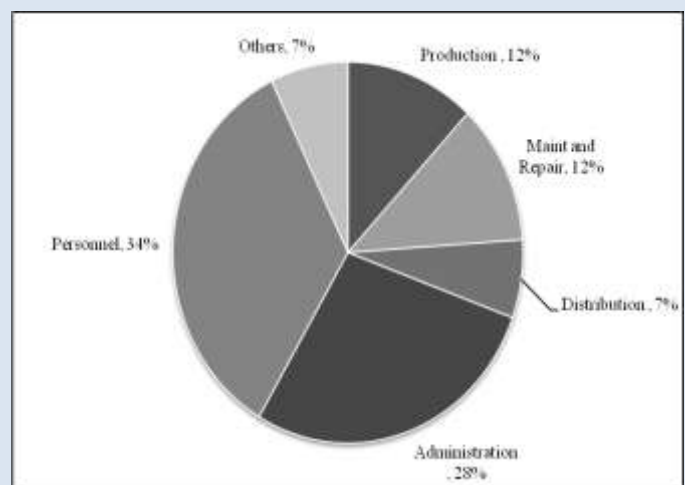
Water production expenses	TZS 447,490,198
Water distribution expenses	TZS 248,690,083
Maintenance and repair expenses	TZS 447,172,888
Personnel expenses	TZS 1,285,605,099
Administration expenses	TZS 1,043,754,187
Other O&M expenses	TZS 268,117,219
Total O&M Expenses	TZS 3,740,829,675
Provision for depreciation	TZS 297,921,141
TOTAL ANNUAL EXPENDITURE	TZS 3,768,640,392



ANNUAL WATER USE
10,406,431.7 M³



ANNUAL WATER BILLING
TZS 3,696,535,185



ANNUAL O&M COSTS
TZS 3,740,829,675

Water Utility	BABATI URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (BAWASA)		PROFILE				
	<p>Babati Urban Water Supply and Sewerage Authority (BAWASA), is a fully autonomous public entity responsible for the overall operation and management of water supply and sanitation services in Babati town. BAWASA is classified as class C water authority and its area of responsibility has a total population of 64,000 persons. The present service area of the utility has a population density of 2,560 persons/km². The utility draws water from one spring source (Mrara Spring) contributing about 45% of the daily water production and three boreholes contributing about 55%. The combined source production capacity is 3840m³/day. Water production cannot satisfy the current water demand in which the proportion of water production to water demand stood at 76%. The Utility has no sewerage system. BAWASA has 11 permanent and 25 contracted staffs.</p>						
General Data About Water Utility	Total water connections	2,244					
	Total staff	35					
	Annual O&M costs	TZS 410,158,630					
	Annual water sales collections	TZS 204,512,130					
	Annual water sales billings	TZS 330,820,157					
Tariff Structure	Category	Domestic	Institutions	Commercial	Industrial	Bulk Consumer	Kiosks
	TZS/M ³	475	550	550	600	500	350
	Flat rate (TZS)	4987- 975	6,160– 2,320	6,675– 7,800	NA	NA	NA
Priority of Needs	<p>1. Reduction of Non revenue water; 2. Capital fund for extensions of water supply network. 3. Additional/alternative water sources. 4. Improvement of collection efficiency; and 5. Attain universal metering.</p>						
Consumer Service	<p>Average monthly consumption is about 12m³ per domestic connection. Water is available at an average of 12 hours a day. Water quality is good with 99% of water samples taken during the year passing the E-coli tests. There were 1424 consumer complaints recorded and 744 water pipe leaks repaired during the year.</p>						
Performance Highlights	<p>Babati UWSA provides water supply direct to 63% of the population in its service area. NRW is still high at 40.18%. Production points and distribution zones are not metered; however, 88.46% of all service connections are metered. Operating ratio is 1.04 which is high. Accounts receivable equivalent is 12.1 months. Average tariff is TZS 499.6 per m³, is fair although not sufficient to cover all operating expenses and part of investment. Staff/1000 connections ratio is still high at 15.6. Babati needs to expand its customer base, reduce Non-revenue water which can help to improve water availability and increase coverage. Production and consumption needs to be fully metered. Other areas for improvement are improvement of staff productivity and customer service.</p>						

BAWASA

Population served 64,000

Production/Distribution

Average daily production	3,032m ³
Production capacity/day	3840m ³
Treatment type	Partial Conventional
Storage capacity	675m ³
Service area	25km ²
Length of distribution pipe network	41km

Service Connections

Total water connections	2,244
Total metered connections	1,985
Domestic water connections	1,990
Total active connections	2,148
Total active metered connections	1,970
Metering ratio	88.46%

Service Indicators

Water service coverage	63%
Service hours	12hrs
Per capita consumption	35l/cap/day
Average tariff	TZS 416/m ³
Complains/1000 connections	52.4

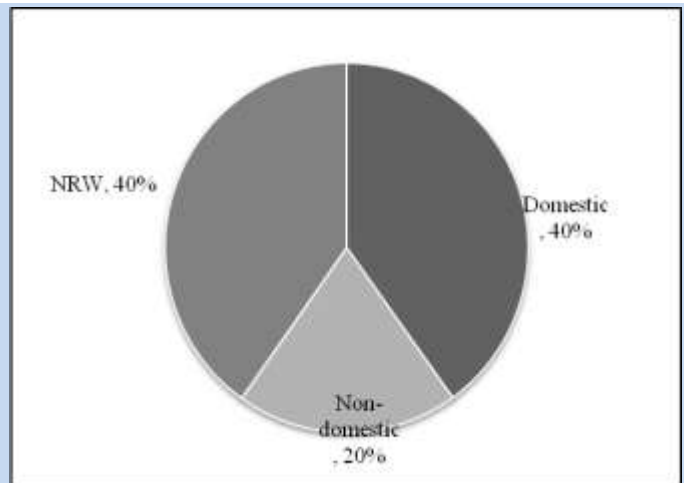
Efficiency Indicators

Non-revenue water	40.18%
Revenue collection efficiency	61.8%
Unit production Cost	TZS 370.5/m ³
Operating ratio	1.04
Account receivable	12.1
Staff/1000 connections	15.6

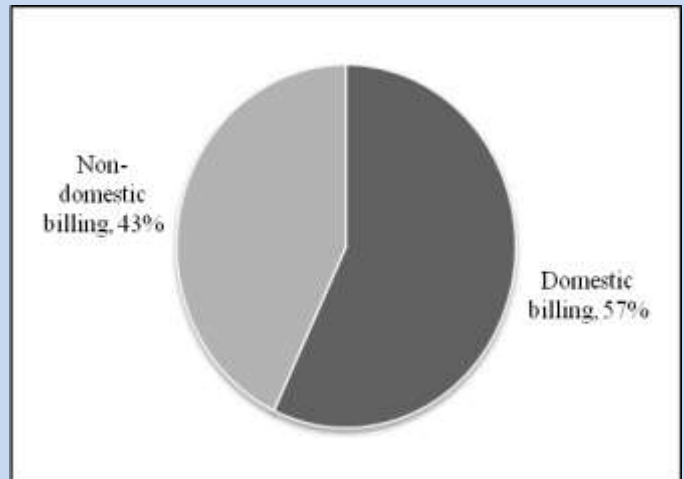
Income and Expenditure

Annual operating income :	
from water and sewerage sales	TZS 330,820,157
Other operating income	TZS 57,300,850.
Government's subsidy/Grants:	-
Other Income:	-
TOTAL INCOME:	TZS 395,129,007

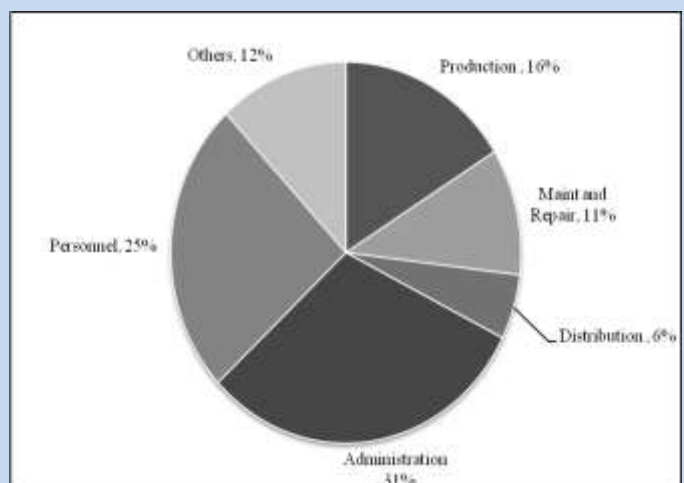
Water production expenses	TZS 66,087,229
Water distribution expenses	TZS 22,649,000
Maintenance and repair expenses	TZS 44,170,324
Personnel expenses:	TZS 102,347,886
Administration expenses	TZS 125,711,614
Other O&M expenses	TZS 49,192,576.4
Total O&M Expenses	TZS 410,158,630
Provision for depreciation	-
TOTAL ANNUAL EXPENDITURE	TZS 410,158,630



ANNUAL WATER USE
582,357.0M³



ANNUAL WATER BILLING
TZS 250,784,612



ANNUAL O&M COSTS
TZS 383,265,493

BUKOPA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (BUWASA)

Profile

Water Utility	Bukoba Urban Water Supply and Sanitation Authority (BUWASA), is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Bukoba Municipality. Its area of responsibility has a total population of 106,565 persons. The present service area of the utility has a population density of 1,332persons/km ² , and the water supply network has a total length of 280.5km of pipelines. The utility draws water from 4 springs, 1 river intake and one Lake Victoria. The combined production capacity is 12,257.67m ³ /day. Water production is almost the same as water demand in which the proportion of water production to water demand is 82.6%. The Utility has no sewerage system. The average wastewater generation is 41.6m ³ /day. BUWASA has 15 permanent employees, 50 long-term and short-term contractual staff of different qualifications and professions.				
General Data About Water Utility	Total water connections	5,878			
	Total waste water connections	NIL			
	Total staff	65			
	Annual O&M costs	TZS 695,465,532			
	Annual collections	TZS 584,521,381			
	Annual billings& sewerage sales	TZS 698,197,784			
Tariff Structure	Category	Domestic	Institutions	Commercial	Industrial
	Consumption Charge	TZS/m³	TZS/m³	TZS/m³	TZS/m³
		545-577	629-671	639-676	704-732
	Notes: The Charges at water kiosks are TZS 300 /m ³ .				
	OTHER CHARGES				
	New connection (water)	Reconnection	Service charge (Domestic)	Service charge (Non-domestic)	Meter Rent
	TZS.	TZS.	TZS.	TZS.	TZS.
	15,000-100,000	5,000-30,000	800	920-1,800	800-8,600
Priority of Needs	1. Reduction of non- revenue water from 54% to acceptable level of 20%. 2. Reduction of number of staff per 1000 connections from 8.5 to 6. 3. Metering all its customers.				
Consumer Service	Average monthly consumption is about 14.4m ³ per domestic connection. Water is available at an average of 23 hours a day .Water quality is good with 85% of water samples taken during the year passing the E-coli tests. There were 367 consumer complaints recorded and 241.5 water pipe leaks repaired during the year.				
Performance Highlights	Bukoba UWSA provides water supply direct to 90% of the population in its service area. The UFW is still high at 44.2%. All production points, district zones are metered as well as all service connections. Operating ratio is fairly good at 0.92. Accounts receivable equivalent is 3.3. Average tariff at TZS 597per m ³ is fair and enough to cover operating expenses and part of investment. Staff/1000 connections ratio is good at 8.5. Bukoba needs more effort to collect outstanding arrears to lower the account receivable to at least less than 1 month. Other areas for improvement are collection efficiency, expansion of pipe network and replacement of old pipes to reduce leakages.				

BUWASA

Population served: 106,565

Production/Distribution

Average daily production	6,195m ³
Production capacity/day	13,890m ³
Treatment type	Chlorination
Storage capacity	1,905m ³
Service area	80km ²
Distribution pipe network	280.5km

Service Connections

Total water connections	5,878
Domestic water connections	5,294
Total sewer connections	NIL
Domestic sewer connections	NIL

Service Indicators

Water service coverage	75%
Service hours	23hrs
Per capita consumption	61l/c/d
Average tariff	TZS 640.2/m ³

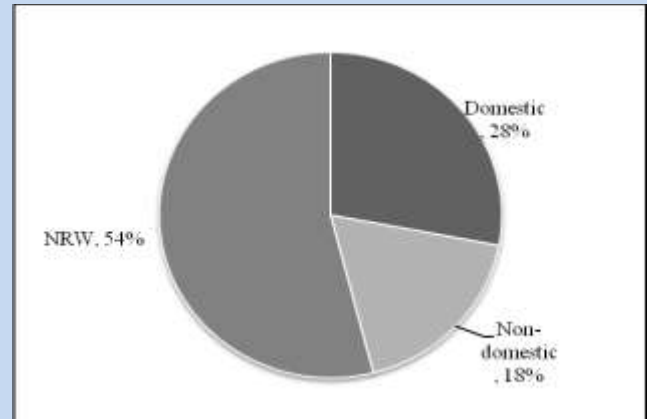
Efficiency Indicators

Non-revenue water	51.6%
Unit production cost	TZS 307.6/m ³
Operating ratio	0.99
Account receivables	NR
Staff/1000 connections	11

Income and Expenditure

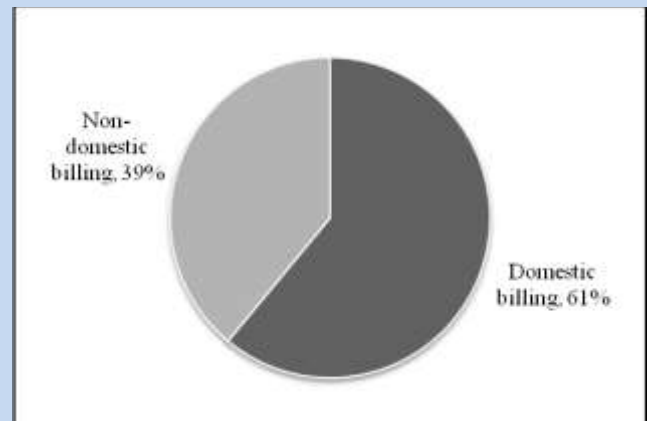
Annual operating income from water and sewerage sales	TZS 698,197,784
Other operating income	TZS 2,016,200
Government's subsidy/grants	TZS 0
TOTAL INCOME	TZS 700,213,984

Water production expenses	TZS 154,139,181
Water distribution expenses	TZS 27,830,063
Maintenance and repair expenses	TZS 84,793,882
Personnel expenses	TZS 259,767,948
Administration expenses	TZS 141,559,407
Other O&M expenses	TZS 27,375,051
Total O&M expenses	TZS 695,465,532
Provision for depreciation	-
TOTAL ANNUAL EXPENDITURE	TZS 695,465,532



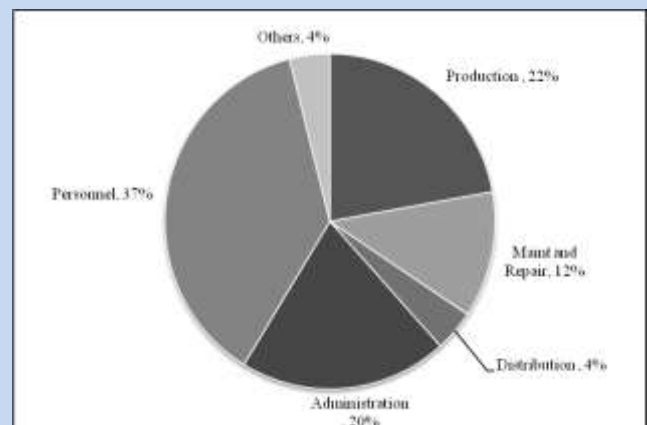
ANNUAL WATER USE

2,261,146m³



ANNUAL WATER BILLING

TZS 698,197,784



ANNUAL O&M COSTS

TZS 695,465,532

DODOMA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (DUWASA)
Profile

Water Utility	DUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Dodoma Municipality. Its area of operation has a total population of 278,370 persons while the current served area of the utility has a population 242,182 persons. The current percentage population coverage is 87% and population density in the service area is 4,749 persons/km ² . The utility draws water from groundwater sources (borehole - 100%) having 20 boreholes in total located at Mzakwe well field. Currently 12 boreholes are functioning while the remaining 8 boreholes are meant for future expansion in production. The Utility has sewerage system with sewer line length of 57.8 km and sewage treatment is by waste stabilization ponds.																																																											
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>18,578</td> </tr> <tr> <td>Total waste water connections</td> <td>3,571</td> </tr> <tr> <td>Total staff</td> <td>172</td> </tr> <tr> <td>Annual O&M costs</td> <td>TZS 3,810,790,840</td> </tr> <tr> <td>Annual water and sewerage collections</td> <td>TZS 3,231,055,186</td> </tr> <tr> <td>Annual water and sewerage billing</td> <td>TZS 3,060,038,990</td> </tr> </table>	Total water connections	18,578	Total waste water connections	3,571	Total staff	172	Annual O&M costs	TZS 3,810,790,840	Annual water and sewerage collections	TZS 3,231,055,186	Annual water and sewerage billing	TZS 3,060,038,990																																															
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Priority of Needs	1. Expand water supply distribution coverage to peri-urban areas 2. Rehabilitation of old dilapidated distribution network 3. Reducing ufw through source metering, leak detection and control and identifying illegal connections, meter defaulters and bypasses 4. Replacement of submersible and surface pumps 5. Construction of lateral sewers and new waste stabilization ponds 6. Improved customer care.																																																											
Consumer Service	Average monthly consumption is about 41.09m ³ per connection, with per capita consumption of 58lts/c/day. Water is available at an average 20 hours per day. Water quality compliance with WHO set standards are fair with E-coli having 99% compliance and turbidity is having 99% compliance. There were 1.54 pipe breaks per km per year recorded and 287 sewer blockages during the year.																																																											
Performance Highlights	DUWASA provides water supply direct to 87% of the population in its service area. The NRW is still high at 44.3%. All customers are metered thus having metering ratio of 100%. Operating ratio stands at 0.85 and accounts receivable equivalent is 1.39 months. Average tariff stands at TZS. 339 per m ³ which covers operating expenses. Number of staff per 1000 total connections ratio is 7.																																																											

DUWASA

Population served: 242,182

Production/Distribution

Average daily production	25,096m ³
Production capacity/day	37,000m ³
Treatment type :	Partial Conventional
Storage capacity	72,000m ³
Service area	109km ²
Length of distribution network	245km

Service Connections

Total water connections	18,578
Domestic water connections	17,404
Total sewer connections	3,571
Domestic sewer connections	3,217
Metering ratio	100%

Service Indicators

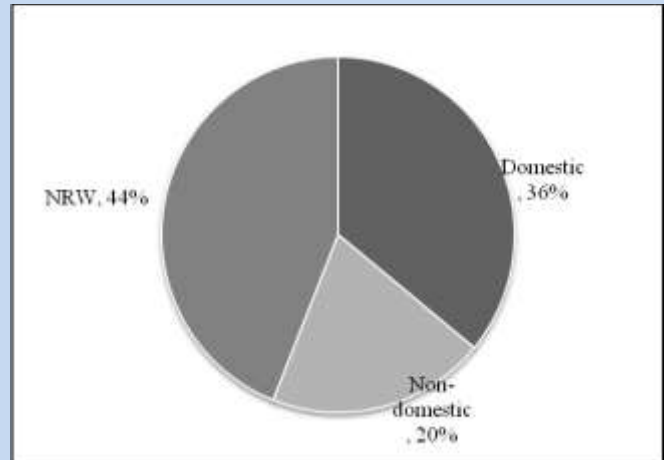
Water service coverage	87%
Average service hours	20
Per capita consumption	58lts/c/d
Average tariff	TZS 556.84/m ³

Efficiency Indicators

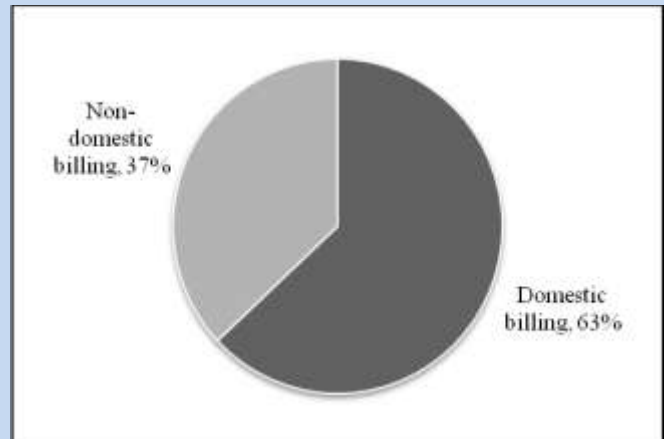
Non-revenue water	44.3%
Unit production costs	TZS 416/m ³
Operating ratio	1.08
Account receivable	1.3months
Staff/1000 connections	9.3

Income and Expenditure

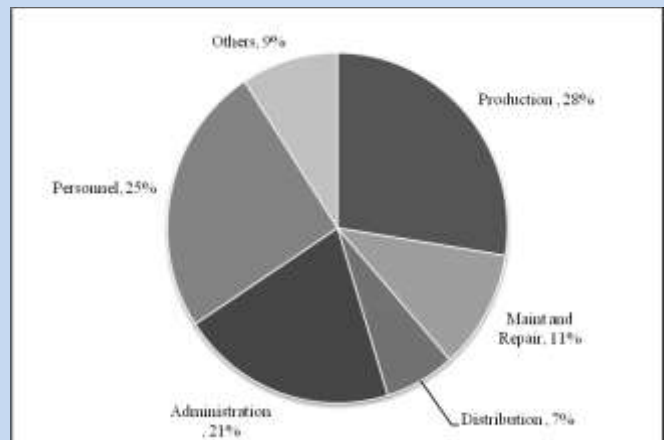
Annual operating income from water and sewerage sales	TZS 3,329,584,660
Other operating income:	TZS 643,187,520
Government's subsidy/grants	-
TOTAL INCOME:	TZS 3,972,772,180
Water production expenses	TZS 1,048,937,490
Water distribution expenses	TZS 254,644,000
Maintenance and repair expenses	TZS 419,890,250
Personnel expenses	TZS 955,028,810
Administration expenses	TZS 782,334,640
Other O&M expenses	TZS 349,955,650
Total O&M expenses	TZS 3,810,790,840
Provision for depreciation	TZS 494,287,000
TOTAL ANNUAL EXPENDITURE	TZS 4,305,077,840



ANNUAL WATER USE
9,160,300m³



ANNUAL WATER BILLING
TZS 2,841,174,280

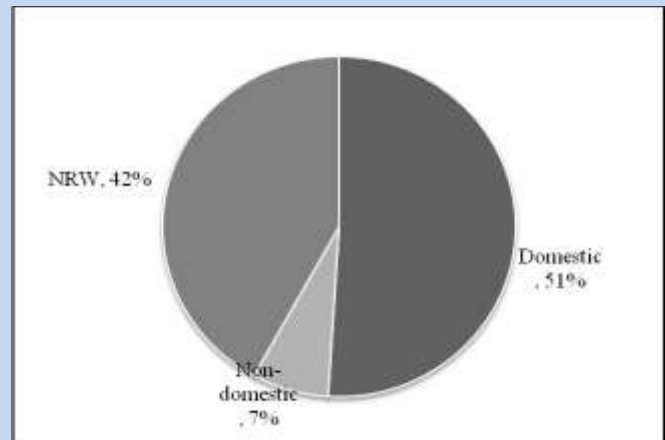


ANNUAL O&M COSTS
TZS 3,810,790,840

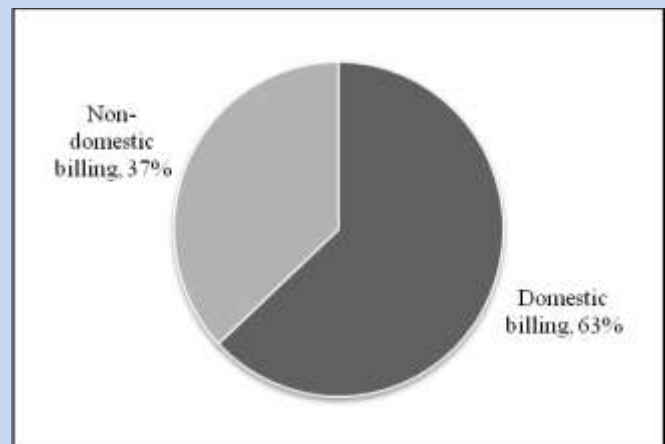
IRINGA URBAN WATER AND SEWERAGE AUTHORITY (IRUWASA)
Profile

Water Utility	IRUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in Iringa the Municipality. IRUWASA is classified as a Class A water utility and its area of operation has a total population of 146,762 persons while the current served area of the utility has a population 106,790. The current percentage population coverage is 73% and population density in the service area is 906 persons/km ² . The utility draws water from surface (River - 75%) and groundwater sources (spring - 25%) and has a semi-conventional treatment plant. The utility has a sewerage system with a sewer line of 26.5 km long and sewage treatment is by waste stabilization ponds. The average daily flow into the ponds is 1,850m ³ /day (675,250m ³ /year).																																																																
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Priority of Needs	1. Rehabilitation and extension of the water supply and sewerage infrastructures. 2. Improve performance of pumping plants so as to reduce power cost; 3. Reducing NRW through universal metering, leak detection and control and identifying illegal connections, meter defaulters and meter bypasses. 4. Develop and implement strategies to reduce degradation of water sources and thus reduce river siltation and consumption of chemicals.																																																																
Consumer Service	Average monthly consumption is about 16m ³ per connection, with per capita consumption of 53lts/day. Water is available at an average of 22.1 hours per day. Water quality compliance with WHO set standards is fair with E-coli having 100% compliance and turbidity is having 98% compliance. There were 0.14 pipe breaks per km per year recorded and 334 sewer blockages during the year.																																																																
Performance Highlights	IRUWASA provides water supply direct to 73% of the population in its service area. The UFW is still high at 42%. A Bigger portion of customers are metered and, currently, metering ratio is 86.4%. Operating ratio is also high at 1.13. Accounts receivable equivalent is 3.4months. Average tariff stands at TZS. 607.61 per m ³ which covers operating expenses. Number of staff per 1000 total connections ratio is 8.9.																																																																

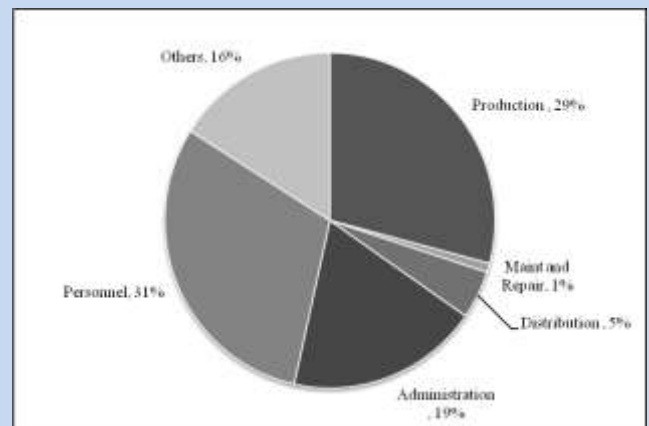
IRUWASA	
Population served: 146,762	
Production/Distribution	
Average daily production	11,297m ³
Production capacity/day	15,700m ³
Treatment type	Semi Conventional
Storage capacity	1,960m ³
Service area	162km ²
Length of distribution Network	154.6km
Service Connections	
Total water connections	11,089
Domestic water connections	10,316
Total sewer connections	907
Domestic sewer connections	807
Metering ratio	86.4
Service Indicators	
Water service coverage	73%
Average service hours	22.1
Per capita consumption	53l/c/d
Average tariff	TZS 607.61/m ³
Complaints per 1000 connections	236
Efficiency Indicators	
Non-revenue water	42%
Unit production cost	438.3TZS/m ³
Operating ratio	1.00
Revenue collection efficiency	84%
Account receivable	3.7months
Staff/1000 connections	8.9
Income and Expenditure	
Annual operating income from water and sewerage sales	TZS 1,680,491,572
Other operating income	TZS 65,683,988
Government's subsidy/grants	TZS 30,117,106
Other income	TZS 56,969,438
TOTAL INCOME:	TZS 1,833,262,104
Water production expenses	TZS 526,650,887
Water distribution expenses	TZS 84,407,252
Maintenance and repair expenses	TZS 15,666,960
Personnel expenses	TZS 551,221,974
Administration expenses	TZS 339,727,403
Other O&M expenses	TZS 289,518,440
Total O&M Expenses	TZS 1,807,192,916
Provision for depreciation	TZS 238,700,887
TOTAL ANNUAL EXPENDITURE:	TZS 2,045,893,803



ANNUAL WATER USE
2,383,899M³



ANNUAL WATER BILLING
TZS 1,680,491,572



ANNUAL O&M COSTS
TZS 2,045,893,803

KIGOMA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (KUWASA)
Profile

Water Utility KUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sanitation services in the Kigoma Municipality. Its area of responsibility has a total population of 144,853 persons. The present service area of the utility has a population density of 4,829persons/km², and the water supply network has a total length of 195.73km of pipelines. The utility draws water from the Lake Tanganyika intake. The intake has a production capacity of 18,320m³/day. Water production is 71% of the water demand. The Utility has no sewerage system. KUWASA has 68 employees, 18 permanent and 50 long- term and short term contractual staff of different qualifications and professions.

General Data About Water Utility	Total water connections	7,893
	Total waste water connections	NIL
	Total staff	68
	Annual O&M costs	TZS 514,809,008
	Annual collections	TZS 373,664,820
	Annual billings& sewerage sales	TZS 391,239,300

Tariff Structure	Category	Domestic	Institutions	Commercial	Industrial
	Consumption Charge	TZS/m³	TZS/m³	TZS/m³	TZS/m³
		390	450	500	600

Notes: The Charges at water kiosks are TZS 500/m³ .

Flat rates charges

Category	Domestic	Institutions	Commercial	Industrial
Consumption Charge	TZS/month	TZS/month	TZS/month	TZS/month
	5,200	30,000	30,000	36,000

OTHER CHARGES

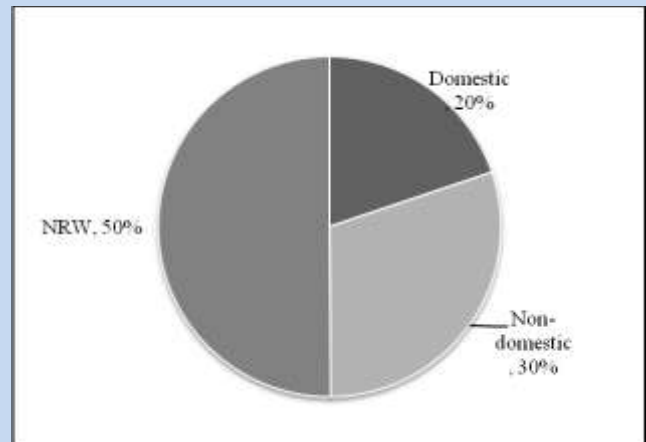
New connection (water)	Reconnection	Service charge	Water use defaulters	Metre Rent
TZS.	TZS.	TZS.	TZS.	TZS.
20,000-50,000	5,000-15,000	0	150,000	500

Priority of Needs 1. Reduction of NRW. 2. Improvement on production and service hours. 3. Metering all its customers. 4. Construction of water treatment plant and sewerage system.

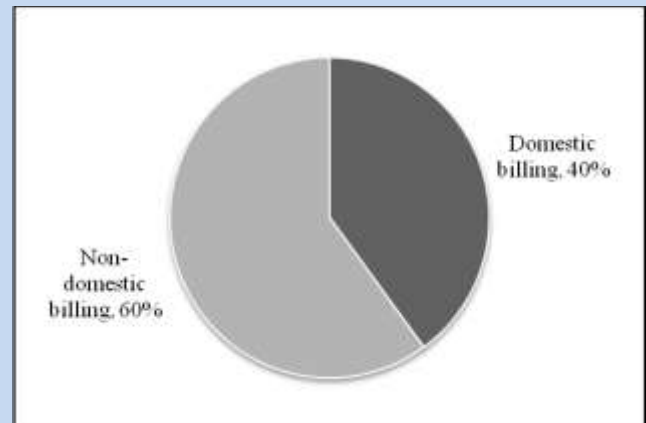
Consumer Service Average monthly consumption is about 24.1m³ per domestic connection. Water is available at an average of only 7 hours a day .Water quality is good with 100% of water samples taken during the year passing the E-coli tests. There were 1,123 consumer complaints recorded and 375 water pipe leaks repaired during the year.

Performance Highlights Kigoma-UWSA provides water supply direct to 88.2% of the population in its service area. NRW is still high at 37%. Operating ratio is at 1.3. Accounts receivable equivalent is 4 months. Average tariff is at TZS 229.95per m³ to cover operating expenses and part of investment. Staff/1000 connections ratio is 8.6.

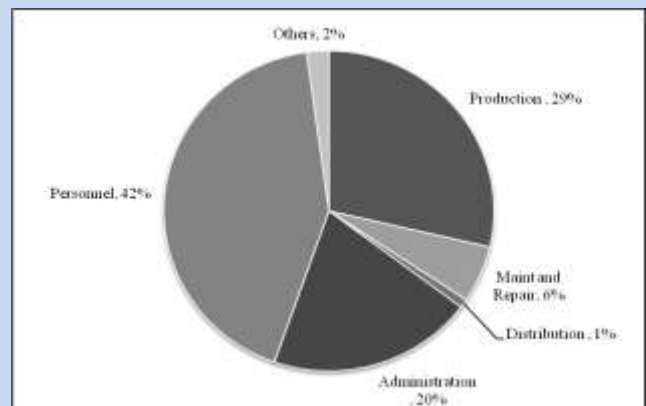
KUWASA	
Population served: 144,853	
Production/Distribution	
Average daily production	8,107m ³
Production capacity/day	18,320m ³
Treatment type	Chlorination
Storage capacity	4,038m ³
Service area	30km ²
Distribution pipe network	195.73km
Service Connections	
Total water connections	7,893
Domestic water connections	7,602
Total Sewer connections	NIL
Service Indicators	
Water Service Coverage	88.2%
Service hours	7hrs
Per Capita Consumption	180l/c/d
Average Tariff	TZS229.95/m ³
Efficiency Indicators	
Non-revenue Water	37%
Unit production cost	TZS174/m ³
Operating ratio	1.31
Account receivable s	12.9
Staff/1000 connections	8.6
Income and Expenditure	
Annual operating income from water and sewerage sales	TZS 391,239,300
Other operating income	TZS 13,027,679.50
Government's subsidy/grants	TZS 457,000,000
TOTAL INCOME	TZS 861,266,979.50
Water production expenses	TZS 147,402,225.30
Water distribution expenses	TZS 4,443,900
Maintenance and repair expenses	TZS 29,689,000
Personnel expenses	TZS 218,676,341.60
Administration expenses	TZS 103,455,912.20
Other O&M Expenses	TZS 11,141,629.20
Total O&M Expenses	TZS 514,809,008.30
Provision for depreciation	TZS 16,699,198
Other expenses	TZS 325,317,340
TOTAL ANNUAL EXPENDITURE	TZS 856,825,546.30



ANNUAL WATER USE
2,958,999M³



ANNUAL WATER BILLING
TZS 391,239,300



ANNUAL O&M COSTS
TZS 494,376,638.69

LINDI URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (LUWASA)
Profile

Water Utility	LUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Lindi Municipality. Its area of operation has a total population of 44,000 persons while the current served area of the utility has a population 27,300. The current percentage population coverage is 62% and population density in the service area is 244 persons/km ² . The Utility draws water from surface (Spring - 54%) and groundwater sources (borehole - 46%). The Utility has neither sewerage system nor a sewage treatment plant.																																																			
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>2,072</td> </tr> <tr> <td>Total staff</td> <td>49</td> </tr> <tr> <td>Annual O&M costs</td> <td>TZS 393,102,886.50</td> </tr> <tr> <td>Annual water collections</td> <td>TZS 163,261,984</td> </tr> <tr> <td>Annual water billing</td> <td>TZS 180,494,984</td> </tr> </table>	Total water connections	2,072	Total staff	49	Annual O&M costs	TZS 393,102,886.50	Annual water collections	TZS 163,261,984	Annual water billing	TZS 180,494,984																																									
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Priority of Needs	1. Rehabilitation of 53km of clogged pipelines. 2. Replacement of two booster pumps at Kawawa booster station. 3. Construction of new 500m ³ storage tank at Kitunda 4. Rehabilitation of a total length of 60km of gravity pipelines from Liwayawaya, Kitunda and Mmango sources. 5. To enhance capacity of LUWASA workers so as to manage sound water and sewerage services.																																																			
Consumer Service	Average monthly consumption is about 10.67m ³ per connection, with per capita consumption of 26.6lts/day. Water is available at an average of 6 hours per day. Water quality compliance with WHO set standards is fair with E-coli having 93% compliance and turbidity is having 89% compliance. There were 4.2 pipe breaks per km per year.																																																			
Performance Highlights	LUWASA provides water supply direct to 62% of the population in its service area. NRW is still high at 43.8%. A reasonable number of customers are metered and, currently, metering ratio is 53%. Operating ratio is also high at 2.16. Accounts receivable equivalent is 2.7months. Average tariff stands at TZS. 640.46 per m ³ which does not cover operating expenses. Number of staff per 1000 total connections ratio is 23.6.																																																			

LINDI URBAN WATER SUPPLY AND SEWERAGE AUTHORITY

Population served: 27,300

Production/Distribution

Average Daily Production	1,265.75m ³
Production capacity/day	4,715m ³
Treatment type	Partial
Storage capacity	3,860m ³
Service Area	112km ²
Length of distribution Network	109.74km

Service Connections

Total water connections	2,072
Domestic water connections	1,826
Metered Connections	744

Service Indicators

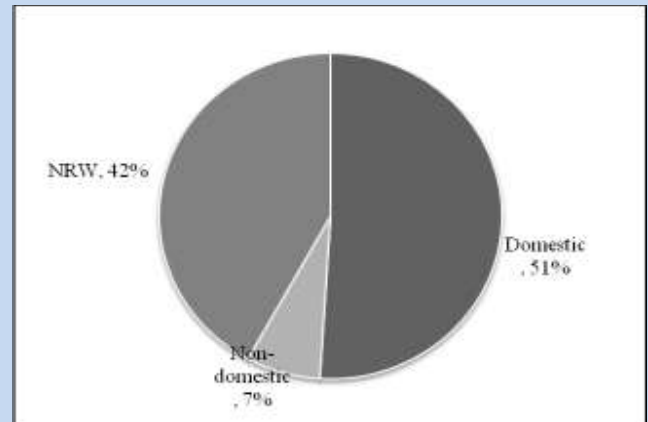
Water service coverage	62%
Average service hours	6
Per capita consumption	26.6lts/c/d
Average Tariff	640.46TZS/m ³

Efficiency Indicators

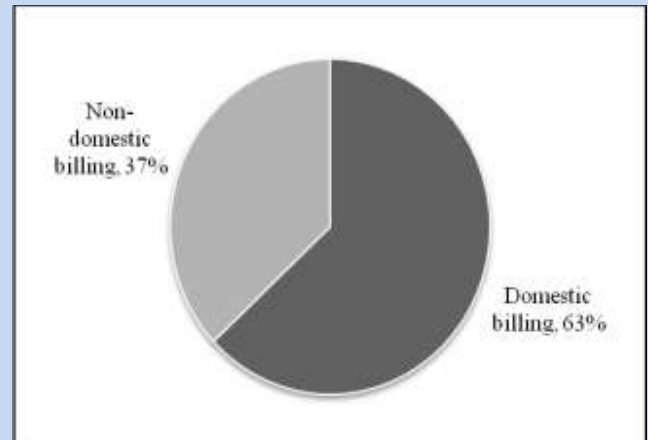
Non-revenue water	43.8%
Unit production cost	850.9TZS/m ³
Operating ratio	2.16
Account receivable	2.7months
Staff/1000 connections	23.6

Income and Expenditure

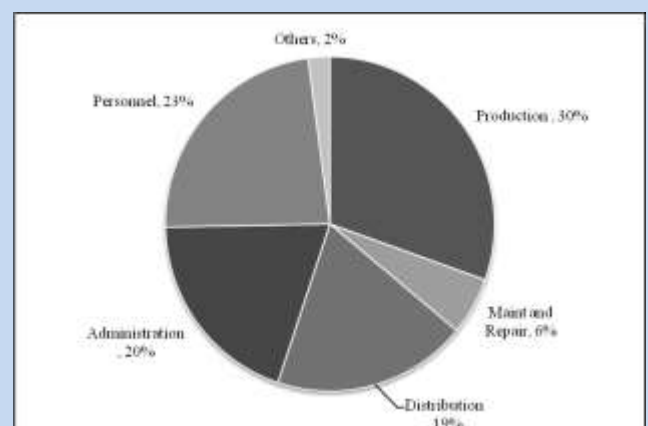
Annual operating income from water sales	TZS 180,494,984
Other operating income	TZS 18,806,530
Government's subsidy/grants	TZS 214,856,890
Other income	TZS 16,695,270
TOTAL INCOME	TZS 430,853,674
Water production expenses	TZS 119,654,413.30
Water distribution expenses	TZS 75,093,420
Maintenance and repair expenses	TZS 21,919,140
Personnel expenses	TZS 91,065,952
Administration expenses	TZS 77,013,060.90
Other O&M expenses	TZS 8,356,901.30
Total O&M expenses	TZS 393,102,886.50
Provision for depreciation	TZS 73,175,029.80
Other expenditure:	-
TOTAL ANNUAL EXPENDITURE:	TZS 466,277,916.30



ANNUAL WATER USE
462,000M³



ANNUAL WATER BILLING
TZS 180,494,984



ANNUAL O&M COSTS
TZS 393,102,886.50

MBEYA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (MBEYA UWSA)
Profile

Water Utility	<p>MBEYA UWSA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in Mbeya City. MBEYA UWSA is classified as a Class A water utility and its area of operation has a total population of 284,176 people while the current served area of the utility has a population 275,412. The current percentage population coverage is 81% and population density in the service area is 1,599persons/km². The utility draws water from surface (River - 76%) and groundwater sources (spring - 24%). The Utility has sewerage system with sewer line which is 48.5 km long and sewage treatment is by waste stabilization ponds.</p>																																																																
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>22,849</td> </tr> <tr> <td>Total waste water connections</td> <td>222</td> </tr> <tr> <td>Total staff</td> <td>191</td> </tr> <tr> <td>Annual O&M costs</td> <td>TZS 2,658,663,162.80</td> </tr> <tr> <td>Annual water and sewerage collections</td> <td>TZS 2,500,789,067</td> </tr> <tr> <td>Annual water and sewerage billing</td> <td>TZS 2,915,468,518.50</td> </tr> </table>	Total water connections	22,849	Total waste water connections	222	Total staff	191	Annual O&M costs	TZS 2,658,663,162.80	Annual water and sewerage collections	TZS 2,500,789,067	Annual water and sewerage billing	TZS 2,915,468,518.50																																																				
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Priority of Needs	1. Reducing NRW; 2. Promote customer connections in order to increase coverage. 3. Recovery of arrears.																																																																
Consumer Service	Average monthly consumption is about 28.32m ³ per connection, with per capita consumption of 47lts/day. Water is available at an average of 23.1 hours per day. Water quality compliance with WHO set standards is reported to be good with both E-Coli and Turbidity having 100% compliance. There were 250 sewer blockages during the year.																																																																
Performance Highlights	Mbeya UWSA provides water supply direct to 81% of the population in its service area. NRW is still high at 30.4%. A Bigger portion of customers are metered and, currently, metering ratio is 79.5%. Operating ratio is 1.06. Accounts receivable equivalent is 2 months. Average tariff stands at TZS 289.38 per m ³ which covers operating expenses. Number of staff per 1000 total connections ratio is 8.4.																																																																

MBEYA UWSA

Population served: 342,080

Production/Distribution

Average daily production	30,581m ³
Production capacity/day	27,555m ³
Treatment type	Conventional (Partial)
Storage capacity	12,215m ³
Service area	214km ²
Length of distribution network	388.7km

Service Connections

Total water connections	22,849
Domestic water connections	21,931
Total Sewer connections	222
Domestic sewer connections	179
Metering ratio	76.3%

Service Indicators

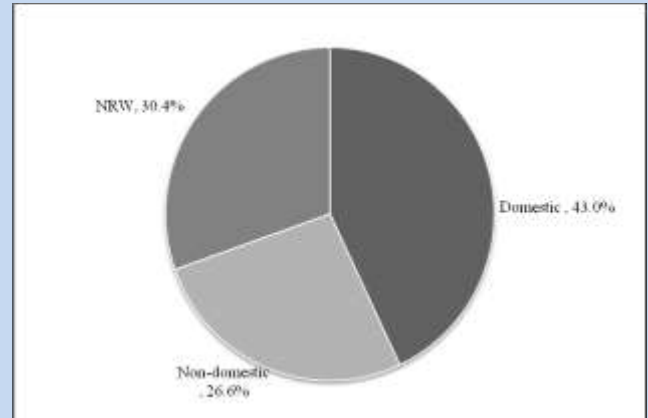
Water service coverage	81%
Average service hours	23.1
Per capita consumption	49l/c/d
Average tariff	289.38 TZS/m ³
Complaints per 1000 connections	34

Efficiency Indicators

Non-revenue water	30.4%
Unit production cost	238.2TZS/m ³
Operating ratio	1.06
Revenue collection efficiency	85.8%
Account receivable	2.8months
Staff/1000 connections	8.4

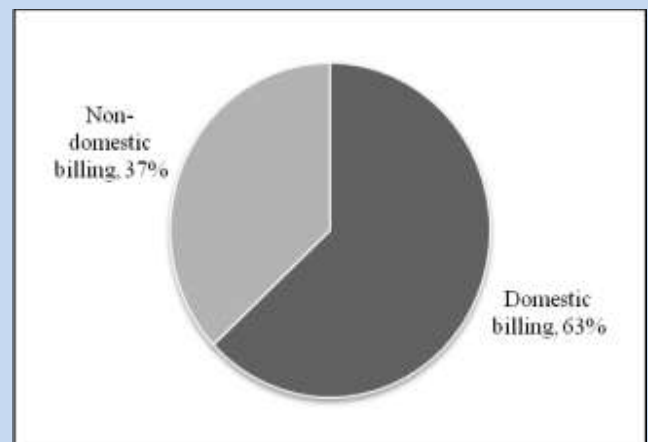
Income and Expenditure

Annual operating income from water and sewerage sales	TZS 2,915,468,518
Other operating income	TZS 129,425,313
Government's subsidy/grants	TZS 263,837,511
Other income	TZS 3,289,328
TOTAL INCOME:	TZS 3,312,020,670.2
Water production expenses	TZS 333,765,941
Water distribution expenses	TZS 26,377,080
Maintenance and repair expenses	TZS 123,440,517
Personnel expenses	TZS 1,039,106,083.6
Administration expenses	TZS 991,148,792.20
Other O&M expenses	TZS 144,824,749
Total O&M expenses	TZS 2,658,663,162.8
Provision for depreciation	TZS 582,583,423
Other Expenditure	-
TOTAL ANNUAL EXPENDITURE:	TZS 3,241,246,585.8



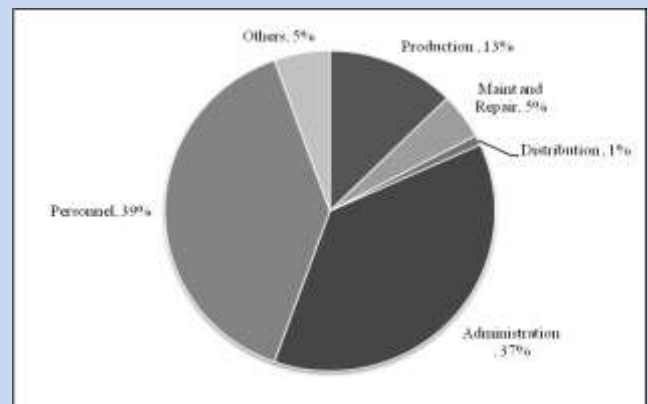
ANNUAL WATER USE

7,764,011m³



ANNUAL WATER BILLING

TZS 2,915,468,518



ANNUAL O&M COSTS

TZS 1,883,599,316

MOROGORO URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (MORUWASA)
Profile

Water Utility	MORUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Morogoro Municipality. Its area of operation has a total population of 284,176 people while the current served area of the utility has a population of 268,305. The current percentage population coverage is 94% and population density in the service area is 2,580 persons/km ² . The Utility draws water from surface (River - 19% and dam 80%) and groundwater sources (CCT borehole - 1%). The Utility has a sewerage system with sewer line of 31 km long and sewage treatment is by waste stabilization ponds. The average daily flow into ponds is 704m ³ /day (256,935.60m ³ /year).																																																																
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>19,969</td> </tr> <tr> <td>Total waste water connections</td> <td>807</td> </tr> <tr> <td>Total staff</td> <td>157</td> </tr> <tr> <td>Annual O&M costs</td> <td>TZS 3,146,686,907</td> </tr> <tr> <td>Annual water and sewerage collections</td> <td>TZS 3,254,528,303.50</td> </tr> <tr> <td>Annual water and sewerage billing</td> <td>TZS 3,769,031,581.30</td> </tr> </table>	Total water connections	19,969	Total waste water connections	807	Total staff	157	Annual O&M costs	TZS 3,146,686,907	Annual water and sewerage collections	TZS 3,254,528,303.50	Annual water and sewerage billing	TZS 3,769,031,581.30																																																				
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Priority of Needs	1. Rehabilitation/replacement and extension of the water supply and sewerage infrastructures. 2. Rehabilitation of Mafiga plant. 3. Rehabilitation of Mambogo water intake works. 3. Drilling of new four boreholes within Municipality. 4. Detailed study of additional new water sources. 5. Expansion of sewerage system 6. Construction and retooling of offices.																																																																
Consumer Service	Average monthly consumption is about 187.88m ³ per connection, with per capita consumption of 53lts/day. Water is available at an average of 22.1 hours per day. Water quality compliance with WHO set standards is fair with E-coli having 95% compliance and turbidity is having 98% compliance. There were 0.14 pipe breaks per km per year recorded and 334 sewer blockages during the year.																																																																
Performance Highlights	MORUWASA provides water supply direct to 94% of the population in its service area. NRW has improved and stands at 24%. A Bigger portion of customers are metered and currently metering ratio is 92.4%. Operating ratio is 0.97 and accounts receivable equivalent is 1 months. Average tariff stands at TZS. 525.37 per m ³ which covers operating expenses. Number of staff per 1000 total connections ratio is 7.9.																																																																

MORUWASA

Population served: 2868,305

Production/Distribution

Average daily production	23,506m ³
Production capacity/day	27,000m ³
Treatment type	Conventional
Storage capacity	96,930m ³
Service area	260km ²
Length of distribution network	320.05km

Service Connections

Total water connections	19,969
Domestic water connections	18,868
Total sewer connections	807
Domestic sewer connections	634
Metered connections	18,365

Service Indicators

Water service coverage	94.42%
Average service hours	19.5
Per capita consumption	67.6lts/c/d
Average tariff	525.37TZS/m ³

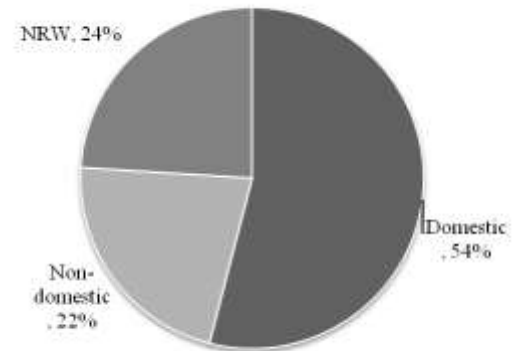
Efficiency Indicators

Non-revenue water	24.05%
Unit production cost	366.7TZS/m ³
Operating ratio	0.97
Account receivable	1month
Staff/1000 connections	7.9

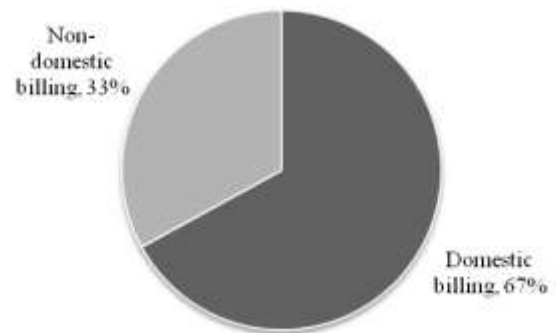
Income and Expenditure

Annual operating income from water and sewerage sales	TZS 3,769,031,581.3
Other operating income	TZS 42,416,968
Government's subsidy/grants	TZS 266,748,000
Other income	TZS 147,124,834
TOTAL INCOME	TZS 3,812,849,618

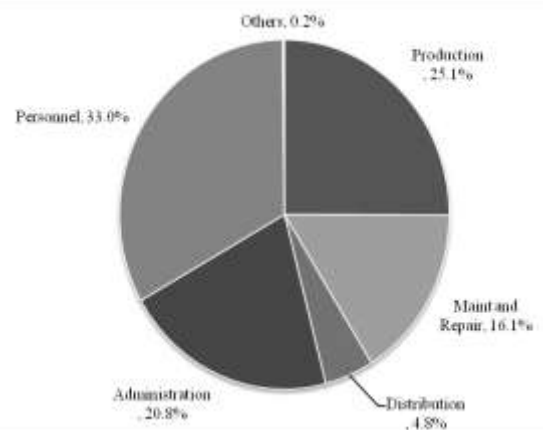
Water production expenses	TZS 789,109,136
Water distribution expenses	TZS 151,290,870
Maintenance and repair expenses	TZS 506,154,235
Personnel expenses	TZS 1,038,543,295
Administration expenses	TZS 655,591,130
Other O&M expenses	TZS 5,998,241
Total O&M expenses	TZS 3,146,686,907
Provision for depreciation	TZS 711,193,199
Other expenditure	-
TOTAL ANNUAL EXPENDITURE:	TZS 3,858,359,501



ANNUAL WATER USE
8,580,000M³



ANNUAL WATER BILLING
TZS 3,421,329,342.29



ANNUAL O&M COSTS
TZS 3,146,686,907

MOSHI URBAN WATER SUPPLY AND SANITATION AUTHORITY (MUWSA)
PROFILE

Water Utility MUWSA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Moshi Municipality. MUWSA is classified as Category A water authority and its area of responsibility has a total population of 156,234 persons. The present service area of the utility has a population density of 1816 persons/km². The utility draws water from two spring sources contributing about 90% of the daily water production and two boreholes contributing about 10%. The combined production capacity is 27,913m³/day. Water production exceeded the water demand in which the proportion of water production to water demand stood at 104%. The Utility has a sewerage system with sewer line of 45.668 km long and wastewater stabilization ponds as a wastewater treatment system. The average wastewater generation is 3,630m³/day. MUWSA has 144 permanent employees and 9 supporting staff of different qualifications and professions.

General Data About Water Utility	Total water connections	16,291
	Total waste water connections	2063
	Total staff	144
	Annual O&M costs	TZS 2,461,514,356
	Annual water and sewerage collections	TZS 2,432,717,700
	Annual billings and sewerage billings	TZS 2,501,461,532

Tariff Structure	Category	Domestic	Institutions	Commercial	Industrial
	Consumption Charge	TZS/m³	TZS/m³	TZS/m³	TZS/m³
		348	348	396	425

Notes: The Charges at water kiosks are TZS 300 /m³

SEWERAGE TARIFF				
Category	Domestic	Institution	Commercial	Industrial
TZS per m³ of water consumption	TZS/m³	TZS/m³	TZS/m³	TZS/m³
	174	174	198	213

Priority of Needs 1. Reduction of non- revenue water from 32% to acceptable level of 20% . 2. Connection of more sewerage customers. 3. Additional water sources. 4. Recovery of arrears.

Consumer Service Average monthly consumption of water is about 20m³ per domestic connection. Water is available at an average of 23.5 hours a day. Water quality is good with 95.3% of water samples taken during the year passing the E-coli tests. There were 2727 consumer complaints recorded and 2116 water pipe leaks repaired during the year.

Performance Highlights Moshi UWSA provides water supply direct to 97.4% of the population in its service area. NRW is still high at 32%. All production points, district zones are metered as well as all service connections. Operating ratio is fairly good at 0.91. Accounts receivable equivalent is 2.4 months. Average tariff at TZS 347.87 per m³ is fair and enough to cover operating expenses and part of investment. Staff/1000 connections ratio is good at 8.8.

MUWSA

Population served: 156,234

Production/Distribution

Average daily production	23,112m ³
Production capacity/day	27,913m ³
Treatment type	Chlorine dosing
Storage capacity	8,590m ³
Service area	54km ²
Distribution pipe network	407.8km

Service Connections

Total water connections	16,291
Domestic water connections	14,534
Total sewer connections	2,063
Domestic sewer connections	1,504
Metered connections	100%

Service Indicators

Water service coverage	97.4%
Service hours	23.5hrs
Per capita consumption	82l/c/d
Average tariff	TZS347.8/m ³
Complaints/1000 connections	167

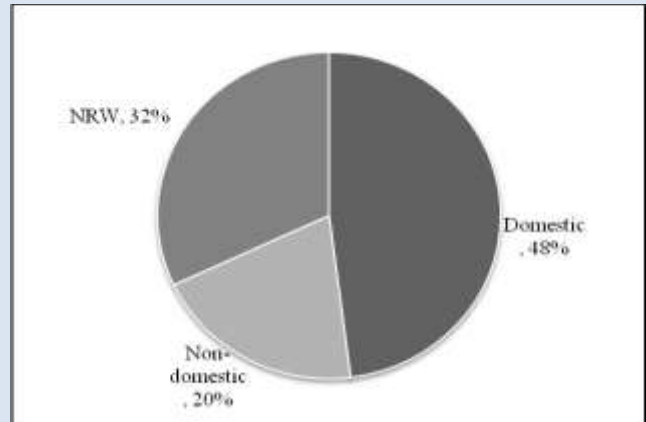
Efficiency Indicators

Non-revenue water	32%
Revenue collection efficiency	97.8%
Unit production cost 282	TZS/m ³
Operating ratio	0.91
Working ratio	0.83
Account receivables	2.4
Staff/1000 connections	8.8

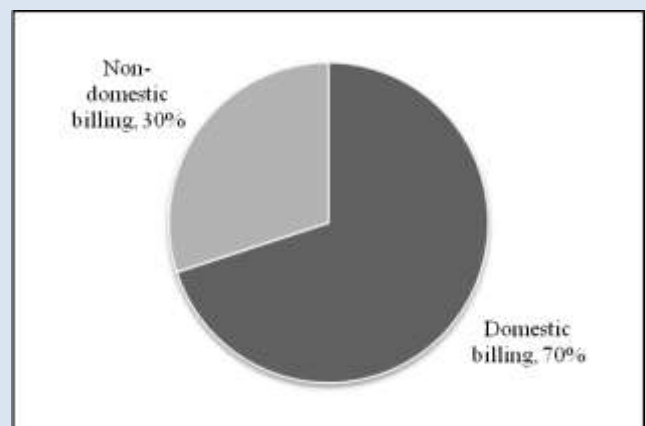
Income and Expenditure

Annual operating income from water and sewerage sales	TZS 2,501,461,532
Other operating income:	TZS 87,961,630.
Government's subsidy/grants:	-
Other income:	TZS 365,470,927
TOTAL INCOME:	TZS 2,954,894,089

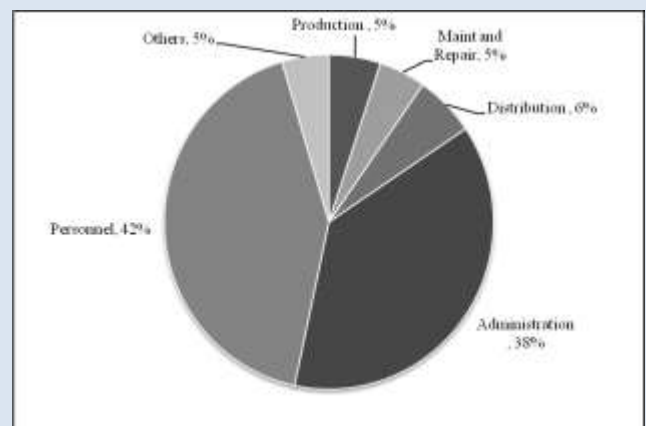
Water production expenses	TZS 124,715,976.60
Water distribution expenses	TZS 145,738,643.70
Maintenance and repair expenses	TZS 112,952,999.20
Personnel expenses	TZS 1,034,884,560.80
Administration expenses	TZS 930,027,177.20
Other O&M expenses	TZS 113,179,998.50
Total O&M expenses	TZS 2,461,514,356
Provision for depreciation	TZS 221,004,597
Other Expenditure	-
TOTAL ANNUAL EXPENDITURE:	TZS 2,682,518,953



ANNUAL WATER USE
5,911,980 M³



ANNUAL WATER BILLING
TZS 2,277,072,086



ANNUAL O&M COSTS
TZS 2,461,514,356

MTWARA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (MTUWASA)
Profile

Water Utility	MTUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Mtwara Municipality. Its area of operation has a total population of 104,200 persons while the current served area of the Utility has a population 93,780. The current percentage population coverage is 90% and population density in the service area is 1, 876 persons/km ² . The Utility draws water from surface (Spring - 1%) and groundwater sources (borehole - 99%). The Utility has neither sewerage system nor sewage treatment plant.		
General Data	Total water connections	6,576	
About	Total staff	58	
Water Utility	Annual O&M costs	TZS 1,321,986,865	
	Annual water collections	TZS 507,522,200	
	Annual water billing	TZS 868,986,754	

Tariff Structure

WATER TARIFF					
Category	Domestic	Institutions	Commercial	Industrial	Kiosks
TZS./m ³	500	900	1,000	1,000	400
Flat rate (TZS.)	5,000 – 15,000	-	-	-	-

New connection (water)	Reconnection	Service charge (Domestic)	Service charge (Non-domestic)
TZS.	TZS.	TZS.	TZS.
15,000	10,000	1,000	2,000

Priority of Needs

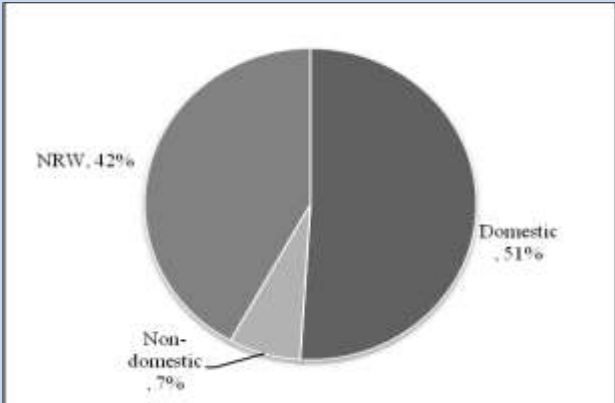
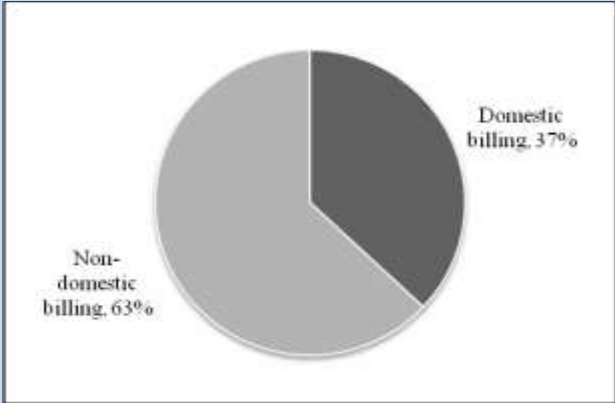
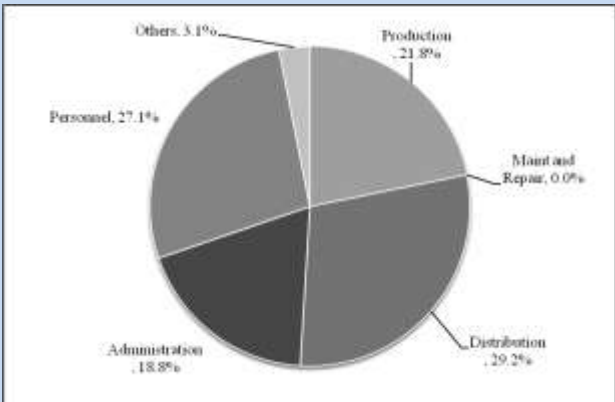
1. Renovation of existing well field at Mtawanya. 2. Refurbishment of Mtawanya booster pumping station and transmission main. 3. Rehabilitation of Magamba treatment plant. 4. Extensions to the existing network. 5. Construction of new sewerage system.

Consumer Service

Average monthly consumption is about 17.15m³ per connection, with per capita consumption of 39.55lt/c/day. Water is available at an average 10 hours per day. Water quality compliance with WHO set standards is fair with E-coli having 100% compliance and Turbidity is having 100% compliance. There were 1 pipe breaks per km per year recorded during the year.

Performance Highlights

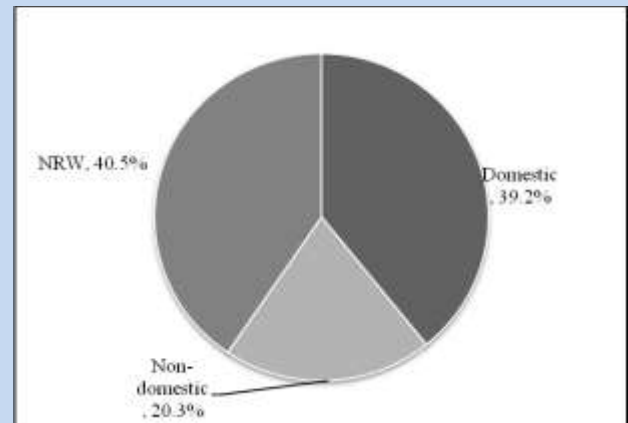
MTUWASA provides water supply direct to 90% of the population in its service area. There is improvement in UfW which currently stands at 27.4%. A Bigger portion of customers are metered and, currently, metering ratio is 89%. Operating ratio is at 0.94 while accounts receivable equivalent is 3.2 months. Average tariff stands at TZS. 627.44 per m³ which covers operating expenses. Number of staff per 1000 total connections ratio is 9.3.

MTUWASA Population served: 93,780		
Production/Distribution Average daily production 6,168m ³ Production capacity/day 6,7230m ³ Treatment type : Conventional Storage capacity 3,635m ³ Service area 163km ² Length of distribution network 204.1km		
Service Connections Total water connections 6,576 Domestic water connections 6,229 Metered connections 5,814		ANNUAL WATER USE 1,887,205M ³
Service Indicators Water service coverage 90% Average service hours 10 Per capita consumption 39.55lts/c/d Average tariff 627.44TZS/m ³		
Efficiency Indicators Non-revenue water 27.4% Unit production cost 693.3TZS/m ³ Operating ratio 1.63 Account receivable 3.6months Staff/1000 connections 8.8		ANNUAL WATER BILLING TZS 868,986,754
Income and Expenditure Annual water sales TZS 868,986,754 Other operating income TZS 79,078,190 Government's subsidy/grants TZS 121,990,144 Other income TZS 7,910,410 TOTAL INCOME TZS 1,077,965,498 Water production expenses TZS 288,237,609 Water distribution expenses TZS 385,630,937 Maintenance and repair expense - Personnel expenses TZS 358,884,189 Administration expenses TZS 248,126,825 Other O&M expenses TZS 41,107,305 Total O&M Expenses TZS 1,321,986,865 Provision for depreciation TZS 232,930,370 Other expenditure - TOTAL ANNUAL EXPENDITURE TZS 1,554,917,235		
		ANNUAL O&M COSTS TZS 1,321,986,865

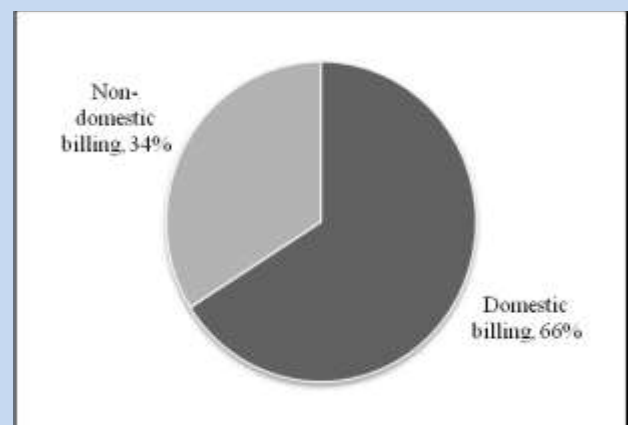
MUSOMA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (MUWASA)
Profile

Water Utility	<p>MUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sanitation services in the Musoma Municipality. Its area of responsibility has a total population of 143,000 persons. The present service area of the Utility has a population density of 2,270 persons/km², and the water supply network has a total length of 116.9km of pipelines. The Utility draws water from 3 Lake Victoria intakes, namely Mwisenge, Mutex and Bweri intakes. The combined production capacity is 17,378m³/day. Water production is 73.4% of water demand. The Utility has no sewerage system. MUWASA has 76 employees, long term and short term contractual staff of different qualifications and professions.</p>				
General Data About Water Utility	Total water connections	7,568			
	Total waste water connections	NIL			
	Total staff	76			
	Annual O&M costs	TZS 1,090,809,514.6			
	Annual collections	TZS 837,853,819			
	Annual billings& sewerage sales	TZS 1,006,017,239.7			
Tariff Structure	Category	Domestic	Institutions	Commercial	Industrial
		TZS/m³	TZS/m³	TZS/m³	TZS/m³
	Consumption Charge	390	400	550	550
	Notes: The charges at water kiosks are TZS 300 /m ³ .				
	Flat rates charges				
	Category	Domestic	Institutions	Commercial	Industrial
		TZS/month	TZS/month	TZS/month	TZS/month
	Consumption Charge	6,500	15,000	15,000	25,000
	OTHER CHARGES				
	New connection (water)	Reconnection	Service charge	Water use defaulters	Metre Rent
	TZS.	TZS.	TZS.	TZS.	TZS.
	20,000-50,000	7,500-17,500	1,000	50,000-120,000	800-8,600
Priority of Needs	<p>1. Reduction of non revenue water. 2. Improvement in revenue collection efficiency. 3. Metering. 4. Construction of water treatment plant and sewerage system.</p>				
Consumer Service	<p>Average monthly consumption is about 25.5m³ per domestic connection. Water is available at an average of 22 hours a day .Water quality is good with 89.6% of water samples taken during the year passing the E-coli tests. There were 170 consumer complaints recorded and 156 water pipe leaks repaired during the year.</p>				
Performance Highlights	<p>MUWASA provides water supply direct to 65% of the population in its service area. The NRW is still high at 40.5%. Operating ratio is at 1.17. Accounts receivable equivalent is 3.3 months. Average tariff is at TZS 418.62 per m³ to cover operating expenses and part of investment. Staff/1000 connections ratio is not good at 10.0.</p>				

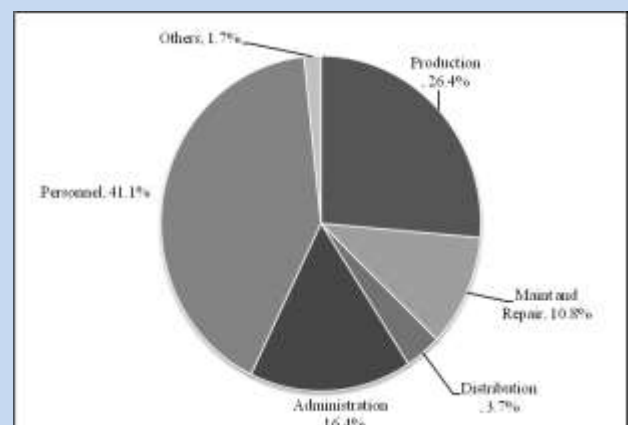
MUWASA	
Population served: 143,000	
Production/Distribution	
Average Daily Production	10,609m ³
Production capacity/day	17,378m ³
Treatment type	Chlorination
Storage capacity	1,518m ³
Service Area	63km ²
Distribution pipe network	116.9km
Service Connections	
Total water connections	7,568
Domestic water connections	7,016
Total Sewer connections	NIL
Domestic sewer connections	NIL
Service Indicators	
Water service coverage	65%
Service hours	2hrs
Per Capita Consumption	53l/c/d
Average Tariff	418.62TZS/m ³
Efficiency Indicators	
Non-revenue water	38.7%
Unit production cost	281.7 TZS/m ³
Operating ratio	1.17
Account receivable	3.3
Staff/1000 connections	10.0
Income and Expenditure	
Annual operating income from water and sewerage sales	TZS 1,006,017,239.7
Other operating income	TZS 17,526,818
Government's subsidy/grants	TZS 306,870,405
Other income	TZS 114,532,730.50
TOTAL INCOME	TZS 1,444,947,193.2
Water production expenses	TZS 287,490,830.4
Water distribution expenses	TZS 40,088,750
Maintenance and repair expenses	TZS 117,662,526.70
Personnel expenses	TZS 448,499,928.20
Administration expenses	TZS 178,535,920.40
Other O&M expenses	TZS 18,531,558.90
Total O&M expenses	TZS 1,090,809,514.60
Provision for depreciation	TZS 236,549,833.9
TOTAL ANNUAL EXPENDITURE	TZS 1,327,359,348.40



ANNUAL WATER USE
3,872,290m³



ANNUAL WATER BILLING
1,006,017,239.7



ANNUAL O&M COSTS
TZS 1,327,359,348.40

MWANZA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (MWAUWASA)
Profile

Water Utility	MWAUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sanitation services in the Mwanza City. Its area of responsibility has a total population of 458,500 persons. The present service area of the Utility has a population density of 1,019 persons/km ² , and the water supply network has a total length of 446.4km of pipelines. The utility draws water from Lake Victoria at three different locations, namely, Capri point, Chakula Barafu and Luchelele. The combined production capacity is 111,120m ³ /day. Water production is almost the same as water demand in which the proportion of water production to water demand stood at 97.2%. The Utility has a sewerage system with sewer line of 28.2km long and wastewater stabilization ponds as a wastewater treatment system. The average wastewater generation is 41.6m ³ /day. MWAUWASA has 157 permanent employees, 48 long-term contractual and 39 short-term contractual staff of different qualifications and professions..	
General Data About Water Utility	Total water connections	25,618
	Total waste water connections	2,413
	Total staff	244
	Annual O&M costs	TZS 4,996,352,915.50
	Annual collections	TZS 5,300,217,129.10
	Annual billings& sewerage sales	TZS 5,836,296,673.80

Tariff Structure	Category	Domestic	Institutions	Commercial	Industrial
	Consumption Charge	TZS/m³	TZS/m³	TZS/m³	TZS/m³
		415-470	470	675	800

Notes: The charges at water kiosks are TZS 300 /m³ .

SEWERAGE TARIFF

Category	Domestic	Institutions	Commercial	Industrial
TZS per month	50% of the metered water consumption			

OTHER CHARGES

New connection (water)	Reconnection	Service charge (Domestic)	Service charge (Non-domestic)	New connection (sewer)
TZS.	TZS.	TZS.	TZS.	TZS.
35,000	21,000-151,000	1,400	2,000-6,000	5,000

Priority of Needs	1. Reduction of non revenue water; 2. Improve water and sewerage coverage%; 3. Recovery of arrears.
Consumer Service	Average monthly consumption is about 34.2m ³ per domestic connection. Water is available at an average of 22 hours a day .Water quality is good with 100% of water samples taken during the year passing the E-coli tests. There were 914 consumer complaints recorded and 411 water pipe leaks repaired during the year.
Performance Highlights	MWAUWASA provides water supply direct to 90% of the population in its service area. NRW is still high at 44.2%. All production points and district zones are metered, as well as all service connections. Operating ratio is good at 1.08. Accounts receivable equivalent is 3.3. Average tariff at TZS 499.54 per m ³ is fair to cover operating expenses and part of investment. Staff/1000 connections ratio is good at 9.5.

MWAUWASA
Population served: 458,500

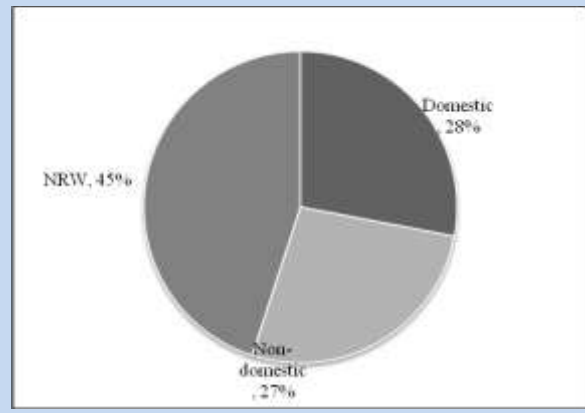
Production/Distribution	
Average daily production	51,212m ³
Production capacity/day	111,120m ³
Treatment type :	Conventional
Storage capacity	36,817m ³
Service area	450km ²
Length of distribution network	446.4km

Service Connections	
Total water connections	25,618
Domestic water connections	24,940
Total sewer connections	2,413
Domestic sewer connections	1,989
Metered connections	

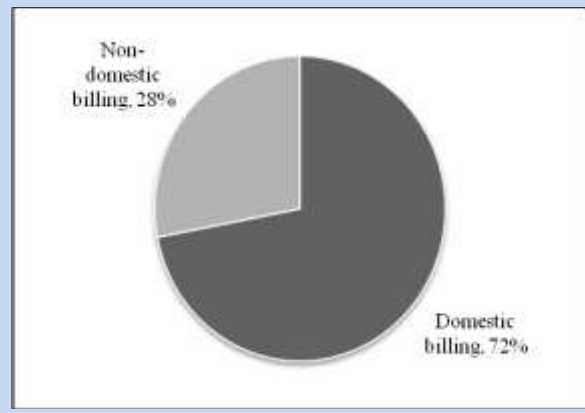
Service Indicators	
Water service coverage	90%
Average service hours	22
Per capita consumption	56l/c/d
Average tariff	499.54 TZS/m ³

Efficiency Indicators	
Non-revenue water	44.2%
Unit production cost	267.3TZS/m ³
Operating ratio	1.08
Account receivable	3.3months
Staff/1000 connections	9.5

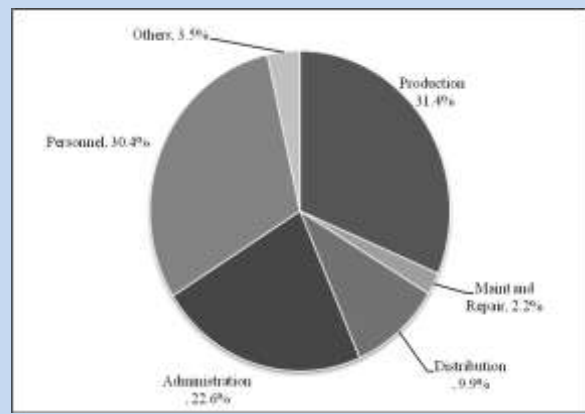
Income and Expenditure	
Annual operating income from water and sewerage sales	TZS 5,836,296,673.80
Other operating income	TZS 131,755,466
Government's subsidy/grants	-
Other income	TZS 12,336,240
TOTAL INCOME:	TZS 5,892,791,568
Water production expenses	TZS 1,568,544,192.6
Water distribution expenses	TZS 492,435,557.7
Maintenance and repair expenses	TZS 112,172,595
Personnel expenses	TZS 1,520,147,472
Administration expenses	TZS 1,128,889,969.70
Other O&M expenses	TZS 174,163,128.60
Total O&M expenses	TZS 4,996,352,915.50
Provision for depreciation	TZS 1,462,054,339
TOTAL ANNUAL EXPENDITURE:	TZS 6,458,407,254.50



ANNUAL WATER USE
18,692,488M³



ANNUAL WATER BILLING
TZS 3,263,553,236



ANNUAL O&M COSTS
TZS 4,602,366,590

SHINYANGA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY(SHUWASA)
Profile

Water Utility SHUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in Shinyanga Municipality. Its area of operation has a total population of 181,000 people while the current served area of the Utility has a population of 135,166. The current percentage population coverage is 73% and population density in the service area is 906 persons/km². The utility has three types of water sources and their percentage contribution to the total production during the reporting period is shown in the brackets: the dam(72%), boreholes(13%) and bulk water purchase(15%). The bulk water purchase started in the last quarter of the reporting year (2008/09); it is expected that this will be the main source of water for the Utility in the coming years. The Utility has no sewerage system.

General Data About Water Utility	Total active water connections	9,940
	Total staff	68
	Annual O&M costs	TZS 1,123,956,291.30
	Annual water collection	TZS 848,386,666
	Annual water billing	TZS 952,444,258.3

Tariff Structure

WATER TARIFF AND CHARGES					
Category	Domestic	Institutions	Commercial	Industrial	Kiosks
TZS./m ³	450 - 550	600 - 750	600 - 750	600 - 695	300
Flat rate (TZS.)	8,250	18,750	18,750	-	-
Service Charges (TZS/Month)	2,000	3,000	3,500	3,500	500

Priority of Needs 1. Construction of sewerage network and treatment plants. 2. Rehabilitation and extension of the water supply infrastructures. 3. Repair and preventive maintenance of existing infrastructure; 4. Social economic study of bulk water purchase.

Consumer Service Average monthly consumption is about 198.69 m³ per connection, with per capita consumption of 80lts/day. Water is available at an average of 15 hours per day. Water quality compliance with WHO set standards is good with both E-coli and Turbidity having 100% compliance. There were 417 pipe breaks/leaks per km per year recorded.

Performance Highlights SHUWASA provides water supply direct to 60% of the population in its service area. NRW is still high at 36.4%. Metering ratio stands at 71%. Accounts receivable equivalent is 1.9months. Average tariff stands at TZS. 409.93 per m³ which covers operating expenses. Number of staff per 1000 total connections ratio is 6.7.

SHUWASA

Population served: 135,166

Production/Distribution

Average daily production	8,835.46m ³
Production capacity/day	36,634m ³
Treatment type	Conventional
Storage capacity	21,840m ³
Service area	162km²
Length of distribution network	503.3km

Service Connections

Total water connections	10,215
Domestic water connections	9,597
Metering ratio	73.3%
Domestic metered connections	6,899

Service Indicators

Water service coverage	60%
Average service hours	15
Per capita consumption	80l/c/d
Average tariff	TZS 409.9/m ³

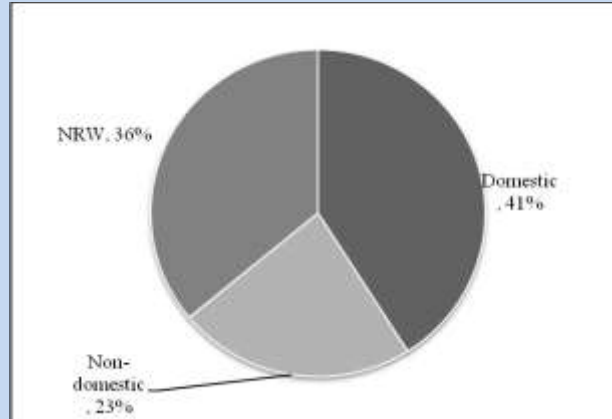
Efficiency Indicators

Non-revenue water	36.4%
Unit production cost	TZS 348.60/m ³
Account receivable	1.9 months
Staff/1000 connections	6.7

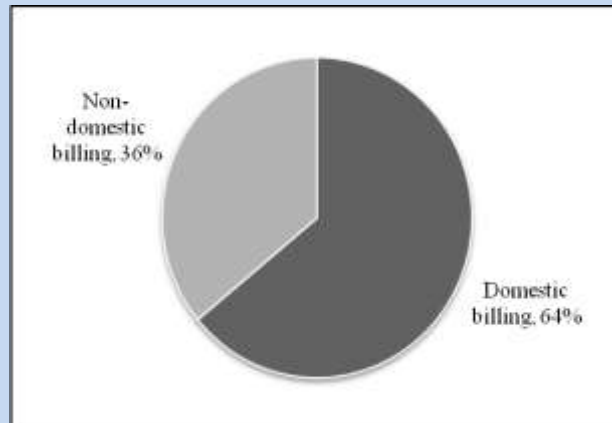
Income and Expenditure

Annual operating income from water sales	TZS 952,444,258.3
Other operating income	-
Government's subsidy/grants	-
Other income	-
TOTAL INCOME	TZS 952,444,258.30

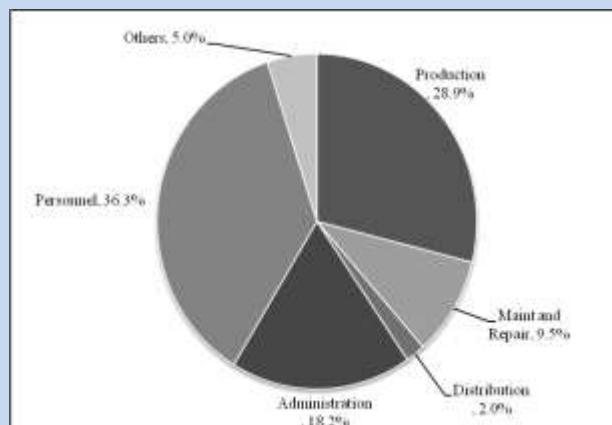
Water production expenses	TZS 325,129,466.60
Water distribution expenses	TZS 22,174,100.00
Maintenance and repair expenses	TZS 107,289,529
Personnel expense	TZS 407,996,183.60
Administration expenses	TZS 204,997,310.40
Other O&M expenses	TZS 56,369,701.70
Total O&M expenses	TZS 1,123,956,291.3
Provision for depreciation	TZS 280,191,061.70
Other expenditure	-
TOTAL ANNUAL EXPENDITURE:	TZS 1,123,979,261



ANNUAL WATER USE 2,029,630 M³



ANNUAL WATER BILLING TZS 952,444,258.30



ANNUAL O&M COSTS TZS 1,123,956,291.30

SUWSA

Population served: 81,662

Production/Distribution

Average daily production	4,672m ³
Production capacity/day	5,200m ³
Treatment type	Chlorination
Storage capacity	1,522m ³
Service area	83km ²
Length of distribution network	94km

Service Connections

Total water connections	4,417
Domestic water connections	3,841
Metering ratio	72.2
Domestic metered connections	2,860

Service Indicators

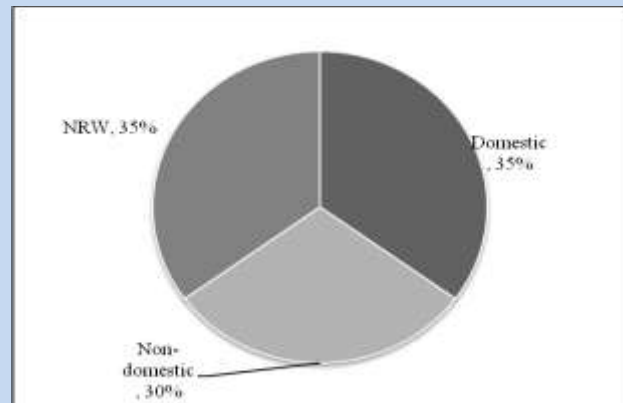
Water service coverage	75.8%
Average service hours	5
Per capita consumption	52l/c/d
Average tariff	TZS373.01/m ³

Efficiency Indicators

Non-revenue water	35%
Unit production cost	TZS 249.8 /m ³
Operating ratio	1.17
Account receivable	2.1 months
Staff/1000 connections	14

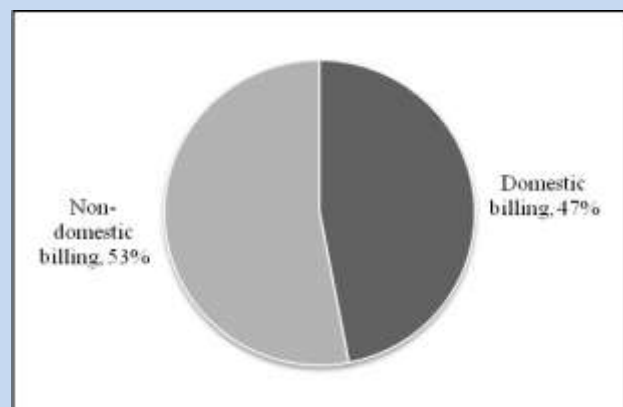
Income and expenditure

Annual operating income from water sales	TZS 395,432,121
Other operating income	TZS 14,604,310
Government's subsidy/grants	TZS 46,143,599
Other income	TZS 12,639,577
TOTAL INCOME	TZS 468,819,607
Water production expenses	TZS 61,493,020
Water distribution expenses	TZS 6,951,840
Maintenance and repair expenses	TZS 29,056,560
Personnel expenses	TZS 173,003,445
Administration expenses	TZS 141,593,584
Other O&M expenses	TZS 13,907,183
Total O&M expenses	TZS 426,005,632
Provision for depreciation	TZS 69,156,479
Other Expenditure	-
TOTAL ANNUAL EXPENDITURE: TZS 495,162,111	



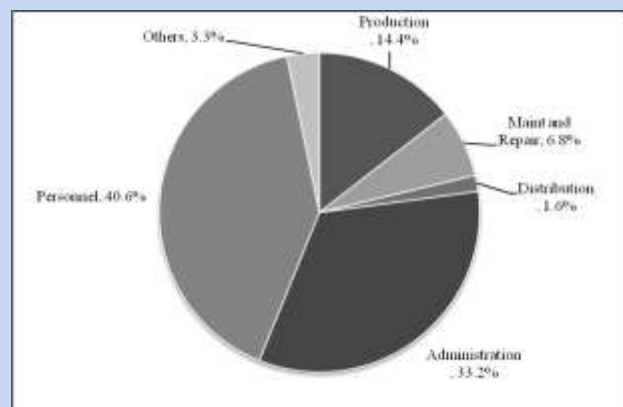
ANNUAL WATER USE

1,437,069 M³



ANNUAL WATER BILLING

TZS 395,432,121



ANNUAL O&M COSTS

TZS 426,005,632

SONGEA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (SOUWASA)
Profile

Water Utility	SOUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Songea Municipality. Its area of operation has a total population of 107,546 persons while the current served area of the Utility has a population 80,882. The current percentage population coverage is 75.21% and population density in the service area is 1,264 persons/km ² . The utility draws water from surface (Spring and river/shallow well - 100%). The Utility has sewerage system with sewer line of 36.4 km long and sewage treatment is by waste stabilization ponds. The average daily flow into ponds is 677m ³ /day (247,105m ³ /year).	
General Data About Water Utility	Total water connections	7,348
	Total waste water connections	457
	Total staff	67
	Annual O&M costs	TZS 789,545,772.70
	Annual water and sewerage collections	TZS 565,800,000
	Annual water and sewerage billing	TZS 736,678,591.80

Tariff Structure

WATER TARIFF					
Category	Domestic	Institutions	Commercial	Industrial	Kiosks
TZS./m ³	370 - 525	360 - 500	500 - 525	500 - 525	250
Flat rate (TZS)	2,500 – 4,000	7,500	10,000	-	-

SEWERAGE TARIFF				
Category	Domestic	Institutions	Commercial	Industrial
Percentage of the water bill (%)	40	40	40	40

OTHER CHARGES				
New connection (water)	Reconnection	Service charge (Domestic)	Service charge (Non-domestic)	Fixed charge (New sewer connection)
TZS.	TZS.	TZS.	TZS.	TZS.
35,000	8,000 – 15,000	2,000	2,000 – 5,000	20,000 – 50,000

Priority of Needs

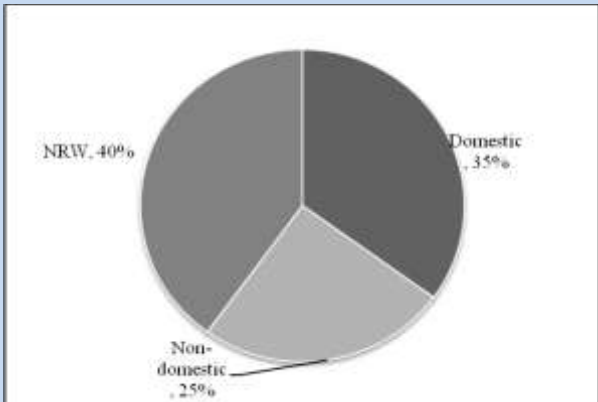
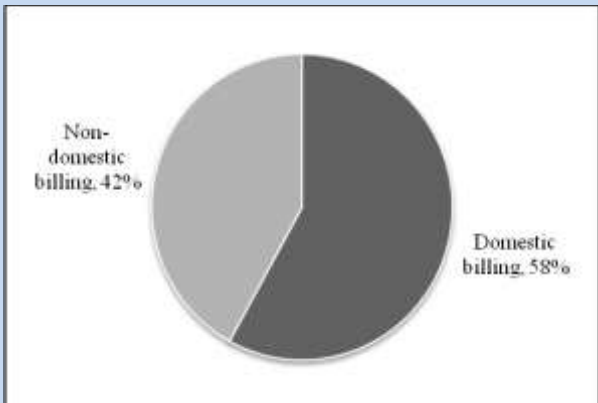
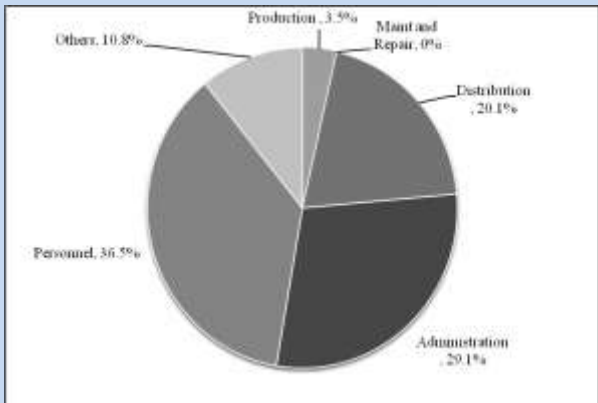
1. Feasibility study and design of the new reservoir/dam in order to have adequate water during the dry season. 2. Extension of sewerage network (Phase II). 3. Extension of water supply reticulation network to reach more customer. 4. Capacity building of the staff.

Consumer Service

Average monthly consumption is about 15.28m³ per connection, with per capita consumption of 45.65lts/day. Water is available at an average of 24 hours per day. Water quality compliance with WHO set standards is fair with E-coli having 100% compliance and turbidity is having 99% compliance. There were 0.1 pipe breaks per km per year recorded and 16 sewer blockages during the year.

Performance Highlights

SOUWASA provides water supply direct to 75.21% of the population in its service area. NRW is still high at 39.8%. A bigger portion of customers are metered and, currently, metering ratio is 79.9%. Operating ratio stands at 1.94 and Accounts receivable equivalent is 3.2months. Average tariff stands at TZS. 528.86 per m³ which covers operating expenses. Number of staff per 1000 total connections ratio is 7.8.

SOUWASA Population Served: 80,882		
Production/Distribution Average daily production 12,261m ³ Production capacity/day 14,236m ³ Treatment type Conventional Storage capacity 4,025m ³ Service area 400km ² Length of distribution network 243km		
Service Connections Total water connections 7,348 Domestic water connections 6,797 Total Sewer connections 457 Domestic sewer connections 409 Metering ratio 79.9%		ANNUAL WATER USE 2,237,6848M ³
Service Indicators Water service coverage 75.21% Average service hours 24 Per capita consumption 45.65lts/c/d Average tariff 482TZS/m ³		
Efficiency Indicators Non-revenue water 39.8% Unit production cost 352.8TZS/m ³ Operating ratio 1.94 Account receivable 3.2 months Staff/1000 connections 7.8		
Income and Expenditure Annual operating income from water and sewerage sales TZS 736,678,591.80 Other operating income - Government's subsidy/grants - Other income TZS 156,644,017.50 TOTAL INCOME: TZS 893,322,603.30 Water production expenses TZS 27,825,846.60 Water distribution expenses TZS 158,501,666.60 Maintenance and repair expenses - Personnel expenses TZS 288,106,591.50 Administration expenses TZS 229,753,079.30 Other O&M expenses TZS 85,358,588.80 Total O&M expenses TZS 789,545,772.70 Provision for depreciation TZS 946,809,129 Other expenditure - TOTAL ANNUAL EXPENDITURE: TZS 1,736,354,901.70		ANNUAL WATER BILLING TZS 736,678,591.80
		
		ANNUAL O&M COSTS TZS 789,545,772.70

SUMBAWANGA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (SUWASA)
Profile

Water Utility	SUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Sumbawanga Municipality. SUWASA is classified as a Class B water utility and its area of operation has a total population of 90,000 persons. The current percentage population coverage is 63.1%. The Utility draws water from surface (River - 95%) and groundwater sources (boreholes - 5%) and has a conventional treatment plant. The Utility has no sewerage system.	
General Data	Total water connections	4,193
About	Total waste water connections	-
Water Utility	Total staff	37
	Annual O&M costs	TZS 294,090,916
	Annual water and sewerage collections	TZS 296,507,740
	Annual water and sewerage billing	TZS 324,621,940

Tariff Structure

WATER TARIFF					
Category	Domestic	Institutions	Commercial	Industrial	Kiosks
TZS./m ³	300	400	350	500	500
Flat rate (TZS.)	3,000 - 4,000	5,000	5,000	15,000	-

SEWERAGE TARIFF				
Category	Domestic	Institutions	Commercial	Industrial
Percentage of the water bill (%)	-	-	-	-
Flat rate	-	-	-	-

OTHER CHARGES				
New connection (water)	Reconnection	Service charge (Domestic)	Service charge (Non-domestic)	Fixed Charge for New Sewer connection
TZS.	TZS.	TZS.	TZS.	TZS.
20,000	7,000 – 10,000	-	-	-

Priority of Needs

1. Rehabilitate and extend water supply and sewerage infrastructures. 2. Reduction of NRW. 3. Promote connections to customers. 4. Plan for and construct of sewerage infrastructure for Sumbawanga Municipality.

Consumer Service

Average monthly water consumption is about 20m³ per connection, with per capita consumption of 69lts/day. Water is available at an average of 16 hours per day. Water quality compliance with WHO set standards is fair with E-coli having 97% compliance and Turbidity is having 80% compliance.

Performance Highlights

SUWASA provides water supply direct to only 63.1% of the population in its service area. NRW is still high at 43.6%. A fair portion of customers are metered and, currently, metering ratio is 59.1%. Operating ratio is also high at 1.05. Accounts receivable equivalent is 2.1 months. Average tariff stands at TZS. 306.63 per m³ which covers operating expenses. Number of staff per 1000 total connections ratio is 8.8.

SUWASA

Population served: 284,176

Production/Distribution

Average daily production	4,920m ³
Production capacity/day	6,700m ³
Treatment type	Conventional (Partial)
Storage capacity	1,350m ³
Service area	44km ²
Length of distribution network	88km

Service Connections

Total water connections	4,193
Domestic water connections	3,994
Total sewer connections	-
Domestic sewer connections	-
Metering ratio	59.1%

Service Indicators

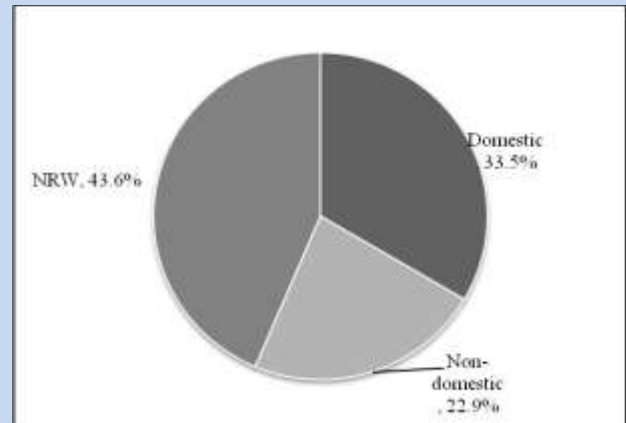
Water service coverage	63.1%
Average service hours	16
Per capita consumption	69l/c/d
Average tariff	309.9TZS/m ³
Complaints per 1000 connections	200

Efficiency Indicators

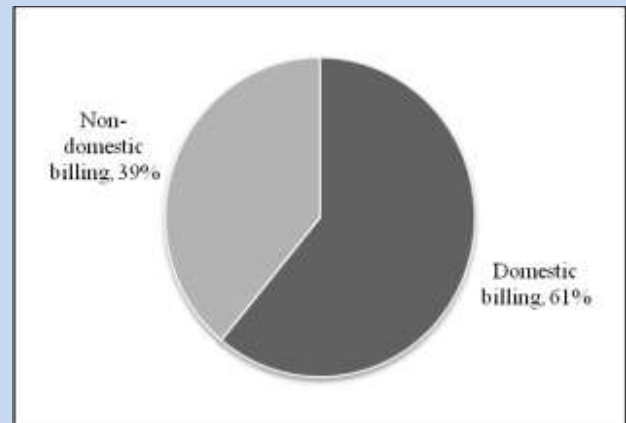
Non-revenue water	43.6%
Unit production cost	163.43TZS/m ³
Collection efficiency	81%
Operating ratio	1.05
Account receivable	1.9months
Staff/1000 connections	8.8

Income and Expenditure

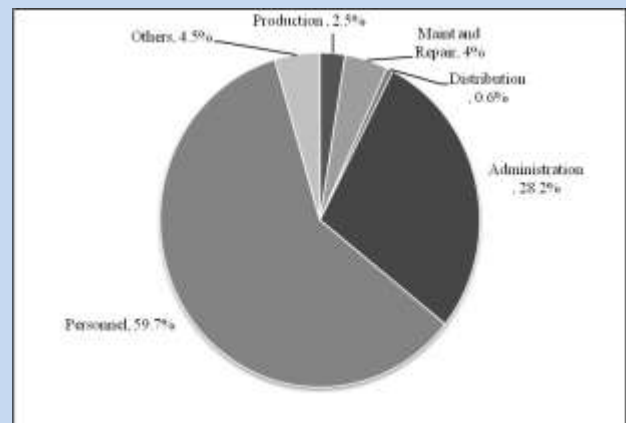
Annual operating income from water and sewerage sales	TZS 324,621,940
Other operating income	TZS 5,160,000
Government's subsidy/grants	-
Other Income	TZS 12,188,575.8
TOTAL INCOME:	TZS 341,970,515.8
Water production expenses	TZS 7,429,682
Water distribution expenses	TZS 1,778,050
Maintenance and repair expenses	TZS 12,868,625
Personnel expenses	TZS 175,686,288.10
Administration expenses	TZS 82,953,596.50
Other O&M expenses	TZS 13,374,675
Total O&M expenses	TZS 294,090,916.9
Provision for depreciation	TZS 37,326,195.10
Other expenditure	-
TOTAL ANNUAL EXPENDITURE:	TZS 331,417,112



ANNUAL WATER USE
1,012,739M³



ANNUAL WATER BILLING
TZS 324,621,940



ANNUAL O&M COSTS
TZS 294,090,916.90

TABORA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (TUWASA)
Profile

Water Utility	TUWASA is a fully autonomous public entity responsible for the overall operation and management of water supply and sewerage services in the Tabora Municipality. Its area of operation has a total population of 164,465 persons while the current served area of the utility has a population 95,980. The current percentage population coverage is 58%. The utility draws water from two dams of Kazima and Igombe located within the Municipality. The Utility has a sewerage system with sewer line of 19 km long and sewage treatment is by waste stabilization ponds. The average daily flow into ponds is 2,121m ³ /day (774,186m ³ /year).	
General Data	Total water connections	10,243
About	Total waste water connections	314
Water Utility	Total staff	85
	Annual O&M costs	TZS 1,437,970,234
	Annual water and sewerage collections	TZS 1,071,601,289
	Annual water and sewerage billing	TZS 1,447,498,369

Tariff Structure

WATER TARIFF					
Category	Domestic	Institutions	Commercial	Industrial	Kiosks
TZS./m ³	540 - 720	630 - 670	900 - 1170	1170 - 1260	900
Flat rate (TZS.)	12,000	25,000	25,000	30,000	-

SEWERAGE TARIFF				
Category	Domestic	Institutions	Commercial	Industrial
TZS/m ³	200	500	500	500
Flat rate	3,000-5,000	15,000-25,000	15,000-25,000	15,000-25,000

OTHER CHARGES				
New connection (water)	Reconnection	Service charge (Domestic)	Service charge (Non-domestic)	Meter Rent
TZS.	TZS.	TZS.	TZS.	TZS.
30,000-80,000	10,000-80,000	3,000	5,000	1,500 – 5,000

Priority of Needs

1. Rehabilitation and extension of the water supply and sewerage infrastructures. 2. Construction of treatment plant at Kazima dam. 4. Exploration for alternative water sources, especially underground water sources. 5. Metering of Customers. 6. Development strategy for raising collecting efficiency.

Consumer Service

Average monthly consumption is about 26.7m³ per connection, with per capita consumption of 140lts/day. Water is available at an average of 20.2 hours per day. Water quality compliance with WHO set standards is fair with E-coli having 96% compliance and turbidity is having 88% compliance. There were 0.9 pipe breaks per km per year recorded and 76 sewer blockages during the year.

Performance Highlights

TUWASA provides water supply direct to **58%** of the population in its service area. NRW is at 26.7%. A bigger portion of customers are metered and currently metering ratio is 79.6%. Operating ratio is stands at 1.12. Accounts receivable equivalent is very high at 5 months. Average tariff stands at about TZS. 423.53 per m³. Number of staff per 1000 total connections ratio is 8.3

TUWASA

Population served: 164,435

Production/Distribution

Average daily production	12,543m ³
Production capacity/day	17,400m ³
Treatment type	Conventional (Partial)
Storage capacity	5,865m ³
Service area	162km ²
Length of distribution network	230km

Service Connections

Total water connections	10,243
Domestic water connections	9,565
Total sewer connections	314
Domestic sewer connections	261
Metering ratio	79.6%

Service Indicators

Water service coverage	58%
Average service hours	20.2
Per capita consumption	140l/c/d
Average tariff	423.53TZS/m ³

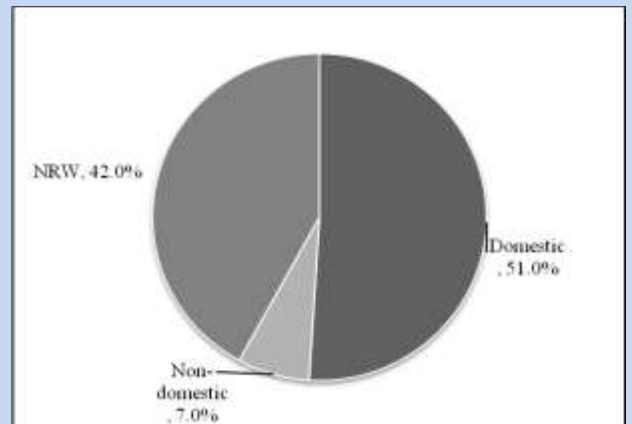
Efficiency Indicators

Non-revenue water	26.7%
Unit production cost	314.1TZS/m ³
Operating ratio	1.16
Account receivable	5months
Staff/1000 connections	8.3

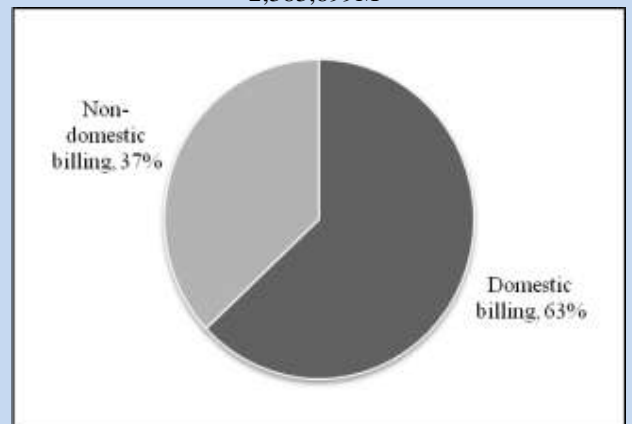
Income and Expenditure

Annual operating income from water and sewerage sales	TZS 1,439,171,669
Other operating income:	TZS 8,326,700
Government's subsidy/grants	-
Donor funds (SECO)	-
TOTAL INCOME	TZS 1,447,498,369

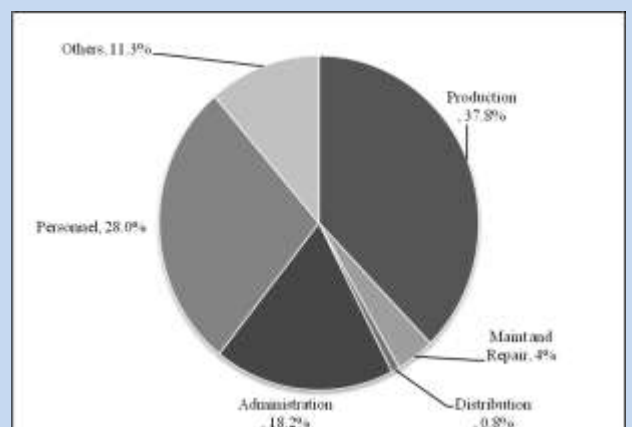
Water production expenses	TZS 543,128,436
Water distribution expenses	TZS 11,725,312
Maintenance and repair expenses	TZS 55,938,750
Personnel expenses	TZS 402,693,629
Administration expenses	TZS 261,918,721
Other O&M expenses	TZS 162,565,386
Total O&M expenses	TZS 1,437,970,234
Provision for Depreciation	TZS 181,163,211
TOTAL ANNUAL EXPENDITURE:	TZS 1,619,133,445



ANNUAL WATER USE
2,383,899M³



ANNUAL WATER BILLING
TZS 1,447,498,369



ANNUAL O&M COSTS
TZS 1,437,970,234

TANGA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY (Tanga UWSA)
Profile

Water Utility Tanga UWSA is a fully autonomous public entity responsible for the overall operation and management of water supply and sanitation services in the Tanga City. Its area of responsibility has a total population of 283,156 persons. The present service area of the Utility has a population density of 1089 persons/km². The Utility draws water from one source the Mabayani dam, with storage volume of 7,700,000m³ and production capacity of 42,000m³/day. The Utility has sewerage system with sewer line of 34.56 km long with no sewage treatment system. The average wastewater generation of 2164 m³/day is being discharged directly into the Indian Ocean. Water production meets the current water demand in which the proportion of water production to water demand stood at 100%

General Data About the Water Utility

Total water connections:	20,517
Total waste water connections:	2,483
Total staff:	121
Annual O&M costs:	TZS 3,035,177,797
Annual water and sewerage collections:	TZS 3,167,691,533
Annual water and sewerage billings:	TZS 3,224,891,407

Tariff Structure
Water Tariff

Category	Domestic	Institutions	Commercial	Industrial
Consumption Charge	TZS/m³	TZS/m³	TZS/m³	TZS/m³
	440	440	480	600

Notes: The charges at water kiosks are TZS 210 /m³ while for Bulky supply are TZS 520/m³

Sewerage Tariff

Category	Domestic	Institutions	Commercial	Industrial
TZS per m3 of 80% of consumed water	TZS/m³	TZS/m³	TZS/m³	TZS/m³
	120	220	225	302.5

Priority of Needs

1. Construction of waste water treatment plant. 2. Replacement of old pipes and reduction of NRW to acceptable level of 20%. 3. Additional water storage tanks. 4. Improvement of customer service.

Consumer Service

Average monthly consumption is about 20m³ per domestic connection. Water is available at an average of 24 hours a day. Water quality is good with 95.3% of water samples taken during the year passing the E-coli tests. There were 2727 consumer complaints recorded and 2672 answered, and 2116 water pipe leaks repaired during the year.

Performance Highlights

Tanga UWSA provides water supply direct to 98.4% of the population in its service area. The average Non- revenue water is at 24.6%. All production points are metered as well as all service connections. Operating ratio is 1.16 slightly above the best practice limit of at most 1. Accounts receivable equivalent is 1.6 months. Average tariff at TZS 441.08 per m³ is fair and enough to cover operating expenses and part of investment. Staff/1000 connections ratio is good at 5.9. Storage capacity is low at 39% of daily demand.

TANGA UWSA

Population served 283,156

Production/Distribution

Average Daily Production	25,506m ³
Production capacity/day	42,000 m ³
Treatment type	Conventional
Storage capacity	9,890m ³
Service area	260km ²
Distribution pipe network	474.53km

Service Connections

Total water connections	20,517
Domestic water connections	19,157
Total sewer connections	2,483
Domestic sewer connections	2,236
Metering ratio	100%

Service Indicators

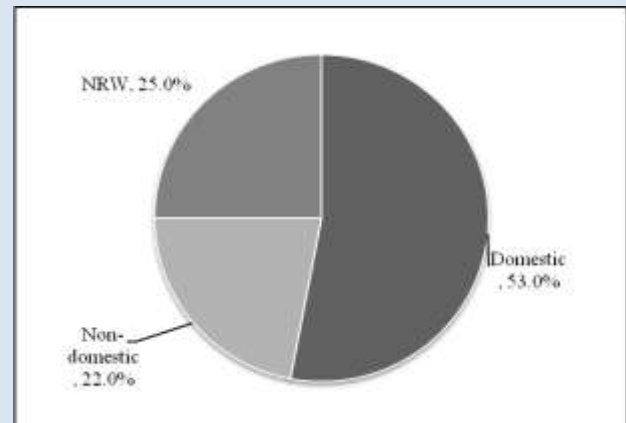
Water service coverage	98.4%
Service hours	24hrs
Per capita consumption	78l/c/d
Average tariff	441.08TZS/m ³

Efficiency Indicators

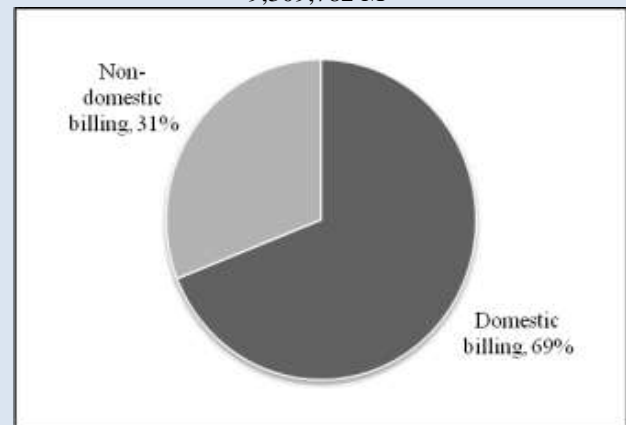
Non-revenue water	24.6%
Revenue collection efficiency	98%
Unit production cost	TZS 326/m ³
Operating ratio	1.16
Working ratio	0.84
Account receivable	1.6months
Staff/1000 connections	5.9

Income and Expenditure

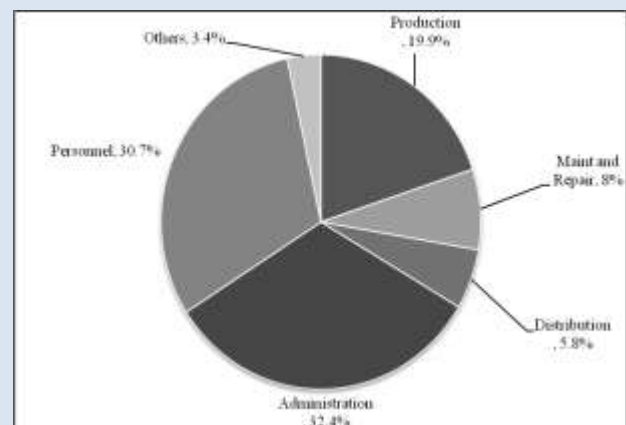
Annual operating income from water and sewerage sales	TZS 3,224,891,407
Other operating income	TZS 160,057,122.
Government's subsidy/grants	-
Other income	TZS 244,469,956
TOTAL INCOME:	TZS 3,629,418,485
Water production expenses	TZS 603,551,230
Water distribution expenses	TZS 176,741,728
Maintenance and repair expenses	TZS 236,637,369
Personnel expenses	TZS 931,471,240
Administration expenses	TZS 984,042,870
Other O&M expenses	TZS 102,733,360
Total O&M expenses	TZS 3,035,177,797
Provision for depreciation	TZS 1,176,061,647
Other expenditure	-
TOTAL ANNUAL EXPENDITURE:	TZS 4,211,239,444



ANNUAL WATER USE
9,309,782 M³



ANNUAL WATER BILLING
TZS 3,224,891,407



ANNUAL O&M COSTS
TZS 3,035,177,797

DAWASA/DAWASCO)
PROFILE

Water Utility DAWASCO service area has a population of about 4 million persons while the current served area of the Utility has a population of 3.5million persons. The current percentage population coverage is 82%. The Utility draws water from River Ruvu through upper and lower Ruvu intakes that contribute about 96% of the total water production, River Kizinga through the Mtoni intake that contributes about 2% of the total production, and 31 boreholes scattered in the service area, that contribute about 1% of the total production. The estimated water demand is 450,000 m³/day, whereas the water production from the four water sources, i.e. lower Ruvu, upper Ruvu, Mtoni and boreholes was 260,880.90 m³/day, that is about 58% of the total demand.

The Utility operates a sewerage system that has a total length of 188km. The waste water treatment method applied by DAWASCO is conventional treatment by using waste stabilization ponds. The Utility operates a total of 8 wastewater stabilization ponds located in different areas within the service area that have an inflow of 19,442,000m³/year.

General Data About the Water Utility	Total water connections	145,579
	Total active water connections	73,798
	Total waste water connections	25,000
	Total staff	889
	Annual O&M costs	TZS 23,552,816,431.80
	Annual water and sewerage collections	TZS 20,972,857,769.30
	Annual water and sewerage billing	TZS 18,041,721,466.50

Tariff Structure	Water tariff	Domestic customers TZS/m³	Non Domestic customers TZS/m³
	Operators tariff	488	
	FTDWSCF	29	
	Lessor tariff	137	
	Total Customer water tariff	654	725
	Sewerage (80% of water consumption)	TZS/m³	
	Operators tariff	133	
	Lessor tariff	41	
	Total customer sewerage tariff	174	174
	Band	Description	
	Band 1	The first 5m ³ consumed per month by domestic customers and all stand pipes were charged at band 1	
	Band 2	Additional supplies in excess of 5m ³ per month for domestic customers and all non domestic customers consumption were charged at Band 2	

Priority of Needs 1. Reduction of NRW. 2. Reduction of inactive accounts. 3. Increase of average monthly billing. 4. Increase of monthly revenue collection. 5. Increase of water production to cater for increased water demand in the service area. 6. Improvement of efficiency of the waste water stabilization ponds. 7. Metering of customers.

Consumer Service The average monthly consumption in DAWASCO service area is 52m³, while the per capita consumption was 40l/day. The availability of water in a day is for an average of 9 hours. The compliance with WHO water quality standards of the sample tested was 100% and 97% for E-coli and turbidity respectively. During the reporting period the Utility recorded a total of 16,056 pipe breaks that was equivalent to 10.5 pipe breaks per km. The total number of sewerage blockages was 4238 in a year.

Performance Highlights DAWASCO provides water supply direct to 82% of the population in its service area. NRW is high at 56.7%. The metering ratio for active customers is 67%. The operating ratio during the reporting period was 1.29. Accounts receivables totaled to 17 months. Average tariff stands at TZS. 689 per m³ which covers operating expenses. Number of staff per 1000 total connections is 6.1, while the number of staff per 1000 active connections is 11.9

DAWASCO

Population served: 3,500,000

Production/Distribution

Average daily production	260,880 m ³ /day
Production capacity/day	271,500m ³ /day
Treatment type	Conventional
Storage capacity	86,800 m ³
Service area	1500km ²
Distribution pipe network length	1,528km
Complaints per 1000 connections	3829

Service Connections

Total water connections	145,579
Domestic water connections	140,706
Total sewer connections	25,000
Domestic sewer connections	13,448
Metering ratio	67%

Service Indicators

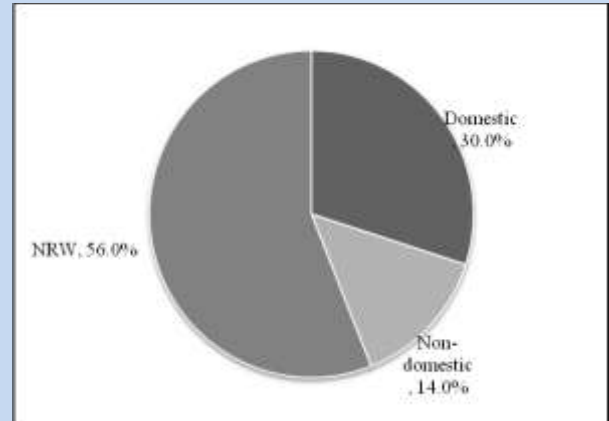
Water service coverage	82%
Average service hours	8hours
Per capita consumption	40l/cap/day
Average tariff	689TZS/m ³

Efficiency Indicators

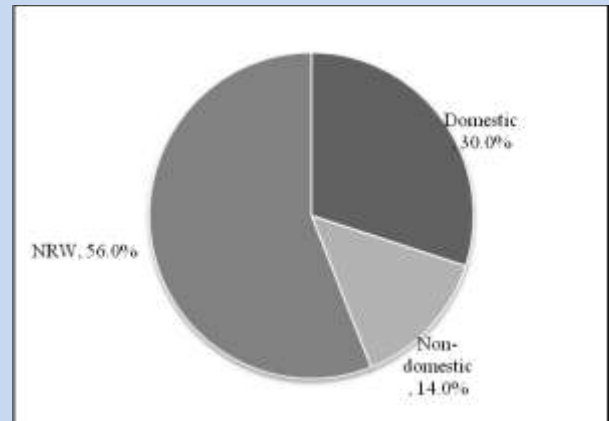
Non-revenue water	56%
Average operating cost	TZS 251/m ³
Operating ratio	1.29
Working ratio	1.26
Account receivable	18.9 months
Staff/1000 connections	6.1
Metering ratio	67%
Revenue collection efficiency	84.8%

Income and Expenditure

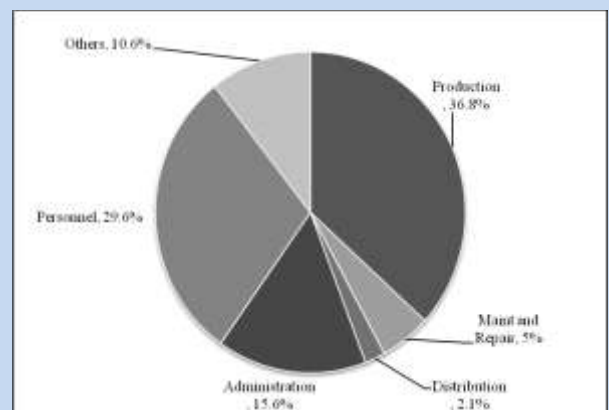
Annual operating income from water and sewerage sales	TZS 18,041,721,466.50
Other operating income	TZS 361,584,680.20
Government's subsidy/grants	TZS 2,300,000,000
Other income	TZS 247,174,852.10
TOTAL INCOME:	TZS 20,950,480,998.70
Water production expenses	TZS 8,664,922,531.10
Water distribution expenses	TZS 501,892,099.30
Maintenance and repair expense	TZS 1,250,345,150.70
Personnel expenses	TZS 6,977,084,744.40
Administration expenses	TZS 3,670,648,432.50
Other O&M expenses	TZS 2,487,923,473.90
Total O&M Expenses	TZS 23,552,816,431.80
Provision for depreciation	TZS 582,571,657.50
Other expenditure	TZS 3,629,446,553
TOTAL ANNUAL EXPENDITURE:	TZS 27,764,834,642.30



ANNUAL WATER USE
93823,005



ANNUAL WATER BILLING
TZS 18,041,721,466.50



ANNUAL O&M COSTS
TZS 23,552,816,431.80