

### APPENDIX 3: COMPLIANCE WITH REGULATORY OBLIGATIONS (LICENCE CONDITIONS, TARIFF CONDITIONS AND REPORTING )

**Table A3.1: SUMMARY of LICENCE CONDITIONS FOLLOWUP (2008/2009)**

No.	Utility Name	Pending issues	Remarks
1	Bukoba Urban Water Supply and Sewerage Authority (BUWASA)	<ul style="list-style-type: none"> <li>Map in A1 and A3 papers showing the Authority's operational area.</li> <li>Map in A1 paper showing catchments area and water sources.</li> <li>Map in A1 paper showing distribution system and location of treatment plants, pumping stations, booster stations, and water tank.</li> <li>Water rights documents.</li> <li>Title deeds of water sources if one have not acquired reasons to be stated.</li> </ul>	Not qualified
2	Kigoma Urban Water Supply and Sewerage Authority (KUWASA)	<ul style="list-style-type: none"> <li>Map in A1 and A3 papers showing the Authority's operational area.</li> <li>Water rights documents.</li> <li>Title deeds of water sources.</li> <li>E.I.A study report.</li> <li>Social Economic study report.</li> </ul>	Not qualified
3	Musoma Urban Water Supply and Sewerage Authority (MUWASA)	<ul style="list-style-type: none"> <li>Map in A1 and A3 papers showing the Authority's operational area.</li> <li>Map in A1 paper showing catchments area and water sources.</li> <li>Map in A1 paper showing distribution system and location of treatment plants, pumping stations, booster stations, and water tanks.</li> <li>Water rights documents.</li> <li>Title deeds of water sources.</li> </ul>	Not qualified
4	Mwanza Urban Water Supply and Sewerage Authority(MWAUWASA)		Qualified for Permanent License
5	Tabora Urban Water Supply and Sewerage Authority (TUWASA)		Qualified for Permanent License
6	Shinyanga Urban Water Supply and Sewerage Authority (SHUWASA)	<ul style="list-style-type: none"> <li>Socio-economic study report.</li> <li>Title deeds and water rights – only quotation of land surveying costs were presented, promised to include the costs in the coming year's budget.</li> </ul>	Not qualified
7	Singida Urban Water Supply and Sewerage Authority (SUWSA)		Qualified for Permanent License

No.	Utility Name	Pending issues	Remarks
8	Iringa UWSA Urban Water Supply and Sewerage Authority (IRUWASA)	<ul style="list-style-type: none"> <li>• Title deeds of water sources: evidence of the steps taken so far to acquire the title deeds was submitted.</li> <li>• E.I.A study report: EIA study has been included in the ongoing Feasibility Study, Design and Supervision for the Sewerage System in the Iringa Municipality. Copy of Terms of Reference was submitted as evidence. They will be required to follow NEMC procedures for EIA.</li> <li>• Social Economic study report : IRUWASA mentioned that they would employ a consultant for the social economic study. However, it was noted that the study was not included in their 2009/10 budget. We inquired for more clarification and they confirmed in writing that the budget would be reviewed to accommodate the study.</li> <li>• Final Water Right for abstraction in Little Ruaha River: provisional water right document for Little Ruaha was submitted</li> </ul>	Not qualified
9	Mbeya Urban Water Supply and Sewerage Authority (MBEYA UWSA)	<ul style="list-style-type: none"> <li>• Title deeds for Sisimba, Imeta, Mfwizimo, Nsalaga and Hanzya water sources: title deeds for only two(Ivumwe and Nzovwe sources) out of seven(7) water sources have been submitted. However, the Utility has submitted evidence of steps they have taken to obtain the title deeds which include copies of correspondences with relevant authorities.</li> <li>• Final water right documents: Mbeya UWSA submitted provisional water rights of its water sources.</li> </ul>	Qualified for Permanent Licence
10	Sumbawanga Urban Water Supply and Sewerage Authority (SUWASA)	<ul style="list-style-type: none"> <li>• Technical information in the format distributed.</li> <li>• Map in A1 paper showing distribution system and location of treatment plants, pumping stations, booster stations and water tanks;</li> <li>• Drawing in A3 showing water treatment plant flow charts.</li> <li>• Social Economic study report :the Utility requested to submit the above outstanding information by 31st December, 2009.</li> <li>• Title deeds for water sources: only letters of offer of right of occupancy was submitted.</li> </ul>	Not qualified
11	Dodoma Urban Water Supply and Sewerage Authority (DUWASA)		Qualified for Permanent Licence
12	Morogoro Urban Water Supply and Sewerage	<ul style="list-style-type: none"> <li>• Documents for Project under Implementation; WSDP, MCC</li> <li>• Social economic study report; to be conducted</li> </ul>	Not qualified

No.	Utility Name	Pending issues	Remarks
	Authority (MORUWASA)	on MCC or WSDP projects.	
13	Mtwara Urban Water Supply and Sewerage Authority (MTUWASA)	<ul style="list-style-type: none"> <li>• Drawing in A3 showing water treatment plant flow charts; to be submitted after rehabilitation.</li> <li>• Documents for Project under implementation: WSDP documents waiting for no objection of World Bank;</li> <li>• Water rights documents: -promised submission date August, 2009</li> <li>• Title deeds of water sources: promised submission June, 2010.</li> <li>• E.I.A study report; promised submission 1st quarter 2009/2010.</li> <li>• Social Economic study report: promised submission October, 2008.</li> </ul>	Not qualified
14	Songea Urban Water Supply and Sewerage Authority (SOUWASA)	<ul style="list-style-type: none"> <li>• Title deeds for:               <ul style="list-style-type: none"> <li>○ LUHIRA surface water source: (Other sources are in National Reserve area).</li> <li>○ Treatment plants at Matogoro.</li> <li>○ Tanks at Chimgege and Chemchem.</li> </ul> </li> <li>• Submitted evidence on 13th July 2009 to show that they have paid 1,654,000/= (on 24/05/2007) as costs of survey and issuance of title deed.</li> </ul>	Not qualified
15	Lindi Urban Water Supply and Sewerage Authority (LUWASA)	<ul style="list-style-type: none"> <li>• Water rights documents.</li> <li>• Title deeds of water sources.</li> <li>• E.I.A study report.</li> <li>• Social Economic study report.</li> <li>• Client service charter.</li> </ul>	Not qualified
16	Arusha Urban Water Supply & Sewerage Authority (AUWSA)		Qualified for Permanent Licence
17	Babati Urban Water Supply and Sewerage Authority (BAWASA)	<ul style="list-style-type: none"> <li>• Final grants of water rights documents.</li> <li>• Title deeds for water sources and infrastructure.               <ul style="list-style-type: none"> <li>○ Map in A1 paper showing distribution system and location of treatment plants, pumping stations, booster stations, and water tanks.</li> </ul> </li> </ul>	Not qualified
18	Moshi Urban Water and Sewerage Authority (MUWSA)		Qualified for Permanent Licence
19	Tanga Urban Water Supply and Sewerage Authority (TANGA UWSA)		Qualified for Permanent Licence

**Table A3.2 Submission Status of Annual Reports and Draft Financial Statements**

Utility	Annual Report 2008/2009	Draft Financial Statements (ending 30 <sup>th</sup> June, 2009)	Remarks
ARUSHA	<i>Submitted (14/10/2009)</i>	<i>Submitted (14/10/2009)</i>	<i>Late submission</i>
DODOMA	<i>Submitted (30/09/2009)</i>	<i>Submitted (30/09/2009)</i>	Timely submission
DAWASCO	<i>Submitted (21/11/2009)</i>	<i>Submitted (11/10/2009)</i>	<i>Late submission</i>
IRINGA	<i>Submitted (30/09/2009)</i>	<i>Submitted (30/09/2009)</i>	Timely submission
MBEYA	<i>Submitted (29/09/2009)</i>	<i>Submitted (29/09/2009)</i>	Timely submission
MOROGORO	<i>Submitted (3/11/ 2009)</i>	<i>Submitted (01/10/09)</i>	<i>Late submission</i>
MOSHI	<i>Submitted (30/09/2009)</i>	<i>Submitted (30/09/2009)</i>	Timely submission
MTWARA	<i>Submitted (05/10/2009)</i>	<i>Submitted (22/09/2009)</i>	50% Late submission
MWANZA	<i>Submitted (03/11/2009)</i>	<i>Submitted (08/10/2009)</i>	<i>Late submission</i>
SHINYANGA	<i>Submitted (20/11/2009)</i>	<i>Submitted (20/11/2009)</i>	<i>Late submission</i>
TABORA	<i>Not Submitted</i>	<i>Not Submitted</i>	<i>Late submission</i>
TANGA	<i>Submitted (15/10/2009)</i>	<i>Submitted (15/10/2009)</i>	<i>Late submission</i>
MUSOMA	<i>Submitted (01/09/2009)</i>	<i>Submitted (01/09/2009)</i>	Timely submission
BUKOBA	<i>Submitted (08/12/2009)</i>	<i>Not Submitted</i>	<i>Late submission</i>
KIGOMA	<i>Submitted (12/08/2009)</i>	<i>Submitted (12/08/2009)</i>	Timely submission
SINGIDA	<i>Submitted (15/09/2009)</i>	<i>Submitted (15/09/2009)</i>	Timely submission
SONGEA	<i>Submitted (12/10/2009)</i>	<i>Submitted (25/11/2009)</i>	<i>Late submission</i>
SUMBAWANGA	<i>Submitted (10/11/2009)</i>	<i>Submitted (10/11/2009)</i>	<i>Late submission</i>
BABATI	<i>Submitted (12/10/2009)</i>	<i>Submitted (12/10/2009)</i>	<i>Late submission</i>
LINDI	<i>Submitted (12/10/2009)</i>	<i>Submitted (12/10/2009)</i>	<i>Late submission</i>

**Table A3.3: Compliance with Tariff Order Conditions**

<b>BABATI TARIFF ORDER CONDITIONS COMPLIANCE : Order No.07-011 of 22-May -2007</b>				
<b>No</b>	<b>Condition Set</b>	<b>Date due</b>	<b>Compliance</b>	<b>Remarks</b>
1	Submission of plan on or before 31 January, 2008 to meter all its customers by June, 2009.	30 June, 2009	91%	Action plan report submitted and received on 28th December 2007. By June 2009 the metering ratio reported through annual submission was 88.46%.The delaying was reported to be due to lack of fittings which were not bought alongside with meters.
2	Submission of plan on or before 31 January, 2008 to increase the number of customers up to 80% of the households by June, 2009.	30 June, 2009	50%	Action plan submitted and received on 28th December 2007. Plans were incorporated in the WSDP projects. The WSDP projects till June, 2009, for BAWASA were at construction stage. Between 2007/08 and 2008/09, the percentage customer increase was 13%.
3	BAWASA shall submit to EWURA sufficient evidence on design and implementation plan on protecting its water source at Mrara.	30 June, 2009	100%	Action plan submitted on 29 August, 2008. Mrara source protected as ordered by EWURA by providing a fence at intake and security. Implemented during the financial year 2008/09.
6	BAWASA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the EWURA Guidelines.	n/a	90%	Maji's reports have been submitted up to the end of reporting period. The annual performance report and audited financial statement were delayed.
<b>Overall compliance</b>			<b>83%</b>	

**MOSHI TARIFF ORDER CONDITIONS COMPLIANCE: Order No.07-013 of 9<sup>th</sup> August, 2007.**

No	Condition Set	Date due	Compliance	Remarks
1	Submission of Utility plan on or before 31 <sup>st</sup> March, 2008 to achieve 20% UFW by 31 <sup>st</sup> December, 2009.	31 December, 2009	37.5%	Plan has been submitted on 27 <sup>th</sup> March, 2008. The UfW has gradually decreased from the reported 36% in 2006/07 to 32 reported in 2008/09. Measures taken were installation of 8 bulk meters, replacement of valves and relocations of customer meters.
3	MUWSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA.	N/A	95%	Annual report for 2008/09 was punctually submitted except audited accounts were delayed. MajIs monthly reports were submitted up to June, 2009.
<b>Overall Compliance</b>			<b>66%</b>	

<b>TANGA TARIFF ORDER CONDITIONS COMPLIANCE : Order No. 08-004 of 31<sup>st</sup> January, 2008</b>				
<b>No</b>	<b>Condition Set</b>	<b>Date due</b>	<b>Compliance</b>	<b>Remarks</b>
1	Revaluation of its noncurrent assets to determine their fair value.	31 <sup>st</sup> March, 2009	75%	Asset Valuation Report was submitted and received on 16 <sup>th</sup> October, 2009. The report was delayed.
2	Tanga UWSA shall conduct a rigorous customer survey and revise its service coverage both in terms of population and area, and furnish a report to EWURA.	31 <sup>st</sup> December, 2008	75%	A customer survey report was late submitted to EWURA in June, 2009.
3	Reduction of Unaccounted for Water (UfW) to 23% by June 2009	30 <sup>th</sup> June, 2009	75%	UFW of 24.6 attained in 2008/09. Tanga UWSA reported to require more resources to further decrease UFW to 23% .They were planning through implementation of WSDP to reduce UfW to 20% by 2012.
4	Submission of a programme for implementation of pro-active programme of customer outreach.	30 <sup>th</sup> September, 2008	75%	A customer outreach plan was late submitted to EWURA in June, 2009.
5	Tanga UWSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the EWURA Guidelines.	N/A	95%	MajIs reports were submitted on time. Annual performance report for 2008/09 as well as audited financial reports were delayed.
6	<b>Overall Compliance</b>		<b>79%</b>	

<b>ARUSHA TARIFF ORDER CONDITION COMPLIANCE:</b>				
<b>ORDER 09-010 of 25<sup>th</sup> June, 2009</b>				
<b>No</b>	<b>Condition Set</b>	<b>Date due</b>	<b>Compliance</b>	<b>Remarks</b>
1	AUWSA to continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA's "Water Utilities Information System".	Continuous timeline	85%.	MajI's reports were submitted as required. Annual Performance report for 2008/09 was late submitted. The submitted data/information were corrected for errors.
<b>Overall Compliance</b>			<b>85%</b>	

<b>MBEYA TARIFF ORDER CONDITION COMPLIANCE: Tariff Order No: 08-07 of Date: 27th June, 2008</b>				
<b>No.</b>	<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks on Implementation</b>
1	On or before 30th June, 2009, Mbeya UWSA shall meter all customers.	30 <sup>th</sup> June, 2009	76%	By 30 <sup>th</sup> June, 2009, only 76.7% of the customers were metered. It has been explained that the target was not met due to 8 months delay on delivery of water meters. Mbeya UWSA anticipated that by June, 2010, they would achieve 100% metering ratio.
2	Mbeya UWSA shall decrease level of Unaccounted for Water (UfW) from 32% to 30% by 30 <sup>th</sup> June, 2009.	30 <sup>th</sup> June, 2009	50%	By 30 <sup>th</sup> June 2009, UfW was 31%. Mbeya UWSA should strive to reduce UfW to reach the target set in the Order as well as meeting the best practice value of 20%.
3	On or before 30 <sup>th</sup> September, 2008 Mbeya –UWSA shall submit to	30 <sup>th</sup> September,	100%	Plan was submitted. Implementation of the plan showed that an additional pump of capacity 270m <sup>3</sup> /day was

	EWURA a plan of supplying water services to Ivumwe Street and Kabwe Ward including other places within their service area experiencing water shortage.	2008		installed at Nzovwe pumping station. As a result, water services in Ivumwe Street and Kabwe Ward were then available at an average of 18 hours per day. Improvement of water services to the level of 24 hours per day is required.
4	On or before 31st December, 2008, Mbeya UWSA shall provide evidence to EWURA that it has designed and is implementing a proactive programme of customer outreach. A status report on the implementation of that programme would be included with all future applications for tariff adjustment and considered by EWURA in evaluating the reasonableness thereof.	31 <sup>st</sup> December, 2008	90%	A customer outreach programme had been prepared. The activities for 2009/10 included preparation of fliers, banners, greeting cards, participation in <i>nane nane</i> exhibitions, stakeholder meetings and service delivery survey. Follow-up would be made to ensure that the programme was implemented.
5	Mbeya UWSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information would be used by EWURA to evaluate Mbeya UWSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation would be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment. In particular, Mbeya UWSA shall ensure that the accuracy of information provided in monthly reports is improved.		90%	Mbeya UWSA has continued to provide required information/data through MajIs and other reports as required. Although the submitted data/information required error corrections.

<b>Overall Compliance</b>	<b>81%</b>
---------------------------	------------

<b>IRINGA TARIFF ORDER CONDITION COMPLIANCE : ORDER 08-010 of Date: 5<sup>th</sup> August, 2008</b>				
	<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks on Implementation</b>
<b>1</b>	On or before 30 <sup>th</sup> November, 2008, IRUWASA shall submit to EWURA its plan to:			
1.1	reduce Unaccounted for Water (UfW) from the current 44 % to 20% by 30 <sup>th</sup> June 2012;	30 <sup>th</sup> Nov., 2008	100%	Plan was submitted as required. There was a slight improvement in UfW.
1.2	increase the population directly served with water services from 90% to 100% by 30 <sup>th</sup> June, 2010;	30 <sup>th</sup> Nov., 2008	100%	Plan was submitted as required.
1.3	increase sewerage coverage from 3.8% to 15% by 30 <sup>th</sup> June, 2012;	30 <sup>th</sup> Nov., 2008	100%	Plan was submitted as required. IRUWASA's strategies include conducting a sanitation study, customer mobilization, and increasing customer connections from 832 to 1,454, extension of lateral lines and improvement and extension of the existing treatment plant.
1.4	improve the bacteriological water quality to WHO standards by 31 <sup>st</sup> March, 2009;	30 <sup>th</sup> Nov., 2008	100%	Plan submitted as required. Residual chlorine tests were being conducted at Ndiuka treatment plant (at least once a day) and randomly in the distribution system (weekly). Expansion of Ndiuka Treatment Plant was ongoing as part of Iringa Water Supply and Sanitation Project (Phase II) whereby treatment plant capacity would be increased by 50%. The residual chlorine results show that they met requirements. E-coli tests conducted in the distribution system showed that they met requirements.
<b>1.5</b>	Improve revenue collection efficiency to	30 <sup>th</sup> Nov.,	92%	Plan submitted as required. IRUWASA's strategies

	95% by 30 <sup>th</sup> June 2009.	2008		<p>include improvement on water meter management, bills recording and distribution, debts follow up and customer outreach.</p> <p>By 30<sup>th</sup> June, 2009, revenue collection efficiency was 85%. IRUWASA was required to review its strategies for revenue collection in order to comply with the order.</p>
2	On or before 30 <sup>th</sup> June, 2009, IRUWASA shall meter all its customers.	30 <sup>th</sup> June, 09	86%	<p>By 30<sup>th</sup> June, 2009, metering ratio was 86.4%. IRUWASA is required to review its strategies for revenue collection in order to comply with the order. There was a delay in delivery of 5,000 water meters which were expected by May, 2009. It has been explained that the meters would be delivered soon and that the target of metering all the customers would be attained by end of December, 2009.</p>
3	On or before 31st December, 2008, IRUWASA should provide evidence to EWURA that it has designed and is implementing a pro active programme of customer outreach. A status report on the implementation of that programme shall be included with all future applications for tariff adjustment and considered by EWURA in evaluating the reasonableness thereof.	31st Dec., 2008	90%	<p>Customer Outreach programme was submitted as required. IRUWASA implements a customer outreach programme which included advertisements in local radios (Ebony and Country FM); use of letters, public education meetings (ward meetings), site visits as well as advertisements in newspapers mainly during Maji Week celebrations. It has been noted that in 2008/09 five (5) meetings were held at four wards (Mwangata, Kitwiru, Ruaha and Ilala) while customer visits were conducted at Kitwiru, Ruaha, Mtwivila and Mwangata Wards</p>
4	IRUWASA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information would be used by EWURA to evaluate IRUWASA performance in comparison with other utilities and the	NA	90%	<p>IRUWASA had continued to provide required information/data through MajIs and other reports as required.</p>

	<p>improvement of its performance over time. This evaluation would be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment. In particular, IRUWASA shall ensure that the accuracy of information provided in monthly reports was improved.</p>			
<b>Overall Compliance</b>			<b>95%</b>	

<b>DODOMA TARIFF ORDER CONDITION COMPLIANCE: ORDER No.08 – 002 of 8<sup>th</sup> April, 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
1. On or before 30 <sup>th</sup> September 2008 DUWASA shall submit to EWURA its plan to:	30 <sup>th</sup> Sept., 2008	50%	Plan was submitted on 12 <sup>th</sup> November, 2008.
1.1 increase water accessibility to the population directly served with water services from 86% to 95% by December, 2010,			
1.2 improve the combined efficiency of the borehole pumps at Mzakwe well field when all interconnected pumps are working,	30 <sup>th</sup> Sept., 2008	50%	DUWASA has ordered eight (8) Non-return valves which are expected to be delivered in July, 2009.
1.3 repair/replace the bulk water meters for the measurement of water produced, by 30 <sup>th</sup> June, 2009.	30 <sup>th</sup> Sept., 2008	50%	DUWASA had already installed a 24” bulk water meter at the water source for recording the actual quantity of water produced. (Installed on 31 <sup>st</sup> August, 2009).
2. Provide details of cost reduction and operational efficiency improvement initiatives to be undertaken in 2008/09 by 31 <sup>st</sup> July, 2008.	31 <sup>st</sup> July, 2008	50%	Plan for second phase was to centralize 13 remaining boreholes in 2009/10. Also would accommodate 2 new boreholes.
3. DUWASA shall reduce the Unaccounted for Water (UfW) to an average of 27 percent during the financial year 2008/09.	financial year 2008/09	50%	DUWASA’s efforts towards reduction of UfW were in different stages of implementation. However, after installation of Bulk meter at the source, DUWASA was

<b>DODOMA TARIFF ORDER CONDITION COMPLIANCE: ORDER No.08 – 002 of 8<sup>th</sup> April, 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
			then recording and monitoring actual production.
4. On or before 31 <sup>st</sup> December, 2008, DUWASA shall submit to EWURA a detailed implementation report of the investments projects and a detailed expenditure of the funds provided for depreciation in the 2007/08 budget.	31 <sup>st</sup> December, 2008	100%	In the financial year 2007/2008, by using its internally generated funds, DUWASA implemented watersupply projects in the areas of Kisasa South and East, Mnadani, Ilazo South, Mwangaza and part of Ntyuka village which includes Ntyuka Secondary School. About Tshs. 48.91m/- was spent and such a cost was satisfactorily recovering.
6.0 On or before 30 <sup>th</sup> September, 2008, DUWASA shall submit to EWURA its plan on how it was going to serve the Kisasa area and to solve the water problem at Ntyuka village.	30 <sup>th</sup> Sept. 2008	75%	About 2km of water supply pipeline had been constructed in part of the Kisasa area (Kisasa south, west and east) at a total cost of Tshs 10.1m/=. This project had, as well improved water supply services to Kisasa. About 355 households were benefiting from these projects through house connections and kiosks.
7.0 DUWASA shall continue providing EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information would be used by EWURA to evaluate DUWASA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation would be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment. In particular DUWASA shall ensure that the accuracy of information provided in	Annually	90%	Both Annual report and Financial Statement were submitted to EWURA (on time) but the information/data needed some correction of errors.

<b>DODOMA TARIFF ORDER CONDITION COMPLIANCE: ORDER No.08 – 002 of 8<sup>th</sup> April, 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
monthly reports was improved.			
<b>Overall Compliance</b>		<b>64%</b>	

<b>MOROGORO TARIFF ORDER CONDITION COMPLIANCE : ORDER No.08 – 008 of 27<sup>th</sup> June 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
1. On or before 30 <sup>th</sup> November, 2008, MORUWASA shall submit to EWURA its plan to:			
1.1 reduce Unaccounted for water (UfW) from the current 26.7% to 20% by 30 <sup>th</sup> June, 2010.	30 <sup>th</sup> Nov., 2008	0%	Plan not submitted; 3,600 water flow meters were installed; replacement of old pipes 300 meters; 4,076 minor leakages and 2 major breakdowns were repaired; Unaccounted for Water (UfW) reduced to 24.05%.
1.2 improve payment at water kiosks so as to ensure that, at least more than 95% of water kiosks would be always operational by 30 <sup>th</sup> June, 2009	30 <sup>th</sup> Nov-08	0%	Plan not submitted. Kiosks operators were being paid in time; MORUWASA was monitoring revenue and maintaining the kiosks; disconnected the service from the kiosks for unpaid kiosks.
1.3 improve the bacteriological water quality to comply fully with World Health Organization (WHO) standards by September 2008	Sept., 2008	100%	The test results indicated no E-coli detected; the average turbidity was 1.5 NTU.
2. On or before 30 <sup>th</sup> September, 2008, MORUWASA should provide evidence to EWURA that it had designed and was implementing a pro-active programme of customer outreach. A status report on the	30 <sup>th</sup> Sep-08	75%	Implemented through media, pamphlets, and flyers; conducting meetings during the Maji Week; customer services charter

<b>MOROGORO TARIFF ORDER CONDITION COMPLIANCE : ORDER No.08 – 008 of 27<sup>th</sup> June 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
implementation of that programme shall be included with all future applications for tariff adjustment and be considered by EWURA in evaluating the reasonableness thereof.			brochure; broadcasting (radio and TV programs).
3. MORUWASA shall continue providing EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information would be used by EWURA to evaluate MORUWASA's performance in comparison with other utilities and the improvement of its performance over time. The results of this evaluation would be considered by EWURA in determining the reasonableness of all future requests for tariff adjustment. In particular MORUWASA shall ensure that the accuracy of information provided in monthly reports was improved	Annually	50%	Both Annual report and Financial Statement were submitted to EWURA (late) and corrections done regularly.
<b>Overall Compliance</b>		<b>45%</b>	

<b>MTWARA TARIFF ORDER CONDITION COMPLIANCE : ORDER No.08 – 012 of 3<sup>rd</sup> October 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
1. On or before 31st March, 2009, MTUWASA shall submit to EWURA its plan to:	31 <sup>st</sup> March, 2009		
1.1. increase hours of water service from 12 to 24 hours by making use of the idle installed capacity of about 5,000 m <sup>3</sup> /day at Mtawanya well field,		62.5%	Plan was submitted on 31 <sup>st</sup> March, 2009. Production had increased from 6,500m <sup>3</sup> /day as at June, 2008 to 7,500 m <sup>3</sup> /day as at February, 2009 through rehabilitation of Booster pumps at Mtawanya Booster Stations.

<b>MTWARA TARIFF ORDER CONDITION COMPLIANCE : ORDER No.08 – 012 of 3<sup>rd</sup> October 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
			Production was expected to increase to 8,500m <sup>3</sup> /day (70% of demand) after the implementation of Immediate Works Project through WSDP due to start in that year and would take 15 months.
1.2. reduce Unaccounted for Water (UfW) from 34% to below 20%,		62.5%	Plan was submitted on 31 <sup>st</sup> march 2009. UfW had decreased from 34% as at June, 2008, to 27% as at June, 2009.
1.3. install air valves and water meter along the main pipe from Mkindani Mchuchu Water Spring Source to the Pump house at Mkindani,		62.5%	Plan was submitted on 31 <sup>st</sup> march 2009. Procurement of meters and others necessary fittings for installation were in process. The water meter has been purchased in March, 2009 and was due for installation.
1.4. Construct a sewerage system.		50%	Mtwara is one of the seven (7) towns to be supported by EU in the provision of sewerage infrastructures and the studies are due to start in 2009/10.
2. MTUWASA shall read water meters at least once every two months starting from 1 <sup>st</sup> November, 2008.	1 <sup>st</sup> Nov., 2008	100%	Customer meter readings were monthly recorded for the purpose of monthly water bills preparation.
3. MTUWASA shall continue providing EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information would be used by EWURA to evaluate MORUWASA's performance in comparison with other utilities and the improvement of its performance over time. The results of this evaluation will be considered by EWURA in	Annually	62.5%	Both Annual report and Financial Statement were submitted to EWURA (Late).

<b>MTWARA TARIFF ORDER CONDITION COMPLIANCE : ORDER No.08 – 012 of 3<sup>rd</sup> October 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
determining the reasonableness of all future requests for tariff adjustment. In particular MTUWASA shall ensure that the accuracy of information provided in monthly reports is improved			
<b>Overall Compliance</b>		<b>67%</b>	

<b>SONGEA TARIFF ORDER CONDITION COMPLIANCE : ORDER No.08 – 005 of 27<sup>th</sup> May 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
1. On or before 30 <sup>th</sup> September 2008, SOUWASA shall submit to EWURA its plan to:			
1.1 reduce Unaccounted for water (UfW) from 34% to 25% by June, 2010,	30 <sup>th</sup> Sep., 2008	0%	No plan had been submitted. This activity to be evaluated by July, 2010.
1.2 increase metering of customers to 100% by 30 <sup>th</sup> June, 2010,	30 <sup>th</sup> Sep., 2008	0%	No plan had been submitted. This activity to be evaluated by July, 2010.
2. On or before 30 <sup>th</sup> September, 2008, SOUWASA shall provide evidence to EWURA that it has designed and is implementing a proactive programme of customer outreach. A status report on the implementation of that programme shall be included with all future applications for tariff adjustment and considered by EWURA in evaluating the reasonableness thereof.	30 <sup>th</sup> Sep., 2008	40%	Client service charter had been submitted.
3. SOUWASA shall continue providing EWURA with information about its financial and operating condition in accordance with the	Annually	62.5%	Both Annual report and Financial Statement were submitted to

<b>SONGEA TARIFF ORDER CONDITION COMPLIANCE : ORDER No.08 – 005 of 27<sup>th</sup> May 2008</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
requirements of EWURA. This information will be used by EWURA to evaluate SOUWASA's performance in comparison with other utilities and the improvement of its performance over time. The results of this evaluation will be considered by EWURA in determining the reasonableness of all future requests for tariff adjustment. In particular SOUWASA shall ensure that the accuracy of information provided in monthly reports is improved			EWURA(late).
<b>Overall Compliance</b>		<b>26%</b>	

<b>LINDI TARIFF ORDER CONDITION COMPLIANCE : ORDER No. 09-005 of 27<sup>th</sup> February, 2009</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
1. On or before 31 <sup>st</sup> May, 2009 LUWASA shall submit to EWURA its plan on how to:			
1.1. reduce Unaccounted for Water (UfW) from the current 46% to 25% by 30 <sup>th</sup> June, 2011,	31 <sup>st</sup> May, 2009	0%	Plan not submitted. Evaluation of the implementation to be done by 30 <sup>th</sup> June, 2011.
1.2. increase the population directly served with water services from the current 65% to 80% by 30 <sup>th</sup> June, 2011,	31 <sup>st</sup> May, 2009	0%	Plan not submitted. Evaluation of the implementation to be done by 30 <sup>th</sup> June, 2011.
1.3. increase water service level from 7 hours per day to 21 hours per day by 30 <sup>th</sup> June, 2011,	31 <sup>st</sup> May, 2009	0%	Plan not submitted. Evaluation of the implementation to be done by 30 <sup>th</sup> June,

<b>LINDI TARIFF ORDER CONDITION COMPLIANCE : ORDER No. 09-005 of 27<sup>th</sup> February, 2009</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
			2011.
1.4. address serious water supply shortage within the service area,	31 <sup>st</sup> May, 2009	0%	Plan not submitted. Evaluation of the implementation to be done by 30 <sup>th</sup> June, 2011.
1.5 increase the number of public kiosks in areas without water supply services.	31 <sup>st</sup> May, 2009	0%	Plan not submitted. Evaluation of the implementation to be done by 30 <sup>th</sup> June, 2011.
2. On or before 30 <sup>th</sup> June, 2009, LUWASA shall perform at least one physical and bacteriological water quality test, and this exercise shall be conducted at least once a year.	30 <sup>th</sup> June, 2009	100%	Lindi conducted one physical and bacteriological water quality test in June, 2009 and promised to do the same annually.
3. On or before 31 <sup>st</sup> May, 2009, LUWASA shall provide evidence to EWURA that it has designed and is implementing preventive maintenance programme to its facilities.	31 <sup>st</sup> May, 2009	50%	LUWASA reported that the Preventive and Maintenances Programme is in its final stage.
4. On or before 30 <sup>th</sup> June 2009 LUWASA should provide evidence to EWURA that it has designed and is implementing a pro-active program of customer outreach. A status report on the implementation of that programme shall be included with all future applications for tariff adjustment and considered by EWURA in evaluating the reasonableness thereof. LUWASA should educate its customers on meter reading and service charge so that customers should minimize complaints on the accuracy and reasonableness of the monthly water bills and service charge.	30 <sup>th</sup> June, 2009	50%	The design of pro active customer outreach was at final stage and expected to be completed soon. They had conducted seminars and workshops focusing on educating customers and had impacted on reduction of the number of complaints.

<b>LINDI TARIFF ORDER CONDITION COMPLIANCE : ORDER No. 09-005 of 27<sup>th</sup> February, 2009</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
7.0 LUWASA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate LUWASA performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in determining the reasonableness of all future requests for tariff adjustment. In particular LUWASA shall ensure that the accuracy of information provided in monthly reports is improved.	Annually	90%	LUWASA provided the required information. Annual Report and Financial Statement were late submitted to EWURA.
<b>Overall Compliance</b>		<b>32%</b>	

<b>DAWASA TARIFF ORDER CONDITION COMPLIANCE ORDER NO. 08-001 of 8<sup>th</sup> April 2008.</b>			
<b>Tariff Order Conditions</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
1. DAWASA in collaboration with DAWASCO shall Review the operator tariff and the indexation formula to reflect the actual cost of service and other conditions as specified in Section 40.1 (a) of the <i>Lease Agreement</i> ;	30 <sup>th</sup> Sep., 2008	50%	Initial Draft of TOR for major tariff review was prepared and submitted together with the tariff review application dated 9 <sup>th</sup> March 2009. It was explained that the procurement of the consultant to execute the assignment would be carried out through financing by MCC.

<b>DAWASA TARIFF ORDER CONDITION COMPLIANCE ORDER NO. 08-001 of 8<sup>th</sup> April 2008.</b>			
<b>Tariff Order Conditions</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
2. DAWASA in collaboration with DAWASCO shall Present to EWURA for review and approval a detailed updated assessment of water consumptions for un-metered customers in the designated areas.	30 <sup>th</sup> Sep., 2008	100%	<p>DAWASA carried out assessment of nonmetered customers; furthermore, DAWASA, through attachment of the tariff application of 9<sup>th</sup> March, 2009, stipulated that effective from 2010, MCC funded Non-revenue Water Project would start its implementation. One among other components of the project is assessment of customer water consumption.</p> <p>A survey was carried out in order to verify the assessed consumption submitted by DAWASA in the tariff indexation application dated 18<sup>th</sup> August, 2008.</p>
3. DAWASA in collaboration with DAWASCO shall Review the Lease Agreement to EWURA's satisfaction to ensure that the performance targets set therein are updated accordingly.	30 <sup>th</sup> Sep., 2008	50%	Addendum to the Lease had been made but had not been submitted to EWURA.
4. DAWASA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate DAWASA's performance in comparison with other utilities and improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustments	continuous	90%	<p>DAWASA continued to provide EWURA with information about its financial and operating conditions in accordance with the requirements.</p> <p>DAWASA had submitted the technical monthly report up to Jan., 2009. On the other hand, DAWASCO had submitted</p>

<b>DAWASA TARIFF ORDER CONDITION COMPLIANCE ORDER NO. 08-001 of 8<sup>th</sup> April 2008.</b>			
<b>Tariff Order Conditions</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
			<p>the progress report through MajIs up to Nov., 2008.</p> <p>DAWASA and DAWASCO had submitted the draft financial report regarding the year ending June, 2008, but had not submitted the audited financial report for year ending June, 2008.</p>
<b>Overall compliance</b>		<b>73%</b>	

<b>SINGIDA TARIFF ORDER CONDITION COMPLIANCE: ORDER NO. 07-004 of 4th May 2007</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
1. On or before the earlier of 30 <sup>th</sup> September, 2007, or the date on which SUWASA submits its next application for tariff adjustment, SUWASA shall submit to EWURA its plan to:			
1.1 reduce the UfW from 40.9% to 30% by June, 2009.	30 <sup>th</sup> Sep., 2009	0%	The current status as per Jan., 2009 report is 48.7%
2. SUWASA will continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA's "Water Utilities Information System".	Monthly	90%	

<b>SINGIDA TARIFF ORDER CONDITION COMPLIANCE: ORDER NO. 07-004 of 4th May 2007</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance</b>	<b>Remarks</b>
This information will be used by EWURA to evaluate SUWASA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustments.			
<b>Overall Compliance</b>		<b>45%</b>	

<b>SHINYANGA TARIFF ORDER CONDITION COMPLIANCE : Tariff Order No: 07 – 005 of 20<sup>TH</sup> JULY 2007</b>			
<b>Condition</b>	<b>Deadline</b>	<b>% Compliance</b>	<b>Remarks on Implementation</b>
1. On or before the earlier of 31 <sup>st</sup> January, 2008, and the date on which SHUWASA submits its next application for tariff adjustment, SHUWASA shall submit to EWURA its plan to:	31/01/2008		

<b>SHINYANGA TARIFF ORDER CONDITION COMPLIANCE : Tariff Order No: 07 – 005 of 20<sup>TH</sup> JULY 2007</b>			
<b>Condition</b>	<b>Deadline</b>	<b>% Compliance</b>	<b>Remarks on Implementation</b>
1.1. supplement its water production capacity from 89% to reach 100% of its water demand by purchasing bulk water from the Kahama – Shinyanga Water Project,		0%	No Plan had been submitted. The baseline data is 89% but MajIs report of July, 2009, showed that water production vs demand was 72% which was below the baseline data.
1.2. increase its water supply coverage from 60.3% to over 70% by June, 2009,	30/6/2009	50%	July, 2009 report, population with access to water (kiosk + domestic) had reached 124%, a figure of which reliability was questionable
1.3. reduce on annual basis, the unaccounted for water from 35% (April 2007) to 25% by June, 2009,	30/6/2009	0%	In MajIs July, 2009, UfW dropped to 24.9%. But in the Annual report, UfW is reported to be 36.4% which is higher than the baseline data of 35%.
1.4. construct a sewerage system which shall include the sewage treatment facilities.		50%	SHUWASA had reported that it had employed a Consultant (GIBB Africa) who was currently doing feasibility study. Timeline for implementation of this condition should be presented.
2. On or before the 30 <sup>th</sup> September, 2007, SHUWASA shall provide evidence to EWURA that it has designed and is implementing preventive maintenance to its facilities.	30/09/2007	50%	SHUWASA had reported that the preventive maintenance plan was included in its strategic plan which was not produced to EWURA. During site visit verifications, maintenance manual for water pumps and meters was seen.

<b>SHINYANGA TARIFF ORDER CONDITION COMPLIANCE : Tariff Order No: 07 – 005 of 20<sup>TH</sup> JULY 2007</b>			
<b>Condition</b>	<b>Deadline</b>	<b>% Compliance</b>	<b>Remarks on Implementation</b>
3. On or before the 31 <sup>st</sup> December, 2007, SHUWASA shall provide evidence to EWURA that it has designed and is implementing a proactive programme of customer outreach. A status report on the implementation of that program shall be included with all future applications for tariff adjustment and considered by EWURA in evaluation the reasonableness thereof.	31/12/2007	25%	An extract of SHUWASA's strategic plan was presented. Customer outreach was not explicitly presented, only debt collection techniques were presented.
4. SHUWASA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA's "Water Utilities Information System". This information will be used by EWURA to evaluate SHUWASA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustments.		90%	June, 2009, report was punctually submitted after rectification of problems associated with MajIs software and the computer. However, the data/information was received and minor corrections were needed.
<b>OVERALL COMPLIANCE</b>		<b>38%</b>	

<b>MWANZA TARIFF ORDER CONDITION COMPLIANCE : Tariff Order No 08-006 of 27/05/2008</b>				
<b>No</b>	<b>Condition</b>	<b>DUE DATE</b>	<b>Compliance</b>	<b>REMARKS</b>
1	On or before 31/08/2008, MWAUWASA shall submit to EWURA its plan to:	31 <sup>st</sup> Aug., 2008		
1.1	reduce of UFW from 33% to 20%,	31 <sup>st</sup> Aug., 2008	0%	Plan not submitted. In MajIs UfW was reported at 47.2% by December, 2008, while the average was 35.6% for May to December, 2008 period
1.2	increase the population served with water services from 83% to 95%.	31 <sup>st</sup> Aug., 2008	0	Not submitted. In MajIs population served was reported at 48.5% by end of December, 2008, while the average was 41.7 for May – December, 2008 period
2	MWAUWASA shall continue to provide EWURA with information about its financial and operating condition in accordance with EWURA guidelines		90%	MajIs reports were submitted, however minor corrections were needed.
<b>Overall Compliance</b>			<b>30%</b>	

<b>BUKOKA TARIFF ORDER CONDITION COMPLIANCE : Tariff Order No 08-001 of 03/10/2008</b>				
<b>No</b>	<b>CONDITION</b>	<b>DUE DATE</b>	<b>Compliance</b>	<b>REMARKS</b>
1	By 30 <sup>th</sup> June, 2009, BUWASA shall meter all its customers.	30/06/2009	92	92% by June, 2009.
2	BUWASA shall reduce Un-Accounted for Water from 54% to 40% by June, 2009	30/06/2009	50	By June, 2009, UfW is 50.3%.
3	On or before 30 <sup>th</sup> June,2009 BUWASA shall reduce the ratio of the number of staff per 1000 connections from 12 to 10	30/06/2009	50	By June, 2009, the ratio is 11 staff per 1000 connections.
4	On or before 31 <sup>st</sup> March 2009 BUWASA shall submit to EWURA a detailed implementation report of the investments projects and a detailed expenditure report for the funds provided for depreciation in the 2008/09 budget	31/03/2009	0	The reports were not submitted.
5	BUWASA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA; This information will be used by EWURA to evaluate its performance in comparison with other utilities and the improvement of its performance overtime. This evaluation will be considered by EWURA in determining the reasonableness of all future requests for tariff adjustment.		80	MajIs report received. Annual reports delayed.
<b>Overall Compliance 54%</b>				

<b>MUSOMA TARIFF ORDER CONDITION COMPLIANCE : of 28/12/2007</b>				
<b>No</b>	<b>Condition</b>	<b>Due date</b>	<b>Compliance</b>	<b>REMARKS</b>
1	Improve revenue collection efficiency from 88% to more than 95% by 31 <sup>st</sup> December,2008	31 <sup>st</sup> Dec., 2008	0%	In the annual report for 2008/09 collection efficiency was reported at 85.2 %.
2	MUWASA shall continue to provide EWURA with information about its financial and operating condition in accordance with EWURA requirements		90%	MajIs reports were submitted; however, minor corrections were needed.
<b>Overall Compliance 45%</b>				

### Evaluation Criteria for Compliance with Tariff Order Conditions

(1) For those conditions requiring submission of plans, and date due, is within the reporting period but the actual implementation of the those conditions are beyond the reporting period.(Here, the deadline considered is the date for their submission of a plan)	
Submission of a plan on time	100%
Late submission of a plan	50%
(2) For those conditions requiring submission of plans and date due for their submissions is within the reporting period as well as the actual implementation of the conditions are also within the reporting period.(Here, the deadline is the date set for implementation of a condition)	
Submission of plan on time	25%
Late submission	15%
Implementation of a plan (Full compliance).	75%
If it involved production of a document that would need dissemination to the public the 75% would be apportioned as follows	
(a) completion of developing and producing a working document	40%
(b) dissemination, opinion collection and reviewing to make a final document for use	35%
(3) For those conditions requiring submission of evidence for its implementation (or documents and others,) with date due within the reporting period.	
Submission of the evidence,(Full compliance)	100%
Late submission of evidence	75%
(4) For those conditions which involve implementation of an activity	
If fully implemented on time	100%
If implementation is ongoing	50%
If not implemented	0%
If fully implemented but delayed	75%

**Table A3.4: DAWASCO Compliance with the Lease Agreement targets**

IMPLEMENTATION OF PERFORMANCE TARGETS AS PER LEASE AGREEMENT BETWEEN DAWASA AND DAWASCO					
PERFORMANCE TARGETS SUBJECT TO FINANCIAL PENALTIES FOR NON-COMPLIANCE					
Key Performance Target		Units	Performance Targets		
No.	Component		Lease Performance Targets 2008/09	DAWASCO PERFORMANCE FOR 2008/2009	REMARKS
1a	Drinking water quality leaving water treatment plant / borehole source	%	95 95	93 84	Excellent performance. Boreholes failed mainly on conductivity.
1b	Drinking water quality in distribution (residual chlorine)	%	95	94	Not met the lease Agreement owing to failure of residual chlorine.
2	Effluent quality	%	90	80	Failed in BOD5 and COD for lack of effective treatment of the ponds.
3	Customer meter installation	No.	16,500	11,184	Low pressure, intermittent supply and inadequacy of meter assembly fittings.
4	New water supply customers	No.	10,500	9,934	Included 1,759 new connections and 8,085 regularized connections.
5	Transmission main losses	%	Transition Value	Estimated at 40%	Impeded by late commissioning of reservoir inflow bulk meters and source meters at the plant.
6	Water distribution losses	%	Transition value	Estimated at 55%	Impeded by lack of the bulk flow meters and least metering efficiency in the distribution.
7	Collection efficiency	M TShs	3,700	2,062	Non payment attitude, least metering and rationed supply affecting willingness to pay.

IMPLEMENTATION OF PERFORMANCE TARGETS AS PER LEASE AGREEMENT BETWEEN DAWASA AND DAWASCO					
PERFORMANCE TARGETS SUBJECT TO FINANCIAL PENALTIES FOR NON-COMPLIANCE					
Key Performance Target		Units	Performance Targets		
No.	Component		Lease Performance Targets 2008/09	DAWASCO PERFORMANCE FOR 2008/2009	REMARKS
8a	<b>Repair Time for Reported Bursts on water supply pipes</b>				
	Service pipe repairs and mains up to and including 100mm diameter.	%	90	86	Very good condition of the service pipe and extensive connection amounted to big number of leaks within this class of pipe.
	Mains above 100mm diameter and up to and including 300mm diameter.	%	80	88	Very good, mains in the city Centre and on surface roads took more time to get road opening permits from City Authorities.
	Mains above 300mm diameter and up to and including 600mm diameter.	%	70	93	Excellent performance.
	Mains above 600mm diameter.	%	60	97	Excellent performance.
8b	<b>Repair Time for Reported Background losses on water supply pipes</b>				
	Service pipe repairs and mains up to and including 100mm diameter.	%	60	86	Leaks in the City Centre had some delays necessitated by road opening permits from the City Authorities.
9	Data collection.			On going	Data on water and waste quality, water production, flow records, network information, pipe maintenance and repair, customers' data and water supply data and sewerage flow had been collected.
10	Percentage of customers receiving less than 5m pressure at the tap.	%	Transition value	70 (estimated)	Estimated to include lower, middle and extreme zone customers.

IMPLEMENTATION OF PERFORMANCE TARGETS AS PER LEASE AGREEMENT BETWEEN DAWASA AND DAWASCO					
PERFORMANCE TARGETS SUBJECT TO FINANCIAL PENALTIES FOR NON-COMPLIANCE					
Key Performance Target		Units	Performance Targets		
No.	Component		Lease Performance Targets 2008/09	DAWASCO PERFORMANCE FOR 2008/2009	REMARKS
11	Percentage of customers receiving less than 10m pressure at the tap.	%	Transition value	21( estimated)	Estimated to include customers along transmission mains

PERFORMANCE TARGETS NOT SUBJECT TO FINANCIAL PENALTIES					
Ref	Performance Targets	Units	Performance target	Actual performance	remarks /reasons
12	Reliable output from water treatment plant.	%	95	93.97	Shortfalls of performance due to transformers breakdown at upper Ruvu, planned capital works shutdowns for requisite rehabilitations and consistent inadequacy of raw water at Mtoni.
13	Reliable output from boreholes.	%	95	58.39	Failed to meet the targets owing to poor power supply and electromechanical breakdown.
14	Customers who did not receive a 24 hours supply but received pre-published schedules of supply availability.	%	85	70	The biggest part of the water supply network was rationed owing to inadequate supply; supply was based on the pre-published schedule.
15	Customers receiving 24 hours supply.	%	70	25	Areas with the lower zone supplied by Lower Ruvu had 24 hours supply depending on the location against primary distribution mains.
16	Compliance with Delivery to pre-published schedules in 14 above	%	Transition value	85	Occasional defaults, mainly due to interruption in supply.

**PERFORMANCE TARGETS NOT SUBJECT TO FINANCIAL PENALTIES**

<b>Ref</b>	<b>Performance Targets</b>	<b>Units</b>	<b>Performance target</b>	<b>Actual performance</b>	<b>remarks /reasons</b>
17	Customers receiving water supply less than 2 days per week	%	Transition value	15	Mainly customers on the upper zone depend on supply from Upper Ruvu.
18	Customers receiving water supply less than 4 days per week	%	Transition value	25	Rationed customers within middle and upper middle zones dependent on supply from Lower Ruvu.
19	Number of water accounts	No	124,500	147,089	Included suppressed accounts in dry zones.
20	Number of sewerage accounts	No	14,000	17,132	Recorded in MajIs as total sewer connections.
21	Response to customer letters	%	100	95	Most complaints are on service levels.
22	Telephone response	%	100	100	The figure did not include direct cell phone calls to individual officers.
23	Keeping appointments on time	%	100	85	Most of the customers did not make up formal appointments they rather simply “walk in” depending on circumstances.
24	Number of billing complaints	%	10	18	The current billing system had eliminated most of the past billing complaints.
25	Compliance with connection procedure	%	100	85	Compliance with connections durations was occasionally violated, technical specification adhered to.
26	Update of billing records	%	100	90	Online payment automatically updates customer account. Physical data then updated by a customer survey team.
27	Metered customers billed on actual meter readings	%	95	74	Meter reading accuracy had consistently improved; meter tempering and regular meter readings, a cause for assessed billing.

**Table A3.5: COMPLIANCE WITH PERFORMANCE AGREEMENT TARGETS FOR WATER SUPPLY**

Utility	Category	Score Points for Meeting PA Targets								Total Score Points for meeting PA Target for Water Supply	Maximum Score Points Available for PA Targets on Water Supply	Compliance with PA Targets for Water Supply (%)
		Proportion of population living within the area with water network (%)	Water Quality Compliance (E-coli and Turbidity) (%)	Metering Ratio (%)	NRW (%)	Payment of electricity bills (%)	Revenue Collection Efficiency (%)	Working Ratio	Personnel /1000 (W&S) connections			
Arusha	A	25	25	25	0	25	25	25	0	150	200	75
Tanga	A	0	25	25	25	25	25	0	25	150	200	75
Moshi	A	25	25	25	0	25	25	25	0	150	200	75
Morogoro	A	0	25	25	25	25	25	25	0	150	200	75
Mbeya	A	0	25	0	0	25	25	25	25	125	200	63
Dodoma	A	0	25	25	0	25	25	0	0	100	200	50
Tabora	A	0	25	25	25	25	0	0	0	100	200	50
Shinyanga	A	0	25	0	0	25	0	25	25	100	200	50
Sumbawanga	B	0	0	0	0	25	25	25	25	100	200	50
Kigoma	B	25	25	0	0	25	0	0	25	100	200	50
Mwanza	A	0	25	0	0	25	25	0	0	75	200	38
Mtwara	A	0	25	0	25	25	0	0	0	75	200	38
Songea	A	0	25	0	0	0	0	25	25	75	200	38
Singida	B	25	25	0	0	0	25	0	0	75	200	38
Iringa	A	0	25	0	0	25	0	0	0	50	200	25
Musoma	A	0	0	0	0	25	0	25	0	50	200	25
Babati	C	0	25	25	0	0	0	0	0	50	200	25
Bukoba	B	0	25	0	0	0	0	0	0	25	200	13
Lindi	C	0	0	0	0	0	0	0	0	0	200	0
<b>Average Compliance (%)</b>		<b>21</b>	<b>84</b>	<b>37</b>	<b>21</b>	<b>74</b>	<b>47</b>	<b>42</b>	<b>32</b>			<b>45</b>

**Table A3.6: COMPLIANCE WITH PERFORMANCE AGREEMENT TARGETS FOR SEWERAGE SERVICES**

Utility	Category	Scores for meeting PA Targets				Total Score Points for meeting PA Target for Sewerage	Maximum Score points Available for PA Targets for Sewerage	Compliance with PA Target for Sewerage (%)
		Proportion of population connected with sewerage network (%)	Sewer blockages (number/10km of sewers/year )	Wastewater quality compliance (%) (BOD and COD)	Safe disposal of sludge (%)			
Morogoro	A	25	25	25	25	100	100	100
Dodoma	A	0	25	25	25	75	100	75
Arusha	A	0	25	25	25	75	100	75
Moshi	A	25	0	0	25	50	100	50
Mbeya	A	0	0	25	25	50	100	50
Mwanza	A	25	0	0	25	50	100	50
Songea	A	0	25	25	0	50	100	50
Tanga	A	0	25	25	0	50	100	50
Iringa	A	0	0	0	25	25	100	25
Tabora	A	0	25	0	0	25	100	25
<b>Average Compliance (%)</b>		<b>30</b>	<b>60</b>	<b>60</b>	<b>70</b>			<b>55</b>