

# Newsletter

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## Sayore Exits EWURA, Leaves Behind New First Zonal Office





**EWURA's intervention in Petroleum Prices saves TZS 800 billion**



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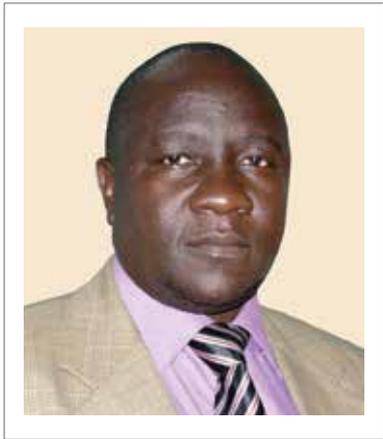
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*The Nyamagana District Commissioner Hon. Baraka Konisaga (7th Right) with his delegation, posing for a group photograph with EWURA Board Members and the Management, during the inauguration of EWURA Zonal Offices in Mwanza, June 2015*

# Editor's Note



**Mr. Titus Kaguo**

DEAR respected readers,

I humbly welcome you to the 13th Edition of EWURA Newsletter, one of the most important channels of communications in reaching our stakeholders of the Authority's regulated sub-sectors of Electricity, Natural Gas, Petroleum, and Water and Sanitation.

It has been a long way since we started communicating through newsletter and we are happy that our stakeholders are now used to this means of communication.

This edition comes when EWURA is into its 9th year of operations since 2006 which it officially started its operations. The Authority has implemented many regulatory decisions that have earned it respect and credibility before the eyes of the public.

During these nine years, the Authority has witnessed a stable and unshakable leadership of the just retired Board Chairman, Mr. Simon Fundi Sayore, where smooth and timely implementation of various regulatory activities as contained in the Strategic Plan has taken place.

Our traditional medium of communication, the EWURA Newsletter, now brings you a lot of interesting articles.

Some of articles that readers will come across include 'EWURA's first Board Chairman tenure has come to an end', 'How EWURA has trained TANESCO staff on fire accidents', 'Top award won by the Authority at African Energy Forum' and many more interesting articles.

Please join us!

## *From the Desk of the Director General*

Dear esteemed readers,

**W**elcome to this issue of the EWURA Newsletter which is published on a quarterly basis.

This newsletter is a focal point for discussion of issues relating to regulated sectors that EWURA is mandated to oversee, namely Electricity, Petroleum, Natural Gas and Water Supply and Sanitation, for the benefit of Tanzanian society.

For years, the Authority has registered its growth through notable success. All these successes have been monumental moments as part of the Authority's growth. However, on the 8th June 2015, the Authority received further recognition at international level, as it was awarded with *'the Energy Regulator of the Year Award for Excellence 2015'* during the Power in Africa Awards 2015 during the 17th African Energy Forum (AEF) 2015, an international forum focusing on power generation for Africa with attendance restricted to stakeholders (investors, consultants, developers, ministries, utilities, regulators etc.) from the power sector.

Other shortlisted African regulators for the Power in Africa Awards 2015 included the Electricity Sector Regulatory Agency (ARSEL) of Cameroon; Electricity and Water Regulatory Commission (CREE) of Mali; Energy Regulatory Authority (ERA) of Uganda and Energy Regulatory Commission (ERC) of Kenya.

In this regard, it is my belief that the Authority's commitment to world class standards regarding the rule of law, ethics, professionalism and sector reform continues to be recognized accordingly.

I wish to thank the Government of Tanzania, EWURA Board of Directors, Government Consultative Council, Consumer Consultative Council, regulated suppliers and the general public, for their continued support and co-operation with the Authority.

Please join me in reading the articles contained in this issue of the EWURA Newsletter.



**Mr. Felix Ngamlagosi**

# Sayore exits EWURA, leaves behind new first Zonal Office

**By Wilfred Mwakalosi**

The founding Chairman of the Board of Directors at the Energy and Water Utilities Regulatory Authority (EWURA), Mr. Simon Fundi Sayore, has retired.

The man who has served EWURA for eight solid years, bringing the Authority to new heights of professional performance that has earned it respect, both at home and across the borders, has bowed out after expiry of his tenure.

He leaves behind a legacy of a true leader who stood firm on defending regulatory principles. These are values of integrity that, through them, he steered the Authority to the right direction to achieve its objectives.

An active professional accountant, Mr. Sayore has helped EWURA pass through numerous times of turbulence, that acted as litmus tests for both his integrity and that of the organization he led.

For a regulator such as EWURA, balancing stakeholders' interests, for instance, those of a powerful sector such as the wealthy oil marketing companies in the eyes of the common citizen is not an easy act. Yet, EWURA has managed to perform this act with diligence.

As the Chairman retires even though he is not tired, he leaves behind a powerful Board led by the Deputy Chairman Mr. Omar Bendera, and unshaken management led by Director General Felix Ngamlagosi. The duo are set to continue to work on the good work started by Mr. Sayore.

On the last day he was working for EWURA, the chairman took part in inauguration ceremony of the Lake Zone office. The launching of the first zonal office is a milestone to be



*EWURA Board Chairman, Mr. Simon Sayore delivering a farewell speech to EWURA employees on June 23, 2015 at Harbour View Suites, in Dar es Salaam.*

marked by the 9 year old regulator. And this means that the customers in the zone will enjoy closer services offered by EWURA, said the Ilemela District Commissioner, Mr. Baraka Konisaga, who was the guest of honor during inauguration ceremony.

Mr. Konisaga stressed on the importance of strengthening the zonal office's capacity to reflect that of the head office, and that his office will always be available for assistance.

# EWURA wins top award at African Energy Forum 2015

## **By Wilfred Mwakalosi**

The Energy and Water Utilities Regulatory Authority (EWURA), has emerged the Winner in the “Energy Regulator of the Year Award for Excellence 2015” competition. The award is part of several annual awards under the name of ‘Power in Africa Award’ issued in collaboration of the organizers of the Africa Energy Forum.

The awards were granted recently at the inaugural ceremony of the 17th Annual Africa Energy Forum, which took place in June 2015 in Dubai, United Arab Emirates.

The Director General of EWURA, Mr. Felix Ngamlagosi said recently that The Power in Africa Awards honours those individuals and organisations that have made significant contributions to the development of the power market across the African continent.

‘The winner of the Energy Regulator of the Year Award for Excellence 2015 is in recognition of the regulator that has delivered exceptional clarity in its objectives in creating a conducive environment, meeting the needs of investors,’ he noted.

*The winner of the Energy Regulator of the Year Award for Excellence 2015 is in recognition of the regulator that has delivered exceptional clarity in its objectives in creating a conducive environment, meeting the needs of investors.*

The Africa Energy Forum (AEF) is an international forum focused on power generation for Africa, with attendance restricted to stakeholders from the power sector.

Over 1,200 power industry stakeholders worldwide attended the AEF 2015, including representatives from governments, Development Partners, regulators, utilities, financial investors, consultants, power technology providers, power developers and EPC contractors.

Mr. Ngamlagosi said the award means Tanzania is now recognized internationally as having a predictable and stable regulatory body in the energy and water sectors, an important impetus for the country to continue to build investors’ confidence that is required in attracting private capital in its power sector.

‘With such positioning, Tanzania is set to evidence high flows and stocks of Foreign Direct Investment (FDIs) in its energy, and water sectors, which will further attract other FDIs in other sectors given the forward-backward linkages between power sector with other sectors of the economy,’ said the Director General.

The winners of the awards are decided by a nomination committee composed of independent panel of experts working in conjunction with EnergyNet of the United Kingdom.

The shortlisted African regulators for the Power in Africa Awards 2015 included the Electricity Sector Regulatory Agency (ARSEL) of Cameroon; the Electricity and Water Regulatory Commission (CREE), of Mali; the Energy and Water Utilities Regulatory Authority (EWURA) of Tanzania; the Energy Regulatory Authority ERA of Uganda and the Energy Regulatory Commission (ERC) of Kenya.



*EWURA's Director General, Mr. Felix Ngamlagosi displays an award to journalist (not in picture) after EWURA emerged the winner in the 'Energy Regulator of the year Award for Excellence 2015 Competition'.*

Other Awards presented on the evening included: Lifetime Achievement Award; Investors Spirit of Africa Award; African Utility Leadership Award; African Mega Watt Leader Awards (thermal and renewable); Award for Development Finance; Power in Africa Sustainability in Action Award; Energy Photograph of the Year; Student of the Year Award; and Energy Media Award.

During the ten years of existence EWURA has rose to become one of the key energy regulators in Africa, having taken leadership role in various fora in the SADC, EAC and the continent.

As a national regulator, EWURA is a member of the regional associations (Regional Electricity Regulators Association (RERA) - SADC, The Energy Regulators Association of East Africa (EREA) - EAC; and is chairing the African Forum of Utility Regulators - AFUR.

Furthermore, EWURA is the Chairman of the Eastern Africa Power Pool – Independent Regulatory Board (EAPP-IRB),

formed by national regulators of EAPP member countries including Egypt, Libya, Sudan, Ethiopia, Kenya, Uganda, Rwanda, Burundi, DR Congo and Tanzania.

EWURA also featured high when participated in the two Peer Reviews that were conducted by the University of Cape Town for Electricity (amongst regulators from Uganda, Kenya, Zambia, Namibia and Ghana) during 2009/10 and in Water (amongst regulators from Kenya, Mozambique, Rwanda, Lesotho and Zambia).

In 2011 EWURA was ranked as one of the exemplary regulators in Africa in a study conducted under the funding of the European Union. Additionally, in 2009/2010 EWURA was named by the Public Procurement Regulatory Authority (PPRA) as the best in complying with procurement procedures among 2,019 public institutions in the country. The reports showed that there were many good things to emulate from EWURA including adherence to laws and best practices.

# Again, EWURA reaches the public at Saba Saba in Dar



*EWURA Officials (from Left), Ms Genoveva Mponji, Eng. Ng'anzi Kiboko and Eng. Violet Iramu respond to issues raised by members of the public who visited the Authority's pavillion during the 39th Dar es Salaam International Trade Fair, (DITF) in July 2015.*

## **By Tobietha Makafu**

The Energy and Water Utilities regulatory Authority has actively participated at the 39th International Trade Fair (DITF) also known as Saba Saba, held at Mwalimu Nyerere grounds from 28th June to 8th July 2015.

The exhibitions, which were officiated by President Jakaya Kikwete on 3rd July, were closed by the Permanent Secretary of the Ministry of Industry and Trade, Mr. Uledi Mussa on 7th July this year.

The overall objective was to raise awareness of the public on the regulated sectors. By participating in the trade fair, EWURA managed to establish a close relationship with consumers and stakeholders for the services regulated by EWURA, i.e subsectors of Electricity, Natural Gas, Petroleum and Water.

A number of people who attended the Trade Fair visited EWURA pavillion. People from all walks of life; business people, students, farmers, entrepreneurs, government officials, and others had a chance to ask various questions about EWURA and its activities.

Most of them were interested to know, among other things; how the price of petroleum products such as diesel, petrol and kerosene is calculated.

Many were satisfied with explanations offered by the team, and were given publications such as fliers, brochures and reports for further reading.

It was also a good opportunity for those with complaints to the service providers because they had a chance to lodge their complaints to EWURA by filling complaint forms at the Pavilion.

# EWURA conducts awareness to TANESCO's staff country-wide

**By Wilfred Mwakalosi**

The Energy and Water Utilities Regulatory Authority has conducted awareness seminars to employees of the Tanzania Electric Supply Company (TANESCO) country-wide, with a view to broadening the latter's responsiveness to customer needs.

TANESCO is a licensee to EWURA, and as such, its operations, i.e generation, transmission, distribution and supply of electricity, are bound by licence conditions issued by EWURA.

The Manager for Legal Services at EWURA, Mr. Edwin Kidiffu, said the seminars were aimed at imparting knowledge and skills to TANESCO staff, especially those at managerial level so that they can be more responsible to their customers.

EWURA is responsible for, among other functions, complaints resolutions between consumers and service providers like TANESCO. "It has been noted in recent times, that there is an increased number of complaints lodged at EWURA by TANESCO customers. It is in the interest of the regulator to see that such complaints are settled amicably by the two parties," said Mr. Kidiffu.

He said in the event that a consumer of the regulated service is not satisfied with the treatment by a service provider, the party may decide to forward the complaints to the regulator for further action.

On top of EWURA, there is also another institution which acts as an appellate body, the Fair Competition Tribunal (FCT), which consider matters that referred to it.

During the seminar, presentations were made on the role and mandate of EWURA, complaints handling procedure, the rights and obligations of both TANESCO and its Customers as stipulated in the Customer Service Charter and the importance of effective communication.

The TANESCO Coastal Zonal office also included in the training a component on fire incidents and fire investigation.

The main objective of the seminar was to promote awareness of the regulatory functions and instill the understanding the Customer Service Charter aimed at improving service delivery to customer and eventually reduce the number of complaints lodged at Tanesco as well as EWURA.

The seminar was in a response to observations made by the TANESCO Senior Zonal Manager for Dar es Salaam and Coast Zone, that number complaints submitted by electricity customers in the zone were on the increasing trend.

By May 2015, complaints received were over 600, having gone up from 290 recorded in December 2014. Most of such complaints are from the Dar es Salaam and Coast Zone.

It was also observed that out of 67 complaints received in the year 2013/2014, TANESCO did not submit defense to 33 complaints (about 50%) and therefore EWURA proceeded by making decisions on ex-parte basis.

Based on this, the Dar es Salaam and Coastal Zone thought it was prudent to raise awareness of TANESCO staff on customer care, best communication practices and complaints handling process. Similar awareness seminars have been conducted in Mtwara, Lindi, Tabora, Kigoma, Bukoba and Mwanza regions.

*It has been noted in recent times, that there is an increased number of complaints lodged at EWURA by TANESCO customers. It is in the interest of the regulator to see that such complaints are settled amicably by the two parties.*

# Relief as Tanga port becomes alternative route for oil imports

**By Tobietha Makafu**

The Tanga port has begun receiving oil cargo, ending unpleasantness of subjecting the Dar es Salaam port as the only hub to ship in through the product. The impact of this also means cheaper fuel for Tanga, given the advantage of wharfage and inland transport costs.

Starting on 14 July 2015, the Tanga Port begun receiving oil shipments such as Diesel and Petrol through Bulk Procurement System (BPS).

This came into force after the Government recognized the importance of having oil receiving infrastructure other than Dar es Salaam following the increase of the volume of oil imported via the same system.

Tanga fuel price is structured to be less, if compared to price in Dar es Salaam, because port charges per tone is USD 3 at Tanga port, while the same is USD 10 at Dar es Salaam port. Transportation costs also increases as the fuel is delivered to destinations far from receiving point.

For instance, the month of August 2015, computations of petroleum products for wholesalers and retailers selling products received through Tanga have been made based on actual costs applicable for the Tanga port and distances to respective regions/districts. Petrol and Diesel wholesale indicative price for Tanga was TZS 2172.32 and TZS 1,905.25, while that of Dar es Salaam was as higher as TZS 2,185.10 and TZS 1,920.74 respectively.

The fuel storage facilities currently in use in Tanga are depots of Gulf Bulk Petroleum (GBP) and TSN Group. The two have a storage capacity of 26 million liters in total. More depots are expected to come in use at a later stage, after certification on their ability of storing oil.

The objective of using Tanga Port is to reduce traffic and congestion of trucks from various regions at Dar es Salaam Port and reducing damage to the environment and road



*A view of Tanga Port from a distance. The Port has now become an alternative route for oil imports.*

infrastructure, reducing ships congestion and minimize the risk of security of supply experienced when using one port.

This will also reduce transportation cost and simplify the cost of supplying oil to other regions near Tanga and influencing Tanga economy growth due to improved infrastructure such roads.

According to the Director General of the Energy and Water Utilities Regulatory Authority (EWURA) Mr. Felix Ngamlagosi, fuel costs for users of the regions near Tanga will be lower, and this will help consumer to buy more cheaply. He said reduction of congestion at Dar es Salaam port will result into improved performance and spur further competition with the Mombasa and Beira ports.

The 'Ardmore Sea Marine' oil tanker become the first vessel to offload fuel at the Tanga Port with the Cargo of 20,500. The ship was received by the Regional Authorities, accompanied by Chief Executive Officers from the Tanzania Port Authority (TPA), EWURA, religious leaders, political parties and other oil industry stakeholders in the country.

## EWURA hosts EREA

### **By Hawa Lweno**

The Secretariat of the Energy Regulators Association of East Africa (EREA) is now permanently hosted by the Energy and Water Utilities Regulatory Authority (EWURA) at their Headquarter Offices in Dar-es-salaam, Tanzania.

The decision for EWURA to permanently host the EREA Secretariat was made during the Association's sixth Annual General Assembly which was held on 18th July 2014 in Rubavu, Rwanda and attended by representatives of all five member institutions. This decision is very significant given that it is almost six years since the Association was founded in May 2008 in Rubavu, Rwanda, that the Association has finally found its permanent home.

The current members of the Association include the Energy and Water Utilities Regulatory Authority (EWURA) of Tanzania, Energy Regulatory Commission (ERC) of Kenya, Electricity Regulatory Authority (ERA) of Uganda, Rwanda Utilities Regulatory Authority (RURA) of Rwanda and Agency of Regulation and Control of Water & Energy Sectors (ACR) of Burundi.

However, EREA was founded through the Memorandum of Understanding (MoU) entered into by the then Chief Executive Officers of the Energy and Water Utilities Regulatory Authority (EWURA) of Tanzania, Energy Regulatory Commission (ERC) of Kenya, Electricity Regulatory Authority (ERA) of Uganda, Rwanda Utilities Regulatory Authority (RURA) of Rwanda and a Representative of the Ministry of Energy and Mines of Burundi.

EREA was established to, amongst other objectives; strengthen economic, commercial, social, cultural, political, technological and other ties for fast balanced and sustainable development within the East African region. Other core functions include the need to promote regional cooperation in energy infrastructure planning, capacity building, and development of sustainable energy projects and harmonized market structures.

In this regard, EREA provides a platform such that energy regulators within the East African region are able to pool expertise in regulatory matters relating to the energy sector,

including but not limited to facilitating the development of good policy proposals and legislation on energy regulation, in line with international trends and best regulatory practices.

Ever since its establishment in 2008, EREA has been guided by its Vision Statement 'To be a globally respected association that enables predictable and transparent regulatory framework in the energy sector within the East African region'.

The Mission Statement of EREA is 'Harmonizing the national regulatory frameworks of the members for increased access to efficient and sustainable energy that will contribute to better quality of life of the people in the East African region'.

EREA activities include but are not limited to economic issues relating to policies, planning, tariffs, market operations, consumer operations, research and information sharing; technical issues relating to generation, transmission, distribution and supply of energy in terms of quality, safety, standards, power system integration, security of supply, renewable energy; and legal issues dealing with legislation, regulation, review of applicable laws, harmonization, compliance enforcement, training and capacity building.

As a direct result of EWURA's multi-sectoral mandate, EWURA has vast experience with regional associations such as EREA. Other regional associations that EWURA is affiliated with include the Regional Electricity Regulators Association of Southern Africa (RERA); African Forum for Utility Regulators (AFUR); Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association; African Refineries Association (ARA) and the Independent Regulatory Board of the East African Power Pool (IRB-EAPP).

Such affiliations have enabled EWURA to further enhance its expertise through information and experience exchange which is one of the principals of international best regulatory practices. In so doing, EWURA has become recognized as a leading example of regulatory excellence amongst its peers on the African continent.

By hosting EREA in Tanzania, it is the Authority's expectation, and indeed the expectation of all EREA members, that EREA shall continue to grow in leaps and bounds so as to fulfill the objectives for which the Association was founded.

# EWURA Staff undergo special peer education



*Ms Germana Qorro (Right), in a jovial mood as she receives a certificate of peer education training from EWURA's Director of Corporate Affairs, Ms Naiungishu Mollel, which was conducted recently. Looking on (left), is the Principal Human Resource Officer of EWURA, Mr. Lawrence Sawe, and Ms. Agatha Wanderage, a trainer from Tanzania Public Service College.*

## **By Wilfred Mwakalosi**

In a bid to fight HIV/AIDS and non communicable diseases at work place, EWURA has moved to implement a special programme to intensify education to its staff.

The Director of Corporate Affairs, Ms Naiungishu Mollel said recently that EWURA has trained 12 of its mid and high cadre officers for peer education, a move that will strengthen the Authority's capacity to carry out its own training programme, by using own resource persons.

"Costs for treatment of HIV/AIDS and non communicable diseases are very high in terms of both human resources as well as financial. By educating our employees, we are likely to reduce the impact of the problem," she said during the course, which was held in Dar es Salaam from 27 to 31 August, 2015.

Non communicable diseases include cancer, hypertension, diabetes and blood pressure. The diseases have been

posing a serious challenge at workplaces, which include poor attendance, inefficiency and increased workload to other employees.

The instructor from the Tanzania Public Service College, Ms Agatha Wanderage said the Government of Tanzania has been making efforts to arrest the growing seriousness of the problem.

She said the training is an important tool for EWURA to ensure that its employees have the necessary capacity to prevent themselves from contracting HIV/AIDS and noncommunicable diseases. The training will also help civil servants living with HIV/AIDS manage the challenges posed by the condition.

Peer educators were trained on opportunistic diseases such as TB, Diabetes, and strategies to prevent HIV/AIDS and opportunistic diseases and balanced diets coupled with good eating habits.

# EWURA Events in pictures



*The Director General of the Energy and Water Utilities Regulatory Authority (EWURA), Mr. Felix Ngamlagosi (extremely Right), with his fellow directors, participate in the 'tug of war' game, during the EWURA Family Day, held in Dar es Salaam, in August 2015*



*EWURA staff and family members in a football match during the EWURA Family Day held in August 2015, in Dar es Salaam.*



*Some of the winners of various games are cheering with their prizes during the EWURA Family Day, held in Dar es Salaam in August 2015.*



*Some of the EWURA employees are attentively listening to the former EWURA Board Chairman, Mr. Simon Sayore (not in picture) during a farewell meeting in June 2015, in Dar es Salaam.*



**Petroleum**



**Natural Gas**



**Petroleum Products Storage Facilities**



**Electricity**



**Sanitation**



**Water**

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**VISION:**

To be a World Class Regulator of Energy  
and Water Services.

**MISSION:**

To Regulate the Energy and Water Services  
in a Transparent, Effective and Efficient  
Manner that Promotes Investments and  
Enhances the Socio Economic Welfare  
of the Tanzanian Society.

**CORE VALUES:**

- Transparency
- Integrity
- Courtesy
- Accountability
- Professionalism
- Equity