



UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY
ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)



WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FINANCIAL YEAR 2023/24



MARCH 2025



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MARCH 2025

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CHAIRMAN'S STATEMENT

I am honored to present the Water Utilities Performance Review Report for the Financial Year 2023/24. Preparation of this report emanates from EWURA Act, Cap 414, and the Water Supply and Sanitation Act, Cap 272, which requires EWURA to oversee services provided by Water Supply and Sanitation Authorities (WSSAs). In fulfilling this mandate, EWURA ensures that utilities deliver efficient, economical, and quality water and sanitation services, in alignment with the objectives outlined in the national strategic documents.

The National Water Policy of 2002 and the National Five-Year Development Plan 2021/22–2025/26 highlight the critical need to strengthen water and sanitation services. Among their priorities, these strategic documents focus on advancing infrastructure to enable sustainable and efficient water supply and sanitation services. This report highlights the progress made in achieving the targets provided in the strategic documents.

During the reporting period, EWURA has made progress in ensuring that water utilities align with the country's strategic objectives for water and sanitation services. The achievements highlighted in this report reflect our collective efforts to enhance operational efficiency, expand service coverage, and improve service quality despite the challenges faced.

Looking ahead, our focus remains on fostering water and sanitation services that are resilient, inclusive, and sustainable. I guarantee our commitment to ensuring the provision of water and sanitation services in the country remains a cornerstone of national development.

I express my heartfelt appreciation to the Ministry of Water (MoW), the Ministry of Health (MoH), WSSAs, EWURA CCC, and all stakeholders in the water sector for their input and participation in preparing this report. I also appreciate the EWURA Board of Directors, Management, and staff for their efforts and commitment that enabled the completion of this report.



.....
Prof. Mark J. Mwandosya
EWURA Board Chairman



FOREWORD

The Water Utilities Performance Review Report for the Financial Year 2023/24 provides a comparative analysis of the performance of water utilities against the targets specified in their business plans, service standards, and sector benchmarks. It provides a comprehensive overview of the state of water and sanitation services, identifies challenges, and recommends actions to ensure the delivery of reliable, safe, and affordable water and sanitation services.

This period saw an improvement in the water sector compared to the FY 2022/23, particularly in installed water production capacity by 7 percent, water service connections by 9 percent, and revenue collection by 7 percent. There was steady growth in water service coverage, with an increasing number of people accessing water services rising by 3 percent. Other efficiencies achieved include an improved metering ratio of 2 percent.

While we recognize these achievements, challenges exist. The sector continued to struggle with insufficient water production compared to demand, high non-revenue water, decreasing service hours, inadequate provision of sanitation services, insufficient water and wastewater treatment facilities, and declined ability of WSSAs to recover operational costs from their revenues. To address these challenges collaborative efforts of key stakeholders in the water sector are imperative.

I extend my heartfelt appreciation to everyone whose contributions have been instrumental in regulating water utilities in a transparent, effective, and efficient manner that ensures their quality, availability, and affordability. Together, we can ensure access to clean water and sanitation services, fostering improved livelihoods and sustainable development for our communities.



.....
Dr. James A. Mwainyekule
EWURA Director General

ABBREVIATIONS AND ACRONYMS

BOD ₅	Five Days Biological Oxygen Demand
CBWSO	Community Based Water Supply Organisation
CCC	Consumer Consultative Council
COD	Chemical Oxygen Demand
CWIS	City Wide Inclusive Sanitation
DAWASA	Dar es Salaam Water Supply and Sanitation Authority
DEWATS	Decentralised Wastewater Treatment System
<i>E. coli</i>	<i>Escherichia coli</i>
EWURA	Energy and Water Utilities Regulatory Authority
FSM	Faecal Sludge Management
FSTP	Faecal Sludge Treatment Plant
FY	Financial Year
HTM	Handeni Trunk Main
KASHWASA	Kahama Shinyanga Water Supply and Sanitation Authority
MajIS	Water Utilities Information System
MANAWASA	Masasi Nachingwea Water Supply and Sanitation Authority
MoH	Ministry of Health
MoW	Ministry of Water
NA	Not Applicable
NRW	Non-Revenue Water
pH	Potentiometric Hydrogen ion concentration
PPP	Public Private Partnership
RUWASA	Rural Water Supply and Sanitation Agency
SoP	Standard Operating Procedure
TBS	Tanzania Bureau of Standards
WSSA	Water Supply and Sanitation Authority
WSP	Wastewater Stabilisation Pond

MEASUREMENT UNITS AND SYMBOLS

km	Kilometer
km ²	square kilometer
m ³	cubic meter
m ³ /hr	cubic meter per hour
m ³ /day	cubic meter per day
NTU	Nephelometric Turbidity Unit
%	Percentage
TZS	Tanzanian Shillings



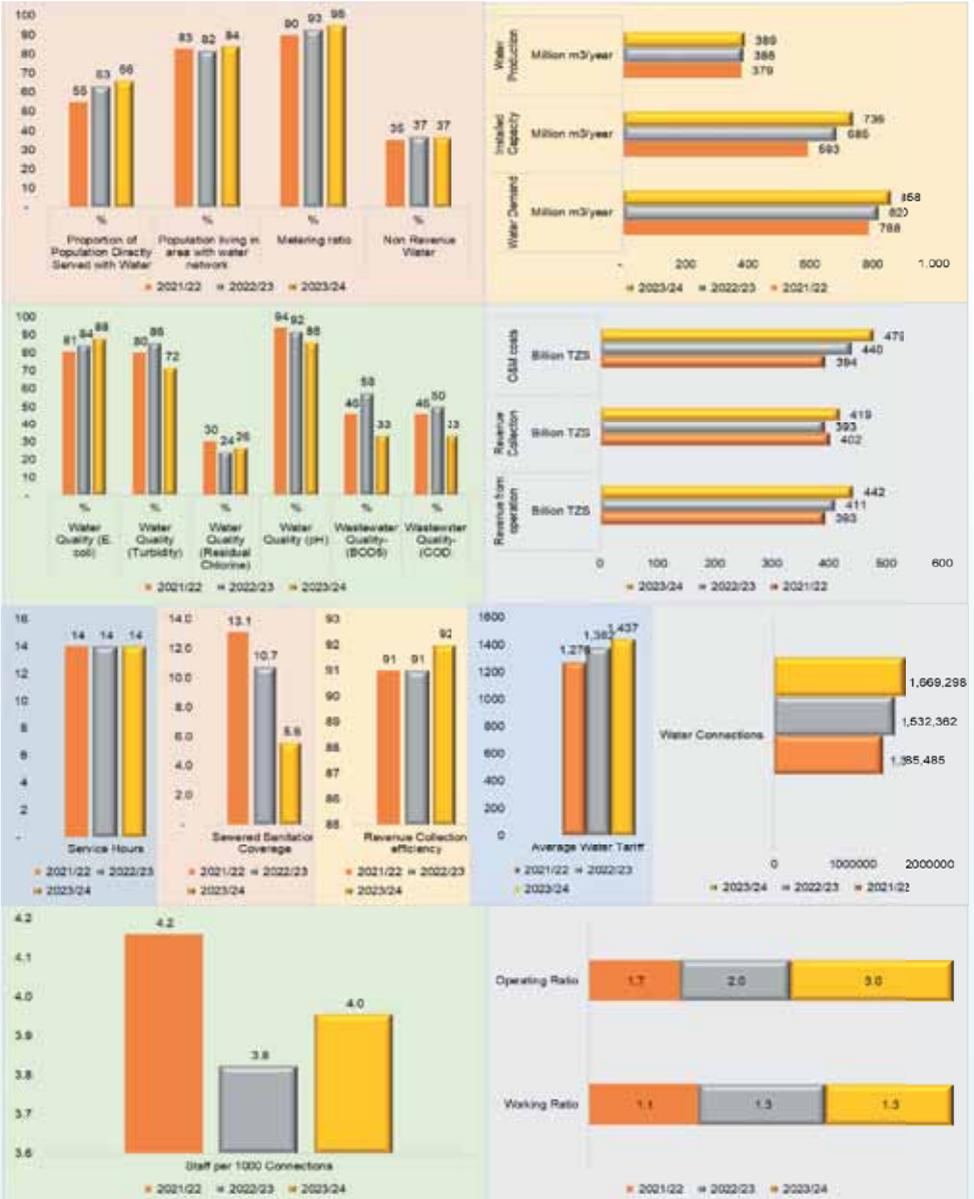
DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
i.	Accounts receivable collection period	The average duration in months that customers take to pay bills. It is calculated by taking the total accounts receivable during the year divided by the total water and sewerage sales (bills) multiplied by 12. The best practice is a maximum of two (2) months	Months
ii.	Average hours of service	Hours per day a consumer can draw water from a tap at a connection. The best practice is 24 hours	Hours
iii.	Metering ratio	The number of active water connections that have operating water meters is expressed as a percentage of the total number of active water connections. Best practice is 100%	(%)
iv.	Non-Revenue Water (NRW)	The amount of water that a water utility produces (or purchases from other water utilities) minus the amount that is sold to consumers, presented as a percentage of water produced and/or purchased. The recommended value is less than 20%	(%)
v.	Operating ratio	The ratio of operating costs to operating revenues. Operational costs include all the expenses together with depreciation and interest costs (but no debt service payments). Sound financial management requires that this ratio should be less than 0.8	Ratio
vi.	Personnel expenditure per m ³ of water produced	The ratio of total personnel expenditure (TZS) to the total amount of water produced (m ³)	TZS/m ³
vii.	The proportion of the population living within the area with a water network	The proportion of the population living within the area with a water network is expressed as a percentage. It is obtained by dividing the population living within 200 meters of the water distribution pipe by the total population living in the service area	(%)
viii.	The proportion of the population served with water	A ratio of the population served to the total population living in the service area is expressed as a percentage. The population served is obtained by adding the following; (i) the number of domestic connections multiplied by the average members using that connection. (ii) the number of public stand posts and/or kiosks multiplied by the average number of the population served by public stand posts and/or kiosks (iii) the population living in residential institutions, industrial and commercial complex	(%)

NO.	INDICATOR	DEFINITION	UNIT
ix.	Revenue collection efficiency	The ratio of total collection (TZS) to the total billings (TZS) during the year is calculated as the amount of revenues collected divided by the amount billed multiplied by 100	(%)
x.	Staff Productivity	Number of staff per 1,000 water and sewerage connections. It is calculated as a ratio of total staff to total water and sewerage connections multiplied by 1,000. The best practice is below 5	Staff/ 1,000 Connections
xi.	Storage capacity	Total capacity of utility's water supply storage tanks divided by average daily demand multiplied by 24 hours	Hours
xii.	Water mains rehabilitation	Length of mains (a pipe of diameter $\geq 2''$) rehabilitated during the year divided by the total length of mains multiplied by 100	(%)
xiii.	Water service connections rehabilitation	Number of service connections replaced or rehabilitated during the year divided by total number of connections multiplied by 100	(%)
xiv.	Water quality compliance	Percentage of water samples that pass particular quality tests for potability. It is equal to the total number of samples passed divided by the total number of samples tested multiplied by 100. The best practice is at least 98%	(%)
xv.	Working ratio	Operating expenses to operating revenue. The operational expenses do not include depreciation, interest, and debt service. Sound financial management requires that this ratio should be well below 0.67	Ratio
xvi.	Proportion of population connected to sewerage service	The population served with sewerage service is expressed as a percentage of the total population living in the service area. The population served is obtained by adding the following: (i) the number of domestic sewerage connections multiplied by the average members using that connection; and (ii) the number of people living in residential institutions, industrial and commercial complexes connected with sewerage services	(%)
xvii.	Wastewater quality compliance	Percentage of sewerage effluent samples that pass quality tests as per TBS effluent quality standards: total number of samples passed divided by total number of samples tested x100	(%)



WATER UTILITIES PERFORMANCE HIGHLIGHT FOR FY 2023/24



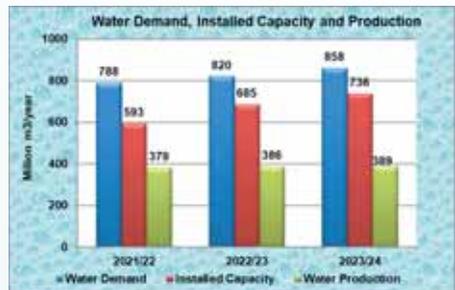
EXECUTIVE SUMMARY

The Water Utilities Performance Review Report for FY 2023/24 provides the overall performance of 82 Water Supply and Sanitation Authorities (WSSAs). The Report is the 16th in a series of water sector performance review reports prepared by EWURA. It focuses on key performance data and indicators in the provision of water supply and sanitation services and ranks WSSAs' performances. Moreover, the report provides key observations and recommendations for improvement of the services.

Data and information for the preparation of this report were collected from WSSAs through, MajiS reports, performance monitoring inspections, business plans, and consultative meetings with the Ministry of Water (MoW) and the Ministry of Health (MoH).

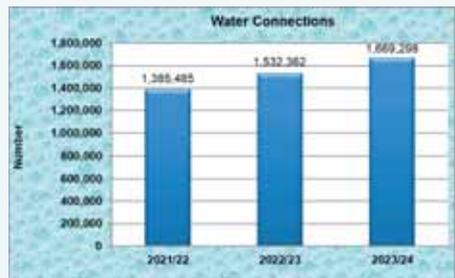
Water Demand, Installed Production Capacity, and Production

During the FY 2023/24 water demand increased by 4.6%, water production increased by 0.7% and installed production capacity increased by 7% as compared to the FY 2022/23. Despite the increase in water production during the FY 2023/24, aggregate water production was 45% of water demand within the WSSAs' service areas. The increase in water demand in areas served by the WSSAs is mainly associated with an increase in population following the extension of WSSAs' service areas and normal population growth.



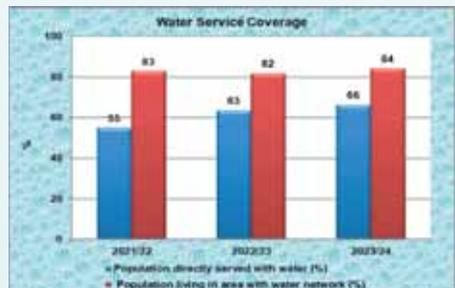
Water Service Connections

In the FY 2023/24, the number of water connections increased by 9% from 1,532,362 to 1,669,298 connections as compared to an 11% increase in the FY 2022/23. The main reason for the increase was the extension of the water networks to unserved areas.



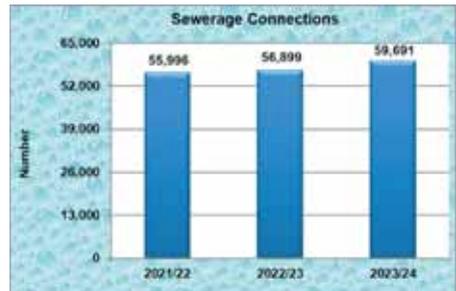
Water Service Coverage

Water service coverage for WSSAs in terms of the population living in an area with a water network increased to 84% in the FY 2023/24 as compared to 82% in the FY 2022/23. Projects to extend water supply networks were the main reason for improvement in the indicator. Water service coverage in terms of the population directly served with water improved to 66% compared to 63% in FY 2022/23.



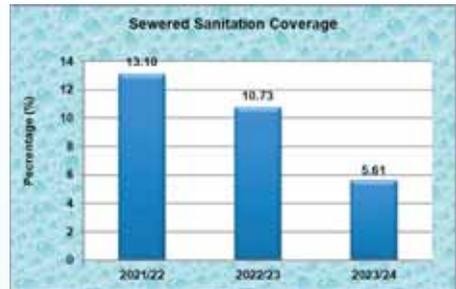
Sewerage Connections

The number of sewerage connections increased by 4.9% in the FY 2023/24 compared to an increase of 2% in the FY 2022/23. The increase was mainly due to the sensitization of the covered communities to connect to sewer lines.



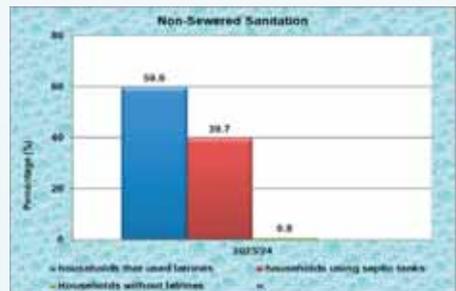
Sewered Sanitation Coverage

Analysis of sewerage sanitation coverage among 11 WSSAs that provided the service revealed a decrease of the coverage by 5.6% in the FY 2023/24 compared to 10.73% in the FY 2022/23. The major reason for the decrease was an increase in population within the WSSAs' service areas without a significant increase in the sewerage network.



Non-Sewered Sanitation Coverage

During the year under review, the proportion of households that used pit latrines was 59.6% while households using septic tanks was 39.7%. Households without any sanitation facility were 0.8%. Furthermore, the total number of emptiable pit latrines was 2,285,126 which is equivalent to 45% of the total pit latrines in the WSSAs' service areas. In the FY 2023/24, a total of 19 out of 82 WSSAs owned 40 cesspit emptier trucks. The number of registered privately owned cesspit emptiers in WSSAs' service areas was 347.



Service Hours

During the year under review, the average service hours in WSSAs' service area remained at 14 hours. The service hours attained are below the service level benchmark which is 24 hours.



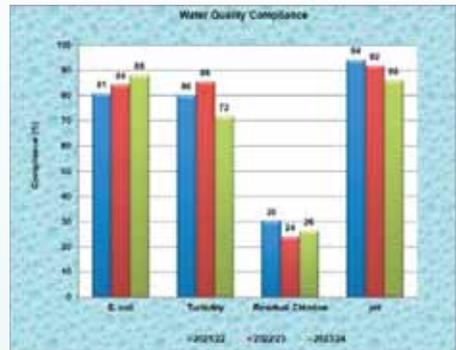
Water Treatment Facilities

During the year under review, 97.6% of WSSAs had water treatment facilities, which is an increase from 94% and 91% in FY 2022/23 and FY 2021/22, respectively. Further, 34 out of 82 WSSAs used conventional water treatment plants while, 46 WSSAs carried out water treatment by disinfection only, mostly using calcium hypochlorite. Moreover, two WSSAs namely Songe and Tunduru had no water treatment facilities, as compared to 5 and 8 WSSAs recorded in FY 2022/23 and FY 2021/22, respectively.



Water Quality Compliance

In the FY 2023/24, the overall compliance level indicated some improvement in terms of *E. coli*, and residual chlorine, whereas turbidity and pH deteriorated as compared to the FY 2022/23 performance. The overall compliance for both *E. coli* and residual chlorine improved by 4% and 2% respectively, in the FY 2023/24. However, the compliance level for both turbidity and pH levels declined by 14% and 6%, respectively as compared to the FY 2022/23. Low compliance with residual chlorine requirements was mainly due to insufficient water treatment facilities and non-adherence to standard operating procedures for the disinfection process.



Wastewater and Faecal Sludge Treatment Facilities

During the year under review, out of 82 WSSAs, 23 had operational wastewater and faecal sludge treatment facilities. Moreover, 10 WSSAs have continued with the construction of wastewater and faecal sludge treatment facilities, five WSSAs were at the design stage while six WSSAs have acquired title deeds for the construction of wastewater and faecal sludge treatment facilities. However, a total of 45 WSSAs had neither wastewater treatment facilities nor acquired title deeds for the construction of such facilities.

Wastewater Quality Compliance

In the FY 2023/24, the overall effluent BOD and COD compliance levels decreased by 25% and 17%, respectively as compared to the FY 2022/23. Major reasons for the decline were poor maintenance of the sewer lines and wastewater/faecal sludge treatment facilities, and the overload of treatment facilities.



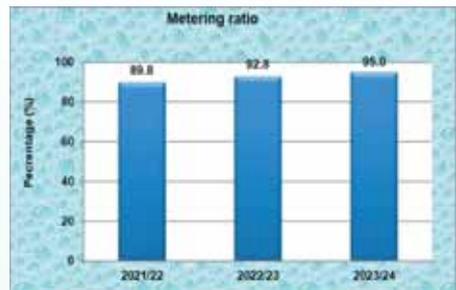
Non-Revenue Water (NRW)

There has been an improvement of overall NRW performance for WSSAs by 0.4% in the FY 2023/24 compared to a decline of NRW performance by 1.7% registered in the FY 2022/23. The attained NRW is higher than the service benchmark of 20% and is equivalent to revenue losses of TZS 114.12 billion.



Metering Ratio

The metering ratio for WSSAs increased by 2.2% in the FY 2023/24. The same indicator improved by 3% in the FY 2022/23. The overall metering ratio performance is below the service level benchmark of 100%.



Revenue Collection

Overall revenue collection for WSSAs increased by 7% in the FY 2023/24 as compared to the 2% decrease observed in the FY 2022/23. The overall increase in collections was mainly due to an increase in water sales following an increased number of customers, water production, and tariff adjustments made by some WSSAs during the year.



Revenue Collection Efficiency

During the FY 2023/24, the average revenue collection efficiency for WSSAs increased to 92%, from 91% recorded in the FY 2022/23. The overall performance in the revenue collection efficiency remained below the service level benchmark of 95%.



Average Water Tariff

The average approved water tariff increased by 4% in the FY 2023/24 due to tariff adjustments implemented during the year. The approved tariffs for individual utilities ranged from a high of TZS 3,590 per cubic meter to a low of TZS 300 per cubic meter. The variation in tariffs among utilities was primarily due to differences in operating environments, as well as delays by some WSSAs in reviewing their tariffs.



Cost Recovery

During the FY 2023/24, the average working ratio worsened to 1.31 from 1.30 observed in the FY 2022/23. The average operating ratio deteriorated to 2.97 from 2.01 in the FY 2022/23. The ratios imply a declining ability of WSSAs to cover operating costs from their revenues. The recommended service level benchmark for working and operating ratios is below 0.67 and 0.80, respectively.



Staff Productivity

During the period under review, the number of staff per 1,000 water and sewerage connections indicates the continuity of desirable efficiency of utilizing staff with a ratio of 4.0 in the FY 2023/24, 3.8 in the FY 2022/23 and 4.2 in the FY 2021/22. WSSAs continuously complied with the acceptable staff productivity service level benchmark of below 5 staff per 1,000 connections.



Resolution of Complaints

During the reporting period, WSSAs received a total of 390,416 complaints, with the majority relating to delays in water connections, poor customer service, and disconnections. Of the complaints received, 62% were resolved.

Submission of Reports

During the reporting period, percentage compliance with the submission of reports was 68%, 72%, 77% and 95% for monthly MajiS reports, annual technical reports, financial reports and annual MajiS reports. Arusha, Iringa, Moshi, Songea, Tanga, Biharamulo, Igunga, Itumba-Isongole, Mpwapwa, Nzega, and Songe WSSAs submitted all required reports on time.



Implementation of Recommendations of the Previous Report

The Water Utilities Performance Review Report for the FY 2022/23 had 13 recommendations for implementation by WSSAs. The timeline for one condition was due in June 2024, seven have a deadline of June 2025, two will be due on June 2026 and the remaining three are continuous. The recommendations were partially implemented.

Implementation of Tariff Order Conditions

Overall average compliance with tariff order conditions was 61% as compared to 58% and 51% attained by WSSAs in FY 2022/23 and FY 2021/22, respectively. None of the WSSAs managed to fully implement tariff order conditions during the year.

Implementation of Directives

For the FY 2023/24, a total of 1,246 directives were given to WSSAs during General Compliance Monitoring Inspections and Water and Wastewater Quality Monitoring Inspections. The overall compliance with the implementation of the directives issued to WSSAs was 71% as compared to 88% in FY 2022/23.

Compliance with Remittance of Regulatory Levy

The overall levy remittance compliance fell to 47.2% in FY 2023/24 from 48.2% in FY 2022/23. During the year under review 26 WSSAs namely Dodoma, Igunga, Tunduma, Kasulu, Turiani, Babati, Maganzo, Njombe, Nzega, Kibondo, Nzega, Manyoni, Moshi, Kahama, Iringa, Kishapu, KASHWASA, Mpanda, Ludewa, Tukuyu, Mbeya, Utete, Kilindoni, Gairo, Loliondo, and Biharamulo fully complied with the levy remittance requirements. DAWASA, Mwanza, Tabora, Musoma, Kigoma, Mtwara, Arusha, Bukoba, Morogoro, Songea, Sumbawanga, Sengerema, Singida, and Lindi WSSAs had the highest amounts of outstanding levy while Tunduru, Makete, Mugango-Kiabakari, and Sengerema WSSAs did not remit the levy.

Institutional Status

During the FY 2023/24, 66 out of 82 WSSAs had active Boards of Directors. WSSAs that had no Boards of Directors were Ludewa, Maganzo, Mbinga, Songe, Namanyere, Utete, Namtumbo, Tunduru, Kilindoni, Turiani, Gairo, Kiomboi, Loliondo, Kigoma, Kishapu, and Mwanhuzi. Additionally, the total number of staff increased to 6,842 as compared to 6,073 in FY 2022/23 and 5,998 in FY 2021/22. The number of female staff rose steadily to 2,181 in FY 2023/24 from 1,750 in FY 2022/23 and 1,700 in FY 2021/22.

Performance Ranking for WSSAs

WSSAs were ranked according to EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2022. Ranking of the performance of WSSAs is two-fold, firstly is the overall ranking; and secondly the utility ranking. The overall ranking measures the utilities' achievement of the Key Performance Indicators (KPIs) and the Compliance with the Regulatory Requirements (CRR). The utility ranking measures the attainment of key performance targets as set in its Business Plan.

Based on the ranking criteria, the results of ranking for WSSAs' performance are as follows:

Cluster I

- i. Moshi WSSA emerged as the overall best utility in the provision of water supply and sanitation services while Rombo WSSA was the overall least performer.
- ii. Moshi WSSA was the best performer under the category of utility ranking in water supply and sanitation services while Rombo WSSA was the least performer.

Cluster II

- i. Nzega WSSA emerged as the overall best utility in the provision of water supply and sanitation services while Chato WSSA was the overall least performer.
- ii. Maswa WSSA was the best performer under the category of utility ranking in water supply and sanitation services while Geita, Chato and Kasulu WSSAs were the least performers.

Cluster III

- i. Orkesumet WSSA emerged as the overall best utility in the provision of water supply and sanitation services while Tunduru WSSA was the overall least performer.
- ii. Orkesumet WSSA was the best performer under the category of utility ranking in water supply and sanitation services while Mugango-Kiabakari, Chunya, Ifakara, Kibondo, Kilindoni, Kilwa-Masoko, Kiomboi, Kyela-Kasumulu, Liwale, Makete, Namanyere, Namtumbo, Ruangwa, Tunduru, Ushirombo and Tunduma WSSAs were the least performers.

The comparison of the results reveals that during the year under review, WSSAs experienced improved performance, evidenced by an increase in the number of WSSAs with at least a good performance and the addition of one WSSA achieving excellent performance.

Financial Year	2021/22	2022/23	2023/24
The number of utilities analysed	90	85	82
Overall Performance in Percentage			
Excellent	0	0	1
Very Good	17	12	16
Good	29	27	31
Fair	27	31	32
Unsatisfactory	26	13	2

Key Observations and Recommendations

The key observations on the performance of WSSAs during the reporting period are:

- a) Low water and wastewater quality compliance level;
- b) Inadequate water service coverage;
- c) Inadequate implementation of Customer Service Charter;



- d) High Non-Revenue Water;
- e) Inadequate wastewater and faecal sludge treatment facilities;
- f) Low water production to demand ratio, underutilized and insufficient installed water production capacity;
- g) Overstayed non-cost recovery water tariffs; and
- h) Inadequate provision of sanitation services.

It is recommended that WSSAs:

- a) Improve water quality compliance by:
 - (i) establishing and implementing Standard Operation Procedures for the treatment process;
 - (ii) ensuring availability of water quality testing instruments for monitoring at least residual chlorine, pH, and turbidity; and
 - (iii) ensuring that the treatment process is performed by qualified personnel.
- b) Take measures to improve compliance with BOD and COD levels by:
 - (i) constructing additional wastewater treatment facilities or expanding the existing ones to accommodate the demand for treatment; and
 - (ii) implementing regular rehabilitation of the existing wastewater treatment facilities to maintain their performance.
- c) prepare non-revenue water reduction strategies according to EWURA Guidelines for Development of NRW Reduction Strategy for WSSAs 2021; ensure the implementation of their non-revenue water reduction strategies; and timely attend to the reported water leakages.
- d) include in their business plans securing land for the construction of wastewater and faecal sludge treatment facilities.
- e) extend the water distribution network and connect customers to improve utilization of the available installed water production capacities towards meeting the water demand.
- f) prioritize the preparation of business plans to enable the adjustment of their tariffs.

Further, the Ministry of Water is advised to assist WSSAs in:

- a) securing funds for the construction of water/wastewater and faecal sludge treatment facilities. Consideration of PPP may be one of the alternatives; and
- b) investing in water production infrastructures.

PART I: INTRODUCTION



CHAPTER ONE

INTRODUCTION

This report presents a comparative analysis of the performance of 82 Water Supply and Sanitation Authorities (WSSAs), comprising 25 regional, 7 national, 45 district, and 5 township WSSAs. It has been prepared in line with Section 29(2) of the Water Supply and Sanitation Act, 2019, which mandates EWURA to annually produce a report evaluating the performance of WSSAs.

The primary objective of this report is to assess the overall performance of water utilities for the FY 2023/24, based on key performance data and indicators related to the provision of water supply and sanitation services. Additionally, the report highlights key observations and offers recommendations for enhancing water and sanitation services in the areas of operation. The report also ranks the performance of utilities based on the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2022.

The data and information used to prepare this report were gathered from WSSAs through their annual performance reports, MajiS reports, inspection reports, business plans, and consultative meetings with the Ministry of Water (MoW) and the Ministry of Health (MoH). Additional inputs were obtained from clarifications provided by WSSAs regarding their performance trends and findings from performance inspections conducted by EWURA. Sections 1.1 and 1.2 provide a brief overview of the WSSAs and the methodology used in preparing the report.

This report is structured into four sections: (i) Introduction, (ii) Performance Review of WSSAs, (iii) Performance Ranking, and (iv) Key Observations and Recommendations. Additionally, the report includes appendices containing profiles for each WSSA, summarizing key information and data, performance indicators from the FY 2021/22 to the FY 2023/24, and details of each WSSA's compliance with regulatory requirements.

1.1 Description of WSSAs

WSSAs operate under the framework of the Water Supply and Sanitation (WSS) Act, Cap. 272. They are regulated by EWURA in line with both the WSS Act and the EWURA Act, Cap. 414. As outlined in Section 14 of the WSS Act, WSSAs must operate based on licences issued by EWURA, which are categorized into three classes: Class I, Class II, and Class III. WSSAs that do not meet the criteria for a class licence are granted a provisional licence. Additionally, utilities are organized into three clusters: Cluster I for utilities serving more than 20,000 customers, Cluster II for those with 5,000 to 20,000 customers, and Cluster III for utilities with fewer than 5,000 customers according to the performance benchmarking guidelines for WSSAs, 2022.

In the year under review, Tanga and Moshi WSSAs maintained their Class I licences. Arusha, Mwanza, Dodoma, Mbeya, KASHWASA, Babati, Kahama and Iringa WSSAs continued to hold Class II licences. A total of 61 WSSAs operated under Class III licences, and 11 WSSAs namely Songe, Busega, Kibondo, Itumba-Isongole, Tukuyu, Chunya, Namtumbo, Rujewa, Tunduma, Namanyere, and Tunduru were operating under provisional licences.

During the reporting period, Korogwe, Mombo, and Mahenge WSSAs were disestablished. Korogwe and Mombo were clustered with the Handeni Trunk Main (HTM) WSSA, while Mahenge was merged with the Morogoro WSSA.

Additionally, under Regulation 5(1) of the Water Supply Regulations of 2019, WSSAs are classified into four categories AA, A, B, and C based on their financial capabilities and water service coverage. Table 1 provides a summary of the WSSAs' categories, water supply and sanitation licence classes, and their respective clusters

Table 1: Classification of WSSAs by Classes of Licence, Categories, and Clusters

Licence Classes		WSSAs' Categories		Clusters	
Licence Class	Number of Utilities	Category	Number of Utilities	Cluster	Number of Utilities
I	2	AA	6	Large (>20,000 connections)	20
II	8	A	13	Medium (5,000 to 20,000 connections)	22
III	61	B	10	Small (<5,000 connections)	40
Provisional	11	C	53		

Key to Licence Classes

Class I:	A licence issued by EWURA to WSSA that has the technical and managerial capability to operate a licensed facility and recover all costs of operation.
Class II:	A licence issued by EWURA to a WSSA that has the technical and managerial capability to operate a licensed facility and recovers all costs of operation except part of its investment costs.
Class III:	A licence issued by EWURA to a WSSA that still gets financial, managerial, and technical support from the Government and partially recovers its operational costs.
Provisional:	A licence issued to a declared water authority that has not qualified for a Class I, II, or III license (with initial facilities and human resources for the provision of services).

Key to Categories:

Category AA:	Water utilities with a water service coverage of more than 85% and meet operation and maintenance costs, depreciation, and return on investment.
Category A:	Water utilities with a water service coverage of more than 75% and meet all operation, maintenance, and depreciation costs.
Category B:	Water utilities with water service coverage of more than 65% and meet all operation and maintenance costs.
Category C:	Water utilities with water service coverage of less than 65% and meet operation and maintenance costs, except part of plant electricity costs as shall be determined by the Minister for Water in the Performance Assessment Instrument.

1.2 Methodology

The preparation of this report involved gathering, compiling, analyzing, and verifying technical, commercial, and financial data from WSSAs. The main sources of data and information for the report were the Water Utilities Information System (MajlS), annual progress reports, financial statements, and business plans. The data and information were verified through the following processes:

- a) conducting field inspections;
- b) seeking clarification from utilities when data showed unusual trends compared to previous reports or appeared unrealistic, inconsistent, or incorrect;
- c) holding consultative meetings with WSSA managing directors to discuss and confirm the received data before publication, with participation from representatives of the Ministry of Water (MoW) and Ministry of Health (MoH); and
- d) organizing consultative meetings with MoW and MoH to review the draft report.

PART II: PERFORMANCE ANALYSIS



CHAPTER TWO PERFORMANCE ANALYSIS

2.0 PERFORMANCE ANALYSIS

The performance of WSSAs for FY 2023/24 was analysed in comparison with performance in FYs 2022/23 and 2021/22. The analysis covers various aspects, including water sources and abstraction, installed water production capacity, water service coverage, sanitation services, water service availability, water quality, wastewater quality, and management of non-revenue water.

Additionally, the analysis includes WSSAs’ financial performance, staff productivity, customer service management, submission of plans and reports, implementation of the previous year’s report recommendations, remittance of regulatory levies, adherence to directives, and overall institutional status. Significant changes in performance are highlighted, and the reasons for these changes are provided to guide interventions and encourage mutual learning among WSSAs for improvement.

2.1 Water Sources and Abstraction

In FY 2023/24, WSSAs primarily relied on surface water sources, including rivers, lakes, springs, and dams, with groundwater used to a lesser extent. The dependence of surface water calls for the implementation of strategies for the protection of water sources against pollution and the impacts of climate change to ensure the sustainability of water services. Dams were the least utilized water source, accounting for only 8% of the total water abstracted. Figure 1 illustrates the distribution of water abstraction from various sources while Appendix 2, Table A2.1 provides detailed data on water abstraction and the types of sources used by each WSSA over the past three years.

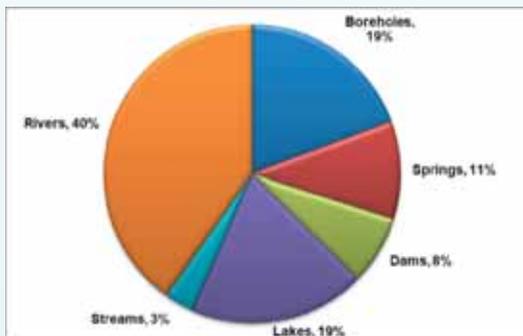


Figure 1: Water Abstraction

In FY 2023/24, Kasulu, HTM, Tunduma, Tukuyu, Kibaya, Ushiroombo, Bukoba, Biharamulo, Mbulu, Chato, Bariadi, and Kilindoni WSSAs experienced notable increases in water abstraction, each exceeding 20%. During the same period, the WSSAs that recorded a significant decrease in water abstraction (over 20%) were Utete, Makonde, Orkesumet, Maswa, Turiani, and Kiomboi.



Additionally, water abstraction volumes reported by Nzega, Igunga, Tabora, Shinyanga, Kahama, Maganzo, Mwanza (water supply to Ngudu area), and Kishapu WSSAs did not include the bulk water purchased from KASHWASA. The major reasons for significant increase and decrease in water abstraction are outlined in Table 2 (a) and (b).

Table 2 (a): WSSAs with Significant Increase in Water Abstraction

Name of WSSA	% Increase	Reason (s)
Kasulu	171	Acquisition of water sources with a total capacity of 101.6 m ³ /hr from Mdyanda, Nyantale, Hwazi, and Juhudi community-based water supply organizations (CBWSOs)
HTM	102	Acquisition of 14 water sources with a total capacity of 380 m ³ /hr from former Korogwe and Mombo WSSAs
Tunduma	86	Increase of pumping hours from 1 hours to 24 hours at Mamblelea borehole. Addition of 1 borehole with a capacity of 10m ³ /hr at Ipito from April 2023. Addition of Uhuru Nyerere BH with a capacity of 13 m ³ /hr from March 2024. Increased pumping hours from 8 hours to 24 hours at Sogea Borehole.
Tukuyu	71	Completion of Mbaka water source with a capacity of 416.7 m ³ /hr from July 2023
Kibaya	52	Addition of a new borehole (Jagwani Kageze) with a capacity of 5.4 m ³ /hr and full operation of the Mnadani, New Shiuki, and Majengo Mapya boreholes with a combined capacity of 24.3 m ³ /hr
Ushirombo	47	Addition of two Katente and Bulangwa boreholes with a capacity of 21 m ³ /hr
Bukoba	29	Drilling of new boreholes at Kayanga (30 m ³ /hr), Mtukula (36 m ³ /hr), and Muleba (25 m ³ /hr)
Biharamulo	39	Installation of a new pump with a capacity of 120 m ³ /hr at the Ruziba area and drilling of a new borehole with a capacity of 14 m ³ /hr at Nyarukongogo
Mbulu	36	Replacement of pump at Imborulsale borehole from 35 m ³ /hr to 60 m ³ /hr (November 2023 - March 2024) and use of bulk meters at Endagikot borehole and Enderer and Indirim spring
Chato	35	Increase of pumping hours from 16 hrs to 20 hrs and installation of bulk water meters to accurately measure water abstraction
Bariadi	35	Acquisition of eleven water sources with a total capacity of 69.3 m ³ /hr from RUWASA
Kilindoni	26	Rehabilitation of a submersible pump with a capacity of 30 m ³ /hr at the Bomani spring source

Table 2 (b): WSSAs with Significant Decrease in Water Abstraction

Name of WSSA	% decrease	Reason (s)
Kiomboi	37	Breakdown of the water pumps at Magula Borehole No.4 (9 m ³ /hr) and Magula Borehole No.8 (7 m ³ /hr) from March to May 2024
Turiani	32	Replacement of bulk water meters to accurately measure water abstraction at Divue and Mvaji water sources
Maswa	29	Power outages for a total of 372 hours in a year
Orkesumet	29	Decrease of water consumption due to prolonged rain season
Makonde	27	Flooding and failure of the electrical transformer at Mkunya water intake, failure of 40 m ³ /hr water pump at Mahuta intake, and power outage for 450 hours during the year
Utete	23	Pump breakdown due to severe flooding from January to May 2024 and power fluctuations (low voltages) encountered for about six months

2.2 Water Demand, Installed Water Production Capacity, and Production

2.2.1 Water Demand

The total water demand in areas served by WSSAs increased to 858.05 million cubic meters in FY 2023/24 from 819.94 in FY2022/23, equivalent to a 4.65% increase. Kasulu, Bariadi, Singida, Ngara, HTM, Kiomboi, KASHWASA, Mwanhuzi, Kyela-Kasumulu, and Ludewa WSSAs reported a significant increase in water demand (more than 20%). Reasons for the increase in water demand for the WSSAs during the year are presented in Table 3. Water demand for each WSSA is presented in Table A2.2 of Appendix 2.

Table 3: WSSAs with Significant Increase in Water Demand

Name of WSSA	% Increase	Reason(s)
Kasulu	188.01	Inclusion of Nyumbigwa, Murufiti, Nyansha, Ruhita, Kigondo, Muhunga, Heru Juu, Muganza and Msambara to the service area
Bariadi	117.51	Inclusion of Nyangokolwa, Guduwi, Mhango, Isanga, Bunamhala, and Nyakabindi wards into the service area
Ngara	53.46	Inclusion of Murukulazo, Mumiterama, and Musumba into the service area
HTM	46.11	Inclusion of Korogwe and Mombo WSSAs into the service area
Kiomboi	37.44	Inclusion of Kinambeu, Ruruma, and Mampanta areas previously under CBWSOs to the service area
KASHWASA	19.85	Increased water demand by bulk customers namely Tabora, Shinyanga and Igunga WSSAs
Mwanhuzi	34.1	Inclusion of Mwagwila, Mwamishali, Mwambiti, Itongolyangamba, Malwilo, and Dakama villages into the service area

Further, during the review period, Geita, Mugango-Kiabakari, Kilindoni, Ruangwa, Makete, Utete, and Turiani WSSAs reported a decrease in water demand of more than 20%, mainly due to a revision of water demand computation.

2.2.2 Installed Water Production Capacity

During the year under review, the total installed water production capacity for WSSAs increased by 7% to 735.7 from 685.43 million cubic meters in FY 2022/23. Tukuyu, Kilindoni, Kasulu, HTM, Loliondo, Bariadi, Maganzo, Mwanza, MANAWASA, Dodoma and Morogoro WSSAs recorded a significant increase of more than 20% during the year. Reasons for the increase in installed water production capacities during the year are presented in Table 4. Table A2.2 of Appendix 2 shows installed water production capacities over the past three years.

Table 4: Reasons for Significant Increase in Installed Water Production Capacity

Name of WSSA	% Increase	Reason(s)
Tukuyu	169.78	Completion of Mbaka water source with a capacity of 10,000 m ³ /day from July 2023
Kilindoni	159.65	Rehabilitation of a submersible pump with a capacity of 30 m ³ /hr at the Bomani spring source
Kasulu	113.75	Acquisition of water sources with a total capacity of 2,440 m ³ /hr from Mdyanda, Nyantale, Hwazi, and Juhudi CBWSOs
HTM	94.2	Acquisition of 14 water sources with a total capacity of 380m ³ /hr from former Korogwe and Mombo WSSAs
Loliondo	82.76	Increase of one source (Kirangayoo spring) with a pump capacity of 25m ³ /hr
Bariadi	66.63	Acquisition of 11 water sources with a total capacity of 69.3 m ³ /hr from RUWASA
Mwanza	36.68	Completion of the Butimba Project with a capacity of 2,000 m ³ /hr
MANAWASA	30.15	Installation of 4 new water pumps at Mailisita booster station (260 m ³ /hr each)
Dodoma	29.22	Addition of Sagala water spring in Kongwa with a capacity of 50 m ³ /hr, five boreholes at Nzuguni with a combined capacity of 441.5 m ³ /hr, and four boreholes namely Michese 25 m ³ /hr, UDOM 24 m ³ /hr, Ndachi 14.5 m ³ /hr and Nala 67.7 m ³ /hr
Morogoro	23.61	Addition of new intake at Mambogo water source with a capacity of 250m ³ /hr and inclusion of Mahenge and Ruaha-Kidodi to the service area

2.2.3 Water Production

The amount of water produced by WSSAs increased by 0.7% to 388.96 million cubic meters in FY 2023/24 from 385.91 million cubic meters in FY 2022/23. WSSAs that reported a significant increase in water production of more than 20% were Kasulu, HTM, Tunduma, Tukuyu, Kibaya, Kilindoni, Biharamulo, Mbulu, Chato, Bariadi, Ushirombo, and Bukoba. Further, during the review period, Mugango-Kiabakari, Kiomboi, Turiani, Maswa, Makonde, Orkesumet, and Utete WSSAs reported a decrease in water production of more than 20%. The reasons for the changes in water production are similar to those provided in water abstraction presented in Tables 2(a) and 2(b). The water production trend for WSSAs is detailed in Appendix 2 Table A2.2.

2.2.4 Comparison of Water Demand, Installed Capacity and Water Production

The ratio of water production to demand declined to 45% in FY 2023/24 from 47% in FY 2022/23 and 48% in FY 2021/22. A decline in the ratio implies that the increase in water production was outpaced by water demand.

The ratio of water production to installed water production capacity decreased to 53% in FY 2023/24 from 56% in FY 2022/23. The decrease in the ratio indicates unsatisfactory utilization of the existing infrastructure to improve the availability of water services.

Nevertheless, during the reporting period, the ratio of water demand to installed water production capacity was 86%. This means full utilization of the existing water production infrastructure would not suffice the increasing water demand, hence investment in water production infrastructure is necessary. Figure 2 shows a comparison of water demand, installed capacity, and water production.

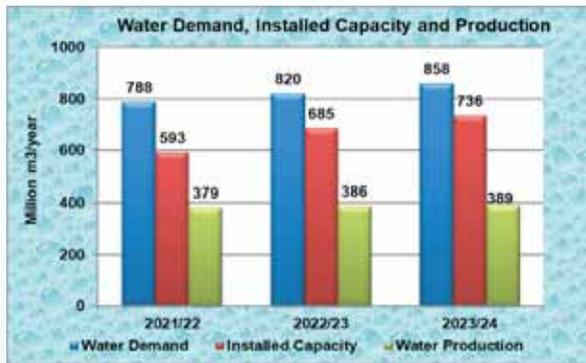


Figure 2: Comparison of Water Demand, Installed Capacity, and Water Production

2.3 Water Service Coverage

Water service coverage was analysed based on the number of water service connections, the proportion of the population directly served with water, and the proportion of the population living in areas with water networks.

2.3.1 Water Service Connections

The total number of water connections for WSSAs increased to 1,669,298 in FY 2023/24 as compared to 1,532,362 and 1,385,485 in FY 2022/23 and FY 2021/22, respectively. The observed increase in water connections mainly resulted from the extension of water supply networks as part of the WSSAs' efforts to ensure universal access to water supply services in their areas and the acquisition of connections in extended areas. Figure 3 shows water connection trends for the past three years. Details of water connections are provided in Appendix 2-Table A2.7.



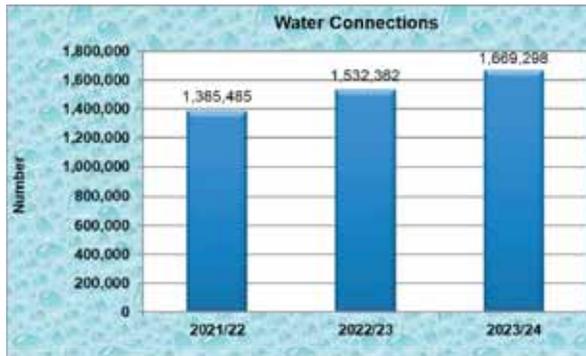


Figure 3: Total Water Connections

WSSAs that recorded a significant increase in water connections of at least 5,000 new connections were DAWASA, Arusha, Morogoro, Dodoma, HTM, Kasulu, Bukoba, Mwanza, Mbeya and Musoma.

During the year under review, domestic customers constituted the largest share of WSSAs' customers at 95.5%. Figure 4 presents the percentage composition of customer categories among WSSAs.

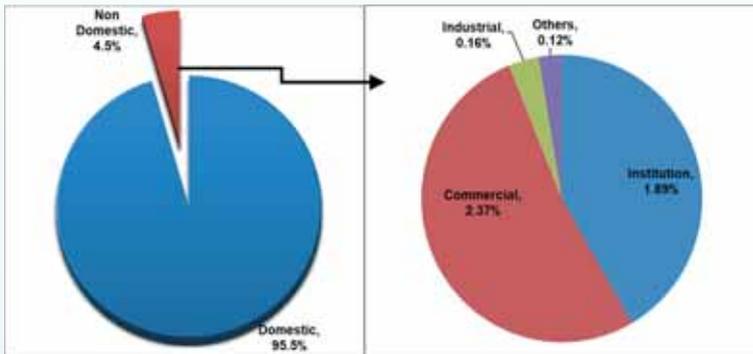


Figure 4: Composition of Water Supply Connections

2.3.2 Proportion of Population Directly Served with Water

During the year under review, the proportion of the population directly served with water in WSSAs' service areas improved to 66% compared to 63% in FY 2022/23 and 55% in FY 2021/22. Improvement in this indicator is mainly a result of increases in the number of water connections in WSSAs' service areas. Appendix 2: Table A2.8 provides details of the proportion of the population served with water over the past three years.

WSSAs that recorded significant increases of more than 20% were Kilwa-Masoko (55%), Morogoro (35%), and Turiani (30%).

WSSAs with a significant decrease in population directly served with water were Chunya (26%), Itumba-Isongole (31%), and Kiomboi (36%).

The analysis of the proportion of the population directly served with water shows that:

- i. Iringa and Kigoma WSSAs registered over 90% of service coverage in terms of population directly served.
- ii. Mugango-Kiabakari, Kilindoni, Tunduma, Ushirombo, Vwawa-Mlowo and Kyela-Kasumulu WSSAs had the population directly served with water of below 20%.

Water service coverage was also assessed on the attainment of the services level benchmark set in EWURA Performance Benchmarking Guidelines, 2022. During the reporting period, Kigoma WSSA surpassed coverage above the acceptable service level benchmark of 95%. Table 5 shows the performance of WSSA in attaining service level benchmarks.

Table 5: Status of WSSAs in the Provision of Water Service

Number of WSSAs that attained service level benchmark (100%)	0
Number of WSSAs that surpassed the acceptable level boundary (95% to 99%)	1
Number of WSSAs that attained acceptable level boundary (84% to 95%)	5
Number of WSSAs that attained below the acceptable level boundary (below 84%)	76

2.3.3 Proportion of Population Living in Areas with Water Network

The proportion of the population living in areas with water network increased to 84% in FY 2023/24 compared to 81% and 83% in FY2022/23 and FY 2021/22, respectively. Details on performance in the proportion of the population living in areas with water networks are provided in Appendix 2 Table A2.8 and Figure 5.

Moshi, Igunga, Kigoma, Nzega, Sumbawanga, Makambako, DAWASA, Iringa, Wanging'ombe, Songea, Tanga, Dodoma, and Sengerema WSSAs had the highest water network coverage of at least 90%, during the FY 2023/24. Meanwhile, Kiomboi and Maganzo WSSAs had a significant decrease in the proportion of the population living in areas with a water network of more than 10% as a result of an extension of service areas to cover areas with low network coverage.

2.3.4 Comparison of Proportion of Population Directly Served with Water and Proportion of Population Living in Areas with Water Network

The comparison of the proportion of the population directly served and the population living in areas with water networks indicates a potential for increasing the proportion of the population directly served by using existing infrastructure in Bariadi, Geita, Mpanda, Vwawa-Mlowo, Makonde, Maswa, Mugango-Kiabakari, Wanging'ombe, Bunda, Chunya, Ifakara, Itumba-Isongole, Kyela-Kasumulu, Lushoto, Namanyere, Sengerema, Tunduru, Turiani, Ushirombo, Tunduma, and Makambako WSSAs. A comparison of the two indicators is depicted in Figure 5.

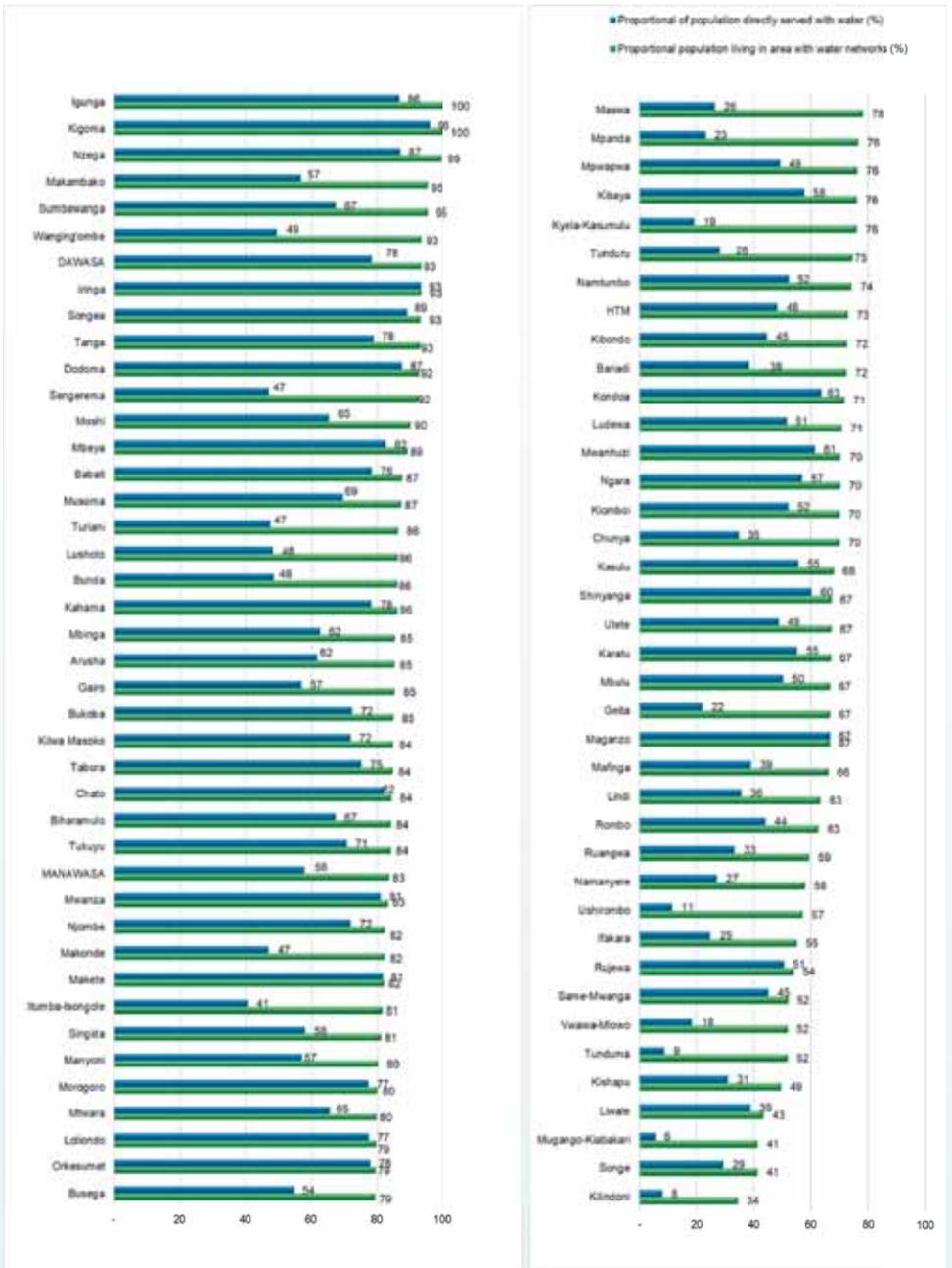


Figure 5: Comparison of Water Supply Coverage Indicators



2.4 Sanitation Services

The performance of WSSAs in the provision of sanitation services is discussed based on the sewered and non-sewered sanitation services as detailed in sections 2.4.1 and 2.4.2.

2.4.1 Sewered Sanitation

The provision of sewered sanitation services was analysed based on the number of sewer connections and the proportion of the population served by sewer networks. The number of WSSAs that provide sewered sanitation services remained at 11 and it included Arusha, DAWASA, Dodoma, Iringa, Mbeya, Morogoro, Moshi, Mwanza, Songea, Tabora, and Tanga. Thus, no investment in sewerage infrastructure in the service areas of the remaining 71 WSSAs has been implemented over the past three years.

(a) Sewerage Connections

The total number of sewerage connections shows a continuous increase to 59,691 in FY 2023/24 as compared to 56,899 in FY 2022/23 and 55,996 in FY 2021/22. The detailed trend of sewerage connections is presented in Appendix 2: Table A2.9 and illustrated in Figure 6.

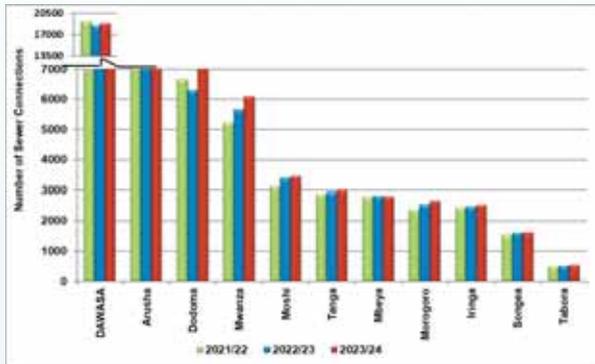


Figure 6: Sewer Connections

During the year under review, Dodoma, Arusha and Mwanza WSSAs had the highest increase in sewer connections. The increase was 589, 578 and 417 connections, respectively. The increase in these WSSAs was mainly due to the sensitization of customers to connect to the existing sewer lines.

(b) Sewered Sanitation Coverage

Sewered sanitation coverage has considered 11 WSSAs that had sewerage networks. Overall sewered sanitation coverage for the WSSAs declined to 5.6% in FY 2023/24 compared to 10.7% and 13.1% in FY 2022/23 and 2021/22, respectively. The major reason for the decrease was an increase in population within the WSSAs' service areas without a significant increase in the sewerage network. The population served by the 11 WSSAs represents about 1% of the total population in areas served by all WSSAs in the country. The trend of sewered sanitation coverage for WSSAs is shown in Figure 7. Appendix 2: Table A2.9 provides a detailed trend of sewered sanitation coverage over the past three years for WSSAs

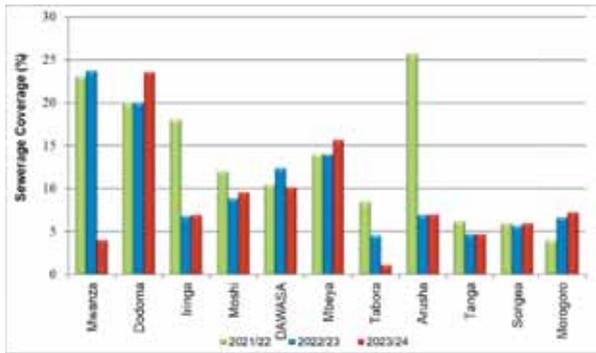


Figure 7: Proportion of the Population Connected with Sewerage Services

2.4.2 Non-Sewered Sanitation

This section discusses basic data on conditions of non-sewered sanitation services in WSSAs' service areas in terms of containment, emptying facilities, transportation and treatment of faecal sludge.

(a) Containment

The analysis of data on containment facilities showed that, during the FY 2023/24 the proportion of households that used latrines was 59.6% while households using septic tanks was 39.7%. Further analysis of data shows that households without any sanitation facility were 0.8%. Furthermore, the total number of emptiable latrines was 2,285,126 which is equivalent to 45% of the number of latrines in the WSSAs' service areas. Details on basic sanitation data collected from WSSAs are provided in Appendix 2 Table A2.15 and Table A2.16.

(b) Emptying Facilities and Transport

Analysis of data on faecal sludge emptying facilities showed that the total number of cesspit emptier trucks operating in the WSSAs' service areas in FY 2023/24 increased to 399 from 358 reported in FY 2022/23. Generally, out of the reported total, 40 were owned and operated by WSSAs, 12 were owned by the local government authorities (LGAs) and 347 were privately owned. Appendix 2: Table A2.16 provides detailed numbers of cesspit emptier trucks owned by WSSAs, LGAs and private operators.

During the year under review, WSSAs that owned cesspit emptier trucks were DAWASA (7), Mwanza (6), Arusha (4), Iringa (3), Tanga (3), Kahama (2), Nzega (2) and Sumbawanga (2). Other WSSAs with only one cesspit emptier truck each were Dodoma, Moshi, Musoma, Bukoba, Songea, Kigoma, Lindi, Geita, HTM, Sengerema, and Busega. Faecal sludge emptying services in the WSSAs service areas are also done by using other means, including manual and non-motorised mechanical pumping.

(c) Sewage and Faecal Sludge Treatment

The available total capacity of faecal sludge treatment facilities in WSSAs increased to 179,305 m³/day as compared to 179,295 m³/day reported during FY 2022/23. The increase in capacity was due to an increase in the number of WSSAs with operating

facilities to 23 in the reporting year as compared to 21 in FY 2022/23 following the operation commencement of the facilities at HTM and Tunduma WSSAs. Details on basic sanitation data collected from WSSAs are provided in Appendix 2 Table A2.15 and Table A2.16

(d) Standard Operation Procedures for Faecal Sludge Management

During the year under review, four out of 82 WSSAs namely DAWASA, Iringa, Mwanza, and Nzenga operated with approved Standard Operation Procedures for Faecal Sludge Management (FSM). Having approved Standard Operating Procedures for FSM is the requirement of the Guidelines for Onsite Sanitation and Faecal Sludge Management for Water and Sanitation Authorities, 2020.

2.5 Water Service Availability

Water service availability was analysed in terms of service hours. The average daily hours of service have remained at 14 hours in FY 2023/24 as in FY 2022/23. The attained average service hours per day remained below the service level benchmark of 24 hours. The data on WSSAs' service areas are presented in Table A2.8 of Appendix 2.

During the year under review, Moshi, Kahama, KASHWASA, Igunga, Turiani, Makete, Nzega and Orkesumet WSSAs registered an average of 24 hours of water availability. With exceptional of Moshi WSSA the mentioned WSSAs have maintained an average of 24 hours for three consecutive years. Arusha, Mwanza, Bukoba, and Mugango-Kiabakari WSSAs had an increase of more than five hours of water supply.

The number of WSSAs with at least 20 hours of service decreased to 16 from 26 WSSAs in 2022/23. Further, Mpwapwa, Sengerema, and Utete WSSAs had a significant decrease in hours of supply of more than 10 hours.

During the year under review, six WSSAs namely Kondoa, Liwale, Songe, Rombo, Ruangwa and Kibaya registered low hours of service of below five hours per day. A comparison of service hours for water utilities during FY 2023/24 is shown in Figure 8.

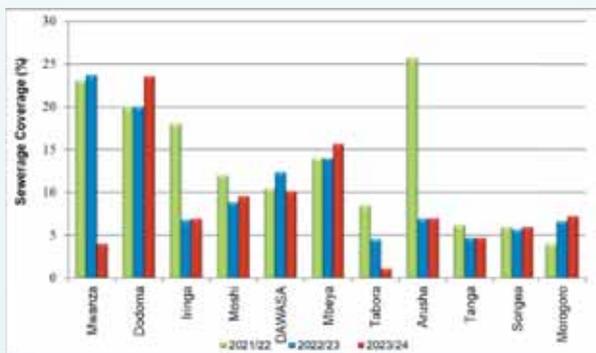


Figure 8: Comparison of Average Hours of Services



2.6 Water Quality

Water quality was described in terms of water quality monitoring and availability of water treatment facilities in WSSAs. The quality of water supplied by WSSAs was analysed to assess compliance with Tanzania Standard Portable Water Specification (TZS 789:2018-EAS12:2018) and Performance Benchmarking Guidelines for WSSAs, 2022 for *E. coli*, turbidity, residual chlorine and pH levels.

2.6.1 Water Quality Monitoring

The overall compliance level for the water quality monitoring conducted to WSSAs in FY 2023/24 indicates an improvement of 4% for *E. coli* and 2% for residual chlorine. However, the compliance levels for turbidity and pH-tested parameters deteriorated by 14% and 6%, respectively compared to the FY 2022/23. Test results reveal 88%, 72%, 26% and 86% overall compliance for *E. coli*, turbidity, residual chlorine and pH parameters, respectively, which is below the service level benchmark of 100%.

The low water quality performance against the service level benchmark is attributed to non-adherence to standard operating procedures for the treatment process. Water quality compliance for tested parameters for each WSSA in FY 2023/24 is detailed in Appendix 2, Table A2.5.

2.6.2 Water Treatment Facilities

In FY 2023/24, 97.5% of WSSAs had water treatment facilities, an increase from 94% and 91% of WSSAs in FY 2022/23 and FY 2021/22, respectively. During FY 2023/24, 34 out of 82 WSSAs used conventional water treatment plants. Out of 34 WSSAs with conventional water treatment plants, 14 WSSAs namely Arusha, Babati, DAWASA, Geita, Kibondo, Lindi, Mbeya, Morogoro, Mtwara, Mwanhuzi, Tanga, Chato, Makonde and Gairo, partly of their water sources use disinfection treatment methods.

Further, 46 WSSAs carried out water treatment by disinfection only, mostly by using calcium hypochlorite. However, two WSSAs namely Songe and Tunduru had no water treatment facilities, which is an improvement as compared to 5 and 8 WSSAs recorded in FY 2022/23 and FY 2021/22, respectively. Table 6 shows the status of the availability of water treatment facilities among WSSAs in FY 2023/24.



Table 6: Availability of Water Treatment Facilities

WSSAs with Conventional Water Treatment Plants	WSSAs with Disinfection Units only		WSSAs without Treatment Facilities
1. Biharamulo	1. Bariadi	35. Ruangwa	1. Songe
2. Bukoba	2. Chunya	36. Rujewa	2. Tunduru
3. Bunda	3. Dodoma	37. Same-Mwanga	
4. Igunga	4. HTM	38. Singida	
5. KASHWASA	5. Ifakara	39. Tukuyu	
6. Maswa	6. Itumba-Isongole	40. Turiani	
7. Musoma	7. Karatu	41. Tunduma	
8. Mwanza	8. Kasulu	42. Ushiroambo	
9. Nzega	9. Kibaya	43. Utete	
10. Orkesumet	10. Kigoma	44. Vwawa-Mlowo	
11. Sengerema	11. Kilindoni	45. Wanging'ombe	
12. Shinyanga	12. Kilwa-Masoko	46. Kiomboi	
13. Songea	13. Kondo		
14. Sumbawanga	14. Kyela-Kasumulu		
15. Tabora	15. Liwale		
16. Iringa	16. Loliondo		
17. Busega	17. Ludewa		
18. Kahama*	18. Lushoto		
19. Kishapu*	19. Mafinga		
20. Maganzo*	20. Makambako		
21. Arusha**	21. Makete		
22. Babati**	22. MANAWASA		
23. Chato**	23. Manyoni		
24. DAWASA**	24. Mbinga		
25. Gairo**	25. Mbulu		
26. Geita**	26. Moshi		
27. Kibondo**	27. Namanyere		
28. Lindi**	28. Mpanda		
29. Mbeya**	29. Mpwapwa		
30. Morogoro**	30. Mugango-Kiabakari		
31. Mtwara**	31. Namtumbo		
32. Mwanhuzi**	32. Ngara		
33. Tanga**	33. Njombe		
34. Makonde**	34. Rombo		

* WSSA receives treated water from KASHWASA

**WSSA partly of their sources use disinfection treatment method

2.7 Wastewater Quality

2.7.1 Sewage and Faecal Sludge Treatment

During FY 2023/24, 23 out of 82 WSSAs had operational sewage and faecal sludge treatment facilities, an increase from 21 WSSAs recorded in FY 2022/23.



The increase in number was due to the completion and operation commencement of the faecal sludge treatment facilities for HTM and Tunduma WSSAs. Among WSSAs with sewage and faecal sludge treatment facilities, 10 had wastewater stabilisation ponds while 13 had faecal sludge treatment facilities. Arusha, Mwanza WSSAs and DAWASA operate both wastewater stabilisation ponds and faecal sludge treatment facilities in their service areas.

WSSAs with ongoing construction of sewage and faecal sludge treatment facilities were DAWASA, Tanga, Babati, Bunda, Chato, Musoma, Igunga, Njombe, Singida and Tabora. The ongoing constructions for DAWASA were for additional faecal sludge treatment facilities.

During the year under review, six WSSAs, namely Namanyere, Ludewa, Kondo, Mafinga, Makete, and Manyoni had acquired title deeds for the construction of sewage and faecal sludge treatment facilities and were still soliciting funds for undertaking the construction.

During FY 2023/24, a total of 45 WSSAs had neither wastewater treatment facilities nor acquired title deeds for the construction of such facilities. The WSSAs were Bariadi, Vwawa-Mlowo, KASHWASA, Makonde, MANAWASA, Mpanda, Mpwapwa, Gairo, Mbinga, Ifakara, Utete, Rombo, Itumba-Isongole, Maswa, Mugango-Kiabakari, Wanging'ombe, Biharamulo, Chunya, Karatu, Kasulu, Kibaya, Kibondo, Kilindoni, Kilwa-Masoko, Kiomboi, Kishapu, Kyela-Kasumulu, Liwale, Loliondo, Lushoto, Mbulu, Mwanhuzi, Namtumbo, Ngara, Orkesumet, Ruangwa, Rujewa, Same-Mwanga, Songe, Tukuyu, Tunduru, Ushiroambo, Maganzo, Makambako and Turiani. Table 7 summarises the status of sewage treatment facilities in WSSAs.

Table 7: Availability of Wastewater Treatment Facilities in WSSAs

WSSAs with Sewer Network and Wastewater Treatment Facilities	WSSAs with Sewer Network but no Wastewater Treatment Facilities	WSSAs without Sewer Network but have Faecal Sludge Treatment Facilities	WSSAs with Ongoing Construction of Wastewater Treatment Facilities	WSSAs with Land for Construction of Wastewater Treatment Facilities
1. Arusha	Tanga**	1. Bukoba	1. DAWASA	1. Namanyere
2. DAWASA*		2. Busega	2. Babati	2. Ludewa
3. Dodoma		3. Geita	3. Bunda	3. Kondo
4. Iringa		4. HTM	4. Chato	4. Mafinga
5. Mbeya		5. Kahama	5. Igunga	5. Makete
6. Morogoro		6. Kigoma	6. Njombe	6. Manyoni
7. Moshi		7. Lindi	7. Singida	
8. Mwanza		8. Musoma	8. Tabora	
9. Songea		9. Nzega	9. Tanga	
10. Tabora		10. Sengerema	10. Musoma	
		11. Shinyanga		
		12. Sumbawanga		
		13. Tunduma		

*Part of the utility's sewer network discharges untreated sewage directly to the Indian Ocean through a sea outfall

**The utility's sewer network discharges untreated sewage directly to the Indian Ocean through a sea outfall



2.7.2 Effluent BOD and COD Compliance

The effluent BOD and COD were analyzed to assess compliance with Tanzania Standard for Municipal and Industrial Wastewater – General Tolerance Limits (TZS 860: 2019). The overall compliance level for wastewater quality monitoring conducted to WSSAs in FY 2023/24 in terms of BOD and COD decreased to 33% as compared to 58% and 50% in FY 2022/23, respectively. Major reasons for the decline were poor maintenance of the sewer lines and wastewater treatment facilities, and the overload of treatment facilities. A comparison of Wastewater quality compliance is shown in Figure 9 and detailed in Appendix 2, Table A2.6.



Figure 9: Comparison of Wastewater Quality Compliance

2.8 Non-Revenue Water Management

Assessment of WSSAs in managing Non-Revenue Water (NRW) was based on NRW as a percentage of water production, in terms of volume lost per kilometer per day and per connection per day, water production measurement methodology, availability of NRW reduction strategies, water meter management, and metering ratio.

2.8.1 Non-Revenue Water as Percentage of Water Production

During the reporting period, overall NRW as a percentage of water production improved to 36.8% in FY 2023/24 from 37.2% in FY 2022/23. NRW as a percentage of total water produced for WSSAs is presented in Figure 10 and detailed in Appendix 2, Table A2.4.

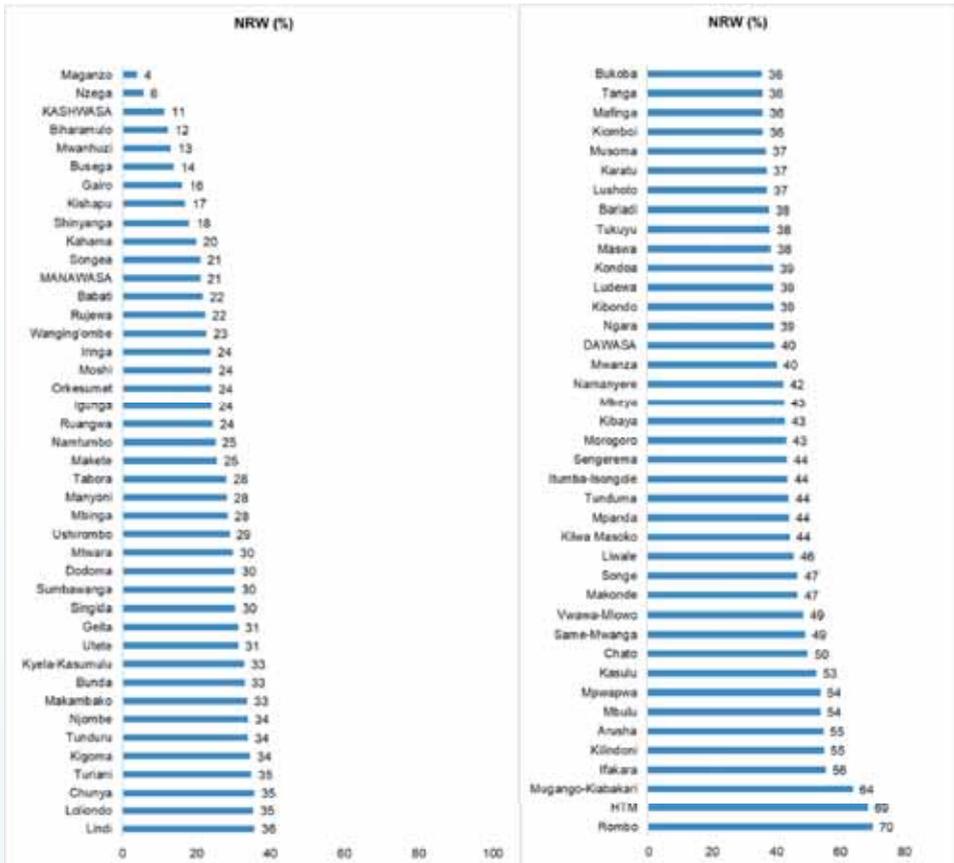


Figure 10: Non-Revenue Water as a Percentage of Water Production

An improvement of more than 10% for NRW expressed as a percentage of water production was attained by Kiomboi, Mugango-Kiabakari, Wanging’ombe, Itumba-Isongole, Ifakara, Biharamulo, Dodoma and Mpanda WSSAs. Table 8 presents the level of improvement and reasons for improvement for WSSAs.

Table 8: WSSAs with Significant Decrease of NRW

Name of WSSA	Decrease (%)	Reason(s)
Kiomboi	32	Rehabilitation of dilapidated water mainline 110 mm diameter of 0.43 km and replacement/rehabilitation of 2.6 km pipeline with Class B for 102 water connections
Mugango-Kiabakari	27	Decreases in water production
Wanging’ombe	22	Replacement of 426 faulty water meters and improvement of leakage control management
Itumba-Isongole	17	Improvement of the metering ratio from 48% to 60%



Name of WSSA	Decrease (%)	Reason(s)
Ifakara	12	Improvement of metering ratio from 67% to 87% and rehabilitation of 4.36 km of water distribution network from Kilama intake to Kilama storage tank
Biharamulo	12	Rehabilitation of the water distribution network with a total of 9.8 km at Lugondo (2 km), Kanywamaizi (4 km), and Bomani (3.8 km) and removal of three illegal commercial connections in Biharamulo Town
Dodoma	11	Rehabilitation of the water network with a total of 10.7 km
Mpanda	11	Rehabilitation of the water network with a total of 36km in Nsemulwa, Majengo A, Makanyagio, Mji wa Zamani, and Mkoani areas

During the FY 2023/24, Maganzo, Nzega, KASHWASA, Biharamulo, Mwanhuzi, Busega, Gairo, Kishapu, Shinyanga, and Kahama WSSAs attained the recommended benchmark for NRW of less than 20%.

2.8.2 NRW as Cubic Meters per Kilometer per Day

During FY 2023/24, NRW in terms of volume lost per kilometer per day improved to 6.4 m³/km/day as compared to 7.23 m³/km/day in FY 2022/23 and 7.51 m³/km/day in FY 2021/22. The improvement is attributed to an increase in water network length. Makonde, Wanging'ombe, Nzega, Gairo, Maganzo, Busega, and Orkesumet WSSAs recorded the lowest NRW per km per day, with less than 1 m³/km/day. WSSAs that registered the highest NRW per km per day were Tukuyu, Mwanza, Kyela-Kasumululu, DAWASA, and Mbeya which registered NRW of 45.12, 25.09, 23.05, 19.67, and 16.26 m³/km/day, respectively. The NRW as Cubic Meter per Kilometer per Day for each WSSA is detailed in Appendix 2: Table A2.4.

2.8.3 NRW as Cubic Meter per Connection per Day

During the reporting period, the volume of water lost per connection per day, improved to 0.24 m³/connection/day as compared to 0.38 m³/connection/day and 0.88 m³/connection/day reported in FY 2022/23 and FY 2021/22, respectively. The improvement was attributed to increased connections. The NRW in cubic meter per connection per day is shown in Appendix 2: Table A2.4.

2.8.4 Impact of NRW to the Revenue Generation

The service level benchmark for NRW of not more than 20% and an acceptable service level of not more than 25% were used to set boundaries for the calculation of loss of revenue due to NRW. During FY 2023/24, WSSAs with NRW of above 20% lost a total of TZS 114.12 billion in revenue. Revenue losses from Non-Revenue Water are presented in Figure 11 and detailed in Appendix 2, Table A2.4.



Figure 11: Revenue Losses Resulted from Non-Revenue Water

2.8.5 Water Production Measurement Methodology

During the reporting period, three methods used to determine the amount of water produced included bulk water meters, bulk water meters and estimates, and estimates. WSSAs using both bulk meters and estimates were those with multiple water sources, some of which are not metered. The usage of bulk meters among WSSAs improved to 61% in FY 2023/24 from 47% in FY 2022/23.

During the year, out of 82 WSSAs, 50 used bulk water meters; 26 used both bulk meters and estimates and 6 estimated the amount of water produced. The number of WSSAs and methods for determining amount of water produced is shown in Table 9, whereas a list of WSSAs and methods used to determine water production in FY 2023/24 is presented in Table 10.

Table 9: Water Production Measurement Methods

Type of Measurement Method	Number of WSSAs					
	2021/22		2022/23		2023/24	
	No.	%	No.	%	No.	%
Bulk water meters	51	57	40	47	50	61
Both bulk meters and estimates	30	33	37	44	26	32
Estimates	9	10	8	9	6	7
Total Utilities Analysed (No)	90		85		82	

Table 10: Methods Used by WSSAs in Determining Water Production

Measurement Method	WSSAs	Number of WSSAs
Bulk water meters	Arusha, Dodoma, Iringa, Kahama, Morogoro, Moshi, Mtwara, Musoma, Mwanza, Songea, Kigoma, Singida, Babati, Lindi, Bariadi, Geita, Mpanda, Njombe, KASHWASA, Makonde, MANAWASA, Maswa, Mugango-Kiabakari, Biharamulo, Bunda, Chato, Chunya, Igunga, Kibondo, Kiomboi, Kishapu, Kondoa, Loliondo, Mafinga, Manyoni, Mbinga, Mwanhuzi, Ngara, Nzega, Orkesumet, Ruangwa, Sengerema, Ushirombo, Utete, Maganzo, Makambako, Tunduma, Turiani, Bukoba, and Busega	50
Bulk water meters and estimates	DAWASA, Mbeya, Shinyanga, Tanga, Vwawa-Mlowo, HTM, Wanging'ombe, Ifakara, Karatu, Kasulu, Kibaya, Kilindoni, Kilwa-Masoko, Kyela-Kasumulu, Ludewa, Lushoto, Mbulu, Mpwapwa, Namanyere, Rujewa, Same-Mwanga, Songe, Tukuyu, Rombo, Tabora and Gairo	26
Estimates	Sumbawanga, Itumba-Isongole, Liwale, Makete, Namtumbo, and Tunduru	6

2.8.6 NRW Reduction Strategy and Annual Water Balance

EWURA Guidelines for Non-Revenue Water Reduction (2021) require WSSAs to prepare and implement NRW reduction strategies. The guidelines further emphasise on the use of IWA water balance to quantify the components of utilities' water loss. During FY 2023/24, a total of 25 WSSAs had approved NRW reduction strategies. The WSSAs were Gairo, Iringa, Dodoma, DAWASA, Utete, Makonde, Bariadi, Biharamulo, Bukoba, Bunda, Busega, Maswa, Musoma, Ngara, Babati, Tanga, Arusha, Moshi, Igunga, Kahama, Nzega, Shinyanga, KASHWASA, Karatu, and Orkesumet. Further, all 82 WSSAs had IWA water balances. Appendix 4-Table A4.3 shows details on the presence of approved NRW reduction strategies among WSSAs.

2.8.7 Water Meter Management

This section evaluates compliance with EWURA's 2021 Guidelines for Water Meter Selection, Installation, Testing, and Maintenance. The evaluation focuses on the presence of a water meter policy, a water meter database, and the implementation of meter re-verification.

2.8.7.1 Water Meter Policy

During the year under review, 31 out of 82 WSSAs had approved policies for the management of water meters. The WSSAs were Iringa, Manyoni, Mpwapwa, Dodoma, DAWASA, Makonde, Utete, Ruangwa, Bariadi, Biharamulo, Bukoba, Bunda, Busega, Musoma, Mwanza, Ngara, Geita, Tanga, Moshi, Babati, Maswa, Igunga, Kahama, KASHWASA, Kigoma, Nzega, Shinyanga, Arusha, Karatu, Orkesumet and Tabora. Appendix 4-Table A4.3 presents details on the status of WSSAs with approved Water Meter Policy.

2.8.7.2 Water Meter Database

The number of WSSAs which established customer water meter database remained at six in FY 2022/23 as in FY 2023/24. WSSAs that had customer water meter databases were Iringa, Moshi, Musoma, Songea, Babati, and Makonde. Appendix 4-Table A4.3 presents details on the status of WSSAs with the water meter database.

2.8.7.3 Reverification of Water Meters

WSSAs are required to reverify water meters in use to assess their accuracy for measuring customer water consumption. During the year under review, Iringa and Songea WSSAs conducted water meter re-verification.

2.8.8 Metering Ratio

The overall metering ratio improved to 95% in FY 2023/24 as compared to 92% and 90% observed in FYs 2022/23 and 2021/22, respectively. Despite the improvement observed, the ratio is still below the acceptable service level benchmark of 100%. In FY 2023/24, 60 out of 82 WSSAs recorded a metering ratio of 100%. Kilindoni, Lushoto, Makete, Ifakara, Kasulu, Itumba-Isongole, Tukuyu, and Rujewa WSSAs recorded high increases in the metering ratio of above 10% in FY 2023/24. Kyela-Kasumulu WSSA recorded the lowest metering ratio of 1% due to financial constraints. Metering ratios for WSSAs are shown in Figure 12. Details on metering ratios for three consecutive years are shown in Table A2.7 of Appendix 2.



Figure 12: Metering ratio for WSSAs



2.9 Global Trends in Water Supply and Sanitation Services

2.9.1 Increasing Demand for Water and Sanitation Services

Globally, rapid urbanization and population growth have intensified the demand for reliable water supply and sanitation services. The United Nations predicts that by 2050, nearly 70% of the world's population will live in urban areas, necessitating the expansion of water supply and sanitation services. Many countries are investing in infrastructure and technology to bridge the service delivery gap, especially in developing regions. In Tanzania, WSSAs are expanding their coverage in response to rapid urbanization. Large cities such as Dar es Salaam, Mbeya, Arusha, Tanga, Dodoma, and Mwanza have seen investments in infrastructure to cater to growing populations.

2.9.2 Privatization and Public-Private Partnerships (PPPs)

To address financing gaps, many governments are involving private sector players through PPPs. Privatization trends are prevalent in countries with limited public funding, with private entities bringing technological innovation and capital investment to improve WSSAs' efficiency and reach.

The government has decentralised WSSA operations to improve service delivery at the local level. Regional and district WSSAs are now more empowered to manage water and sanitation services, allowing tailored solutions to local challenges.

2.9.3 Digital Transformation

Digital tools, including smart metering, remote monitoring systems, and mobile payment solutions, are being embraced by WSSAs to enhance service delivery, reduce water loss, and improve customer management. These advancements are particularly impactful in urban centers where large-scale water management systems are in place.

Many WSSAs in Tanzania are transitioning to prepaid water meters and smart metering to ensure efficient billing and revenue collection. This technology helps reduce customer disputes and enhances financial sustainability.

2.9.4 Focus on Climate Resilience

Climate change is increasingly influencing WSSA operations globally. Authorities are investing in resilient infrastructure to address challenges such as droughts, floods, and water scarcity. Advanced water recycling, rainwater harvesting, and desalination technologies are gaining traction, particularly in water-stressed regions.

Similar to global trends, in Tanzania WSSAs are working on adapting to climate challenges such as droughts, which have strained water resources in certain regions. Emphasis is placed on water source protection, rainwater harvesting, and efficient distribution networks.

2.9.5 Focus on Hygiene and Sanitation

In line with Sustainable Development Goal Number 6 (Clean Water and Sanitation), in Tanzania WSSAs are actively promoting hygiene and sanitation campaigns, to combat diseases associated with poor sanitation. Safely managed sanitation systems which include onsite sanitation are encouraged to increase sanitation coverage.

To improve the planning and implementation of sanitation undertakings, EWURA has developed Guidelines for Inclusive Sanitation Planning in the WSSAs operation areas.

2.10 Financial Performance

The financial performance of WSSAs was analysed based on three key aspects: revenue generation, expenditure control, and cost recovery. Revenue generation focuses on the utility’s ability to collect income from water sales and other services, reflecting its financial sustainability. Expenditure control examines how effectively WSSAs manage operational and maintenance costs to ensure efficiency. Cost recovery assesses whether the revenue generated is sufficient to cover operations and maintenance expenses. The analysis aims at providing a clear picture of the financial health and sustainability of WSSAs.

2.10.1 Revenue Generation

WSSAs’ total revenue in FY 2023/24 rose to TZS 442,440 million, up from TZS 411,376 million in FY 2022/23, representing an 8% annual increase. The growth reflects improved revenue generation efforts and expanded service coverage across the WSSAs’ service areas. Figure 13 shows a three-year trend of revenue generation by WSSAs.



Figure 13: Revenue Generation

In FY 2023/24, revenue from water sales increased by 12%, while sewerage services saw a modest growth of 0.3%. However, income from other sources, such as service connection and reconnection fees, cesspit emptying, and sludge disposal services, declined by 35% during the year. Water consumption billing remained the primary revenue stream for WSSAs, accounting for approximately 91% of the total operating income generated by the utilities.

Revenue generation performance during the year under review showed significant variation among WSSAs. A total of 63 WSSAs reported increased revenue in FY 2023/24, with 18 achieving growth of over 20%. Table 11 highlights the reasons for these revenue increases across the WSSAs.



Table 11: Reasons for Significant Increases in Revenue

S/N	Name of WSSA	Revenue Increase in Million TZS	% Increase	Reason(s) for the Increase
1.	Kasulu	243	103%	Increase in water production by 171%
2.	Mbulu	261	84%	Change in water tariff
3.	Lushoto	137	78%	Change in water tariff
4.	Bariadi	242	73%	Increase in water production of by 35%
5.	Kibaya	82	57%	Increase in water production by 52%
6.	Tunduma	77	57%	Increase in water production by 86% and increase in customers from 906 to 1099
7.	HTM	420	48%	Clustering of Mombo and Korogwe to HTM
8.	Sumbawanga	773	47%	Change in water tariff
9.	Kibondo	92	46%	Increase in tender fees
10.	Mbinga	167	43%	Increase in water production by 18% and new customer connection
11.	Bunda	451	36%	Increase in water production by 4% and decrease in NRW
12.	Kigoma	1,030	29%	Increase in water production by 20%
13.	Bukoba	1,278	29%	Increase in water production by 28%
14.	Mpwapwa	111	27%	Change in water tariff
15.	Busega	164	24%	Increase in water production by 13%
16.	Babati	1,124	24%	Change in water tariff
17.	Mafinga	102	21%	Decrease in non-revenue water
18.	Mbeya	2,926	21%	Change in water tariff

During the year under review, Rujewa, Tunduru, Songe and Ruangwa WSSAs recorded significant decreases in operating revenue. The reasons for the decreases are shown in Table 12.

Table 12: Reasons for Significant Decreases in Revenues

S/N	Name of WSSA	Revenue Decrease in Million TZS	% Decrease	Reason(s) for Decrease
1	Rujewa	36	21%	Decrease in water production by 5% and rise in NRW by 6%
2	Tunduru	48	28%	Decrease in water production by 13%
3	Songe	33	30%	Increase in NRW by 8%
4	Ruangwa	182	39%	Decrease in water production by 18%

Of the 82 WSSAs, DAWASA generated the highest revenue in FY 2023/24, totalling TZS 152.78 billion and contributing approximately 35% of the overall revenue. This performance is largely attributed to its extensive customer base. In contrast, Kilindoni WSSA recorded the lowest revenue, earning only TZS 44.5 million from water sales and other sources. Figure 14 shows the revenue generated by WSSA for the past three years i.e., 2021/22 to 2023/24. Appendix 2: Table A2.11 shows the revenue composition for each WSSA over the period.

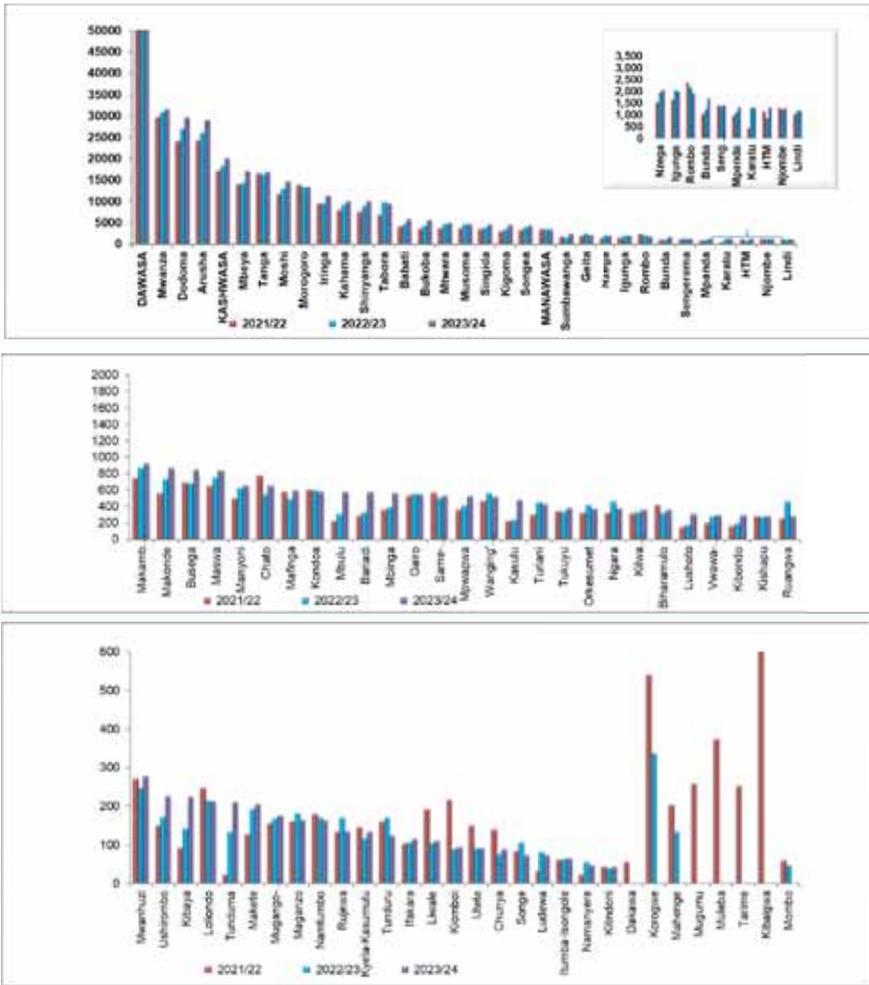


Figure 14: Revenue Generation for WSSAs

2.10.2 Revenue Collection

The analysis of WSSAs' revenue collection performance is based on two key indicators: collection efficiency and the accounts receivable collection period.

(a) Revenue Collection Efficiency

The overall revenue collection efficiency of WSSAs improved to 92% in FY 2023/24, from 91% in FY 2022/23. This increase in the collection of water and sewerage bills reflects enhanced cash flow for the utilities, strengthening their financial stability and capacity to meet financial obligations. Figure 15 presents collection efficiency for each WSSA in FY 2023/24.



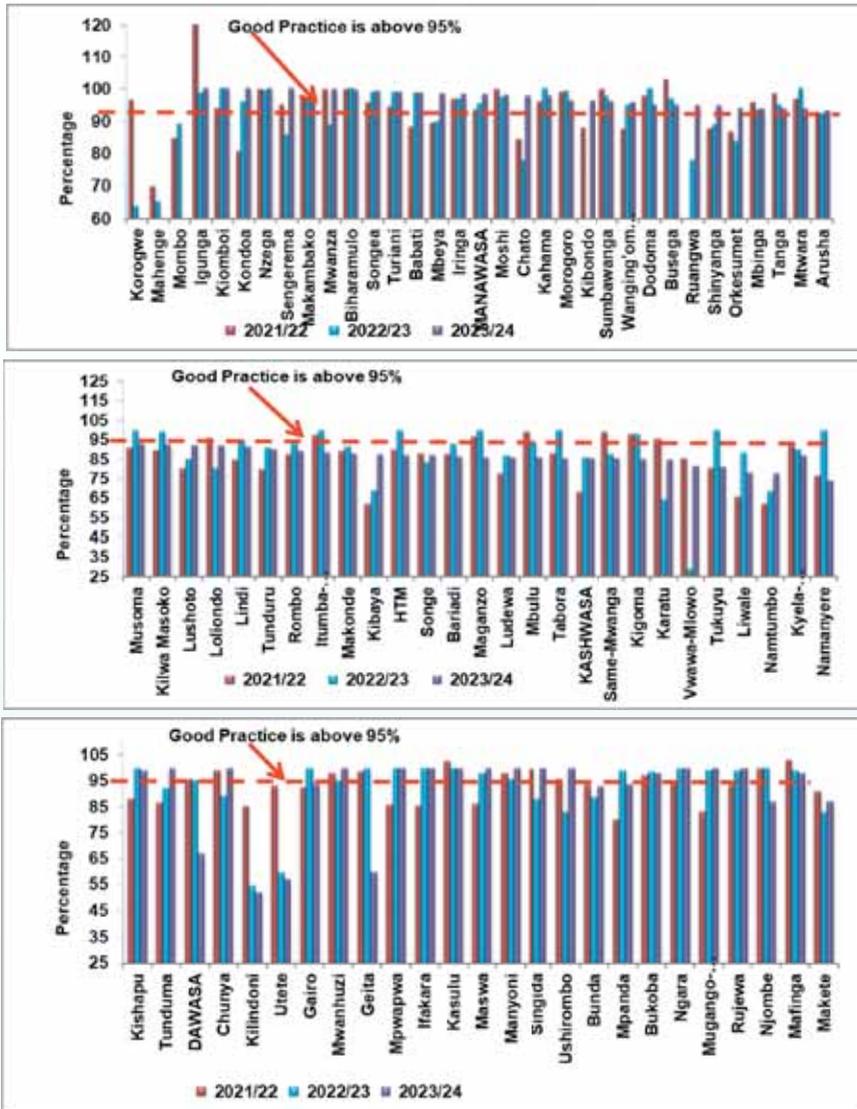


Figure 15: Revenue Collection Efficiency

Twenty WSSAs, including Mwanza, Igunga, Kiomboi, Kondoa, Nzega, Sengerema, Makambako, Tunduma, Chunya, Mwanhuzi, Mpwapwa, Ifakara, Kasulu, Maswa, Manyoni, Singida, Ushiroambo, Ngara, Mugango-Kiabakari and Rujewa recorded collection efficiency of 100%. On the other hand, 45 WSSAs recorded collection efficiencies below the best practice level of 95%. Kilindoni WSSA had the lowest collection efficiency of 52% during the year. Appendix 2-Table A2.10 shows three years trend of revenue collection efficiency, for each WSSA.



(b) Account Receivables

The overall receivables collection performance improved during the year under review, with the average accounts receivable collection period decreasing to 2.6 months from 3.9 months in FY 2022/23. However, 36 WSSAs exceeded the recommended threshold of 2 months. Among these, Rujewa WSSA recorded the longest collection period at 16 months, up from 15 months in the previous year. Figure 16 shows account receivables collection periods. Appendix 2-Table A2.10 shows three years trend of account receivables for each WSSA.

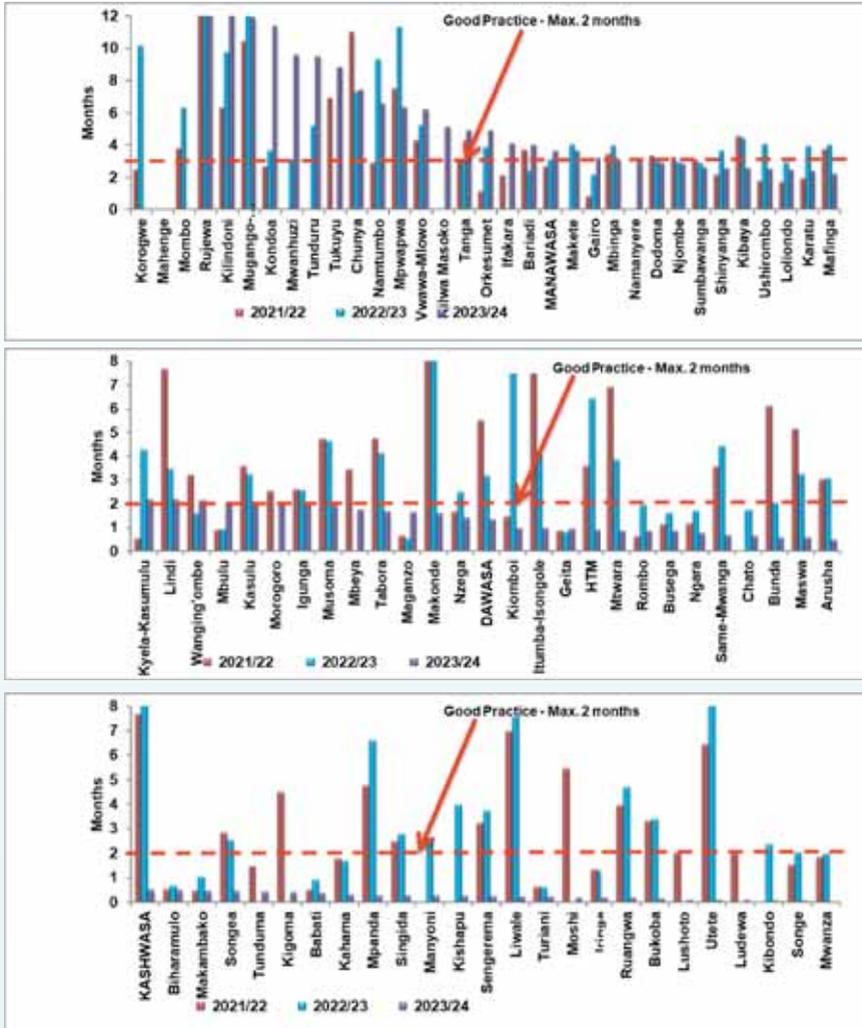


Figure 16: Accounts Receivable Ratio

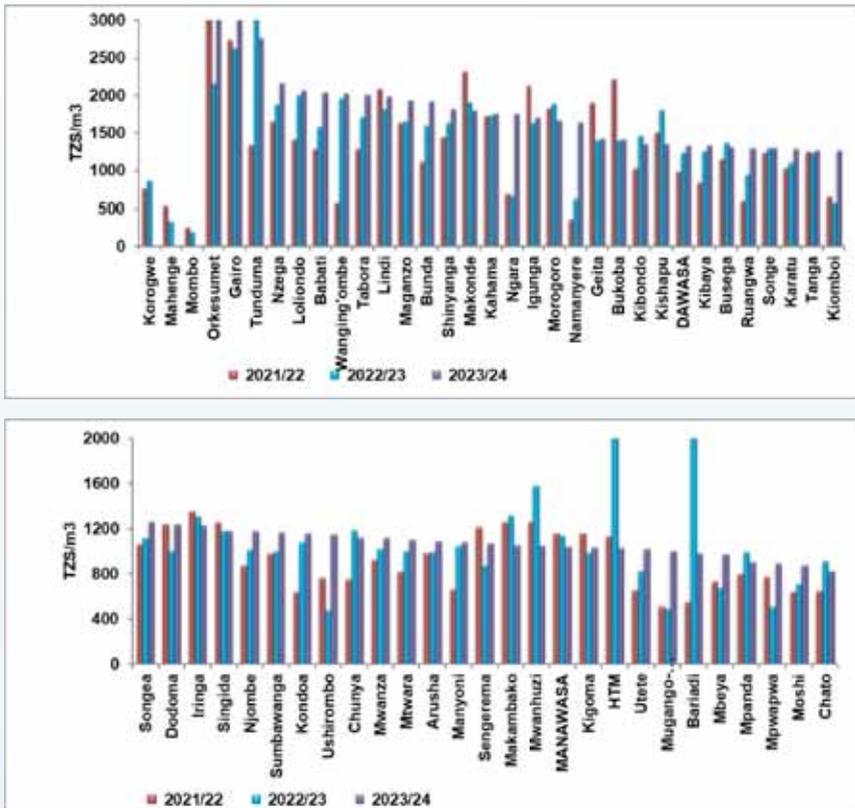


2.10.3 Expenditure Control

(a) Operation and Maintenance Costs

Total operations and maintenance (O&M) expenses for WSSAs rose to TZS 478,634.6 million in FY 2023/24, up from TZS 439,949.0 million in FY 2022/23. This increase is mainly attributed to expanded service coverage, heightened operational demands, and rising input costs.

The average per-unit O&M expense also grew, from TZS 1,119.4 per cubic meter of water produced in FY 2022/23 to TZS 1,169.1 in FY 2023/24. Figure 17 illustrates the per-unit O&M expenses for each WSSA, while Appendix 2 (Table A2.12) provides a three-year trend of O&M expenses for each WSSA.



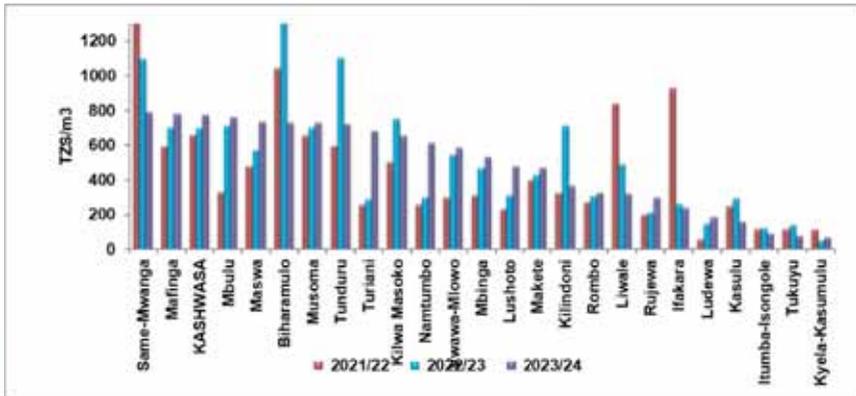
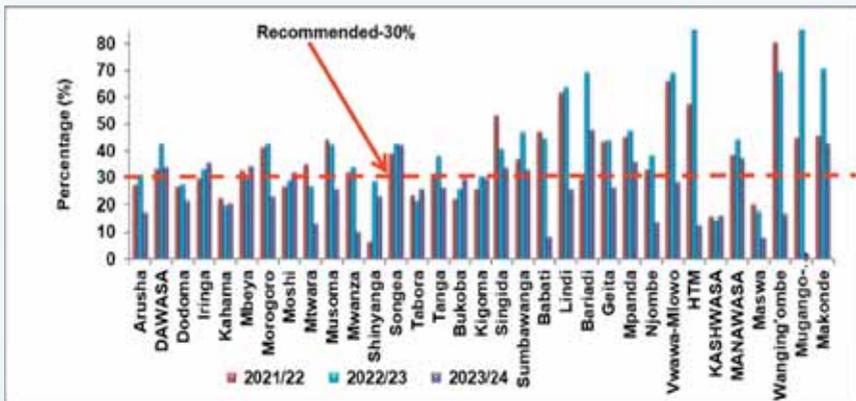


Figure 17: Operations Costs per Unit of Water Produced

(b) Personnel Cost as Percentage of Revenue Collection

Personnel costs as a percentage of revenue collection indicate the share of total revenue allocated to personnel expenditures. In FY 2023/24, this metric for WSSAs ranged widely, from 2% to 75.7%. 41 WSSAs had personnel costs as a percentage of revenue collection within the recommended range of 30% or less.

Overall, the average personnel cost as a percentage of revenue collection decreased significantly, dropping from 46% in FY 2022/23 to 31% in FY 2023/24. Figure 18 shows personnel costs as percentage of revenue collection.



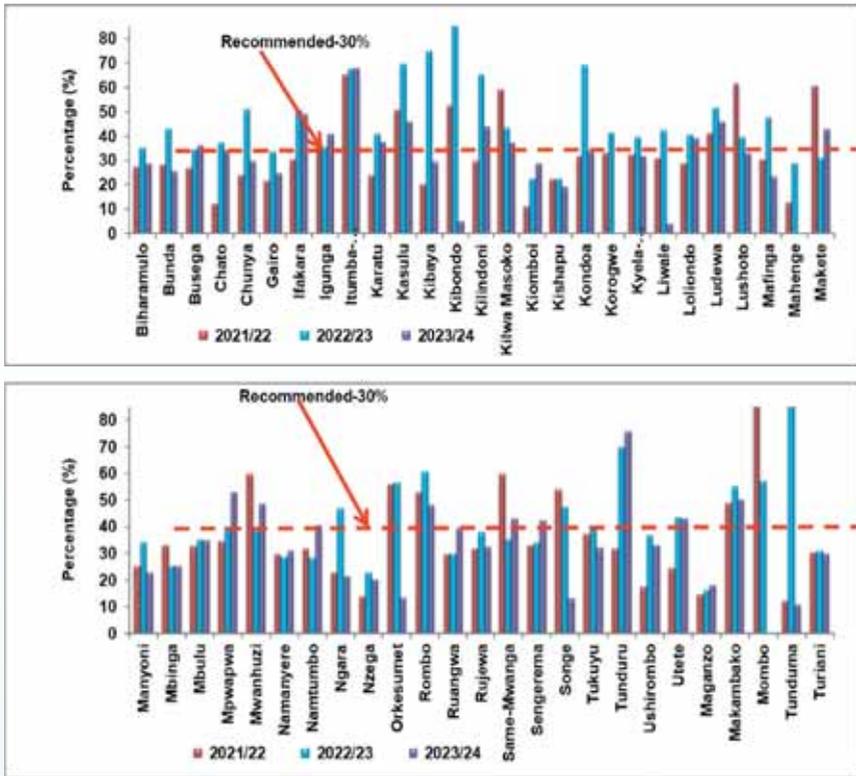


Figure 18: Personnel Costs as Percentage of Revenue Collection

(c) Energy Cost per Unit of Water Produced

The average energy cost for water production rose from TZS 231.5 per cubic meter in FY 2022/23 to TZS 273.8 in FY 2023/24. During this period, 12 WSSAs, including Mafinga, Wanging'ombe, Namtumbo, Itumba-Isongole, Kishapu, Ludewa, Lushoto, Makete, Mbinga, Tukuyu, Maganzo, and Turiani, incurred no energy costs due to reliance on gravity-fed systems or bulk water purchases. The highest per-unit energy cost, TZS 2,441.7, was reported by Orkesumet WSSA, primarily due to its high-cost water supply system. Orkesumet WSSA incurs high energy costs per unit due to the nature of water scheme, which requires significant energy for operation particularly because of high pumping head along the rising main. Figure 19 provides a detailed breakdown of energy costs per cubic meter of water produced.



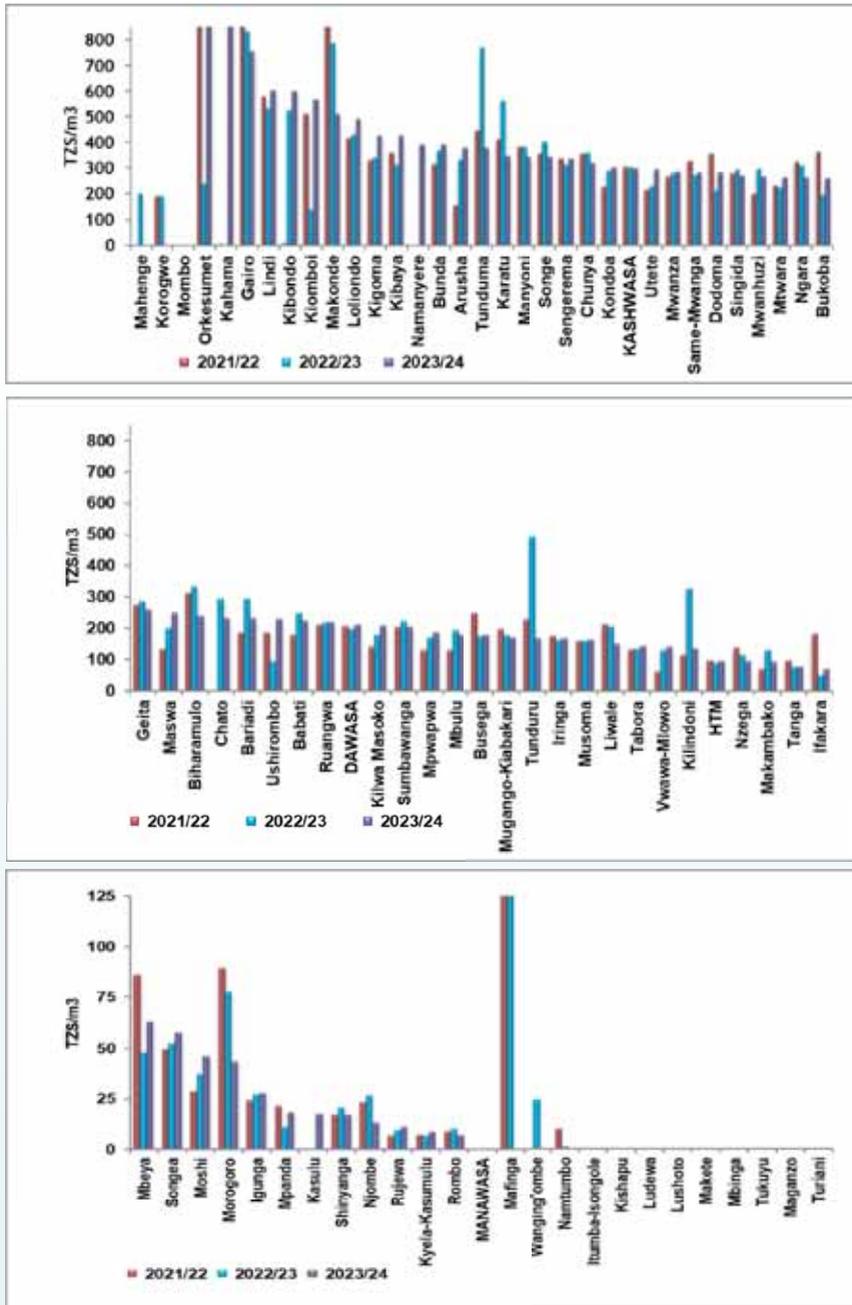


Figure 19: Energy Cost per Unit of Water Produced



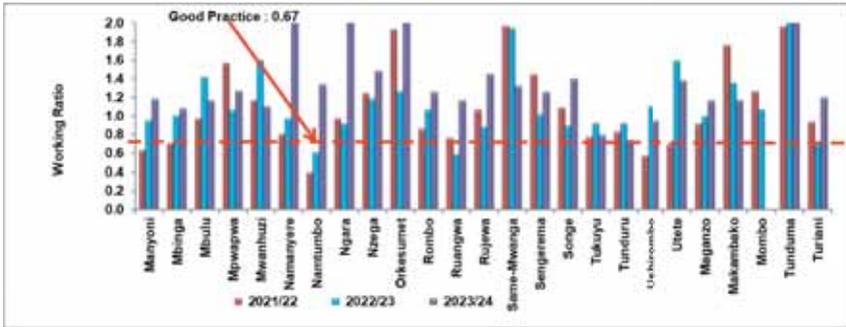
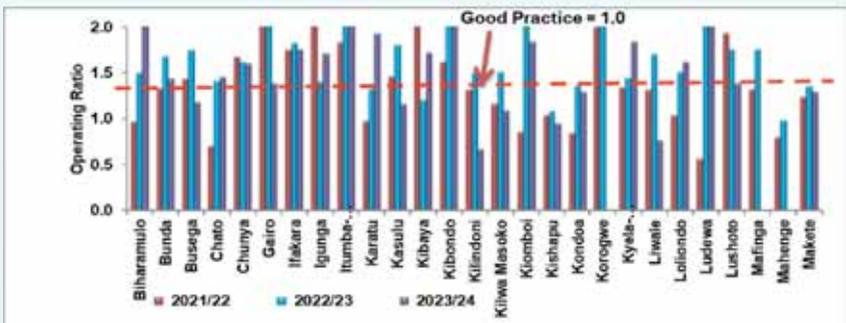
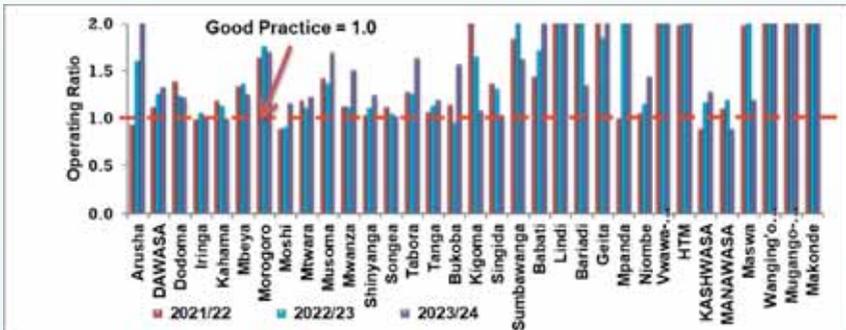


Figure 20: Working Ratios

In the year under review, Kilindoni WSSA recorded the lowest working ratio at 0.67, while Namanyere WSSA had the highest at 3.4. Only Kilindoni WSSA met the service level benchmark for the working ratio. Appendix 2-Table A2.10 shows three-year trends of working ratios for WSSAs.

(b) Operating Ratio

In FY 2023/24, the average operating ratio for WSSAs rose to 2.97, up from 2.01 in FY 2022/23. This increase reflects a decline in the ability of WSSAs to cover their operating costs including depreciation of fixed assets. Figure 21 displays the operating ratios for each WSSA.



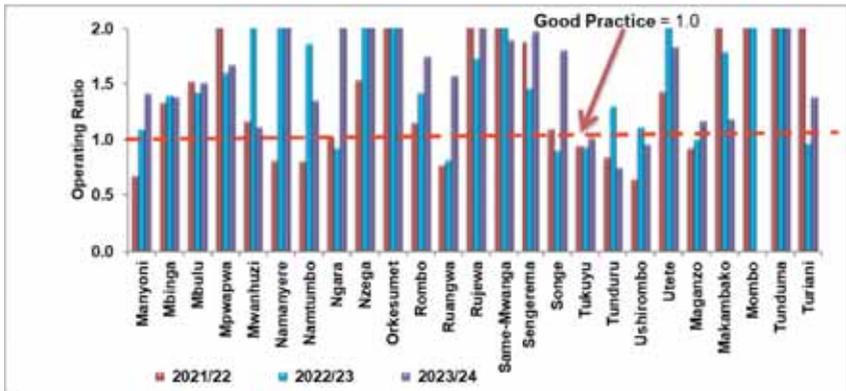


Figure 21: Operating Ratios

During the year under review, Kilindoni WSSA recorded the lowest operating ratio at 0.67, while Vwawa-Mlowo WSSA had the highest at 56.47, primarily due to a high depreciation charge. The WSSAs that met the service level benchmark for operating ratios of 1 or lower were Kahama, Kishapu, Ushirombo, MANAWASA, Liwale, Tunduru, and Kilindoni. Appendix 2-Table A2.10 shows operating ratios for the past three years.

2.11 Staffing and Staff Productivity

During the year under review, the total number of WSSAs’ staff increased to 6,837 as compared to 6,073 in FY 2022/23 and 5,998 in FY 2021/22. The number of female staff increased to 2,179 from 1,750 in FY 2022/23 and 1,700 in FY 2021/22.

Further, the overall staff productivity for WSSAs, measured as the number of staff per 1,000 water and sewerage connections, was 4. This ratio falls within the service level benchmark of less than 5. Figure 22 presents staff productivity for WSSAs and is detailed in Table A2.14 of Appendix 2.

The staff productivity analysis for the year under review revealed that 24 WSSAs achieved an acceptable ratio of between five and eight staff per 1,000 connections. Additionally, 38 WSSAs reported staff productivity of fewer than five staff per 1,000 connections.





Figure 22: Comparison of Staff per 1,000 Water Connections in FY 2023/24

2.12 Customer Service

2.12.1 Complaints Handling

In FY 2023/24, WSSAs received a total of 390,416 complaints. The complaints related to poor customer service and disconnections accounted for 1%. Additionally, 15% of the complaints were about lack of water or pressure, 14% were about leakages, 6% were related to billing issues, 3% concerned meter readings, 2% were about delayed water connections, 30% were regarding sewerage matters, 1% were related to water quality and 29% were related to other issues.

Overall, WSSAs made minimal progress in addressing customer complaints. The complaint resolution rate during the reporting period was 61% of the total complaints, compared to 95% in the previous year.

2.12.2 Service Connection, Service Reconnection and Meter Reading

This section analyses WSSAs' compliance with the Water Supply and Sanitation (Licensing and Quality of Service) Rules 2020, focusing on water service connections after full payment, the reconnection of customers once debts are settled, and the customer meter reading cycles.

In the year under review, WSSAs connected 136,936 new customers to its water networks. Of these, 14% had their connections completed within seven working days of full payment for connection costs and fees. Additionally, a total of 27,003 of the disconnected customers settled their overdue amounts. Of those disconnected, 58% were reconnected within 24 hours. Furthermore, WSSAs fully complied with the customer meter reading cycles, ensuring that each meter is read at least once a month.

2.12.3 Customer Service Charter and Customer Satisfaction Survey Report

During the reporting period, all 82 WSSAs operated with approved customer service charters. Further, 18 WSSAs namely Arusha, Iringa, Moshi, Musoma, Songea, Sumbawanga, Babati, Geita, KASHWASA, Biharamulo, Bunda, Igunga, Kishapu, Ludewa, Mpwapwa, Ngara, Nzega, and Sengerema conducted customer satisfaction surveys in their service areas. The details of the WSSAs with approved customer service charters and the status of the customer surveys are presented in Appendix 4, Table A4.3.

Additionally, the availability of multiple communication channels continued to improve during the year. The introduction of call centers, SMS services, and WhatsApp support by several WSSAs was well-received and enhanced customer engagement through digital platforms.

2.13 Submission of Plans and Reports

2.13.1 Business Plans and Water Quality Monitoring Programmes

During the year under review, 63 out of 82 WSSAs had approved business plans. Additionally, all WSSAs had water and wastewater quality monitoring programmes. Appendix 4-Table A4.3 presents details on the availability of business plans and water and wastewater quality monitoring programmes among the WSSAs

2.13.2 Report Submission

In FY 2023/24, Arusha, Iringa, Moshi, Songea, Tanga, Biharamulo, Igunga, Itumba-Isongole, Mpwapwa, Nzega, and Songe WSSAs submitted all required reports on time. Appendix 4-Table A4.4 presents details on the submission of reports. WSSAs compliance with report submission is discussed as follows:

(a) MajiS Reports

The evaluation of MajiS report submissions is divided into two categories which are monthly and annual reports. Monthly MajiS reports must be submitted to EWURA by the 14th day of each month, while the annual MajiS report is due by 30th September each year. The submission status is discussed below.

i. Submission of Monthly MajiS Reports

During the reporting period, percentage compliance with the submission of monthly MajiS reports declined to 68% as compared to 74% in FY 2022/23. Arusha, Iringa, Mbeya, Moshi, Songea, Tanga, Biharamulo, Igunga, Itumba-Isongole, Mpwapwa, Nzega and Songe WSSAs submitted all monthly MajiS reports timely. For three consecutive years, Iringa, and Songea WSSAs submitted all monthly MajiS reports timely. Namanyere and Ushirombo WSSAs did not submit monthly MajiS reports timely for three consecutive years.

ii. Submission of Annual MajiS Reports

During the FY 2023/24, 78 WSSAs submitted annual MajiS reports timely. For three consecutive years, DAWASA, Dodoma, Iringa, Kahama, Mbeya, Moshi, Mtwara, Musoma, Mwanza, Shinyanga, Songea, Tabora, Bukoba, Lindi, Babati, Bariadi, Geita, Vwawa-Mlowo, KASHWASA, Makonde, Maswa, Biharamulo, Busega, Chunya, Igunga, Kilindoni, Kishapu, Kondo, Kyela-Kasumulu, Ludewa, Mafinga, Makete, Mwanhuzi, Namtumbo, Ngara, Nzega, Orkesumet, Rujewa, Same-Mwanga, Sengerema, Tukuyu, Tunduru, Utete, Maganzo, Makambako, Mombo, and Turiani WSSAs submitted annual MajiS reports timely.

(b) Annual Reports

During the reporting period, average compliance with the submission of annual technical reports improved to 72% as compared to 64% in FY 2022/23. Out of 82 WSSAs, 59 submitted their draft annual reports for FY 2023/24 timely, 15 submitted late and eight WSSAs did not submit the reports at all. Further, 77 WSSAs submitted their final annual reports for the year 2022/23.

For the past three consecutive years, Dodoma, Iringa, Kahama, Musoma, Mwanza, Songea, Tabora, Lindi, Geita, KASHWASA, Maswa, Biharamulo, Kishapu, Makete, Ngara, Rujewa, Tukuyu, Maganzo, Makambako, Babati, Chunya, Igunga, Itumba-Isongole, Liwale, Loliondo, Ludewa, Makonde, Moshi, Mpwapwa, Namanyere, Namtumbo, Njombe, Nzega, Shinyanga, Singida, Tanga, Vwawa-Mlowo WSSAs submitted annual reports timely. Conversely, MANAWASA did not timely submit annual reports over the three years.

(c) Financial Reports

During the FY 2023/24, percentage compliance with the submission of draft financial statements remained at 77% similar to that attained in FY 2022/23. During the year, 63 WSSAs submitted draft financial statements timely (i.e., by 30th September 2024), 15 WSSAs submitted late and the remaining four WSSAs did not submit financial reports. For three consecutive years, DAWASA, Dodoma, Kahama, Moshi, Musoma, Mwanza, Shinyanga, Songea, Tabora, Tanga, Singida, Babati, Lindi, Njombe, KASHWASA, Makonde, Maswa, Mugango-Kiabakari, Biharamulo, Chunya, Igunga, Itumba-Isongole, Kishapu, Kondo, Liwale, Loliondo, Ludewa, Makete, Mbulu, Ngara, Nzega, Rujewa, Tukuyu, Utete, Makambako WSSAs submitted financial reports timely.

2.14 Implementation of Recommendations of the Previous Report

The Water Utilities Performance Review Report for FY 2022/23 had 13 recommendations for implementation by WSSAs. The timeline for one condition was due in June 2024, seven have a deadline of June 2025, two will be due in June 2026 and the remaining three are continuous. The recommendation with the due date in June 2024 was partially implemented while the implementation of other recommendations is in progress. The details of implementation status are shown in Appendix 6.

2.15 Implementation of Tariff Order Conditions

In the FY 2023/24, 16 out of 82 had active tariff orders namely Mpwapwa, Dodoma, Mafinga, Mtwara, Makonde, Lindi, Bariadi, Moshi, Mbulu, Babati, Arusha, Lushoto, Orkesumet, Songea, Mbeya and Sumbawanga WSSAs. The tariff orders have conditions required to be implemented by WSSAs within a specified time. Overall average compliance with tariff order conditions was 61% as compared to 58% in the FY 2022/23. Table 13 presents compliance with tariff order conditions for WSSAs during the year under review.

Table 13: Implementation of Tariff Order Conditions

S/N	Name of WSSA	Number of Tariff Conditions for FY 2023/24	Implementation (%)
1	Mpwapwa	5	29
2	Dodoma	9	54
3	Mafinga	8	48
4	Mtwara	5	51
5	Makonde	10	75
6	Lindi	10	71
7	Bariadi	10	90
8	Moshi	5	69
9	Mbulu	5	66
10	Babati	5	80
11	Arusha	6	57
12	Lushoto	6	57
13	Orkesumet	10	61
14	Songea	8	53
15	Mbeya	6	80
16	Sumbawanga	9	42
	Average		61%

2.16 Remittance of Regulatory Levy

WSSAs are mandated to remit to EWURA a regulatory levy that does not exceed one percent of their gross operating revenue derived from regulated goods and services. In FY 2023/24, the total levy amount that WSSAs were required to remit was TZS 8,699,001,907.89. Out of the total amount, TZS 4,101,180,969.41 was remitted, representing 47.2% of the overall remittable sum. In the year under review, Dodoma, Igunga, Tunduma, Kasulu, Turiani, Babati, Maganzo, Njombe, Nzega, Kibondo, Nzega, Manyoni, Moshi, Kahama, Iringa, Kishapu, KASHWASA, Mpanda,



Ludewa, Tukuyu, Mbeya, Utete, Kilindoni, Gairo, Loliondo, and Biharamulo WSSAs remitted all invoiced levy amounts. WSSAs with a high amount of outstanding levy were DAWASA, Mwanza, Tabora, Musoma, Kigoma, Mtwara, Arusha, Bukoba, Morogoro, Songea, Sumbawanga, Sengerema, Singida, and Lindi. Further, WSSAs with zero remittance of levy compliance were Tunduru, Sengerema, Namtumbo, Mwanhuzi, Makete, Mugango-Kiabakari, and Sumbawanga. A list of WSSAs and the status of remittance of the regulatory levy is shown in Appendix 5-Table A5.1

2.17 Implementation of Directives

During the period under review, EWURA followed up on the implementation of all directives issued during the FY 2023/24 emanated from the General Compliance Monitoring Inspections and Water and Wastewater Quality Monitoring Inspections conducted to WSSAs. The overall compliance with the implementation is 71%. The overall implementation status of directives is summarized in Table 16 and detailed in Appendix 4.2.

2.18 Institutional Status

2.18.1 Board Status

During the FY 2023/24, 66 out of 82 WSSAs had active Boards of Directors. Ludewa, Maganzo, Mbinga, Songe, Namanyere, Utete, Namtumbo, Tunduru, Kilindoni, Turiani, Gairo, Kiomboi, Loliondo, Kigoma, Kishapu, and Mwanhuzi. A detailed status of Boards of Directors for WSSAs is shown in Appendix 3, Table A3.1

PART III: PERFORMANCE RANKING



CHAPTER THREE PERFORMANCE RANKING

Performance ranking of WSSAs was done according to the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities of 2022. Ranking of the performance of WSSAs considers the performance clusters and is presented in two categories; the overall ranking and the utility ranking. The overall ranking measures the utilities’ achievement of the key performance indicators (KPIs) and compliance with the regulatory requirements (CRR). The utility ranking measures the utilities’ attainment of key performance targets as set in its Business Plan.

3.1 Performance Cluster

According to EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities of 2022, WSSAs are clustered in terms of the number of water connections in three clusters which are large, medium and small. Cluster I are for utilities with more than 20,000 customers, Cluster II are for utilities with customers between 5,000 and 20,000, and Cluster III is for utilities with less than 5,000 customers. KASHWASA, a bulk water supplier, is included in Cluster I by considering the number of customers served by the utilities that it supplies bulk water. Table 14 shows the description of clusters and the number of WSSAs in each cluster as of June 2024. A list of WSSAs and their respective clusters is shown in Appendix 7.

Table 14: WSSAs Performance Clusters

Cluster	Description	Number of Water Connections	Number of WSSAs in the Cluster FY 2022/23	Number of WSSAs in the Cluster FY 2023/24
C-1	Large	>20,000	19	20
C-2	Medium	5,000 to 20,000	18	22
C-3	Small	<5,000	48	40

The increase in the number of WSSAs in Cluster I to 20 in FY 2023/24 from 19 in FY 2022/23 was due to the shift of Singida WSSAs after attaining above 20,000 customers. Kondoia, Maswa, Chato, Kasulu and HTM WSSAs have also qualified for Cluster II in FY 2023/24 compared to FY 2022/23 when they had less than 5,000 customers.

3.2 Scores and Ranking

Ranking of the performance of WSSAs is two-fold, firstly is overall ranking; and secondly utility ranking. The details of each ranking category are presented in sections 3.2.1 and 3.2.2.

3.2.1 Overall Ranking

The overall ranking gauges the overall performance of WSSAs by taking into consideration individual efforts as well as external factors such as financing from the government and development partners. The output of overall ranking is the identification of the overall best-performing WSSA in terms of achievement of KPIs, service level benchmarks and compliance with regulatory requirements.



3.3 Utility Ranking

Utility ranking gauges WSSAs' individual efforts towards the attainment of the performance targets set in their business plans. Utility ranking compares the performance of WSSAs by eliminating external factors that impact the individual performance of WSSAs. The source of data on performance targets is WSSAs' approved business plans. In the absence of an approved business plan, a WSSA was awarded a zero score on the attainment of performance targets.

3.4 Procedure for Ranking

3.4.1 Overall Ranking Procedure

The overall ranking score was obtained by summing up the utility key performance indicator (KPI) score and compliance with the regulatory requirement (CRR) score. The KPI score accounts for 60% while the CRR is 40% of the total performance score. The detailed computation of the overall performance score of a WSSA was calculated as follows:

(a) Determining the KPI Achievement of WSSAs

The performance score for each indicator was calculated as a sum of scores based on the best performer, attainment of performance target, confidence grading and attainment of service level benchmark multiplied by the weight of the respective indicator. The KPI weights are described in Table 15.

Table 15: Key Performance Indicator Weights

Indicator No.	Performance Indicators	Acceptable Boundaries	Service Level Benchmark
Protection of the User Interests			
Consumer service accessibility			
KPI 1	Proportion of population served with water (%)	84%-95 %	100%
KPI 11	Proportion of population receiving WSSAs regulated sanitation services (%)	40%-50%	100%
KPI 2	Average hours of supply (hrs.)	15-20	24
Quality of service supplied to consumers			
KPI 3	Water quality compliance		
	<i>E. coli</i>	100%	100%
	Turbidity	95%-98%	100%
KPI 12	Percentage of complaints resolved	100%	100%
Sustainability of the Operator			
Operator's financial and economic sustainability			
KPI 4	Metering ratio (%)	100%	100 %
KPI 5	Non-Revenue Water – NRW (%)	25%-20%	<20%
KPI 6	Revenue collection efficiency (%)	90%-95%	>95 %
KPI 7	Working ratio (ratio)	1.0-0.67	<0.67
KPI 8	Operating ratio (ratio)	1.0-0.8	<0.8

Indicator No.	Performance Indicators	Acceptable Boundaries	Service Level Benchmark
	Operator's human resource Efficiency		
KPI 9	Personnel/1000 (W&S) connections (ratio)	5-8	<5
Environmental sustainability			
KPI 10	Effluent quality compliance -COD and BOD ₅ (%)	95%-98%	100%

i. Calculating Score Based on Best Performer (SBP)

The maximum score for the best performer on each performance indicator is 70 points. The score for attaining a national average (median) on any performance indicator is 50 points while a score of 0 points is awarded for attaining a minimum performance on any indicator. Intermediate performances were allocated pro rata by interpolating between the minimum, average and best performance;

ii. Calculating Scores Based on Attainment of Performance Target (SPT)

WSSAs were awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performances were allocated pro rata by interpolating between 0 and 10 points. In addition, decreasing performances as compared to actual performance in the previous year was also awarded 0 points; and

iii. Calculating Scores Based Confidence Grading (SCG)

WSSAs were awarded 10 points for surpassing the Confidence Grading of B2, 5 points for attaining a confidence grading of B2 and 0 points for a Confidence Grading below B2 on each performance indicator. The evaluation criteria for allocating confidence grading are presented in Table 16.

Table 16: Data Reliability and Accuracy Bands

Data Reliability		
Reliability Bands	Definition	
A	Reliable	Data based on sound records, procedures, investigations or analyses that are properly documented and recognised as the best available assessment methods
B	Fairly Reliable	Data based on records, procedures, investigations or analyses that are properly documented and recognised as the best available assessment methods. However, up to 30% of the data is based on extrapolations.
C	Unreliable	Data based on extrapolation from records that cover more than 30 per cent of the service provider's system.
Data Accuracy		
Accuracy Band	Associated Uncertainty	
1	(0 – 5%): Better than or equal to +/- 5%	
2	(5 – 20%): Worse than ± 5% but better than or equal to + / -20%	
3	>20%	



iv. Calculating Scores Based on Attainment of Service Level Benchmark (SSLB)

WSSAs were awarded 5 points for being within the acceptable boundaries and 0 points for not attaining the acceptable boundaries for the KPIs. Scores for utilities that surpass the acceptable boundaries were allocated pro-rata by interpolating between 5 and 10 points. A score of 10 points was allocated for attaining or surpassing the service level benchmarks.

(b) Determining the Score for Compliance with Regulatory Requirements (CRR)

The score based on compliance with regulatory requirements was calculated basing on attainment of score based on the weight of each obligation as presented in Table 17.

Table 17: Compliance to Regulatory Requirements

SN	Item	Score	Total Score
CRR 1: Submission of Utility Plans			
1	Business Plan	10	15
2	Water Quality Monitoring Programme	5	
CRR2: Submission of Reports			
3	Timely submission of acceptable monthly MaJIs reports	6	15
4	Timely submission of draft annual MaJIs report	2	
5	Timely submission of the draft annual report	2	
6	Timely submission of draft financial statements	2	
7	Submission of final annual report for the previous year	3	
CRR 3: NRW Management			
8	Availability of NRW Reduction Strategy	9	15
9	Submission of annual water balance	6	
CRR 4: Water Meter Management			
11	Availability of water meter policy	7	15
12	Availability of water meter database	4	
13	Availability of operating bulk water meters at all water production points	2	
14	Percentage of installed water meters re-verified by Certification Agency	2	
CRR 5: Customer Service Management			
14	Implementation of customer service charter	10	20
15	Availability of complaint handling register	6	
16	Customer satisfaction survey report	4	

SN	Item	Score	Total Score
CRR 6: Faecal Sludge Management			
17	Availability of faecal sludge treatment facilities	7	10
18	Availability of approved Standard Operating Procedures (SOPs) for Faecal Sludge Management (FSM) Services	3	
CRR7: Payment of Regulatory Levy			
19	Payment of Regulatory Levy	10	10

3.4.2 Utility Ranking Procedure

Utility ranking is determined by summing up the scores for attainment of performance targets for each indicator as presented in Table 18. WSSA was awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performances were allocated pro rata by interpolating between 0 and 10 points. Also, decreasing performances as compared to actual performance in the previous year was awarded 0 points.

3.5 Classification of Performance Scores

The overall score of each WSSA was classified and identified with a distinct colour. The details of the classification colour code and interpretation are as shown in Table 18.

Table 18: Classification of Overall Scores

Total	Classification	Colour	Interpretation
100 - 85	A		Excellent
84 - 70	B		Very Good
69 - 55	C		Good
54 - 40	D		Fair
39 - 0	E		Unsatisfactory

3.6 Results of Performance Ranking

The ranking results is presented in three clusters as described in section 3.1 of this report. Based on the performance, the ranking results are as follows:

3.6.1 Overall Ranking Results

3.6.1.1 Overall Ranking Results for WSSAs Under Cluster I

Based on overall ranking criteria for Cluster I WSSAs which contains 20 utilities, Moshi WSSA emerged as the overall best utility in the provision of water supply and sanitation services with a score of 87.4%, ranked as Excellent. Rombo WSSA was the overall least performer in the provision of water supply services with a score of 41.5% ranked as Fair.

3.6.1.2 Overall Ranking Results for WSSAs Under Cluster II

Based on overall ranking criteria for Cluster II WSSAs which contain 22 utilities, Nzega WSSA emerged as the overall best utility in the provision of water supply and sanitation services with a score of 83.9%, ranked as Very Good. Chato WSSA was the overall least performer in the provision of water supply services with a score of 40.3% ranked as Fair.

3.6.1.3 Overall Ranking Results for WSSAs Under Cluster III

Based on overall ranking criteria for Cluster III WSSAs which contain 40 utilities, Orkesumet WSSA emerged as the overall best utility in the provision of water supply and sanitation services with a score of 74%, ranked as Very Good. Tunduru WSSA was the overall least performer in the provision of water supply services with a score of 35% ranked as Unsatisfactory.

3.6.2 Utility Ranking Results

3.6.2.1 Utility Ranking Results for WSSAs Under Cluster I

Utility ranking for Cluster I WSSAs indicates that Moshi WSSA was the best performer in the provision of water and sanitation services while Rombo WSSA was the least performer.

3.6.2.2 Utility Ranking Results for WSSAs Under Cluster II

Utility ranking for Cluster II WSSAs indicates that Maswa WSSA was the best performer in the provision of water and sanitation services while Geita, Kasulu and Chato WSSAs were the lowest performers.

3.6.2.3 Utility Ranking Results for WSSAs Under Cluster III

Utility ranking for Cluster III WSSAs indicates that Orkesumet WSSA was the best performer in the provision of water and sanitation services while Mugango-Kiabakari, Chunya, Ifakara, Kibondo, Kilindoni, Kilwa-Masoko, Kiomboi, Kyela-Kasumululu, Liwale, Makete, Namanyere, Namtumbo, Ruangwa, Tunduru, Ushirombo and Tunduma WSSAs were the least performers. The main reason for the poor performance of these utilities was that these utilities had no business plans during the year under review.

Table 19 -21 summarises the results of performance ranking for WSSAs in the provision of water supply and sanitation services.

Table 19: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster I

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2023/24)	Utility Ranking Score	Classification	Interpretation	
1	Arusha	42.3	32.5	74.8	B	Very Good	9	52.7	D	Fair	12
2	Dodoma	42.9	32.4	75.3	B	Very Good	7	44.4	D	Fair	16
3	Iringa	40.8	38.5	79.2	B	Very Good	3	45.3	D	Fair	15
4	Mbeya	48.5	26.3	74.8	B	Very Good	8	71.7	B	Very Good	2
5	Morogoro	37.0	22.0	59.0	C	Good	17	57.0	C	Good	8
6	Moshi	51.6	35.8	87.4	A	Excellent	1	75.0	B	Very Good	1
7	Musoma	30.4	31.6	62.0	C	Good	16	30.6	E	Unsatisfactory	19
8	Mwanza	43.8	27.2	71.0	B	Very Good	11	63.9	C	Good	4
9	Shinyanga	43.0	33.0	76.0	B	Very Good	5	60.4	C	Good	6
10	Songea	52.2	29.0	81.3	B	Very Good	2	63.2	C	Good	5
11	Tabora	33.1	24.0	57.1	C	Good	18	40.0	D	Fair	17
12	Tanga	44.4	31.3	75.7	B	Very Good	6	49.0	D	Fair	14
13	Bukoba	39.8	27.8	67.7	C	Good	13	55.9	C	Good	9
14	Kigoma	33.9	20.4	54.3	D	Fair	19	38.3	E	Unsatisfactory	18
15	Babati	41.9	34.8	76.7	B	Very Good	4	67.3	C	Good	3
16	Kahama	39.0	32.6	71.6	B	Very Good	10	55.5	C	Good	10
17	DAWASA	40.2	29.9	70.1	B	Very Good	12	50.8	D	Fair	13
18	KASHWASA	36.8	30.4	67.2	C	Good	14	54.8	D	Fair	11
19	Singida	43.7	21.5	65.2	C	Good	15	59.6	C	Good	7
20	Rombo	25.2	16.4	41.5	D	Fair	20	28.7	E	Unsatisfactory	20



Table 20: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster II

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2023/24)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2023/24)
1	Mtwara	33.9	19.3	53.2	D	Fair	18	52.3	D	Fair	4
2	HTM	24.2	18.8	43.0	D	Fair	21	7.1	E	Unsatisfactory	19
3	Sumbawanga	37.3	24.2	61.5	C	Good	8	23.4	E	Unsatisfactory	18
4	Lindi	33.1	22.0	55.1	C	Good	13	38.9	E	Unsatisfactory	13
5	Geita	27.4	26.2	53.6	D	Fair	16	0.0	E	Unsatisfactory	20
6	Mpanda	31.2	22.8	54.0	D	Fair	14	31.1	E	Unsatisfactory	15
7	Njombe	36.6	25.6	62.2	C	Good	6	49.6	D	Fair	6
8	MANAWASA	40.6	16.1	56.7	C	Good	10	55.9	C	Good	3
9	Wanging'ombe	31.5	19.4	50.9	D	Fair	19	42.0	D	Fair	11
10	Bunda	40.1	27.3	67.3	C	Good	4	43.8	D	Fair	10
11	Igunga	44.1	36.4	80.5	B	Very Good	2	49.5	D	Fair	7
12	Karatu	32.6	25.2	57.8	C	Good	9	46.9	D	Fair	9
13	Maswa	41.2	26.2	67.4	C	Good	3	71.9	B	Very Good	1
14	Nzega	47.5	36.4	83.9	B	Very Good	1	66.1	C	Good	2
15	Sengerema	35.4	18.6	54.0	D	Fair	15	39.5	E	Unsatisfactory	12
16	Tukuyu	31.2	22.4	53.5	D	Fair	17	24.9	E	Unsatisfactory	16
17	Makambako	40.3	22.5	62.8	C	Good	5	50.8	D	Fair	5
18	Mbinga	38.0	17.9	55.9	C	Good	11	33.0	E	Unsatisfactory	14
19	Kasulu	26.6	16.8	43.4	D	Fair	20	0.0	E	Unsatisfactory	20
20	Kondoa	36.8	18.5	55.3	C	Good	12	47.6	D	Fair	8
21	Chato	28.3	12.0	40.3	D	Fair	22	0.0	E	Unsatisfactory	20
22	Busega	35.3	26.4	61.7	C	Good	7	24.2	E	Unsatisfactory	17



Table 21: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster III

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2023/24)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2023/24)
1	Bariadi	33.5	25.3	58.8	C	Good	14	16.3	E	Unsatisfactory	23
2	Vwawa-Mlowo	32.3	18.8	51.1	D	Fair	23	42.7	D	Fair	14
3	Makonde	30.3	30.9	61.2	C	Good	11	33.3	E	Unsatisfactory	18
4	Mugango-Kiabakari	24.9	10.6	35.5	E	Unsatisfactory	39	0.0	E	Unsatisfactory	25
5	Biharumulo	40.5	30.6	71.0	B	Very Good	2	42.6	D	Fair	15
6	Chunya	35.6	13.0	48.6	D	Fair	26	0.0	E	Unsatisfactory	25
7	Gairo	38.8	23.6	62.3	C	Good	8	49.9	D	Fair	10
8	Ifakara	28.8	14.2	43.0	D	Fair	34	0.0	E	Unsatisfactory	25
9	Itumba-Isongole	32.8	20.9	53.7	D	Fair	20	67.5	C	Good	3
10	Kibaya	36.1	18.8	54.9	D	Fair	18	54.0	D	Fair	7
11	Kibondo	34.7	19.0	53.6	D	Fair	21	0.0	E	Unsatisfactory	25
12	Kilindoni	25.4	16.7	42.0	D	Fair	36	0.0	E	Unsatisfactory	25
13	Kiwa Masoko	35.4	17.6	53.0	D	Fair	22	0.0	E	Unsatisfactory	25
14	Kiomboi	31.2	11.0	42.2	D	Fair	35	0.0	E	Unsatisfactory	25
15	Kishapu	38.1	23.8	61.8	C	Good	9	44.9	D	Fair	12
16	Kyela-Kasumululu	28.5	13.1	41.6	D	Fair	37	0.0	E	Unsatisfactory	25
17	Liwale	26.2	15.0	41.2	D	Fair	38	0.0	E	Unsatisfactory	25
18	Loliondo	43.5	23.4	66.9	C	Good	5	57.3	C	Good	6
19	Ludewa	35.5	25.9	61.4	C	Good	10	67.0	C	Good	4
20	Lushoto	42.2	21.4	63.6	C	Good	6	64.2	C	Good	5
21	Mafinga	35.9	20.0	55.8	C	Good	17	22.1	E	Unsatisfactory	21
22	Makete	30.3	15.6	45.8	D	Fair	31	0.0	E	Unsatisfactory	25
23	Manyoni	42.3	28.0	70.3	B	Very Good	3	49.0	D	Fair	11
24	Mbulu	36.5	21.1	57.6	C	Good	15	44.4	D	Fair	13
25	Mpwapwa	33.9	25.9	59.7	C	Good	12	29.8	E	Unsatisfactory	19
26	Mwanthuzi	34.4	14.5	48.9	D	Fair	24	40.0	E	Unsatisfactory	16



SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2023/24)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2023/24)
27	Namanyere	30.0	16.1	46.1	D	Fair	30	0.0	E	Unsatisfactory	25
28	Namtumbo	28.3	15.6	43.9	D	Fair	33	0.0	E	Unsatisfactory	25
29	Ngara	32.7	30.5	63.2	C	Good	7	35.4	E	Unsatisfactory	17
30	Orkesumet	44.5	29.4	74.0	B	Very Good	1	69.5	C	Good	1
31	Ruangwa	27.7	20.9	48.6	D	Fair	25	0.0	E	Unsatisfactory	25
32	Rujewa	36.5	20.1	56.6	C	Good	16	67.7	C	Good	2
33	Same-Mwanga	29.3	18.1	47.4	D	Fair	28	27.1	E	Unsatisfactory	20
34	Songe	23.7	20.8	44.5	D	Fair	32	18.6	E	Unsatisfactory	22
35	Tunduru	23.0	12.0	35.0	E	Unsatisfactory	40	0.0	E	Unsatisfactory	25
36	Ushiroombo	34.4	12.9	47.3	D	Fair	29	0.0	E	Unsatisfactory	25
37	Utete	26.8	27.8	54.6	D	Fair	19	11.9	E	Unsatisfactory	24
38	Maganzo	37.3	22.4	59.7	C	Good	13	52.8	D	Fair	9
39	Tunduma	25.9	22.0	47.9	D	Fair	27	0.0	E	Unsatisfactory	25
40	Turtiani	43.1	24.4	67.5	C	Good	4	53.5	D	Fair	8



PART IV: KEY OBSERVATIONS AND RECOMMENDATIONS



CHAPTER FOUR

KEY OBSERVATIONS AND RECOMMENDATIONS

This part presents key issues observed in the review of the WSSAs performance and recommends measures for WSSAs to improve their performance in the provision of water supply and sanitation services. Table 22 presents the major key observed issues, recommended measures and the responsible entity for addressing the observed issue.

Table 22: Key Observations and Recommendations

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
1.	Low water quality compliance	During the FY 2023/24, the average compliance levels for <i>E. coli</i> , turbidity, residual chlorine, and pH were below the service level benchmark of 100%.	WSSAs to improve compliance with residual chlorine levels by: <ul style="list-style-type: none"> (i) establishing and implementing Standard Operation Procedures for the treatment process; (ii) ensuring availability of water quality testing instruments for monitoring at least residual chlorine, pH, and turbidity (iii) ensuring that the treatment process is performed by qualified personnel 	June 2026	WSSAs
			The Ministry of Water is advised to assist WSSAs in securing funds for the construction of water treatment infrastructure	June 2030	MoW
2.	Low effluent BOD and COD compliance level	During the FY 2023/24, the average BOD and COD effluent compliance levels were 33%, respectively. The attainment does not comply with the service level benchmark of 100%	<ul style="list-style-type: none"> (i) WSSAs are required to either construct additional wastewater treatment facilities or expand the existing ones to accommodate the demand for treatment; and (ii) WSSAs are required to implement regular rehabilitation of the existing wastewater treatment facilities to maintain their performance 	June 2026	WSSAs

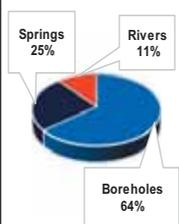
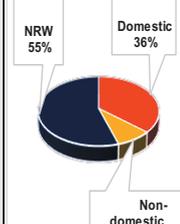
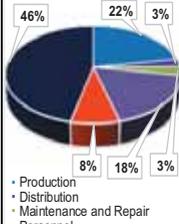


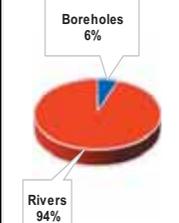
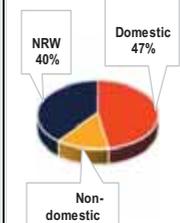
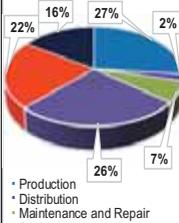
SN	Key Issue	Observation	Recommendation	Deadline	Responsible
3.	Inadequate water service coverage	The average water network coverage in WSSAs' service areas was 84%. This is lower than the target of 95% provided in the National Five-Year Development Plan (2021/22 – 2025/26)	WSSAs to include in their Business Plan strategies to attain 95% water service coverage. The strategies may include project financing through Public Private Partnership (PPP)	June 2026	WSSAs
4.	Inadequate implementation of Customer Service Charter	On average 14% of new customers were connected within seven working days after full payment	WSSAs to strengthen the availability of new connection materials to ensure timely connection to new customers	Continuous	WSSAs
5.	High Non-Revenue Water	Overall average non-revenue water for FY 2023/24 was 36.7%, which is higher than the recommended service level benchmark of 20% or less. The delay in repair of leakages reported by customers is one of the causes of high NRW in WSSAs	(i) WSSAs to prepare non-revenue water reduction strategies according to EWURA Guidelines for Development of NRW Reduction Strategy for WSSAs 2021	June 2026	WSSAs
			(ii) WSSAs to ensure the implementation of their non-revenue water reduction strategies	Continuous	WSSAs
6.	Inadequate wastewater and faecal sludge treatment facilities	51 out of 82 WSSAs do not have wastewater and faecal sludge treatment facilities. This implies that health and the environment are at stake	(i) WSSAs to include in their Business Plans securing land for construction of wastewater and faecal sludge treatment facilities	June 2026	WSSAs
			(ii) The Ministry of Water is advised to assist WSSAs in securing funds for the construction of wastewater and faecal sludge treatment facilities. Consideration of PPP may be one of the alternatives	June 2030	Ministry of Water
7.	Low water production to demand ratio due to underutilized and insufficient installed water production capacity	The average ratio of water production to demand is 45%, while the ratio of water production to installed production capacity is only 54%	WSSAs to increase the water distribution network and customers to improve utilization of the available installed water production capacities towards meeting the water demand	June 2030	WSSAs

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
8.	Low water production to demand ratio due to underutilized and insufficient installed water production capacity	The average ratio of water demand to installed water production capacity is 83%	The Ministry of Water is advised to assist WSSAs in investing in water production infrastructure	June 2030	Ministry of Water
9.	Overstayed non-cost recovery water tariffs	Some WSSAs operate with tariffs that do not facilitate the recovery of operating and investment costs	(i) WSSAs to prioritize the preparation of business plans to enable the adjustment of their tariffs	June 2026	WSSAs
			(ii) The Ministry of Water is advised to assist WSSAs to have enough and qualified staff according to the WSSAs Approved Scheme of Service	June 2026	Ministry of Water
			(iii) Key stakeholders should adhere to existing legislation on tariff review procedures	Continuous	Ministry of Water
10.	Inadequate provision of sanitation services	The average sewerage sanitation coverage was 5.6%. This is lower than the target of 30% provided in the National Five-Year Development Plan (2021/22 – 2025/26). Further, only 23 out of 82 WSSAs have wastewater and faecal sludge treatment facilities	(i) WSSAs to design and implement sewerage and non-sewerage sanitation solutions using the City-Wide Inclusive Sanitation Approach (CWIS) (ii) WSSAs to implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020.	Continuous	WSSAs

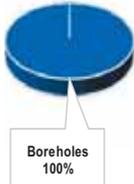
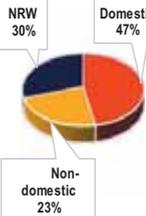
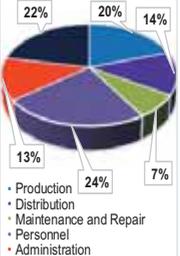
WSSAs are expected to implement the recommendations provided in Table 25. It is envisaged that implementation of the recommendations will result in improvement in the provision of water supply and sanitation services.

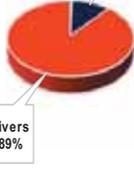
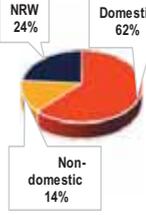
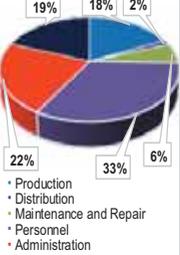
APPENDIX 1: WSSAs PROFILES

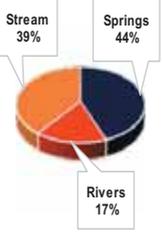
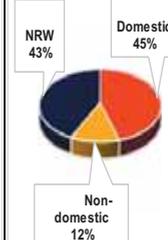
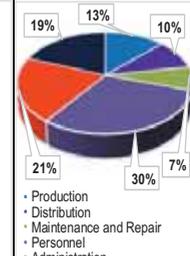
ARUSHA WSSA PROFILE		2023/24					
EWURA CLASS II		LICENCE NO: WSSSL/02/2020					
General Data About Water Utility		CATEGORY: A					
		Tariff Structure					
		Domestic Institution Industry Commercial Other					
Total population (Nos)	1,076,523	Water (TZS/m ³)					
Length of water network (km)	2,784.18	1840 1820 3080 2300 na					
Water Demand (m ³)	50,812,463	Sewerage					
Water Production (m ³)	29,910,310	(TZS/m ³ of drinking water)					
Water Production Capacity (m ³ /d)	286,211.00	490 765 1070 860 na					
Direct Water Service Coverage (%)	62	The charge at water kiosk is TZS 20 per litre container					
Total Water Connections (Nos)	124,838						
Total Active Connections (Nos)	111,762.00						
Domestic Connections (Nos)	116,819						
Operational Kiosks (Nos)	513	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	10,701						
Metering Ratio (%)	100					<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Non Revenue Water (%)	54.9						
Number of Staff (Nos)	421						
Staff/1000 connections (ratio)	3.4						
Service hours (hour)	21						
Sewerage Coverage (%)	7						
Working ratio	1.2						
Operating ratio	2.2						
Total Income (million TZS)	29,035.67						
Total O&M Expenses (million TZS)	32,564.14						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

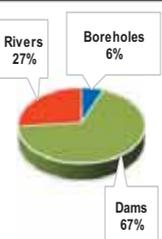
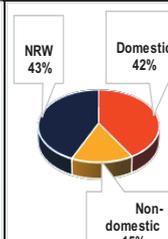
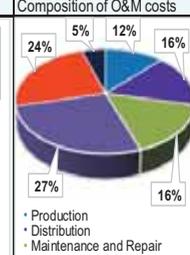
DAWASA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/01/2021					
General Data About Water Utility		CATEGORY: AA					
		Tariff Structure					
		Domestic Institution Industry Commercial Other					
Total population (Nos)	6,776,329	Water (TZS/m ³)					
Length of water network (km)	7,087.00	1,663-2,900 1663-2,940 1,663-3,750 1,663-3710 na					
Water Demand (m ³)	253,748,182	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	128,430,974	386 386 386 386 na					
Water Production Capacity (m ³ /d)	534,600.00	The charge at water kiosk is TZS 22.12 per litre container					
Direct Water Service Coverage (%)	78						
Total Water Connections (Nos)	438,885						
Total Active Connections (Nos)	392,938						
Domestic Connections (Nos)	426,985						
Operational Kiosks (Nos)	674	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	18,879						
Metering Ratio (%)	100					<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Non Revenue Water (%)	39.6						
Number of Staff (Nos)	2,154						
Staff/1000 connections (ratio)	4.9						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	1.13						
Operating ratio	1.33						
Total Income (million TZS)	152,777.60						
Total O&M Expenses (million TZS)	171,652.08						
E.coli compliance (%)	100						
Turbidity compliance (%)	97						



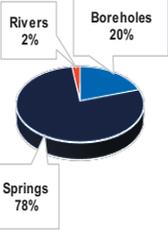
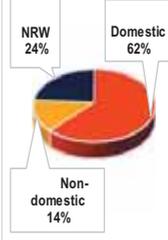
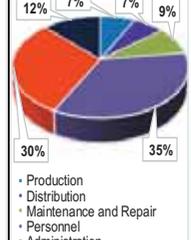
DODOMA WSSA PROFILE		2023/24					
EWURA CLASS II		LICENCE NO: WSSSL/01/2020			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	828,014	Water (TZS/m ³)	1510	1880	1930	1930	na
Length of water network (km)	1,454.00						
Water Demand (m ³)	54,529,175	Sewerage (TZS/m ³ of drinking water)	40% of the water tariff	40% of the water tariff	40% of the water tariff	40% of the water tariff	na
Water Production (m ³)	22,074,907						
Water Production Capacity (m ³ /d)	93,269.40						
Direct Water Service Coverage (%)	87						
Total Water Connections (Nos)	84,132						
Total Active Connections (Nos)	78,993.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	78,325						
Operational Kiosks (Nos)	238	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	7,383	 <p>Boreholes 100%</p>	 <p>NRW 30% Domestic 47% Non-domestic 23%</p>	 <p>22% 20% 14% 13% 24% 7%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	30.1						
Number of Staff (Nos)	249						
Staff/1000 connections (ratio)	3.0						
Service hours (hour)	5						
Sewerage Coverage (%)	24						
Working ratio	1.0						
Operating ratio	1.2						
Total Income (million TZS)	29,723.66						
Total O&M Expenses (million TZS)	27,437.37						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

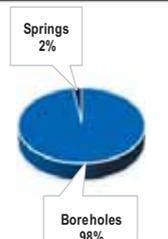
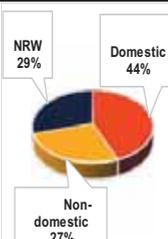
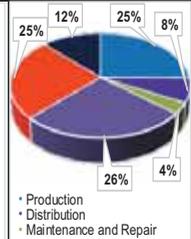
IRINGA WSSA PROFILE		2023/24					
EWURA CLASS II		LICENCE NO: WSSSL/03/2020			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	289,626	Water (TZS/m ³)	1,830-2,210	1,780-2,210	1,910	1,690	na
Length of water network (km)	1,580.48						
Water Demand (m ³)	8,256,665	Sewerage (TZS/m ³ of drinking water)	40% of the water tariff	50% of the water tariff	50% of the water tariff	50% of the water tariff	na
Water Production (m ³)	6,842,191						
Water Production Capacity (m ³ /d)	33,035.00						
Direct Water Service Coverage (%)	93						
Total Water Connections (Nos)	47,658						
Total Active Connections (Nos)	45,724	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	45,450						
Operational Kiosks (Nos)	612	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	2,525	 <p>Springs 11% Rivers 89%</p>	 <p>NRW 24% Domestic 62% Non-domestic 14%</p>	 <p>19% 18% 2% 22% 33% 6%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	23.6						
Number of Staff (Nos)	133						
Staff/1000 connections (ratio)	2.8						
Service hours (hour)	23						
Sewerage Coverage (%)	7						
Working ratio	0.84						
Operating ratio	1.03						
Total Income (million TZS)	11,370.65						
Total O&M Expenses (million TZS)	8,400.23						
E.coli compliance (%)	100						
Turbidity compliance (%)	98						

MBEYA WSSA PROFILE		2023/24					
EWURA CLASS II		LICENCE NO: WSSSL/01/2021			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	714,432	Water (TZS/m ³)	1400	2000	2100	1820	2700
Length of water network (km)	1,221.00						
Water Demand (m ³)	32,850,000	Sewerage (TZS/m ³ of drinking water)	450	590	830	670	na
Water Production (m ³)	16,983,394						
Water Production Capacity (m ³ /d)	75,010.00						
Direct Water Service Coverage (%)	82						
Total Water Connections (Nos)	96,150						
Total Active Connections (Nos)	91,817.00	The charge at water kiosk is TZS 25 per litre container					
Domestic Connections (Nos)	93,145						
Operational Kiosks (Nos)	252	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	2,810					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	100						
Non Revenue Water (%)	42.7						
Number of Staff (Nos)	200						
Staff/1000 connections (ratio)	2.1						
Service hours (hour)	20						
Sewerage Coverage (%)	16						
Working ratio	1.0						
Operating ratio	1.3						
Total Income (million TZS)	17,159.93						
Total O&M Expenses (million TZS)	16,486.68						
E.coli compliance (%)	100						
Turbidity compliance (%)	94						

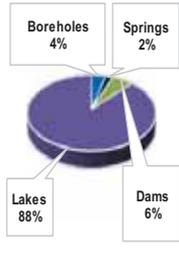
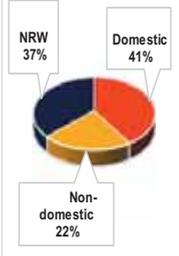
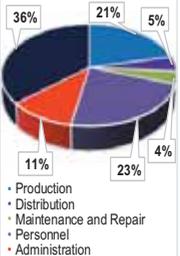
MOROGORO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/09/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	460,872	Water (TZS/m ³)	1,070	1,265	1,905	1,495	na
Length of water network (km)	1,037.20						
Water Demand (m ³)	32,829,560	Sewerage (TZS/m ³ of drinking water)	600	900	1000	1000	na
Water Production (m ³)	13,204,380						
Water Production Capacity (m ³ /d)	57,614.00						
Direct Water Service Coverage (%)	77						
Total Water Connections (Nos)	51,829						
Total Active Connections (Nos)	43,553	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	49,384						
Operational Kiosks (Nos)	151	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	2,665					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	99						
Non Revenue Water (%)	43.3						
Number of Staff (Nos)	183						
Staff/1000 connections (ratio)	3.5						
Service hours (hour)	11						
Sewerage Coverage (%)	7						
Working ratio	1.63						
Operating ratio	1.71						
Total Income (million TZS)	13,462.23						
Total O&M Expenses (million TZS)	21,958.94						
E.coli compliance (%)	99						
Turbidity compliance (%)	100						

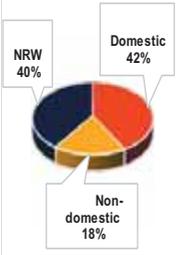
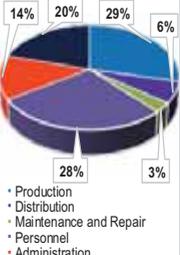


MOSHI WSSA PROFILE		2023/24					
EWURA CLASS I		LICENCE NO: WSSSL/01/2017			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	574,408	Water (TZS/m ³)	1,036	1,098	1,346	1,238	na
Length of water network (km)	1,043.56						
Water Demand (m ³)	27,082,342	Sewerage (TZS/m ³ of drinking water)	426	418	811	654	na
Water Production (m ³)	15,133,589						
Water Production Capacity (m ³ /d)	66,079.00						
Direct Water Service Coverage (%)	65						
Total Water Connections (Nos)	58,246						
Total Active Connections (Nos)	54,919.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	55,058						
Operational Kiosks (Nos)	124	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	3,455					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	100						
Non Revenue Water (%)	23.9						
Number of Staff (Nos)	177						
Staff/1000 connections (ratio)	3.0						
Service hours (hour)	23						
Sewerage Coverage (%)	10						
Working ratio	1.0						
Operating ratio	1.2						
Total Income (million TZS)	14,628.40						
Total O&M Expenses (million TZS)	13,221.15						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

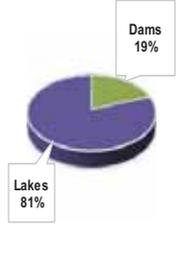
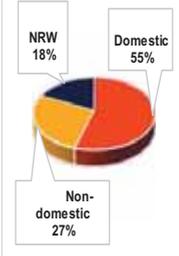
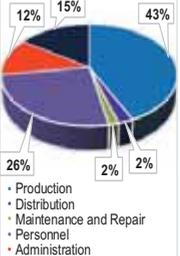
MTWARA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/10/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	245,736	Water (TZS/m ³)	1896	3300	3366	3300	3944
Length of water network (km)	364.80						
Water Demand (m ³)	9,209,680	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	4,571,368						
Water Production Capacity (m ³ /d)	17,908.00						
Direct Water Service Coverage (%)	65						
Total Water Connections (Nos)	18,627						
Total Active Connections (Nos)	16,838	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	17,187						
Operational Kiosks (Nos)	312	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	100						
Non Revenue Water (%)	29.7						
Number of Staff (Nos)	83						
Staff/1000 connections (ratio)	4.5						
Service hours (hour)	18						
Sewerage Coverage (%)	-						
Working ratio	1.08						
Operating ratio	1.23						
Total Income (million TZS)	5,064.67						
Total O&M Expenses (million TZS)	5,057.86						
E.coli compliance (%)	94						
Turbidity compliance (%)	94						

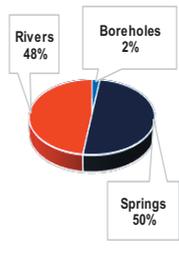
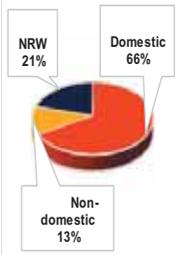
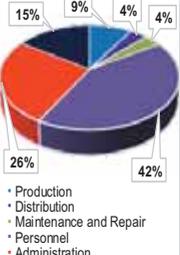


MUSOMA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/06/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	477,390	Water (TZS/m ³)	2,310 – 2,963	3,099 – 3,398	3,425 – 3,642	3,505 – 3,815	na
Length of water network (km)	625.59						
Water Demand (m ³)	13,939,788	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	7,166,729						
Water Production Capacity (m ³ /d)	41,122.00	The charge at water kiosk is TZS 30 per litre container					
Direct Water Service Coverage (%)	69	Water source distribution					
Total Water Connections (Nos)	34,833	Annual Water Use		Composition of O&M costs			
Total Active Connections (Nos)	30,800.00						
Domestic Connections (Nos)	32,632	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 					
Operational Kiosks (Nos)	40						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	37.0						
Number of Staff (Nos)	178						
Staff/1000 connections (ratio)	5.1						
Service hours (hour)	20						
Sewerage Coverage (%)	-						
Working ratio	1.1						
Operating ratio	1.7						
Total Income (million TZS)	4,832.27						
Total O&M Expenses (million TZS)	5,234.60						
E.coli compliance (%)	100						
Turbidity compliance (%)	96						

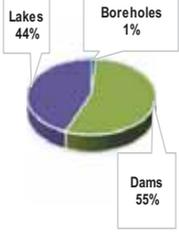
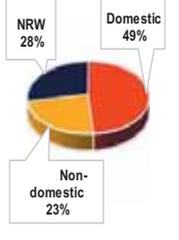
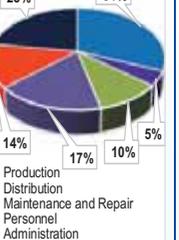
MWANZA WSSA PROFILE		2023/24					
EWURA CLASS II		LICENCE NO: WSSSL/04/2020			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	1,570,873	Water (TZS/m ³)	1,140-1,460	1,500	2,730	2,190	1,345
Length of water network (km)	1,429.22						
Water Demand (m ³)	66,901,215	Sewerage (TZS/m ³ of drinking water)	450-480	590	1070	860	370
Water Production (m ³)	32,506,489						
Water Production Capacity (m ³ /d)	177,647.00	The charge at water kiosk is TZS 16.2 per litre container					
Direct Water Service Coverage (%)	81	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	120,614						
Total Active Connections (Nos)	112,032	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 					
Domestic Connections (Nos)	111,452						
Operational Kiosks (Nos)	429						
Sewerage Connections (Nos)	6,095						
Metering Ratio (%)	100						
Non Revenue Water (%)	40.3						
Number of Staff (Nos)	401						
Staff/1000 connections (ratio)	3.3						
Service hours (hour)	18						
Sewerage Coverage (%)	4						
Working ratio	1.20						
Operating ratio	1.51						
Total Income (million TZS)	31,719.13						
Total O&M Expenses (million TZS)	36,417.50						
E.coli compliance (%)	98						
Turbidity compliance (%)	99						

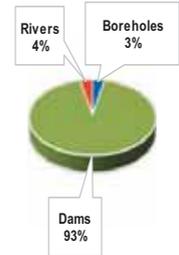
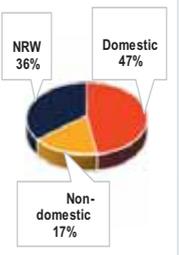
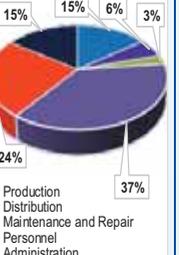


SHINYANGA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/02/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	282,698	Water (TzS/m ³)	1,490 – 1,740	2,760	2,850	2,790	3,750
Length of water network (km)	691.00						
Water Demand (m ³)	7,099,250	Sewerage (TzS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	5,439,369						
Water Production Capacity (m ³ /d)	38,000.00	The charge at water kiosk is TZS 30 per litre container					
Direct Water Service Coverage (%)	60	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	30,999						
Total Active Connections (Nos)	29,401.00						
Domestic Connections (Nos)	29,043						
Operational Kiosks (Nos)	350						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	18.0						
Number of Staff (Nos)	116						
Staff/1000 connections (ratio)	3.7						
Service hours (hour)	23						
Sewerage Coverage (%)	-						
Working ratio	1.1						
Operating ratio	1.3						
Total Income (million TZS)	10,070.85						
Total O&M Expenses (million TZS)	9,909.12						
E.coli compliance (%)	100						
Turbidity compliance (%)	99						

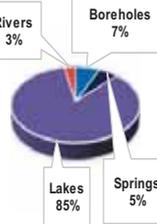
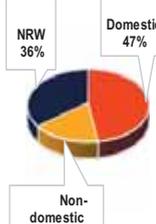
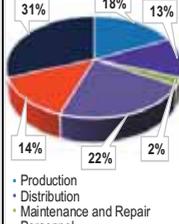
SONGEA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/03/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	296,305	Water (TzS/m ³)	1,680	1,730	1,770	1,770	na
Length of water network (km)	573.24						
Water Demand (m ³)	7,516,445	Sewerage (TzS/m ³ of drinking water)	480	780	810	810	na
Water Production (m ³)	3,054,507						
Water Production Capacity (m ³ /d)	13,455.40	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	89	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	22,898						
Total Active Connections (Nos)	20,173						
Domestic Connections (Nos)	21,439						
Operational Kiosks (Nos)	128						
Sewerage Connections (Nos)	1,630						
Metering Ratio (%)	100						
Non Revenue Water (%)	20.9						
Number of Staff (Nos)	89						
Staff/1000 connections (ratio)	3.9						
Service hours (hour)	23						
Sewerage Coverage (%)	6						
Working ratio	0.88						
Operating ratio	1.03						
Total Income (million TZS)	4,384.08						
Total O&M Expenses (million TZS)	3,840.72						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

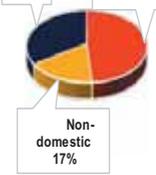
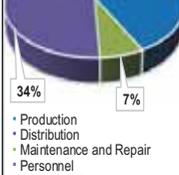


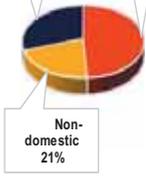
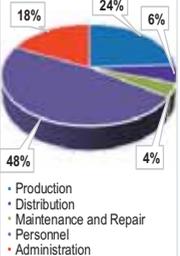
TABORA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/07/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	474,278	Water (TZS/m ³)	1,950	2,780	2,900	2,870	1,950
Length of water network (km)	1,288.60						
Water Demand (m ³)	12,822,450	Sewerage (TZS/m ³ of drinking water)	750	1050	1375	1050	na
Water Production (m ³)	5,635,445						
Water Production Capacity (m ³ /d)	31,414.00						
Direct Water Service Coverage (%)	75						
Total Water Connections (Nos)	36,009						
Total Active Connections (Nos)	30,186.00	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	34,059						
Operational Kiosks (Nos)	255	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	537					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	100						
Non Revenue Water (%)	27.9						
Number of Staff (Nos)	91						
Staff/1000 connections (ratio)	2.5						
Service hours (hour)	17						
Sewerage Coverage (%)	1						
Working ratio	1.3						
Operating ratio	1.6						
Total Income (million TZS)	9,548.85						
Total O&M Expenses (million TZS)	11,318.78						
E.coli compliance (%)	100						
Turbidity compliance (%)	93						

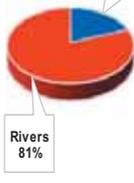
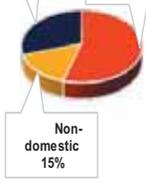
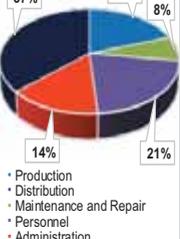
TANGA WSSA PROFILE		2023/24					
EWURA CLASS I		LICENCE NO: WSSSL/02/2016			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	469,855	Water (TZS/m ³)	1,710-2,285	1,710-2,285	2,190-2,675	2,095-2,485	na
Length of water network (km)	886.45						
Water Demand (m ³)	17,413,493	Sewerage (TZS/m ³ of drinking water)	500	900	950	650	na
Water Production (m ³)	12,817,591						
Water Production Capacity (m ³ /d)	51,774.00						
Direct Water Service Coverage (%)	78						
Total Water Connections (Nos)	52,381						
Total Active Connections (Nos)	42,487	The charge at water kiosk is TZS 12.5 per litre container					
Domestic Connections (Nos)	49,905						
Operational Kiosks (Nos)	136	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	3,011					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	100						
Non Revenue Water (%)	35.9						
Number of Staff (Nos)	194						
Staff/1000 connections (ratio)	3.7						
Service hours (hour)	23						
Sewerage Coverage (%)	5						
Working ratio	1.03						
Operating ratio	1.20						
Total Income (million TZS)	16,980.96						
Total O&M Expenses (million TZS)	16,362.49						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						



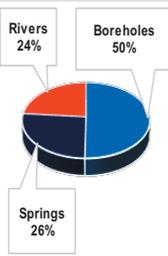
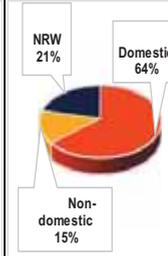
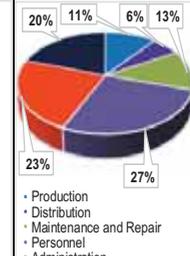
BUKOKBA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/05/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	401,464	Water (TZS/m ³)	1,840-1,910	2,100	2,600	2,200	na
Length of water network (km)	778.23						
Water Demand (m ³)	9,125,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	3,821,823						
Water Production Capacity (m ³ /d)	28,351.00						
Direct Water Service Coverage (%)	72						
Total Water Connections (Nos)	27,716						
Total Active Connections (Nos)	25,673.00	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	25,827						
Operational Kiosks (Nos)	214	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	35.7						
Number of Staff (Nos)	66						
Staff/1000 connections (ratio)	2.4						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.6						
Total Income (million TZS)	5,694.31						
Total O&M Expenses (million TZS)	5,438.28						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

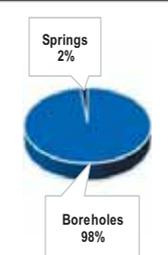
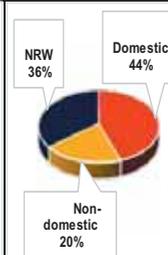
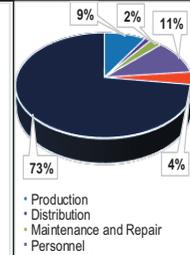
KIGOMA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/13/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	237,532	Water (TZS/m ³)	1,300-1,500	1,700	1,800	1,800	na
Length of water network (km)	485.00						
Water Demand (m ³)	9,291,622	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	4,302,722						
Water Production Capacity (m ³ /d)	18,000.00						
Direct Water Service Coverage (%)	96						
Total Water Connections (Nos)	23,814						
Total Active Connections (Nos)	22,862	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	22,741						
Operational Kiosks (Nos)	137	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	34.3						
Number of Staff (Nos)	49						
Staff/1000 connections (ratio)	2.1						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.04						
Operating ratio	1.09						
Total Income (million TZS)	4,529.27						
Total O&M Expenses (million TZS)	4,453.96						
E.coli compliance (%)	95						
Turbidity compliance (%)	100						

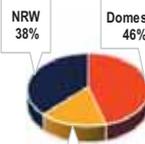
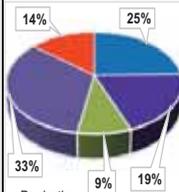
SINGIDA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/08/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	318,302	Water (TZS/m ³)	1,500-1,710	1,810-1,800	3,000	1,710-1,800	na
Length of water network (km)	404.09						
Water Demand (m ³)	6,676,093	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	3,860,851						
Water Production Capacity (m ³ /d)	11,511.00	The charge at water kiosk is TZS 30 per litre container					
Direct Water Service Coverage (%)	58						
Total Water Connections (Nos)	20,660						
Total Active Connections (Nos)	18,892.00						
Domestic Connections (Nos)	19,172						
Operational Kiosks (Nos)	318	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-	 <p>Boreholes 100%</p>	 <p>NRW 30% Domestic 49% Non-domestic 21%</p>	 <ul style="list-style-type: none"> Production 48% Distribution 18% Maintenance and Repair 24% Personnel 6% Administration 4% 			
Metering Ratio (%)	100						
Non Revenue Water (%)	30.3						
Number of Staff (Nos)	56						
Staff/1000 connections (ratio)	2.7						
Service hours (hour)	18						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.0						
Total Income (million TZS)	4,640.77						
Total O&M Expenses (million TZS)	4,554.24						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

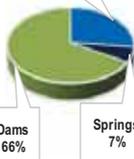
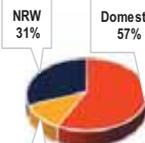
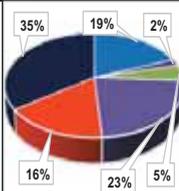
SUMBAWANGA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/04/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	224,788	Water (TZS/m ³)	1563	1,782	2,060	1,790	na
Length of water network (km)	341.55						
Water Demand (m ³)	10,628,800	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	2,080,663						
Water Production Capacity (m ³ /d)	22,941.80	The charge at water kiosk is TZS 30 per litre container					
Direct Water Service Coverage (%)	67						
Total Water Connections (Nos)	15,039						
Total Active Connections (Nos)	13,109						
Domestic Connections (Nos)	13,774						
Operational Kiosks (Nos)	19	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-	 <p>Rivers 81% Boreholes 19%</p>	 <p>NRW 30% Domestic 55% Non-domestic 15%</p>	 <ul style="list-style-type: none"> Production 21% Distribution 37% Maintenance and Repair 20% Personnel 8% Administration 14% 			
Metering Ratio (%)	93						
Non Revenue Water (%)	30.2						
Number of Staff (Nos)	45						
Staff/1000 connections (ratio)	3.0						
Service hours (hour)	13						
Sewerage Coverage (%)	na						
Working ratio	1.04						
Operating ratio	1.63						
Total Income (million TZS)	2,425.78						
Total O&M Expenses (million TZS)	2,430.41						
E.coli compliance (%)	100						
Turbidity compliance (%)	77						

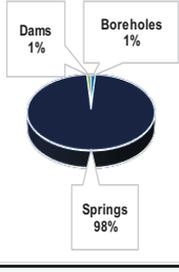
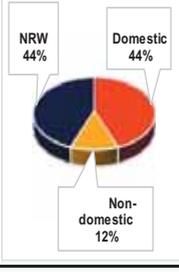
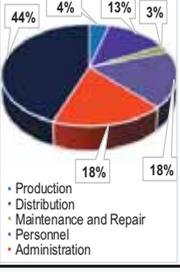


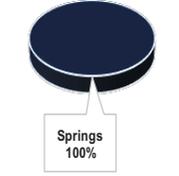
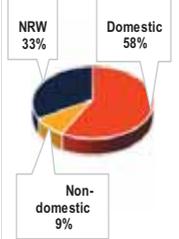
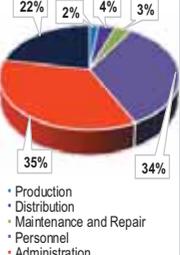
BABATI WSSA PROFILE		2023/24					
EWURA CLASS II		LICENCE NO: WSSSL/01/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	357,764	Water (TZS/m ³)	1,020-1,820	1,220-2,370	1,220-2,520	1,220-2,470	1,250-1,000
Length of water network (km)	1,328.23						
Water Demand (m ³)	11,941,572	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	4,046,479						
Water Production Capacity (m ³ /d)	35,829.55						
Direct Water Service Coverage (%)	78						
Total Water Connections (Nos)	30,678						
Total Active Connections (Nos)	30,610.00	The charge at water kiosk is TZS 25-30 per litre container					
Domestic Connections (Nos)	29,394						
Operational Kiosks (Nos)	164	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	100						
Non Revenue Water (%)	21.5						
Number of Staff (Nos)	70						
Staff/1000 connections (ratio)	2.3						
Service hours (hour)	19						
Sewerage Coverage (%)	na						
Working ratio	1.6						
Operating ratio	2.0						
Total Income (million TZS)	5,854.50						
Total O&M Expenses (million TZS)	8,251.95						
E.coli compliance (%)	100						
Turbidity compliance (%)	86						

LINDI WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/11/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	174,692	Water (TZS/m ³)	2146	2575	2698	2698	2300
Length of water network (km)	376.75						
Water Demand (m ³)	2,646,250	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	825,297						
Water Production Capacity (m ³ /d)	10,315.00						
Direct Water Service Coverage (%)	36						
Total Water Connections (Nos)	7,394						
Total Active Connections (Nos)	5,506	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	6,672						
Operational Kiosks (Nos)	137	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	100						
Non Revenue Water (%)	35.7						
Number of Staff (Nos)	44						
Staff/1000 connections (ratio)	6.0						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	1.57						
Operating ratio	5.75						
Total Income (million TZS)	1,161.29						
Total O&M Expenses (million TZS)	1,669.86						
E.coli compliance (%)	98						
Turbidity compliance (%)	70						

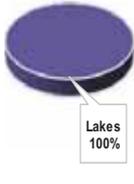
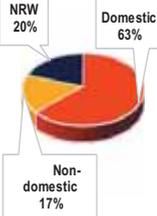
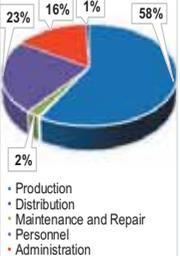
BARIADI WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/14/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	260,927	Water (TZS/m ³)	660	780	1,100	900	na
Length of water network (km)	289.10						
Water Demand (m ³)	7,771,438	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	792,599						
Water Production Capacity (m ³ /d)	7,574.40						
Direct Water Service Coverage (%)	38						
Total Water Connections (Nos)	4,815						
Total Active Connections (Nos)	4,815.00	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	4,260						
Operational Kiosks (Nos)	234	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Boreholes 100%</p>	 <p>NRW 38% Domestic 46% Non-domestic 16%</p>		 <p>14% 25% 33% 9% 19%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	37.9						
Number of Staff (Nos)	46						
Staff/1000 connections (ratio)	9.6						
Service hours (hour)	9						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	1.4						
Total Income (million TZS)	573.69						
Total O&M Expenses (million TZS)	774.20						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

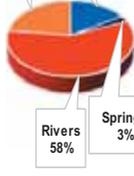
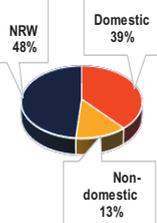
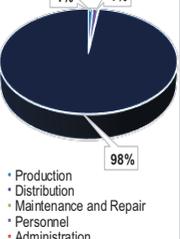
GEITA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/16/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	526,143	Water (TZS/m ³)	920 – 1,350	1,550	1,950	1,750	na
Length of water network (km)	300.28						
Water Demand (m ³)	8,127,900	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,903,597						
Water Production Capacity (m ³ /d)	8,258.00						
Direct Water Service Coverage (%)	22						
Total Water Connections (Nos)	12,130						
Total Active Connections (Nos)	11,829	The charge at water kiosk is TZS 26 per litre container					
Domestic Connections (Nos)	11,269						
Operational Kiosks (Nos)	128	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Dams 66% Springs 7% Boreholes 27%</p>	 <p>NRW 31% Domestic 57% Non-domestic 12%</p>		 <p>35% 19% 2% 16% 23% 5%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	31.2						
Number of Staff (Nos)	57						
Staff/1000 connections (ratio)	4.7						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.53						
Operating ratio	2.34						
Total Income (million TZS)	2,102.57						
Total O&M Expenses (million TZS)	2,722.97						
E.coli compliance (%)	100						
Turbidity compliance (%)	93						

MPANDA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/15/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	245,764	Water (TZS/m ³)	1100	1,200	1,250	1,400	na
Length of water network (km)	323.33						
Water Demand (m ³)	4,380,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,690,351						
Water Production Capacity (m ³ /d)	10,610.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	23	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	9,384						
Total Active Connections (Nos)	7,789.00						
Domestic Connections (Nos)	9,005						
Operational Kiosks (Nos)	47						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99						
Non Revenue Water (%)	44.2						
Number of Staff (Nos)	40						
Staff/1000 connections (ratio)	4.3						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	2.6						
Total Income (million TZS)	1,317.00						
Total O&M Expenses (million TZS)	1,521.09						
E.coli compliance (%)	100						
Turbidity compliance (%)	96						

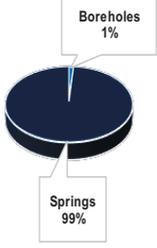
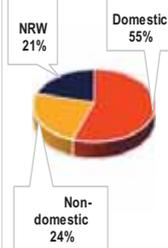
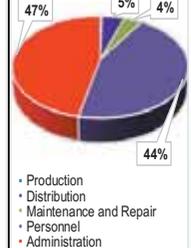
NJOMBE WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/03/2024			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	91,799	Water (TZS/m ³)	855 - 950	980 - 1,100	980 - 1,000	980 - 1,000	na
Length of water network (km)	188.74						
Water Demand (m ³)	3,084,615	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,192,753						
Water Production Capacity (m ³ /d)	5,550.80	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	72	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	9,532						
Total Active Connections (Nos)	8,432						
Domestic Connections (Nos)	9,244						
Operational Kiosks (Nos)	-						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	33.6						
Number of Staff (Nos)	46						
Staff/1000 connections (ratio)	4.8						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.14						
Operating ratio	1.44						
Total Income (million TZS)	1,274.73						
Total O&M Expenses (million TZS)	1,402.96						
E.coli compliance (%)	77						
Turbidity compliance (%)	82						

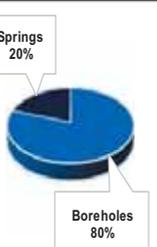
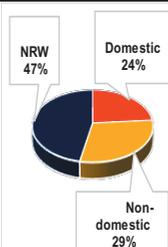
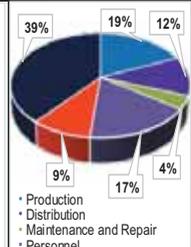


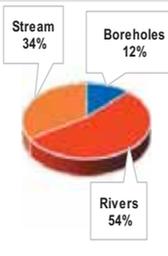
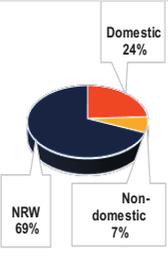
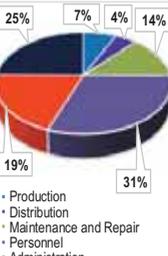
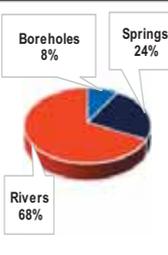
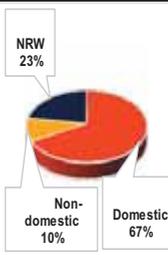
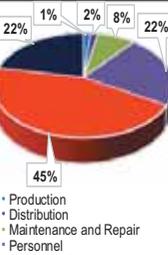
KAHAMA WSSA PROFILE		2023/24					
EWURA CLASS II		LICENCE NO: WSSSL/27/2023			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	490,178	Water (TZS/m ³)	2,069	2,540	2,850	2,660	3,800-4,031
Length of water network (km)	425.46						
Water Demand (m ³)	8,395,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	5,296,706						
Water Production Capacity (m ³ /d)	26,000.00						
Direct Water Service Coverage (%)	78						
Total Water Connections (Nos)	28,273						
Total Active Connections (Nos)	27,155.00	The charge at water kiosk is TZS 40 per litre container					
Domestic Connections (Nos)	26,269						
Operational Kiosks (Nos)	162	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	19.8						
Number of Staff (Nos)	56						
Staff/1000 connections (ratio)	2.0						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.0						
Total Income (million TZS)	10,192.25						
Total O&M Expenses (million TZS)	10,260.83						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

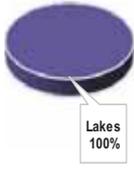
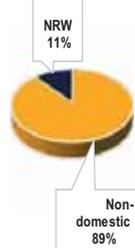
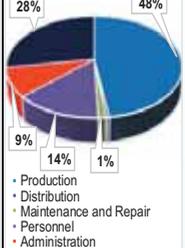
VWAWA-MLOWO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/03/2018			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	138,380	Water (TZS/m ³)	1,000	1,000	1,300	1,100	na
Length of water network (km)	226.80						
Water Demand (m ³)	4,798,290	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	460,265						
Water Production Capacity (m ³ /d)	5,798.80						
Direct Water Service Coverage (%)	18						
Total Water Connections (Nos)	3,172						
Total Active Connections (Nos)	2,616	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,982						
Operational Kiosks (Nos)	2	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	48.6						
Number of Staff (Nos)	26						
Staff/1000 connections (ratio)	8.2						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	1.27						
Operating ratio	56.47						
Total Income (million TZS)	295.62						
Total O&M Expenses (million TZS)	270.12						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

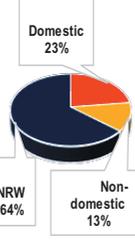
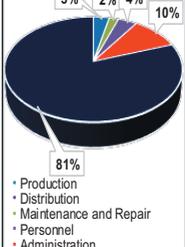


MANAWASA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/06/2014			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	327,943	Water (TZS/m ³)	1,200-1,400	1,600	2,500	2,000	na
Length of water network (km)	641.29						
Water Demand (m ³)	5,250,525	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	2,448,638						
Water Production Capacity (m ³ /d)	17,863.00						
Direct Water Service Coverage (%)	58						
Total Water Connections (Nos)	15,784						
Total Active Connections (Nos)	14,510.00	The charge at water kiosk is TZS 45 per litre container					
Domestic Connections (Nos)	14,569						
Operational Kiosks (Nos)	408	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-				 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	20.9						
Number of Staff (Nos)	68						
Staff/1000 connections (ratio)	4.3						
Service hours (hour)	21						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	0.9						
Total Income (million TZS)	3,599.75						
Total O&M Expenses (million TZS)	3,097.50						
E.coli compliance (%)	100						
Turbidity compliance (%)	98						

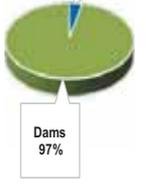
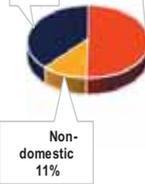
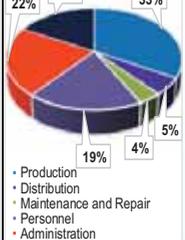
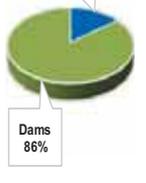
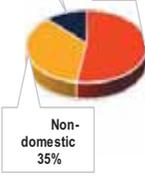
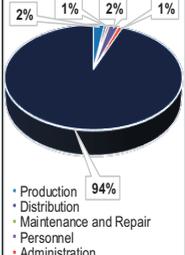
MAKONDE WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/19/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	553,870	Water (TZS/m ³)	2341	2509	3178	2676	1672-8362
Length of water network (km)	1,348.71						
Water Demand (m ³)	10,108,310	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	794,252						
Water Production Capacity (m ³ /d)	5,700.00						
Direct Water Service Coverage (%)	47						
Total Water Connections (Nos)	4,900						
Total Active Connections (Nos)	4,876	The charge at water kiosk is TZS 40 per litre container					
Domestic Connections (Nos)	3,415						
Operational Kiosks (Nos)	901	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-				 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	46.8						
Number of Staff (Nos)	78						
Staff/1000 connections (ratio)	15.9						
Service hours (hour)	13						
Sewerage Coverage (%)	na						
Working ratio	1.64						
Operating ratio	2.66						
Total Income (million TZS)	865.64						
Total O&M Expenses (million TZS)	1,422.20						
E.coli compliance (%)	100						
Turbidity compliance (%)	94						

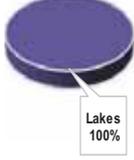
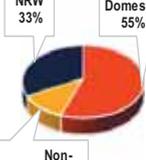
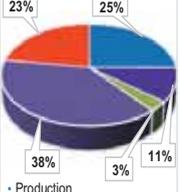
HTM WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/05/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	583,108	Water (TZS/m ³)	2500	2800	3500	3000	1700
Length of water network (km)	825.00						
Water Demand (m ³)	13,331,952	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	2,684,825						
Water Production Capacity (m ³ /d)	17,569.00		na	na	na	na	na
Direct Water Service Coverage (%)	48						
Total Water Connections (Nos)	11,054						
Total Active Connections (Nos)	9,271.00	The charge at water kiosk is TZS 50 per litre container					
Domestic Connections (Nos)	9,664						
Operational Kiosks (Nos)	630	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	99						
Non Revenue Water (%)	68.7						
Number of Staff (Nos)	125						
Staff/1000 connections (ratio)	11.3						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	2.3						
Operating ratio	3.1						
Total Income (million TZS)	1,289.15						
Total O&M Expenses (million TZS)	2,755.98						
E.coli compliance (%)	100						
Turbidity compliance (%)	6						
WANGING'OMBE WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/01/2016			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	108,661	Water (TZS/m ³)	900	800	na	1,000	na
Length of water network (km)	424.30						
Water Demand (m ³)	2,693,347	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	594,936						
Water Production Capacity (m ³ /d)	4,290.00		na	na	na	na	na
Direct Water Service Coverage (%)	49						
Total Water Connections (Nos)	9,039						
Total Active Connections (Nos)	8,333	The charge at water kiosk is TZS 18 per litre container					
Domestic Connections (Nos)	8,515						
Operational Kiosks (Nos)	219	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Metering Ratio (%)	100						
Non Revenue Water (%)	22.5						
Number of Staff (Nos)	47						
Staff/1000 connections (ratio)	5.2						
Service hours (hour)	9						
Sewerage Coverage (%)	na						
Working ratio	2.31						
Operating ratio	2.96						
Total Income (million TZS)	516.85						
Total O&M Expenses (million TZS)	1,195.63						
E.coli compliance (%)	100						
Turbidity compliance (%)	-						

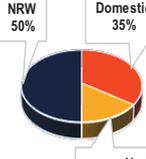
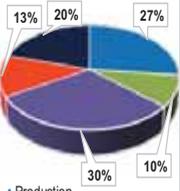
KASHWASA WSSA PROFILE		2023/24					
EWURA CLASS II		LICENCE NO: WSSSL/18/2023			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	-	Water (TZS/m ³)	na	740-985	na	na	1240
Length of water network (km)	751.50						
Water Demand (m ³)	25,950,040	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	22,946,316						
Water Production Capacity (m ³ /d)	80,000.00						
Direct Water Service Coverage (%)	na						
Total Water Connections (Nos)	159						
Total Active Connections (Nos)	159.00	The charge at water kiosk is TZS na per litre container					
Domestic Connections (Nos)	-						
Operational Kiosks (Nos)	136	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-	 <p>Lakes 100%</p>	 <p>NRW 11% Non-domestic 89%</p>	 <ul style="list-style-type: none"> • Production 48% • Distribution 28% • Maintenance and Repair 14% • Personnel 9% • Administration 1% 			
Metering Ratio (%)	100						
Non Revenue Water (%)	11.2						
Number of Staff (Nos)	102						
Staff/1000 connections (ratio)	641.5						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	1.3						
Total Income (million TZS)	20,213.34						
Total O&M Expenses (million TZS)	17,860.00						
E.coli compliance (%)	100						
Turbidity compliance (%)	87						

MUGANGO-KIABAKARI WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/25/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	187,561	Water (TZS/m ³)	1,100	1,100	1,640	1,640	na
Length of water network (km)	154.90						
Water Demand (m ³)	167,778	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	283,465						
Water Production Capacity (m ³ /d)	10,800.00						
Direct Water Service Coverage (%)	6						
Total Water Connections (Nos)	1,435						
Total Active Connections (Nos)	1,101	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	1,305						
Operational Kiosks (Nos)	-	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-	 <p>Lakes 100%</p>	 <p>Domestic 23% NRW 64%</p>	 <ul style="list-style-type: none"> • Production 81% • Distribution 10% • Maintenance and Repair 4% • Personnel 2% • Administration 3% 			
Metering Ratio (%)	100						
Non Revenue Water (%)	64.0						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	13.9						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	2.25						
Operating ratio	11.52						
Total Income (million TZS)	177.01						
Total O&M Expenses (million TZS)	279.27						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

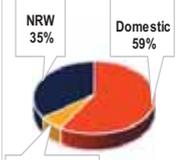
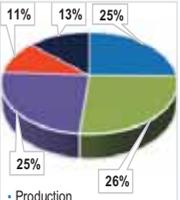


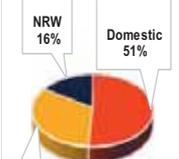
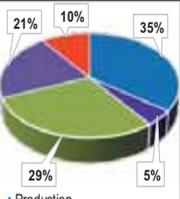
MASWA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/26/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	178,568	Water (TZS/m ³)	1,600	1,900	2,600	2,300	na
Length of water network (km)	360.16						
Water Demand (m ³)	3,843,450	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,030,435						
Water Production Capacity (m ³ /d)	10,380.00						
Direct Water Service Coverage (%)	26						
Total Water Connections (Nos)	5,086						
Total Active Connections (Nos)	3,988.00	The charge at water kiosk is TZS 32 per litre container					
Domestic Connections (Nos)	4,648						
Operational Kiosks (Nos)	66	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	38.4						
Number of Staff (Nos)	15						
Staff/1000 connections (ratio)	3.0						
Service hours (hour)	15						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.2						
Total Income (million TZS)	836.77						
Total O&M Expenses (million TZS)	756.40						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
BIHARAMULO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/33/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	104,863	Water (TZS/m ³)	1,300	1,630	2,000	1,660	na
Length of water network (km)	129.80						
Water Demand (m ³)	1,501,975	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	531,812						
Water Production Capacity (m ³ /d)	1,465.00						
Direct Water Service Coverage (%)	67						
Total Water Connections (Nos)	2,946						
Total Active Connections (Nos)	2,934	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	2,669						
Operational Kiosks (Nos)	87	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	12.2						
Number of Staff (Nos)	4						
Staff/1000 connections (ratio)	1.4						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.15						
Operating ratio	18.64						
Total Income (million TZS)	357.74						
Total O&M Expenses (million TZS)	388.93						
E.coli compliance (%)	100						
Turbidity compliance (%)	97						

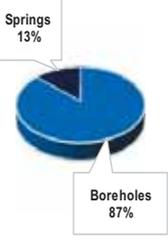
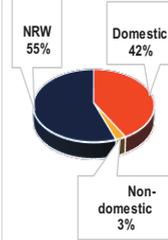
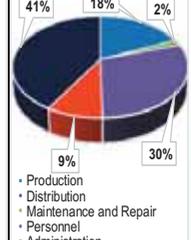
BUNDA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/28/2023			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	191,936	Water (TZS/m ³)	1,860	2,660	2,670	2,670	na
Length of water network (km)	415.25						
Water Demand (m ³)	4,214,655	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,109,148						
Water Production Capacity (m ³ /d)	10,320.00						
Direct Water Service Coverage (%)	48						
Total Water Connections (Nos)	8,567						
Total Active Connections (Nos)	7,884.00	The charge at water kiosk is TZS 36 per litre container					
Domestic Connections (Nos)	8,018						
Operational Kiosks (Nos)	126	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Lakes 100%</p>	 <p>NRW 33% Domestic 55% Non-domestic 12%</p>		 <p>23% 25% 38% 3% 11%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	32.8						
Number of Staff (Nos)	37						
Staff/1000 connections (ratio)	4.3						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.5						
Operating ratio	1.5						
Total Income (million TZS)	1,699.14						
Total O&M Expenses (million TZS)	2,143.06						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

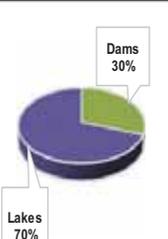
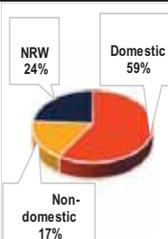
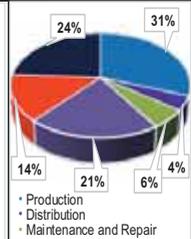
CHATO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/02/2018			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	61,535	Water (TZS/m ³)	1,500	1,500	1,500	1,500	na
Length of water network (km)	280.00						
Water Demand (m ³)	2,190,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	918,515						
Water Production Capacity (m ³ /d)	4,320.00						
Direct Water Service Coverage (%)	82						
Total Water Connections (Nos)	5,844						
Total Active Connections (Nos)	5,836	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	5,537						
Operational Kiosks (Nos)	150	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Lakes 100%</p>	 <p>NRW 50% Domestic 35% Non-domestic 15%</p>		 <p>13% 20% 27% 30% 10%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	99						
Non Revenue Water (%)	50.0						
Number of Staff (Nos)	36						
Staff/1000 connections (ratio)	-						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	1.16						
Operating ratio	1.46						
Total Income (million TZS)	648.75						
Total O&M Expenses (million TZS)	754.18						
E.coli compliance (%)	-						
Turbidity compliance (%)	100						

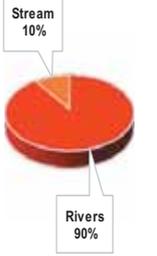
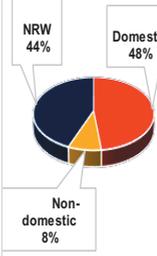
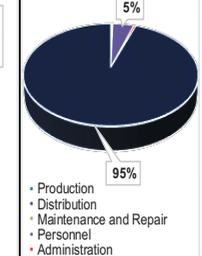


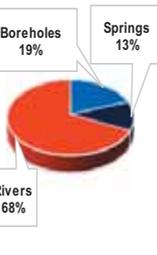
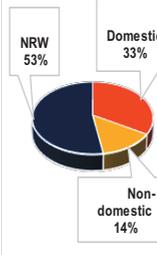
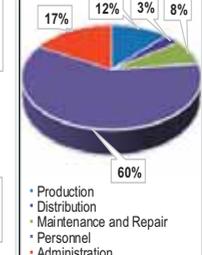
CHUNYA WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSSL/03/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	62,361	Water (TZS/m ³)	1000-1500	1500-2000	2,500	1,500	na
Length of water network (km)	52.10						
Water Demand (m ³)	1,585,195	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	108,257						
Water Production Capacity (m ³ /d)	1,704.00						
Direct Water Service Coverage (%)	35						
Total Water Connections (Nos)	2,197						
Total Active Connections (Nos)	1,940.00	The charge at water kiosk is TZS 50 per litre container					
Domestic Connections (Nos)	2,086						
Operational Kiosks (Nos)	3	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Boreholes 100%</p>	 <p>NRW 35% Domestic 59% Non-domestic 6%</p>		 <p>11% 13% 25% 25% 26%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	95						
Non Revenue Water (%)	35.4						
Number of Staff (Nos)	13						
Staff/1000 connections (ratio)	5.9						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	1.6						
Total Income (million TZS)	90.85						
Total O&M Expenses (million TZS)	123.85						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

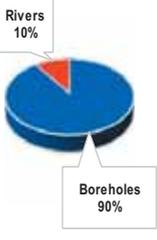
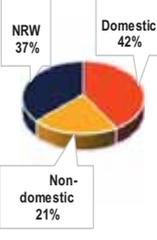
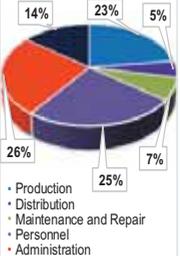
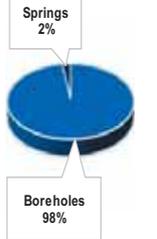
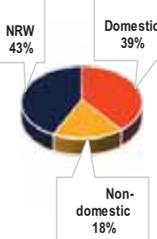
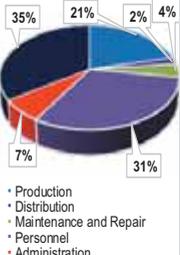
GAIRO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/24/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	68,332	Water (TZS/m ³)	300	335	na	390	na
Length of water network (km)	297.00						
Water Demand (m ³)	1,745,795	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	250,983						
Water Production Capacity (m ³ /d)	1,500.00						
Direct Water Service Coverage (%)	57						
Total Water Connections (Nos)	1,195						
Total Active Connections (Nos)	1,195	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	966						
Operational Kiosks (Nos)	136	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Springs 4% Boreholes 96%</p>	 <p>NRW 16% Domestic 51% Non-domestic 33%</p>		 <p>21% 10% 35% 29% 5%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	15.9						
Number of Staff (Nos)	29						
Staff/1000 connections (ratio)	24.3						
Service hours (hour)	9						
Sewerage Coverage (%)	na						
Working ratio	1.39						
Operating ratio	1.39						
Total Income (million TZS)	547.93						
Total O&M Expenses (million TZS)	763.21						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

IFAKARA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/026/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	149,831	Water (TZS/m ³)	1000-1170	1,330	na	1,510	na
Length of water network (km)	117.10						
Water Demand (m ³)	3,871,920	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	479,185						
Water Production Capacity (m ³ /d)	1,460.00						
Direct Water Service Coverage (%)	25						
Total Water Connections (Nos)	1,886						
Total Active Connections (Nos)	920.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	1,753						
Operational Kiosks (Nos)	65	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-				<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	87						
Non Revenue Water (%)	55.5						
Number of Staff (Nos)	15						
Staff/1000 connections (ratio)	8.0						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.8						
Total Income (million TZS)	116.30						
Total O&M Expenses (million TZS)	115.82						
E.coli compliance (%)	67						
Turbidity compliance (%)	67						

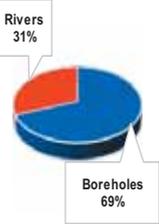
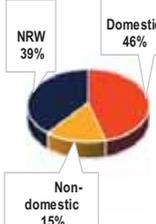
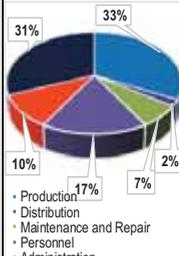
IGUNGA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/02/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	86,824	Water (TZS/m ³)	1,666	1,850	2,330	2,900	na
Length of water network (km)	347.67						
Water Demand (m ³)	1,686,300	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,391,465						
Water Production Capacity (m ³ /d)	8,500.00						
Direct Water Service Coverage (%)	86						
Total Water Connections (Nos)	10,562						
Total Active Connections (Nos)	9,429	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	10,083						
Operational Kiosks (Nos)	98	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-				<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	24.0						
Number of Staff (Nos)	42						
Staff/1000 connections (ratio)	4.0						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.30						
Operating ratio	1.72						
Total Income (million TZS)	1,964.18						
Total O&M Expenses (million TZS)	2,381.58						
E.coli compliance (%)	100						
Turbidity compliance (%)	97						

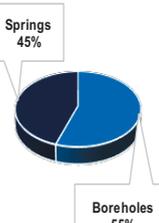
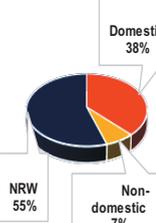
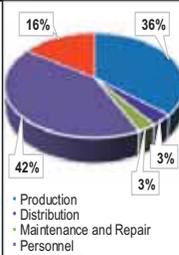
ITUMBA-ISONGOLE WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSSL/02/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	21,619	Water (TZS/m ³)	300	335	na	390	na
Length of water network (km)	63.03						
Water Demand (m ³)	620,500	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	619,216						
Water Production Capacity (m ³ /d)	3,330.00	The charge at water kiosk is TZS 5 per litre container					
Direct Water Service Coverage (%)	41	Water source distribution					
Total Water Connections (Nos)	2,126						
Total Active Connections (Nos)	1,327.00	Annual Water Use					
Domestic Connections (Nos)	1,990						
Operational Kiosks (Nos)	16	Composition of O&M costs					
Sewerage Connections (Nos)	-						
Metering Ratio (%)	60						
Non Revenue Water (%)	43.7	Rivers 90%		NRW 44%		Production 95%	
Number of Staff (Nos)	13	Non-domestic 8%		Domestic 48%		Administration 5%	
Staff/1000 connections (ratio)	6.1					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	15.7						
Total Income (million TZS)	67.26						
Total O&M Expenses (million TZS)	59.88						
E.coli compliance (%)	100						
Turbidity compliance (%)	68						

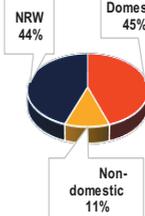
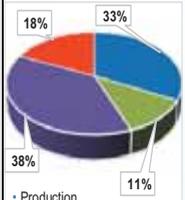
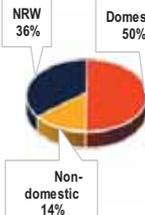
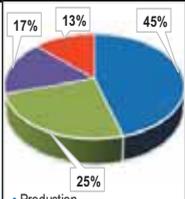
KASULU WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/31/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	244,041	Water (TZS/m ³)	300	400	NA	510	na
Length of water network (km)	262.10						
Water Demand (m ³)	6,766,735	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	2,605,093						
Water Production Capacity (m ³ /d)	8,565.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	55	Water source distribution					
Total Water Connections (Nos)	10,838						
Total Active Connections (Nos)	9,377	Annual Water Use					
Domestic Connections (Nos)	10,013						
Operational Kiosks (Nos)	283	Composition of O&M costs					
Sewerage Connections (Nos)	-						
Metering Ratio (%)	66						
Non Revenue Water (%)	52.6	Rivers 68%		NRW 53%		Production 60%	
Number of Staff (Nos)	23	Boreholes 19%		Domestic 33%		Distribution 17%	
Staff/1000 connections (ratio)	2.1	Springs 13%		Non-domestic 14%		Maintenance and Repair 12%	
Service hours (hour)	11					Personnel 3%	
Sewerage Coverage (%)	na					Administration 8%	
Working ratio	1.17						
Operating ratio	1.17						
Total Income (million TZS)	479.65						
Total O&M Expenses (million TZS)	420.43						
E.coli compliance (%)	100						
Turbidity compliance (%)	87						

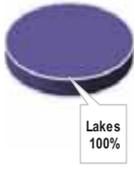
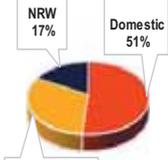
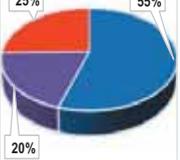
KARATU WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/03/2021			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	69,642	Water (TZS/m ³)	1,300	1,300	1,300	1,300	na
Length of water network (km)	384.64						
Water Demand (m ³)	3,187,702	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,362,240						
Water Production Capacity (m ³ /d)	5,789.04						
Direct Water Service Coverage (%)	55						
Total Water Connections (Nos)	5,991						
Total Active Connections (Nos)	5,137.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	5,477						
Operational Kiosks (Nos)	128	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-				 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	37.1						
Number of Staff (Nos)	47						
Staff/1000 connections (ratio)	7.9						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	1.7						
Operating ratio	1.9						
Total Income (million TZS)	1,302.68						
Total O&M Expenses (million TZS)	1,764.48						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
KIBAYA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/15/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	35,354	Water (TZS/m ³)	1,970	2,020	2,020	1,970	2020
Length of water network (km)	70.94						
Water Demand (m ³)	1,097,327	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	184,252						
Water Production Capacity (m ³ /d)	1,116.00						
Direct Water Service Coverage (%)	58						
Total Water Connections (Nos)	1,228						
Total Active Connections (Nos)	1,180	The charge at water kiosk is TZS 40 per litre container					
Domestic Connections (Nos)	1,111						
Operational Kiosks (Nos)	43	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-				 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	42.9						
Number of Staff (Nos)	16						
Staff/1000 connections (ratio)	13.0						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	1.14						
Operating ratio	1.73						
Total Income (million TZS)	225.13						
Total O&M Expenses (million TZS)	240.31						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

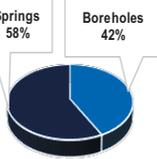
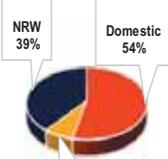
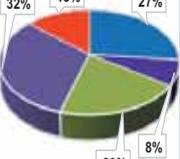


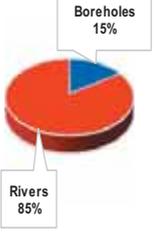
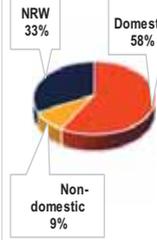
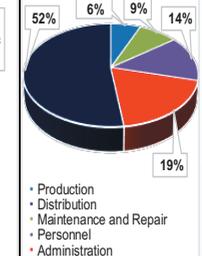
KIBONDO WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSSL/08/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	48,491	Water (TZS/m ³)	850	860	na	890	na
Length of water network (km)	69.70						
Water Demand (m ³)	2,522,864	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	329,930						
Water Production Capacity (m ³ /d)	3,210.00						
Direct Water Service Coverage (%)	45						
Total Water Connections (Nos)	2,998						
Total Active Connections (Nos)	2,291.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,800						
Operational Kiosks (Nos)	32	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production 31% • Distribution 33% • Maintenance and Repair 10% • Personnel 17% • Administration 7% • 2% 			
Metering Ratio (%)	100						
Non Revenue Water (%)	39.3						
Number of Staff (Nos)	53						
Staff/1000 connections (ratio)	17.7						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	2.5						
Operating ratio	3.6						
Total Income (million TZS)	290.22						
Total O&M Expenses (million TZS)	447.82						
E.coli compliance (%)	98						
Turbidity compliance (%)	100						

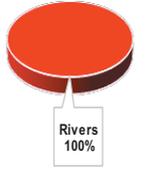
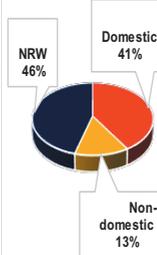
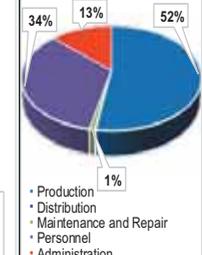
KILINDONI WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/03/2015			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	22,579	Water (TZS/m ³)	1,150	1,500	na	1,300	na
Length of water network (km)	11.80						
Water Demand (m ³)	494,271	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	76,561						
Water Production Capacity (m ³ /d)	888.00						
Direct Water Service Coverage (%)	8						
Total Water Connections (Nos)	504						
Total Active Connections (Nos)	293	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	455						
Operational Kiosks (Nos)	-	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production 16% • Distribution 36% • Maintenance and Repair 42% • Personnel 3% • Administration 3% 			
Metering Ratio (%)	97						
Non Revenue Water (%)	55.0						
Number of Staff (Nos)	4						
Staff/1000 connections (ratio)	7.9						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	0.67						
Operating ratio	0.67						
Total Income (million TZS)	44.53						
Total O&M Expenses (million TZS)	29.51						
E.coli compliance (%)	-						
Turbidity compliance (%)	100						

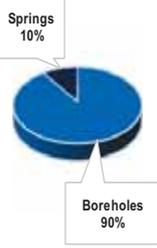
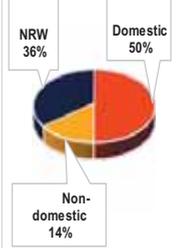
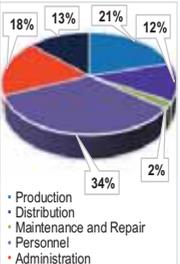
KILWA MASOKO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/22/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	22,251	Water (TZS/m ³)	1,000	1,300	1,300	1,300	na
Length of water network (km)	78.50						
Water Demand (m ³)	1,054,850	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	543,295						
Water Production Capacity (m ³ /d)	1,728.00						
Direct Water Service Coverage (%)	72						
Total Water Connections (Nos)	2,679						
Total Active Connections (Nos)	2,441.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,533						
Operational Kiosks (Nos)	-	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-	 <p>Boreholes 100%</p>	 <p>NRW 44% Domestic 45% Non-domestic 11%</p>	 <p>18% 33% 38% 11%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	44.3						
Number of Staff (Nos)	27						
Staff/1000 connections (ratio)	10.1						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.1						
Total Income (million TZS)	362.09						
Total O&M Expenses (million TZS)	352.73						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
KIOMBOI WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/16/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	32,541	Water (TZS/m ³)	1,045	1,095	1,095	1,075	na
Length of water network (km)	80.61						
Water Demand (m ³)	885,490	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	142,677						
Water Production Capacity (m ³ /d)	952.00						
Direct Water Service Coverage (%)	52						
Total Water Connections (Nos)	1,833						
Total Active Connections (Nos)	1,705	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	1,648						
Operational Kiosks (Nos)	15	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-	 <p>Boreholes 100%</p>	 <p>NRW 36% Domestic 50% Non-domestic 14%</p>	 <p>17% 13% 45% 25%</p> <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	35.9						
Number of Staff (Nos)	17						
Staff/1000 connections (ratio)	9.3						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	1.85						
Operating ratio	1.85						
Total Income (million TZS)	96.33						
Total O&M Expenses (million TZS)	178.60						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

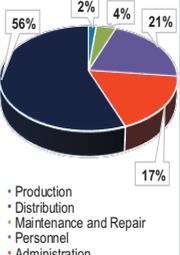
KISHAPU WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/17/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	27,917	Water (TZS/m ³)	1,510	2,050	3,020	2,100	2450
Length of water network (km)	48.71						
Water Demand (m ³)	509,540	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	201,240						
Water Production Capacity (m ³ /d)	1,425.00						
Direct Water Service Coverage (%)	31						
Total Water Connections (Nos)	1,403						
Total Active Connections (Nos)	1,307.00	The charge at water kiosk is TZS 35 per litre container					
Domestic Connections (Nos)	1,261						
Operational Kiosks (Nos)	23	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100				<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Non Revenue Water (%)	16.9						
Number of Staff (Nos)	6						
Staff/1000 connections (ratio)	4.3						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.0						
Total Income (million TZS)	283.15						
Total O&M Expenses (million TZS)	270.61						
E.coli compliance (%)	-						
Turbidity compliance (%)	100						

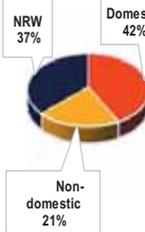
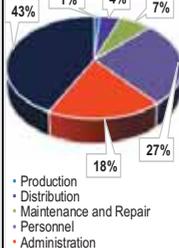
KONDOA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/12/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	41,789	Water (TZS/m ³)	1200-1500	1,500	1,500	1,500	na
Length of water network (km)	106.50						
Water Demand (m ³)	2,008,595	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	517,567						
Water Production Capacity (m ³ /d)	4,050.00						
Direct Water Service Coverage (%)	63						
Total Water Connections (Nos)	5,418						
Total Active Connections (Nos)	5,210	The charge at water kiosk is TZS 24 per litre container					
Domestic Connections (Nos)	5,297						
Operational Kiosks (Nos)	-	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100				<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 		
Non Revenue Water (%)	39.1						
Number of Staff (Nos)	35						
Staff/1000 connections (ratio)	6.5						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	1.30						
Operating ratio	1.30						
Total Income (million TZS)	581.64						
Total O&M Expenses (million TZS)	601.25						
E.coli compliance (%)	100						
Turbidity compliance (%)	98						

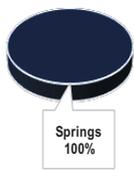
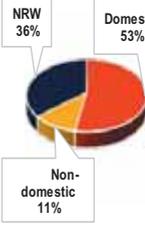
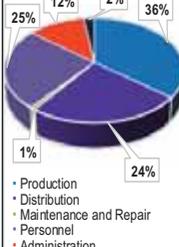
KYELA-KASUMULU WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/02/2024			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	131,117	Water (TZS/m ³)	300-395	335-450	500-670	390-560	na
Length of water network (km)	65.00						
Water Demand (m ³)	3,589,328	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,674,713						
Water Production Capacity (m ³ /d)	8,895.90	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	19	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	2,161						
Total Active Connections (Nos)	1,913.00	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 					
Domestic Connections (Nos)	2,100						
Operational Kiosks (Nos)	-						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	1						
Non Revenue Water (%)	32.7						
Number of Staff (Nos)	11						
Staff/1000 connections (ratio)	5.1						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	1.9						
Total Income (million TZS)	136.37						
Total O&M Expenses (million TZS)	121.21						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

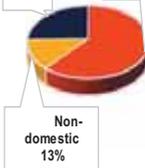
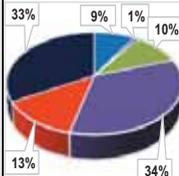
LIWALE WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/21/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	44,594	Water (TZS/m ³)	740	870	960	890	na
Length of water network (km)	42.00						
Water Demand (m ³)	1,022,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	199,090						
Water Production Capacity (m ³ /d)	1,200.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	39	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	2,178						
Total Active Connections (Nos)	1,864	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 					
Domestic Connections (Nos)	2,061						
Operational Kiosks (Nos)	2						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99						
Non Revenue Water (%)	45.6						
Number of Staff (Nos)	17						
Staff/1000 connections (ratio)	7.8						
Service hours (hour)	2						
Sewerage Coverage (%)	na						
Working ratio	0.77						
Operating ratio	0.77						
Total Income (million TZS)	112.67						
Total O&M Expenses (million TZS)	64.82						
E.coli compliance (%)	100						
Turbidity compliance (%)	25						

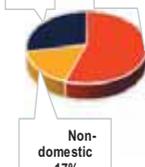
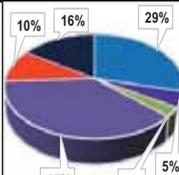
LOLIONDO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/04/2014			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	17,158	Water (TZS/m ³)	2100	2190	na	2270	na
Length of water network (km)	59.20						
Water Demand (m ³)	501,017	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	127,089						
Water Production Capacity (m ³ /d)	1,272.00						
Direct Water Service Coverage (%)	77						
Total Water Connections (Nos)	1,182						
Total Active Connections (Nos)	1,176.00	The charge at water kiosk is TZS 50 per litre container					
Domestic Connections (Nos)	1,091						
Operational Kiosks (Nos)	25	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	35.5						
Number of Staff (Nos)	12						
Staff/1000 connections (ratio)	10.2						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	1.6						
Total Income (million TZS)	214.71						
Total O&M Expenses (million TZS)	269.00						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

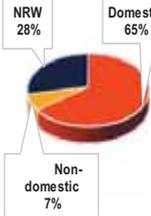
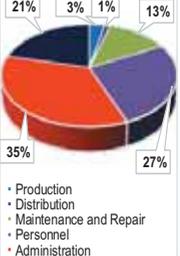
LUDEWA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/35/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	13,106	Water (TZS/m ³)	540	550	na	560	na
Length of water network (km)	151.80						
Water Demand (m ³)	717,554	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	405,485						
Water Production Capacity (m ³ /d)	2,360.00						
Direct Water Service Coverage (%)	51						
Total Water Connections (Nos)	1,336						
Total Active Connections (Nos)	1,053	The charge at water kiosk is TZS 10 per litre container					
Domestic Connections (Nos)	1,241						
Operational Kiosks (Nos)	3	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	42						
Non Revenue Water (%)	39.3						
Number of Staff (Nos)	10						
Staff/1000 connections (ratio)	7.5						
Service hours (hour)	9						
Sewerage Coverage (%)	na						
Working ratio	1.03						
Operating ratio	2.28						
Total Income (million TZS)	75.04						
Total O&M Expenses (million TZS)	77.65						
E.coli compliance (%)	73						
Turbidity compliance (%)	53						

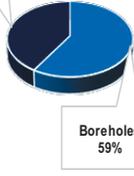
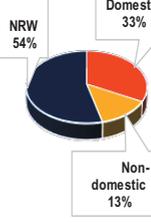
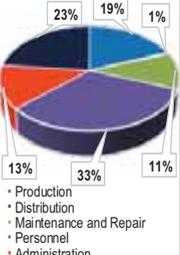
LUSHOTO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/14/2022			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	34,890	Water (TZS/m ³)	900	1350	1400	1380	na
Length of water network (km)	100.78						
Water Demand (m ³)	1,249,336	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	489,596						
Water Production Capacity (m ³ /d)	2,332.40	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	48	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	2,164						
Total Active Connections (Nos)	1,781.00	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 					
Domestic Connections (Nos)	1,995						
Operational Kiosks (Nos)	3						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	37.2						
Number of Staff (Nos)	16						
Staff/1000 connections (ratio)	7.4						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	0.8						
Operating ratio	1.4						
Total Income (million TZS)	312.33						
Total O&M Expenses (million TZS)	235.80						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

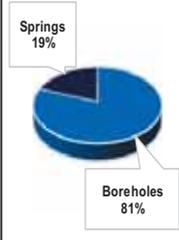
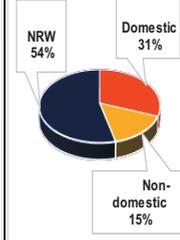
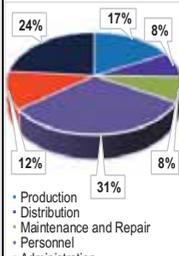
MAFINGA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/09/2023			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	128,935	Water (TZS/m ³)	790	880	930	830	na
Length of water network (km)	217.25						
Water Demand (m ³)	3,477,355	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	888,160						
Water Production Capacity (m ³ /d)	4,800.00	The charge at water kiosk is TZS 10 per litre container					
Direct Water Service Coverage (%)	39	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	4,987						
Total Active Connections (Nos)	4,072	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 					
Domestic Connections (Nos)	4,539						
Operational Kiosks (Nos)	1						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	35.9						
Number of Staff (Nos)	22						
Staff/1000 connections (ratio)	4.4						
Service hours (hour)	13						
Sewerage Coverage (%)	na						
Working ratio	0.92						
Operating ratio	-						
Total Income (million TZS)	592.10						
Total O&M Expenses (million TZS)	686.30						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

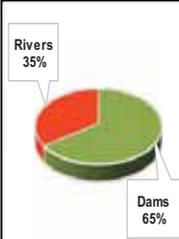
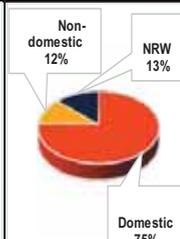
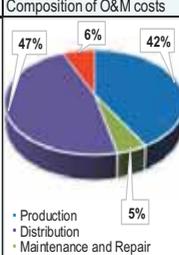
MAKETE WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/37/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	16,169	Water (TZS/m ³)	800-900	1,000	1,400	1,000	na
Length of water network (km)	126.00						
Water Demand (m ³)	531,152	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	366,938						
Water Production Capacity (m ³ /d)	1,345.00						
Direct Water Service Coverage (%)	81						
Total Water Connections (Nos)	2,996						
Total Active Connections (Nos)	2,996.00	The charge at water kiosk is TZS 14 per litre container					
Domestic Connections (Nos)	2,631						
Operational Kiosks (Nos)	-	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Stream 100%</p>	 <p>NRW 26% Domestic 61% Non-domestic 13%</p>		 <p>33% 9% 1% 10% 34%</p> <ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 		
Metering Ratio (%)	89						
Non Revenue Water (%)	25.4						
Number of Staff (Nos)	18						
Staff/1000 connections (ratio)	6.0						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	1.3						
Total Income (million TZS)	206.50						
Total O&M Expenses (million TZS)	174.87						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

MANYONI WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/11/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	86,863	Water (TZS/m ³)	1,285	1,309	2,249	1,892	na
Length of water network (km)	155.00						
Water Demand (m ³)	2,417,906	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	616,783						
Water Production Capacity (m ³ /d)	4,907.34						
Direct Water Service Coverage (%)	57						
Total Water Connections (Nos)	4,854						
Total Active Connections (Nos)	4,554	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	4,494						
Operational Kiosks (Nos)	90	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Boreholes 100%</p>	 <p>NRW 28% Domestic 55% Non-domestic 17%</p>		 <p>10% 16% 29% 3% 37%</p> <ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	28.1						
Number of Staff (Nos)	10						
Staff/1000 connections (ratio)	2.1						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	1.19						
Operating ratio	1.41						
Total Income (million TZS)	654.95						
Total O&M Expenses (million TZS)	671.01						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

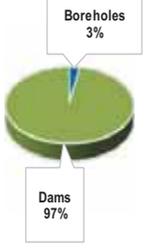
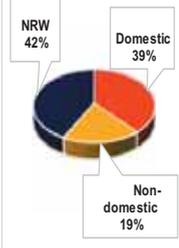
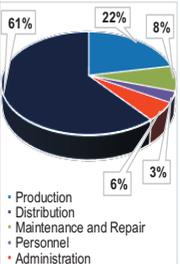
MBINGA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/29/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	93,884	Water (TZS/m ³)	585	670	660	660	na
Length of water network (km)	138.50						
Water Demand (m ³)	2,422,140	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,000,000						
Water Production Capacity (m ³ /d)	7,800.00						
Direct Water Service Coverage (%)	62						
Total Water Connections (Nos)	6,091						
Total Active Connections (Nos)	5,665.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	5,856						
Operational Kiosks (Nos)	-	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	28.2						
Number of Staff (Nos)	17						
Staff/1000 connections (ratio)	2.8						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.4						
Total Income (million TZS)	558.88						
Total O&M Expenses (million TZS)	534.02						
E.coli compliance (%)	100						
Turbidity compliance (%)	79						

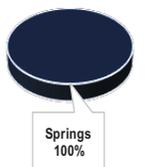
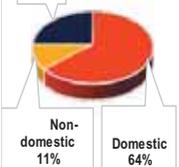
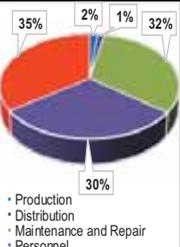
MBULU WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/03/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	46,655	Water (TZS/m ³)	1,210	1,430	1,500	1,490	na
Length of water network (km)	111.00						
Water Demand (m ³)	1,668,840	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	847,790						
Water Production Capacity (m ³ /d)	3,168.00						
Direct Water Service Coverage (%)	50						
Total Water Connections (Nos)	3,536						
Total Active Connections (Nos)	3,390	The charge at water kiosk is TZS 25 per litre container					
Domestic Connections (Nos)	3,170						
Operational Kiosks (Nos)	46	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	53.9						
Number of Staff (Nos)	6						
Staff/1000 connections (ratio)	1.7						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.17						
Operating ratio	1.51						
Total Income (million TZS)	573.78						
Total O&M Expenses (million TZS)	650.50						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

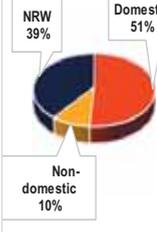
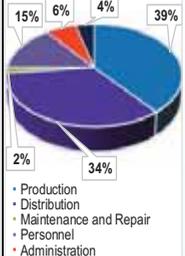
MPWPWA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/13/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	53,314	Water (TZS/m ³)	1,450	1,925	1,090	1,925	na
Length of water network (km)	74.10						
Water Demand (m ³)	1,285,773	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	753,813						
Water Production Capacity (m ³ /d)	2,505.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	49	Water source distribution					
Total Water Connections (Nos)	3,791						
Total Active Connections (Nos)	2,680.00	Annual Water Use					
Domestic Connections (Nos)	3,608						
Operational Kiosks (Nos)	18	Composition of O&M costs					
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Non Revenue Water (%)	53.9						
Number of Staff (Nos)	33						
Staff/1000 connections (ratio)	8.7						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	1.3						
Operating ratio	1.7						
Total Income (million TZS)	524.09						
Total O&M Expenses (million TZS)	668.61						
E.coli compliance (%)	100						
Turbidity compliance (%)	80						

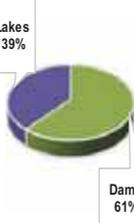
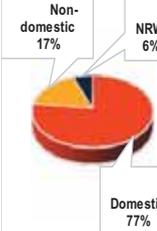
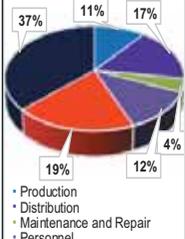
MWANHUZI WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/30/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	53,418	Water (TZS/m ³)	1,000	1,250	1,500	1,500	na
Length of water network (km)	93.96						
Water Demand (m ³)	1,408,608	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	276,401						
Water Production Capacity (m ³ /d)	1,335.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	61	Water source distribution					
Total Water Connections (Nos)	3,272						
Total Active Connections (Nos)	3,272	Annual Water Use					
Domestic Connections (Nos)	3,035						
Operational Kiosks (Nos)	46	Composition of O&M costs					
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Non Revenue Water (%)	12.9						
Number of Staff (Nos)	21						
Staff/1000 connections (ratio)	6.4						
Service hours (hour)	11						
Sewerage Coverage (%)	na						
Working ratio	1.11						
Operating ratio	1.11						
Total Income (million TZS)	278.89						
Total O&M Expenses (million TZS)	293.41						
E.coli compliance (%)	-						
Turbidity compliance (%)	14						



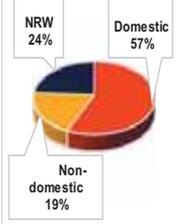
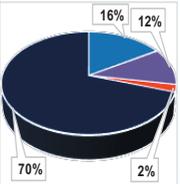
NAMANYERE WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSL/02/2022			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	42,201	Water (TZS/m ³)	720	900	1,260	1,170	na
Length of water network (km)	47.68						
Water Demand (m ³)	1,078,575	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	98,183						
Water Production Capacity (m ³ /d)	1,978.00						
Direct Water Service Coverage (%)	27						
Total Water Connections (Nos)	619						
Total Active Connections (Nos)	595.00	The charge at water kiosk is TZS 25 per litre container					
Domestic Connections (Nos)	518						
Operational Kiosks (Nos)	25	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100		<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 				
Non Revenue Water (%)	42.3						
Number of Staff (Nos)	16						
Staff/1000 connections (ratio)	25.9						
Service hours (hour)	15						
Sewerage Coverage (%)	na						
Working ratio	3.4						
Operating ratio	8.8						
Total Income (million TZS)	48.90						
Total O&M Expenses (million TZS)	164.50						
E.coli compliance (%)	100						
Turbidity compliance (%)	33						

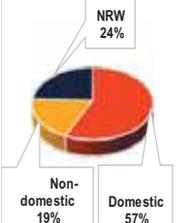
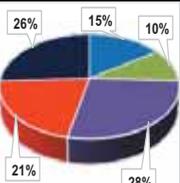
NAMTUMBO WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSL/06/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	48,414	Water (TZS/m ³)	540	1,000	na	1,025	na
Length of water network (km)	192.65						
Water Demand (m ³)	1,590,400	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	358,613						
Water Production Capacity (m ³ /d)	3,344.00						
Direct Water Service Coverage (%)	52						
Total Water Connections (Nos)	2,463						
Total Active Connections (Nos)	2,158	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,349						
Operational Kiosks (Nos)	7	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-						
Metering Ratio (%)	71		<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 				
Non Revenue Water (%)	25.0						
Number of Staff (Nos)	12						
Staff/1000 connections (ratio)	4.9						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.35						
Operating ratio	1.35						
Total Income (million TZS)	164.98						
Total O&M Expenses (million TZS)	222.08						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

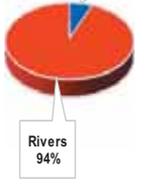
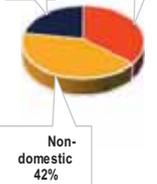
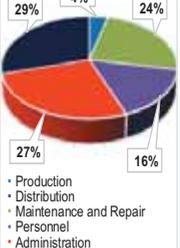
NGARA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/24/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	65,594	Water (TZS/m ³)	1,500	1,750	2,800	1,600	na
Length of water network (km)	79.90						
Water Demand (m ³)	1,675,922	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	653,467						
Water Production Capacity (m ³ /d)	2,106.00						
Direct Water Service Coverage (%)	57						
Total Water Connections (Nos)	4,318						
Total Active Connections (Nos)	4,318.00	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	4,035						
Operational Kiosks (Nos)	20	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-	 <p>Boreholes 100%</p>	 <p>Domestic 51% Non-domestic 10% NRW 39%</p>	 <ul style="list-style-type: none"> Production 39% Distribution 34% Maintenance and Repair 2% Personnel 15% Administration 6% 4% 			
Metering Ratio (%)	97						
Non Revenue Water (%)	39.4						
Number of Staff (Nos)	22						
Staff/1000 connections (ratio)	5.1						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	3.2						
Operating ratio	3.4						
Total Income (million TZS)	374.68						
Total O&M Expenses (million TZS)	1,142.16						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

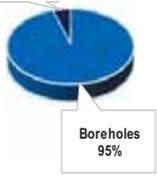
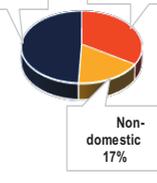
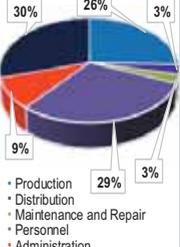
NZEGA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/01/2023			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	137,487	Water (TZS/m ³)	1500	1,375	1,485	1,485	na
Length of water network (km)	594.86						
Water Demand (m ³)	2,070,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,202,285						
Water Production Capacity (m ³ /d)	12,880.00						
Direct Water Service Coverage (%)	87						
Total Water Connections (Nos)	13,557						
Total Active Connections (Nos)	13,309	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	12,803						
Operational Kiosks (Nos)	118	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-	 <p>Dams 61% Lakes 39%</p>	 <p>Domestic 77% Non-domestic 17% NRW 6%</p>	 <ul style="list-style-type: none"> Production 37% Distribution 19% Maintenance and Repair 12% Personnel 17% Administration 11% 4% 			
Metering Ratio (%)	100						
Non Revenue Water (%)	5.6						
Number of Staff (Nos)	24						
Staff/1000 connections (ratio)	1.8						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.49						
Operating ratio	2.31						
Total Income (million TZS)	2,038.67						
Total O&M Expenses (million TZS)	2,593.26						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						



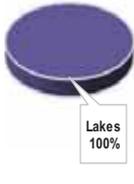
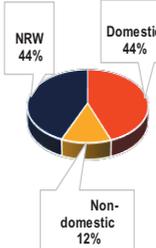
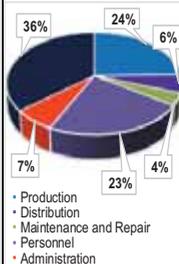
ORKESUMET WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/13/2022			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	28,027	Water (TZS/m ³)	2500	2,500	na	2,500	2,500
Length of water network (km)	184.92						
Water Demand (m ³)	823,514	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	178,095						
Water Production Capacity (m ³ /d)	7,488.00						
Direct Water Service Coverage (%)	78						
Total Water Connections (Nos)	1,843						
Total Active Connections (Nos)	1,815.00	The charge at water kiosk is TZS 50 per litre container					
Domestic Connections (Nos)	1,684						
Operational Kiosks (Nos)	29	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Rivers 100%</p>	 <p>NRW 24% Domestic 57% Non-domestic 19%</p>		 <p>70% 16% 12% 2% 2%</p> <ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	23.9						
Number of Staff (Nos)	18						
Staff/1000 connections (ratio)	9.8						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	2.5						
Operating ratio	8.2						
Total Income (million TZS)	377.73						
Total O&M Expenses (million TZS)	837.87						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

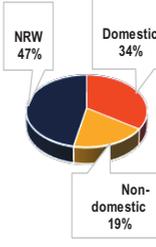
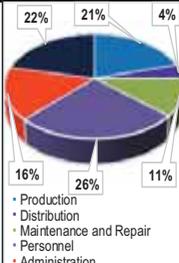
RUANGWA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/17/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	32,321	Water (TZS/m ³)	1,410	1,850	1,850	1,700	na
Length of water network (km)	50.20						
Water Demand (m ³)	685,769	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	236,280						
Water Production Capacity (m ³ /d)	1,530.00						
Direct Water Service Coverage (%)	33						
Total Water Connections (Nos)	1,999						
Total Active Connections (Nos)	1,665	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	1,854						
Operational Kiosks (Nos)	18	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-	 <p>Boreholes 100%</p>	 <p>NRW 24% Domestic 57% Non-domestic 19%</p>		 <p>26% 15% 10% 21% 28%</p> <ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 		
Metering Ratio (%)	100						
Non Revenue Water (%)	24.3						
Number of Staff (Nos)	25						
Staff/1000 connections (ratio)	12.5						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	1.17						
Operating ratio	1.57						
Total Income (million TZS)	281.32						
Total O&M Expenses (million TZS)	314.17						
E.coli compliance (%)	100						
Turbidity compliance (%)	33						

RUJEWAWSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSL/09/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	59,673	Water (TZS/m ³)	300-540	550	na	560	na
Length of water network (km)	63.90						
Water Demand (m ³)	2,881,675	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	663,442						
Water Production Capacity (m ³ /d)	2,041.00						
Direct Water Service Coverage (%)	51						
Total Water Connections (Nos)	3,176						
Total Active Connections (Nos)	1,931.00	The charge at water kiosk is TZS 5 per litre container					
Domestic Connections (Nos)	3,014						
Operational Kiosks (Nos)	-	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	30						
Non Revenue Water (%)	22.2						
Number of Staff (Nos)	12						
Staff/1000 connections (ratio)	3.8						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	1.5						
Operating ratio	2.1						
Total Income (million TZS)	136.54						
Total O&M Expenses (million TZS)	198.14						
E.coli compliance (%)	100						
Turbidity compliance (%)	86						

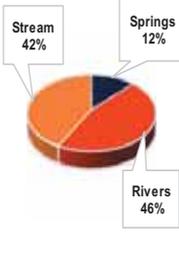
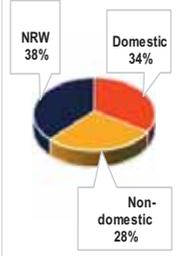
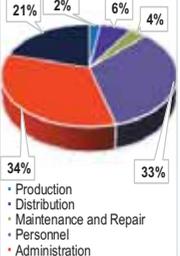
SAME-MWANGA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/04/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	58,265	Water (TZS/m ³)	900-1,150	1200-1300	1,470	1,300-1,400	1,500
Length of water network (km)	141.10						
Water Demand (m ³)	2,158,562	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	848,493						
Water Production Capacity (m ³ /d)	3,882.82						
Direct Water Service Coverage (%)	45						
Total Water Connections (Nos)	4,712						
Total Active Connections (Nos)	4,066	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	4,351						
Operational Kiosks (Nos)	62	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-			 <ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 			
Metering Ratio (%)	100						
Non Revenue Water (%)	49.2						
Number of Staff (Nos)	42						
Staff/1000 connections (ratio)	8.9						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.33						
Operating ratio	1.89						
Total Income (million TZS)	533.57						
Total O&M Expenses (million TZS)	671.22						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

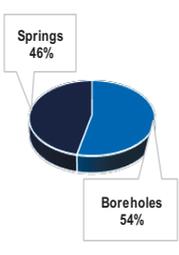
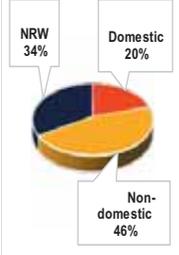
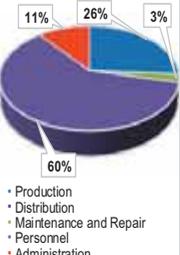


SENGEREMA WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL-2023-024			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	206,000	Water (TZS/m ³)	1,470-1,490	1520	1220	1500	na
Length of water network (km)	603.00						
Water Demand (m ³)	7,763,550	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,504,470						
Water Production Capacity (m ³ /d)	15,840.00						
Direct Water Service Coverage (%)	47						
Total Water Connections (Nos)	10,876						
Total Active Connections (Nos)	9,909.00	The charge at water kiosk is TZS 22 per litre container					
Domestic Connections (Nos)	10,294						
Operational Kiosks (Nos)	124	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-				 <ul style="list-style-type: none"> • Production 36% • Distribution 24% • Maintenance and Repair 6% • Personnel 7% • Administration 4% 		
Metering Ratio (%)	100						
Non Revenue Water (%)	43.5						
Number of Staff (Nos)	35						
Staff/1000 connections (ratio)	3.2						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	1.3						
Operating ratio	2.0						
Total Income (million TZS)	1,391.65						
Total O&M Expenses (million TZS)	1,601.96						
E.coli compliance (%)	100						
Turbidity compliance (%)	83						

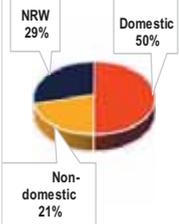
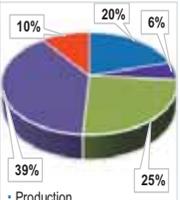
SONGE WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSSL/10/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	40,574	Water (TZS/m ³)	1600	1800	na	2440	na
Length of water network (km)	43.65						
Water Demand (m ³)	1,679,383	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	71,369						
Water Production Capacity (m ³ /d)	822.20						
Direct Water Service Coverage (%)	29						
Total Water Connections (Nos)	531						
Total Active Connections (Nos)	469	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	425						
Operational Kiosks (Nos)	22	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-				 <ul style="list-style-type: none"> • Production 22% • Distribution 21% • Maintenance and Repair 4% • Personnel 16% • Administration 11% 		
Metering Ratio (%)	95						
Non Revenue Water (%)	46.8						
Number of Staff (Nos)	10						
Staff/1000 connections (ratio)	18.8						
Service hours (hour)	2						
Sewerage Coverage (%)	na						
Working ratio	1.41						
Operating ratio	1.80						
Total Income (million TZS)	75.65						
Total O&M Expenses (million TZS)	91.40						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

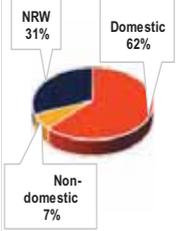
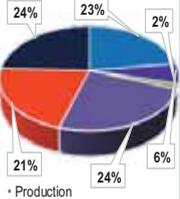


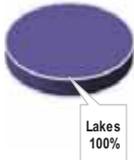
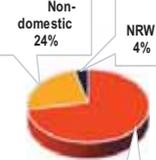
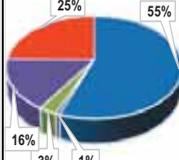
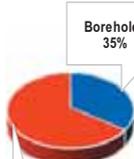
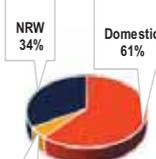
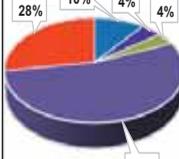
TUKUYU WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSL/04/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	46,373	Water (TZS/m ³)	300	335	500	390	na
Length of water network (km)	85.90						
Water Demand (m ³)	5,475,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	3,709,395						
Water Production Capacity (m ³ /d)	16,907.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	71						
Total Water Connections (Nos)	6,832						
Total Active Connections (Nos)	5,269.00						
Domestic Connections (Nos)	6,445						
Operational Kiosks (Nos)	2	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	77						
Non Revenue Water (%)	38.1						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	2.1						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	0.8						
Operating ratio	1.0						
Total Income (million TZS)	382.98						
Total O&M Expenses (million TZS)	300.06						
E.coli compliance (%)	60						
Turbidity compliance (%)	83						

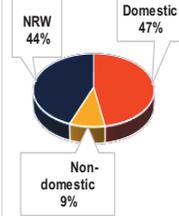
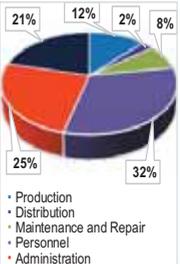
TUNDURU WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSL/07/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	77,717	Water (TZS/m ³)	540-625	550	760	605	na
Length of water network (km)	81.00						
Water Demand (m ³)	2,013,243	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	126,309						
Water Production Capacity (m ³ /d)	1,968.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	28						
Total Water Connections (Nos)	2,647						
Total Active Connections (Nos)	2,634						
Domestic Connections (Nos)	2,607	Water source distribution		Annual Water Use		Composition of O&M costs	
Operational Kiosks (Nos)	4						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	95						
Non Revenue Water (%)	33.6						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	7.6						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	0.75						
Operating ratio	0.75						
Total Income (million TZS)	125.36						
Total O&M Expenses (million TZS)	94.06						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

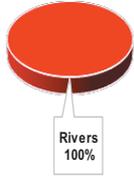
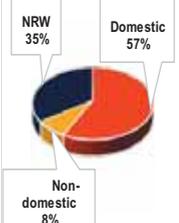
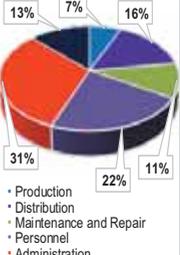


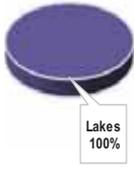
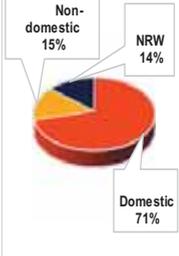
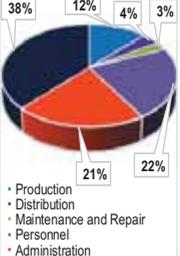
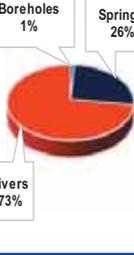
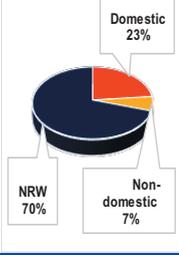
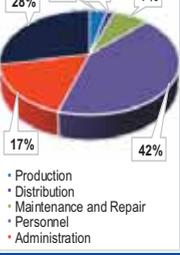
USHIROMBO WSSA PROFILE		2023/24				
EWURA CLASS III		LICENCE NO: WSSSL/34/2023			CATEGORY: C	
General Data About Water Utility		Tariff Structure				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	83,574	Water (TZS/m ³)	1,500	1,500	na	na
Length of water network (km)	73.00					
Water Demand (m ³)	1,063,884	Sewerage (TZS/m ³ of drinking water)	na	na	na	na
Water Production (m ³)	167,427					
Water Production Capacity (m ³ /d)	1,124.00	The charge at water kiosk is TZS 30 per litre container				
Direct Water Service Coverage (%)	11	Water source distribution		Annual Water Use		Composition of O&M costs
Total Water Connections (Nos)	1,349	 <p>Boreholes 100%</p>		 <p>Domestic 50% Non-domestic 21% NRW 29%</p>		 <ul style="list-style-type: none"> Production 39% Distribution 25% Maintenance and Repair 20% Personnel 10% Administration 6%
Total Active Connections (Nos)	1,329.00					
Domestic Connections (Nos)	1,247					
Operational Kiosks (Nos)	7					
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	28.8					
Number of Staff (Nos)	22					
Staff/1000 connections (ratio)	16.3					
Service hours (hour)	17					
Sewerage Coverage (%)	na					
Working ratio	1.0					
Operating ratio	1.0					
Total Income (million TZS)	227.89					
Total O&M Expenses (million TZS)	196.10					
E.coli compliance (%)	100					
Turbidity compliance (%)	100					

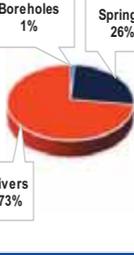
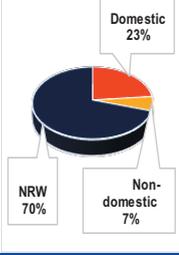
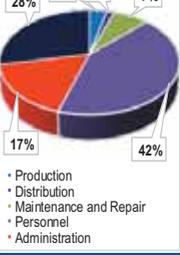
UTETE WSSA PROFILE		2023/24				
EWURA CLASS III		LICENCE NO: WSSSL/05/2014			CATEGORY: C	
General Data About Water Utility		Tariff Structure				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	17,436	Water (TZS/m ³)	870-1,400	1500	na	1600
Length of water network (km)	30.70					
Water Demand (m ³)	418,661	Sewerage (TZS/m ³ of drinking water)	na	na	na	na
Water Production (m ³)	130,315					
Water Production Capacity (m ³ /d)	1,200.00	The charge at water kiosk is TZS 20 per litre container				
Direct Water Service Coverage (%)	49	Water source distribution		Annual Water Use		Composition of O&M costs
Total Water Connections (Nos)	1,130	 <p>Boreholes 100%</p>		 <p>Domestic 62% NRW 31% Non-domestic 7%</p>		 <ul style="list-style-type: none"> Production 24% Distribution 24% Maintenance and Repair 23% Personnel 6% Administration 2%
Total Active Connections (Nos)	965					
Domestic Connections (Nos)	1,066					
Operational Kiosks (Nos)	-					
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	31.2					
Number of Staff (Nos)	13					
Staff/1000 connections (ratio)	11.5					
Service hours (hour)	13					
Sewerage Coverage (%)	na					
Working ratio	1.39					
Operating ratio	1.83					
Total Income (million TZS)	93.82					
Total O&M Expenses (million TZS)	133.10					
E.coli compliance (%)	100					
Turbidity compliance (%)	20					

MAGANZO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/01/2018			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	15,703	Water (TZS/m ³)	1,500	2,060	na	2,100	2500
Length of water network (km)	75.01						
Water Demand (m ³)	246,448	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	106,556						
Water Production Capacity (m ³ /d)	331.80						
Direct Water Service Coverage (%)	67						
Total Water Connections (Nos)	1,161						
Total Active Connections (Nos)	1,062.00	The charge at water kiosk is TZS 38 per litre container					
Domestic Connections (Nos)	1,089						
Operational Kiosks (Nos)	25	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100		<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 				
Non Revenue Water (%)	3.8						
Number of Staff (Nos)	9						
Staff/1000 connections (ratio)	7.8						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	1.2						
Total Income (million TZS)	165.79						
Total O&M Expenses (million TZS)	193.46						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
MAKAMBAKO WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSI/36/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	119,274	Water (TZS/m ³)	1,000	1,400	2,000	1,400	na
Length of water network (km)	208.73						
Water Demand (m ³)	3,663,125	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	861,974						
Water Production Capacity (m ³ /d)	4,686.00						
Direct Water Service Coverage (%)	57						
Total Water Connections (Nos)	7,115						
Total Active Connections (Nos)	6,155	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	6,719						
Operational Kiosks (Nos)	6	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100		<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 				
Non Revenue Water (%)	33.4						
Number of Staff (Nos)	32						
Staff/1000 connections (ratio)	4.5						
Service hours (hour)	21						
Sewerage Coverage (%)	na						
Working ratio	1.18						
Operating ratio	1.18						
Total Income (million TZS)	921.75						
Total O&M Expenses (million TZS)	906.00						
E.coli compliance (%)	100						
Turbidity compliance (%)	71						

TUNDUMA WSSA PROFILE		2023/24					
EWURA CLASS Provisional		LICENCE NO: PWSSSL/05/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	226,434	Water (TZS/m ³)	420	500	na	655	na
Length of water network (km)	103.60						
Water Demand (m ³)	7,578,495	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	138,705						
Water Production Capacity (m ³ /d)	1,788.83	The charge at water kiosk is TZS 50 per litre container					
Direct Water Service Coverage (%)	9	Water source distribution					
Total Water Connections (Nos)	1,099						
Total Active Connections (Nos)	1,074.00	Annual Water Use					
Domestic Connections (Nos)	1,017						
Operational Kiosks (Nos)	39	Composition of O&M costs					
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100	 <p>Boreholes 100%</p>		 <p>NRW 44% Domestic 47% Non-domestic 9%</p>		 <p>21% 12% 2% 8% 25% 32%</p> <ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	44.0						
Number of Staff (Nos)	21						
Staff/1000 connections (ratio)	19.1						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	2.7						
Operating ratio	3.3						
Total Income (million TZS)	212.55						
Total O&M Expenses (million TZS)	387.84						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

TURIANI WSSA PROFILE		2023/24					
EWURA CLASS III		LICENCE NO: WSSSL/03/2017			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	111,089	Water (TZS/m ³)	890	940	1,160	1,050	na
Length of water network (km)	167.85						
Water Demand (m ³)	1,828,415	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	749,413						
Water Production Capacity (m ³ /d)	3,033.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	47	Water source distribution					
Total Water Connections (Nos)	4,521						
Total Active Connections (Nos)	4,385	Annual Water Use					
Domestic Connections (Nos)	4,382						
Operational Kiosks (Nos)	18	Composition of O&M costs					
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100	 <p>Rivers 100%</p>		 <p>NRW 35% Domestic 57% Non-domestic 8%</p>		 <p>13% 7% 16% 31% 22% 11%</p> <ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	34.6						
Number of Staff (Nos)	18						
Staff/1000 connections (ratio)	4.0						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	1.21						
Operating ratio	1.38						
Total Income (million TZS)	428.63						
Total O&M Expenses (million TZS)	510.47						
E.coli compliance (%)	96						
Turbidity compliance (%)	96						

BUSEGA WSSA PROFILE		2023/24														
EWURA CLASS Provisional		LICENCE NO: PWSSL/003/2024			CATEGORY: C											
General Data About Water Utility		Tariff Structure														
		Domestic	Institution	Industry	Commercial	Other										
Total population (Nos)	172,796	Water (TZS/m ³)	1,250	1,250	na	1,500	na									
Length of water network (km)	390.15															
Water Demand (m ³)	1,332,462	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na									
Water Production (m ³)	694,268															
Water Production Capacity (m ³ /d)	21,577.00	The charge at water kiosk is TZS 25 per litre container														
Direct Water Service Coverage (%)	54	Water source distribution					Annual Water Use					Composition of O&M costs				
Total Water Connections (Nos)	7,697															
Total Active Connections (Nos)	7,249.00															
Domestic Connections (Nos)	7,218															
Operational Kiosks (Nos)	174															
Sewerage Connections (Nos)	-															
Metering Ratio (%)	100	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Non Revenue Water (%)	13.8															
Number of Staff (Nos)	21	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Staff/1000 connections (ratio)	2.7															
Service hours (hour)	22	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Sewerage Coverage (%)	na															
Working ratio	1.2	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Operating ratio	1.2															
Total Income (million TZS)	842.88	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Total O&M Expenses (million TZS)	834.80															
E.coli compliance (%)	100	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Turbidity compliance (%)	91															

ROMBO WSSA PROFILE		2023/24														
EWURA CLASS III		LICENCE NO: WSSSL/01/2024			CATEGORY: B											
General Data About Water Utility		Tariff Structure														
		Domestic	Institution	Industry	Commercial	Other										
Total population (Nos)	278,893	Water (TZS/m ³)	800-900	800-900	na	1,000-1,100	2,000									
Length of water network (km)	1,071.00															
Water Demand (m ³)	12,570,135	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na									
Water Production (m ³)	6,651,233															
Water Production Capacity (m ³ /d)	25,601.00	The charge at water kiosk is TZS 20 per litre container														
Direct Water Service Coverage (%)	44	Water source distribution					Annual Water Use					Composition of O&M costs				
Total Water Connections (Nos)	26,727															
Total Active Connections (Nos)	24,853															
Domestic Connections (Nos)	25,176															
Operational Kiosks (Nos)	359	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Sewerage Connections (Nos)	-															
Metering Ratio (%)	100	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Non Revenue Water (%)	70.1															
Number of Staff (Nos)	116	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Staff/1000 connections (ratio)	4.3															
Service hours (hour)	3	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Sewerage Coverage (%)	na															
Working ratio	1.26	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Operating ratio	1.75															
Total Income (million TZS)	1,897.77	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Total O&M Expenses (million TZS)	2,175.67															
E.coli compliance (%)	100	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 														
Turbidity compliance (%)	100															

APPENDIX 2: THREE YEARS PERFORMANCE DATA FOR WSSAs

Table A2.1: Water Abstraction

Name of Water Utility	2021/22						2022/23						2023/24						
	B/ Holes	Springs	Dams	Lakes	Rivers	Total	B/ Holes	Springs	Dams	Lakes	Rivers	Total	B/ Holes	Springs	Dams	Lakes	Rivers	Streams	Total
	million/ m ³																		
Arusha	9.33	7.90	-	-	2.82	20.05	18.63	7.54	0.00	0.00	3.00	29.17	19.19	7.45	-	-	3.27	-	29.91
DAWASA	4.90	-	-	-	149.01	153.91	9.63	-	-	-	137.91	147.54	8.30	-	-	-	134.97	-	143.27
Dodoma	25.07	-	-	-	-	25.07	26.35	-	-	-	-	26.35	26.31	0.00	-	-	-	-	26.31
Iringa	0.15	1.50	-	-	5.81	7.45	0.15	1.53	-	-	5.95	7.64	0.03	0.89	-	-	7.42	-	8.35
Kahama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mbeya	-	11.68	-	-	8.04	19.72	-	11.90	-	-	10.40	22.30	-	10.67	-	-	4.01	9.57	24.26
Morogoro	0.61	-	9.86	-	3.86	14.32	0.80	-	8.87	-	2.34	12.01	0.85	-	9.64	-	3.84	-	14.33
Moshi	1.77	11.73	-	-	1.02	14.52	2.51	11.64	-	-	0.59	14.75	3.03	11.77	-	-	0.33	-	15.13
Mtwara	5.14	0.09	-	-	-	5.23	5.09	0.08	-	-	-	5.17	4.75	0.11	-	-	-	-	4.86
Musoma	-	-	-	7.36	-	7.36	0.04	0.13	0.43	7.40	-	8.00	0.35	0.18	0.53	7.94	-	-	8.99
Mwanza	-	-	-	36.53	-	36.53	-	-	-	33.09	-	33.09	-	-	-	36.19	-	-	36.19
Shinyanga	0.02	-	0.48	-	-	0.50	0.01	-	1.04	-	-	1.04	-	-	1.06	-	-	-	1.06
Songea	0.05	2.57	-	-	0.54	3.15	0.05	2.51	-	-	0.74	3.30	0.07	1.56	-	-	1.50	-	3.13
Tabora	0.06	-	3.71	-	-	3.77	0.06	-	3.50	-	-	3.56	0.07	-	3.23	-	-	-	3.30
Tanga	0.97	-	12.47	-	0.24	13.69	1.07	-	12.64	-	0.19	13.89	0.47	-	13.37	-	0.48	-	14.33
Bukoba	0.24	0.23	-	3.39	-	3.86	0.29	0.24	-	3.04	0.14	3.70	0.32	0.26	-	4.07	0.14	-	4.79
Kigoma	-	-	-	3.86	-	3.86	-	-	-	3.97	-	3.97	-	-	-	4.49	-	-	4.49
Singida	3.14	-	-	-	-	3.14	3.57	-	-	-	-	3.57	3.86	-	-	-	-	-	3.86
Sumbawanga	0.24	-	-	-	1.92	2.16	0.60	-	-	-	1.49	2.09	0.42	-	-	-	1.74	-	2.16
Babati	1.99	1.18	-	-	0.39	3.57	2.61	0.85	-	-	0.65	4.11	2.03	1.06	-	-	0.96	-	4.05
Lindi	1.16	0.09	-	-	0.00	1.25	1.20	0.04	-	-	0.00	1.24	1.22	0.02	-	-	-	-	1.24
Bariadi	0.51	-	-	-	-	0.51	0.59	-	-	-	-	0.59	0.79	-	-	-	-	-	0.79
Geita	0.32	0.23	1.37	-	-	1.92	0.55	0.02	1.33	-	-	1.90	0.55	0.13	1.35	-	0.00	0.00	2.03
Mpanda	0.02	1.14	0.03	-	-	1.19	0.02	1.91	0.02	-	-	1.95	0.02	1.82	0.02	-	-	-	1.86
Njombe	0.00	0.00	-	-	-	0.00	0.00	1.22	-	-	-	1.22	-	1.19	-	-	-	-	1.19
Vwawa-Mlowo	0.02	0.09	-	-	0.91	1.02	0.02	0.01	-	-	0.51	0.54	0.08	0.01	-	-	0.30	0.12	0.51
HTM	0.14	-	-	-	1.56	1.71	0.14	-	-	-	1.22	1.36	0.33	-	-	-	1.47	0.94	2.74
KASHWASA	-	-	-	22.11	-	22.11	-	-	-	23.24	-	23.24	-	-	-	24.91	-	-	24.91
Makonde	0.65	0.16	-	-	-	0.81	0.86	0.25	-	-	-	1.11	0.65	0.16	-	-	-	-	0.81
MANAWASA	-	2.65	-	-	-	2.65	0.00	2.66	-	-	-	2.66	0.03	2.43	-	-	-	-	2.46
Maswa	0.04	-	1.67	-	-	1.71	0.03	-	1.68	-	-	1.70	0.04	-	1.17	-	-	-	1.22
Mugango-Kiabakari	-	-	-	1.22	-	1.22	-	-	-	1.15	-	1.15	-	-	-	1.13	-	-	1.13



Name of Water Utility	2021/22						2022/23						2023/24							
	B/ Holes	Springs	Dams	Lakes	Rivers	Total	B/ Holes	Springs	Dams	Lakes	Rivers	Total	B/ Holes	Springs	Dams	Lakes	Rivers	Streams	Total	
	million/ m ³																			
Wanging'ombe	-	-	-	-	1.29	1.29	-	-	-	-	-	0.77	0.77	0.06	0.16	-	-	0.44	-	0.66
Biharamulo	0.02	0.08	0.29	-	-	0.39	0.02	0.08	0.28	-	-	0.38	0.08	-	0.46	-	-	-	-	0.53
Bunda	-	-	-	0.91	-	0.91	-	-	-	1.07	-	1.07	-	-	-	1.11	-	-	-	1.11
Chato	-	-	-	0.66	-	0.66	-	-	-	0.68	-	0.68	-	-	-	0.92	-	-	-	0.92
Chunya	0.19	-	-	-	-	0.19	0.09	-	-	-	-	0.09	0.11	-	-	-	-	-	-	0.11
Dakawa	0.16	-	-	-	-	0.16	na	na	na	na	na	0.00	na	0.00						
Gairo	0.17	0.07	-	-	-	0.24	0.35	0.01	-	-	-	0.36	0.32	0.01	-	-	-	-	-	0.33
Ifakara	0.40	0.07	-	-	-	0.47	0.42	0.06	-	-	-	0.48	0.42	0.06	-	-	-	-	-	0.48
Igunga	0.00	-	0.31	-	-	0.31	-	-	0.36	-	-	0.36	-	-	0.42	-	-	-	-	0.42
Itumba-Isongole	-	-	-	-	0.77	0.77	-	-	-	-	0.77	0.77	-	-	-	-	1.02	0.11	1.13	
Karatu	0.40	-	-	-	-	0.40	1.31	-	-	-	0.23	1.54	1.23	-	-	-	0.13	-	-	1.36
Kasulu	-	-	-	-	0.92	0.92	-	-	-	-	0.96	0.96	0.51	0.33	-	-	-	1.77	-	2.61
Kibaya	0.05	0.02	-	-	-	0.06	0.11	0.01	-	-	-	0.12	0.18	0.00	-	-	-	-	-	0.18
Kibondo	0.20	-	-	-	0.06	0.26	0.26	-	-	-	0.08	0.34	0.23	-	-	-	-	0.10	-	0.33
Kilindoni	0.07	0.05	-	-	-	0.12	0.03	0.03	-	-	-	0.06	0.04	0.03	-	-	-	-	-	0.08
Kilwa Masoko	0.64	-	-	-	-	0.64	0.54	-	-	-	-	0.54	0.54	-	-	-	-	-	-	0.54
Kiomboi	0.34	-	-	-	-	0.34	0.23	-	-	-	-	0.23	0.14	-	-	-	-	-	-	0.14
Kishapu	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Kondoa	0.34	0.72	-	-	-	1.06	0.21	0.39	-	-	-	0.60	0.22	0.30	-	-	-	-	-	0.52
Korogwe	0.23	-	-	-	0.47	0.70	0.20	-	-	-	0.49	0.69	na	0.00						
Kyela-Kasumulu	0.24	-	-	-	1.00	1.24	0.26	-	-	-	1.57	1.83	0.26	-	-	-	-	1.42	-	1.67
Liwale	-	-	-	-	0.20	0.20	-	-	-	-	0.20	0.20	-	-	-	-	-	0.20	-	0.20
Loliondo	0.15	-	-	-	-	0.15	0.13	-	-	-	-	0.13	0.11	0.01	-	-	-	-	-	0.13
Ludewa	-	0.31	-	-	-	0.31	-	0.40	-	-	-	0.40	-	-	-	-	-	-	0.41	0.41
Lushoto	-	0.69	-	-	-	0.69	-	0.58	-	-	-	0.58	-	0.49	-	-	-	-	-	0.49
Mafinga	-	1.00	-	-	-	1.00	-	0.99	-	-	-	0.99	-	0.89	-	-	-	-	-	0.89
Mahenge	0.11	0.15	-	-	-	0.26	0.33	0.07	-	-	-	0.39	na	0.00						
Makete	-	0.35	-	-	-	0.35	-	0.35	-	-	-	0.35	-	-	-	-	-	-	0.37	0.37
Manyoni	0.48	-	-	-	-	0.48	0.57	-	-	-	-	0.57	0.62	-	-	-	-	-	-	0.62
Mbinga	-	-	-	-	0.82	0.82	-	-	-	-	0.85	0.85	-	-	-	-	-	-	1.00	1.00
Mbulu	0.30	0.37	-	-	-	0.67	0.31	0.32	-	-	-	0.62	0.50	0.35	-	-	-	-	-	0.85
Mpwapwa	0.56	0.18	-	-	-	0.74	0.72	0.20	-	-	-	0.91	0.61	0.15	-	-	-	-	-	0.75
Muleba	-	0.39	-	-	0.07	0.46	na	na	na	na	na	0.00	na	0.00						
Mugumu	-	-	0.54	-	-	0.54	na	na	na	na	na	0.00	na	0.00						
Mwanhuzi	-	-	0.25	-	-	0.25	0.15	-	0.10	-	-	0.25	-	-	0.12	-	0.07	-	-	0.19
Namanvere	0.00	-	0.05	-	-	0.05	0.01	-	0.08	-	-	0.09	0.00	-	0.10	-	-	-	-	0.10
Namtumbo	-	0.69	-	-	0.01	0.69	-	0.35	-	-	-	0.35	-	0.36	-	-	-	-	-	0.36
Ngara	0.46	-	-	-	-	0.46	0.63	-	-	-	-	0.63	0.65	-	-	-	-	-	-	0.65



Name of Water Utility	2021/22						2022/23						2023/24						
	B/ Holes	Springs	Dams	Lakes	Rivers	Total	B/ Holes	Springs	Dams	Lakes	Rivers	Total	B/ Holes	Springs	Dams	Lakes	Rivers	Streams	Total
	million/ m ³																		
Nzega	-	-	0.57	-	-	0.57	-	-	0.77	-	-	0.77	-	-	0.75	-	-	-	0.75
Orkesumet	0.01	-	-	-	0.22	0.23	-	-	-	-	0.30	0.30	-	-	-	-	0.22	-	0.22
Ruangwa	0.32	-	-	-	-	0.32	0.29	-	-	-	-	0.29	0.24	-	-	-	-	-	0.24
Rujewa	0.07	-	-	-	0.74	0.82	0.07	-	-	-	0.70	0.77	0.04	-	-	-	0.62	-	0.66
Same-Mwanga	0.80	0.03	-	-	-	0.84	0.86	0.03	-	-	-	0.89	0.81	0.04	-	-	-	-	0.85
Sengerema	-	-	-	1.73	-	1.73	-	-	-	1.62	-	1.62	-	-	-	1.50	-	-	1.50
Songe	0.07	0.00	-	-	-	0.08	0.07	0.00	-	-	-	0.07	0.07	0.00	-	-	-	-	0.07
Tarime	0.07	0.67	0.15	-	-	0.90	na	na	na	na	na	0.00	na	na	na	na	na	na	0.00
Tukuyu	-	0.48	-	-	1.67	2.15	-	0.48	-	-	1.67	2.15	-	0.44	-	-	1.69	1.55	3.68
Tunduru	0.17	0.06	-	-	-	0.23	0.08	0.06	-	-	-	0.15	0.07	0.06	-	-	-	-	0.13
Ushiroambo	0.12	-	-	-	-	0.12	0.12	-	-	-	-	0.12	0.18	-	-	-	-	-	0.18
Utete	0.16	-	-	-	-	0.16	0.18	-	-	-	-	0.18	0.14	-	-	-	-	-	0.14
Kibaigwa	0.62	-	-	-	-	0.62	na	na	na	na	na	0.00	na	na	na	na	na	na	0.00
Maganzo	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Makambako	0.23	-	-	-	0.80	1.03	0.29	-	-	-	0.48	0.77	0.30	-	-	-	0.56	-	0.86
Mombo	-	0.30	-	-	-	0.30	-	0.26	-	-	-	0.26	na	na	na	na	na	na	0.00
Tunduma	0.06	-	-	-	-	0.06	0.07	-	-	-	-	0.07	0.14	-	-	-	-	-	0.14
Turiani	-	-	-	-	1.09	1.09	-	-	-	-	1.09	1.09	-	-	-	-	0.75	-	0.75
Busega	-	-	-	0.61	-	0.61	-	-	-	0.69	-	0.69	-	-	-	0.79	-	-	0.79
Rombo	0.41	7.54	-	-	-	7.94	0.34	1.91	-	-	5.65	7.90	0.08	1.85	-	-	5.09	-	7.02
Total	65.16	55.44	31.75	78.39	186.26	417	84.18	49.10	31.09	80.33	180.95	425.66	82.66	45.24	32.22	83.03	174.51	14.06	431.72



Table A2.2: Water Demand, Water Production and Installed Water Production Capacity

Name of Water Utility	Water Demand (Million m ³ /year)			Annual Water Production (Million m ³ /year)			Installed Water Production Capacity (Million m ³ /year)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	46.37	49.19	50.81	20.05	29.03	29.91	37.83	104.02	104.47
DAWASA	257.62	241.24	253.75	141.10	129.25	128.43	185.73	191.31	195.13
Dodoma	48.85	54.53	54.53	21.27	26.35	22.07	24.49	26.35	34.04
Iringa	7.81	8.26	8.26	5.71	6.37	6.84	12.13	12.13	12.06
Kahama	6.21	8.93	8.40	0.00	0.00	0.00	0.00	0.00	0.00
Mbeya	32.85	32.85	32.85	16.97	19.52	16.98	24.27	25.00	27.38
Morogoro	26.92	31.46	32.83	11.93	12.01	13.20	13.61	17.01	21.03
Moshi	26.06	26.73	27.08	14.52	14.75	15.13	21.58	23.02	24.12
Mtwara	8.26	9.30	9.21	4.86	4.59	4.57	7.17	7.17	6.54
Musoma	8.94	12.08	13.94	5.74	6.59	7.17	13.14	15.54	15.01
Mwanza	58.40	62.05	66.90	30.81	28.60	32.51	47.44	47.44	64.84
Shinyanga	6.73	6.87	7.10	0.48	1.04	1.03	3.65	3.65	3.65
Songea	7.42	7.43	7.52	3.06	3.17	3.05	4.20	4.20	4.91
Tabora	12.95	10.86	12.82	3.78	3.56	3.04	11.95	12.20	11.47
Tanga	14.99	16.99	17.41	11.85	12.43	12.82	13.32	18.90	18.90
Bukoba	5.62	8.74	9.13	3.11	2.98	3.82	7.36	9.90	10.35
Kigoma	8.65	8.65	9.29	3.59	3.59	4.30	6.57	6.57	6.57
Singida	5.44	5.89	6.68	3.14	3.57	3.86	3.77	4.20	4.20
Sumbawanga	6.13	10.22	10.63	2.16	2.03	2.08	7.48	7.48	8.37
Babati	9.38	11.62	11.94	3.57	4.11	4.05	10.62	11.91	13.08
Lindi	1.92	2.77	2.65	0.88	0.89	0.83	3.76	3.76	3.76
Bariadi	2.22	3.57	7.77	1.51	0.59	0.79	1.66	1.66	2.76
Geita	6.89	8.12	8.13	1.69	1.90	1.90	2.62	3.01	3.01
Mpanda	4.38	4.08	4.38	1.20	1.91	1.69	3.79	3.87	3.87
Njombe	3.03	3.81	3.08	1.35	1.22	1.19	2.03	2.03	2.03
Vwawa-Mlowo	3.83	5.04	4.80	1.00	0.47	0.46	2.04	2.24	2.12
HTM	8.75	9.12	13.33	1.71	1.30	2.68	3.13	3.30	6.41
KASHWASA	20.60	18.95	25.95	20.42	21.32	22.95	29.20	29.20	29.20
Makonde	8.96	9.86	10.11	0.81	1.11	0.79	2.08	2.08	2.08
MANAWASA	5.45	5.25	5.25	2.65	2.66	2.45	4.20	5.01	6.52
Maswa	2.92	3.84	3.84	1.71	1.48	1.03	3.79	3.79	3.79
Mugango-Kiabakari	3.78	3.78	0.17	1.22	1.15	0.28	3.94	3.94	3.94
Wanging'ombe	3.89	2.61	2.69	1.29	0.77	0.59	2.30	1.57	1.57
Biharamulo	1.13	1.55	1.50	0.39	0.38	0.53	0.39	0.59	0.53
Bunda	3.70	3.81	4.21	0.91	1.07	1.11	3.77	3.77	3.77
Chato	2.04	2.24	2.19	0.66	0.68	0.92	1.66	1.66	1.58
Chunya	0.92	1.39	1.59	0.19	0.09	0.11	0.55	0.55	0.62
Dakawa	0.91	na	na	0.16	na	na	1.36	na	na
Gairo	0.94	1.75	1.75	0.21	0.27	0.25	0.33	0.53	0.55
Ifakara	3.40	3.82	3.87	0.18	0.48	0.48	0.48	0.60	0.53
Igunga	1.61	1.61	1.69	0.31	0.36	0.42	0.91	0.91	0.91
Itumba-Isongole	0.62	0.62	0.62	0.56	0.57	0.62	1.22	1.22	1.22
Karatu	1.97	3.09	3.19	0.40	1.54	1.36	0.88	2.11	2.11
Kasulu	2.35	2.35	6.77	0.92	0.96	2.61	1.46	1.46	3.13
Kibaya	0.75	1.07	1.10	0.06	0.12	0.18	0.16	0.36	0.41
Kibondo	2.74	2.49	2.52	0.26	0.34	0.33	1.42	1.11	1.17
Kilindoni	0.89	1.34	0.49	0.12	0.05	0.08	0.39	0.12	0.32
Kilwa Masoko	0.80	1.02	1.05	0.64	0.53	0.54	0.63	0.63	0.63
Kiomboi	0.44	0.64	0.89	0.20	0.23	0.14	0.34	0.34	0.35
Kishapu	0.49	0.51	0.51	0.00	0.00	0.00	0.00	0.00	0.00
Kondoa	1.89	2.01	2.01	0.79	0.60	0.52	1.48	1.48	1.48
Korogwe	2.30	5.06	na	0.70	0.69	na	1.64	2.87	na
Kyela-Kasumulu	3.22	3.39	3.59	1.24	1.83	1.67	3.25	3.25	3.25
Liwale	0.82	0.86	1.02	0.20	0.20	0.20	0.44	0.44	0.44
Loliondo	0.53	0.49	0.50	0.15	0.13	0.13	0.25	0.25	0.46
Ludewa	0.70	0.71	0.72	0.31	0.40	0.41	0.86	0.86	0.86
Lushoto	1.10	1.22	1.25	0.69	0.58	0.49	0.69	0.85	0.85
Mafinga	3.64	3.13	3.48	1.00	0.99	0.89	2.00	2.00	1.75



Name of Water Utility	Water Demand (Million m ³ /year)			Annual Water Production (Million m ³ /year)			Installed Water Production Capacity (Million m ³ /year)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Mahenge	0.72	0.72	na	0.26	0.39	na	0.82	0.82	na
Makete	0.82	0.82	0.53	0.35	0.35	0.37	0.49	0.49	0.49
Manyoni	2.20	2.34	2.42	0.48	0.57	0.62	1.49	1.79	1.79
Mbinga	2.07	2.18	2.42	0.82	0.85	1.00	2.19	2.74	2.85
Mbulu	1.68	1.62	1.67	0.67	0.62	0.85	1.16	1.16	1.16
Mpwapwa	1.24	1.28	1.29	0.74	0.87	0.75	1.06	1.45	0.91
Muleba	0.70	0.00	0.00	0.46	0.00	na	0.44	0.00	0.00
Mugumu	1.41	0.00	0.00	0.50	0.00	na	1.59	0.00	0.00
Mwanhuzi	0.99	1.05	1.41	0.25	0.25	0.28	0.38	0.49	0.49
Namanyere	0.81	1.08	1.08	0.05	0.09	0.10	0.72	0.72	0.72
Namtumbo	1.44	1.73	1.59	0.28	0.35	0.36	1.22	1.22	1.22
Ngara	1.03	1.09	1.68	0.46	0.63	0.65	0.58	0.62	0.77
Nzeqa	2.07	2.07	2.07	0.57	0.81	0.73	1.28	1.28	1.28
Orkesumet	0.57	0.80	0.82	0.13	0.25	0.18	2.73	2.73	2.73
Ruangwa	1.59	1.82	0.69	0.32	0.29	0.24	0.65	0.65	0.56
Rujewa	2.84	2.88	2.88	0.72	0.70	0.66	1.00	0.86	0.74
Same-Mwanga	2.19	2.13	2.16	0.84	0.89	0.85	1.56	1.38	1.42
Sengerema	7.39	7.66	7.76	1.66	1.62	1.50	5.78	5.78	5.78
Songe	0.83	1.64	1.68	0.08	0.07	0.07	0.30	0.30	0.30
Tarime	2.42	0.00	0.00	0.53	0.00	na	0.22	0.00	0.00
Tukuyu	2.81	5.40	5.48	2.15	2.18	3.71	2.29	2.29	6.17
Tunduru	1.75	1.91	2.01	0.23	0.15	0.13	0.72	0.72	0.72
Ushirombo	1.44	0.03	1.06	0.12	0.12	0.17	0.32	0.57	0.41
Utete	0.40	0.62	0.42	0.16	0.18	0.13	0.53	0.44	0.44
Kibaigwa	1.40	na	na	0.54	na	na	1.31	na	na
Maganzo	0.24	0.25	0.25	0.00	0.00	0.01	0.00	0.00	0.00
Makambako	3.96	3.33	3.66	1.03	0.77	0.86	1.71	1.71	1.71
Mombo	0.62	0.71	na	0.30	0.26	na	0.34	0.34	na
Tunduma	2.62	7.57	7.58	0.04	0.07	0.14	0.95	0.64	0.65
Turiani	2.37	2.48	1.83	1.09	1.09	0.75	1.11	1.11	1.11
Busega	0.88	1.31	1.33	0.57	0.62	0.69	1.20	2.38	7.88
Rombo	12.05	12.54	12.57	7.46	7.43	6.65	9.19	9.34	9.34
TOTAL	787.70	819.94	858.05	379.25	385.91	388.96	592.74	685.43	735.74



Table 2.3: Length of Water Network, Water Storage Capacity

Name of Water Utilities	Total Length of Water Network (km)>11/2*			Storage Capacity (m ³)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	1,704.19	2,025.58	2,784.18	36,919.50	66,984.50	66,985.00
DAWASA	4,999.00	5,552.80	7,087.00	157,149.00	184,149.00	198,965.00
Dodoma	860.00	932.50	1,454.00	97,500.00	98,800.00	115,415.00
Iringa	1,103.50	1,147.00	1,580.48	10,342.00	10,342.00	10,355.00
Kahama	452.66	466.79	425.46	21,050.00	21,865.00	21,865.00
Mbeya	955.75	957.75	1,221.00	24,950.00	23,550.00	26,050.00
Morogoro	626.37	750.07	1,037.20	13,543.00	17,228.00	19,890.00
Moshi	919.60	949.17	1,043.56	10,602.00	15,784.00	15,672.00
Mtwara	307.65	333.65	364.80	8,045.00	8,505.00	8,865.00
Musoma	365.51	617.39	625.59	9,734.00	13,590.00	13,255.00
Mwanza	1,372.44	1,399.32	1,429.22	36,857.00	40,642.00	40,466.00
Shinyanga	643.76	657.00	691.00	22,837.00	22,837.00	23,085.00
Songea	521.31	563.80	573.24	4,490.00	4,785.00	4,785.00
Tabora	1,072.42	1,225.70	1,288.60	23,350.00	24,180.00	24,470.00
Tanga	859.33	874.78	886.45	11,464.50	14,684.00	14,684.00
Bukoba	399.70	562.70	778.23	6,545.00	9,550.00	10,502.00
Kigoma	413.00	450.00	485.00	13,500.00	13,500.00	13,500.00
Singida	361.23	391.66	404.09	7,840.00	8,810.00	8,820.00
Sumbawanga	301.33	326.55	341.55	8,350.00	8,350.00	8,350.00
Babati	887.86	1,107.02	1,328.23	3,928.50	6,183.50	8,584.00
Lindi	365.00	374.60	376.75	9,893.00	9,893.00	12,223.00
Bariadi	158.65	183.04	289.10	1,430.00	2,200.00	3,220.00
Geita	396.75	396.57	300.28	2,425.00	3,345.00	3,345.00
Mpanda	189.00	282.62	323.33	3,350.00	3,730.00	3,735.00
Njombe	157.12	188.40	188.74	1,120.00	1,270.00	1,280.00
Vvawa-Mlowo	173.30	218.50	226.80	1,227.50	2,022.50	2,022.50
HTM	588.06	625.72	825.00	6,929.00	7,549.00	10,884.00
KASHWASA	755.90	802.00	751.50	35,000.00	35,000.00	35,000.00
Makonde	1,342.70	1,348.70	1,348.71	14,035.00	16,472.00	15,105.00
MANAWASA	562.00	569.00	641.29	27,500.00	27,500.00	20,000.00
Maswa	342.65	346.90	360.16	1,100.00	1,000.00	1,200.00
Mugango-Kiabakari	145.90	146.00	154.90	2,328.00	2,328.00	2,228.00
Wanging'ombe	406.44	412.30	424.30	5,392.00	5,692.00	5,692.00
Biharamulo	122.00	125.00	129.80	1,280.00	2,282.00	2,282.00
Bunda	376.80	415.00	415.25	2,825.00	2,925.00	3,220.00
Chato	218.00	247.00	280.00	1,430.00	1,430.00	1,430.00
Chunya	46.00	46.00	52.10	925.00	925.00	1,250.00
Gairo	297.00	297.00	297.00	1,975.00	1,975.00	1,840.00
Ifakara	74.50	79.80	117.10	565.00	665.00	665.00
Igunga	317.23	345.35	347.67	4,350.00	4,350.00	4,350.00
Itumba-Isongole	63.03	63.03	63.03	965.00	965.00	965.00
Karatu	96.56	383.59	384.64	675.00	2,445.00	2,445.00
Kasulu	57.92	88.57	262.10	552.00	1,052.00	3,117.00
Kibaya	40.00	59.93	70.94	413.00	790.00	1,090.00
Kibondo	58.00	67.70	69.70	1,050.00	1,050.00	1,050.00
Kilindoni	11.80	11.80	11.80	118.50	118.50	118.50
Kilwa Masoko	62.00	78.50	78.50	627.00	627.00	627.00
Kiomboi	58.70	63.50	80.61	537.50	537.50	630.00
Kishapu	43.24	47.71	48.71	1,460.00	1,460.00	1,425.00



Name of Water Utilities	Total Length of Water Network (km)>11/2"			Storage Capacity (m ³)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Kondoa	88.00	105.50	106.50	1,630.00	1,880.00	1,820.00
Korogwe	143.99	183.95	na	2,950.00	3,100.00	na
Kyela-Kasumululu	61.41	63.40	65.00	1,170.00	1,170.00	1,170.00
Liwale	41.90	42.35	42.00	405.00	555.00	555.00
Loliondo	56.00	56.00	59.20	585.00	585.00	810.00
Ludewa	52.00	129.80	151.80	775.00	1,015.00	1,015.00
Lushoto	92.31	94.11	100.78	1,218.00	1,218.00	1,218.00
Mafinga	371.00	376.31	217.25	2,320.00	2,320.00	1,995.00
Mahenge	47.60	47.60	na	675.00	675.00	na
Makete	128.00	135.00	126.00	650.00	700.00	650.00
Manyoni	122.16	142.00	155.00	945.00	1,165.00	1,165.00
Mbinga	90.01	116.90	138.50	1,200.00	1,200.00	900.00
Mbulu	96.55	96.55	111.00	930.00	930.00	1,230.00
Mpwapwa	61.60	74.10	74.10	2,275.00	2,275.00	2,295.00
Muleba	79.82	na	na	1,407.00	na	na
Mugumu	65.75	na	na	675.00	na	na
Mwanhuzi	61.97	93.96	93.96	935.00	985.00	1,135.00
Namanyere	43.29	45.19	47.68	900.00	900.00	900.00
Namtumbo	112.35	162.45	192.65	615.00	615.00	615.00
Ngara	63.90	71.00	79.90	696.00	846.00	1,046.00
Nzega	465.00	525.50	594.86	4,450.00	4,450.00	4,575.00
Orkesumet	142.34	182.44	184.92	4,475.00	4,475.00	4,475.00
Ruangwa	46.20	50.20	50.20	735.00	735.00	735.00
Rujewa	59.60	63.40	63.90	725.00	725.00	725.00
Same-Mwanga	139.92	139.92	141.10	1,609.00	1,609.00	1,699.00
Sengerema	478.00	512.00	603.00	6,310.00	6,710.00	6,890.00
Songe	38.45	43.65	43.65	530.00	530.00	530.00
Tarime	95.00	na	na	900.00	na	na
Tukuyu	56.40	84.90	85.90	1,010.00	1,010.00	1,010.00
Tunduru	73.00	81.00	81.00	650.00	650.00	350.00
Ushiroambo	33.15	70.00	73.00	205.00	505.00	505.00
Utete	28.70	30.69	30.70	550.00	550.00	550.00
Kibaigwa	93.00	na	na	1,465.00	na	na
Maganzo	17.11	28.91	75.01	215.00	215.00	315.00
Makambako	86.79	186.79	208.73	1,865.00	1,865.00	1,865.00
Mombo	15.34	15.34	na	140.00	140.00	na
Tunduma	48.71	98.11	103.60	634.00	1,311.00	1,541.00
Turiani	148.00	156.15	167.85	465.00	465.00	465.00
Busega	90.67	197.24	390.15	935.00	1,235.00	2,250.00
Rombo	1,000.70	956.00	1,071.00	11,999.50	12,799.50	13,899.50
TOTAL/AVERAGE	31,752.40	35,063.45	40,478.58	724,032.50	818,031.00	857,900.50



Table A2.4: Non-Revenue Water

Name of Water Utilities	NRW (%)			NRW (m ³ lost/km/day)			NRW (m ³ lost/connection/day)			Revenue Losses (TZS) (20% NRW allowed)		Revenue Losses (TZS) (25% NRW allowed)	
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2023/24	2023/24	2023/24	
Arusha	40.71	53.14	54.88	13.12	20.87	16.15	0.24	0.38	0.36	19,216,950,183.78	16,462,539,646.19		
DAWASA	39.22	41.49	39.61	30.33	26.46	19.67	0.41	0.36	0.32	46,801,176,875.06	34,870,517,329.85		
Dodoma	33.89	40.93	30.14	22.96	31.68	12.54	0.30	0.38	0.22	3,910,416,384.45	1,982,305,707.44		
Iringa	23.00	24.50	23.63	3.26	3.73	2.80	0.10	0.10	0.09	444,358,265.46	-		
Kahama	20.30	18.26	19.80	5.89	5.54	6.76	0.10	0.09	0.10	-	-		
Mbeya	28.00	29.00	42.68	13.62	16.20	16.26	0.16	0.17	0.21	5,931,906,288.00	4,624,184,950.00		
Morogoro	38.83	39.39	43.28	20.26	17.28	15.09	0.31	0.30	0.30	4,918,869,142.48	3,862,195,235.17		
Moshi	27.35	24.06	23.89	11.83	10.24	9.49	0.19	0.17	0.17	618,057,090.69	-		
Mtwara	28.12	28.68	29.65	12.18	10.80	10.18	0.24	0.21	0.20	642,358,868.09	309,627,276.84		
Musoma	40.19	45.99	36.98	17.29	13.44	11.61	0.28	0.28	0.21	1,299,105,435.76	916,602,788.92		
Mwanza	37.76	34.22	40.26	23.22	19.16	25.09	0.29	0.23	0.30	10,431,607,228.28	7,857,109,552.72		
Shinyanga	16.12	20.57	17.95	3.25	4.62	3.87	0.08	0.11	0.09	-	-		
Songea	20.83	21.62	20.87	3.35	3.33	3.05	0.09	0.09	0.08	44,983,892.92	-		
Tabora	34.49	33.32	27.94	5.66	4.66	3.35	0.20	0.17	0.12	962,660,608.00	356,106,391.76		
Tanga	30.70	33.59	35.90	11.60	13.07	14.22	0.20	0.23	0.24	3,878,584,668.57	2,658,715,306.72		
Bukoba	46.25	38.97	35.72	9.87	5.66	4.81	0.22	0.15	0.13	1,223,286,724.60	834,202,258.08		
Kigoma	29.96	29.57	34.31	7.13	6.46	8.34	0.16	0.14	0.17	928,967,597.85	604,396,066.50		
Singida	31.90	32.11	30.30	7.59	8.02	7.93	0.18	0.17	0.16	645,284,317.66	331,922,207.10		
Sumbawanga	36.94	34.66	30.16	7.25	5.90	5.03	0.19	0.15	0.11	334,606,645.10	169,948,176.94		
Babati	25.20	22.90	21.51	2.77	2.33	1.80	0.11	0.10	0.08	99,591,496.52	-		
Lindi	36.31	33.74	35.71	2.39	2.21	2.14	0.13	0.12	0.11	256,001,374.76	174,514,428.63		
Bariadi	27.38	30.55	37.93	2.41	2.69	2.85	0.14	0.14	0.17	165,745,061.35	119,530,219.26		
Geita	28.75	30.18	31.17	3.36	3.96	5.41	0.13	0.14	0.13	288,733,389.42	159,480,138.87		
Mpanda	36.57	54.70	44.19	6.37	10.11	6.33	0.19	0.37	0.22	458,235,946.74	363,501,899.60		
Njombe	40.05	39.68	33.60	9.42	7.03	5.82	0.18	0.15	0.12	253,975,230.16	160,574,917.37		
Vwawa-Mlowo	74.72	55.12	48.58	11.79	3.22	2.70	0.87	0.25	0.19	137,583,818.35	113,510,808.19		
HTM	73.10	72.72	68.67	5.82	2.31	6.12	0.92	0.36	0.46	1,841,740,198.05	1,652,532,511.73		
KASHWASA	9.15	11.12	11.23	6.77	2.10	9.39	53.88	11.54	44.39	-	-		
Makonde	55.27	55.36	46.84	3.57	1.93	0.76	0.32	0.59	0.21	437,119,039.28	355,696,295.50		
MANAWASA	20.05	19.80	20.93	2.59	1.66	2.19	0.11	0.07	0.09	33,511,259.52	-		
Maswa	50.61	42.87	38.41	6.92	18.72	3.01	0.54	1.38	0.21	226,543,151.85	165,014,871.45		
Mugango-Kiabakari	90.37	91.10	64.00	20.78	19.74	3.21	2.76	2.11	0.35	161,119,755.00	142,810,750.65		
Wanging'ombe	70.11	44.78	22.54	6.10	4.22	0.87	0.34	0.21	0.04	16,961,278.80	-		
Biharamulo	12.00	24.24	12.20	2.02	2.02	1.37	0.06	0.09	0.06	-	-		
Bunda	38.00	35.00	32.78	2.47	2.47	2.40	0.15	0.13	0.12	221,293,924.21	134,717,713.35		
Chato	33.00	35.76	49.98	2.70	2.70	4.49	0.18	0.15	0.22	388,874,470.99	324,023,152.55		
Chunya	46.55	29.25	35.40	1.58	1.58	2.02	0.14	0.04	0.05	15,026,409.53	10,146,833.51		
Gairo	19.22	20.06	15.93	0.51	0.51	0.37	0.11	0.14	0.09	-	-		
Ifakara	31.20	67.84	55.53	11.13	11.13	6.23	0.11	0.53	0.39	87,747,972.48	75,400,812.59		
Igunga	26.08	16.65	23.97	1.70	1.70	2.63	0.13	0.06	0.09	95,794,632.00	-		
Itumba-lsongole	62.81	60.66	43.71	15.05	15.05	11.76	0.48	0.46	0.35	27,504,919.19	21,703,795.50		
Karatu	45.38	43.05	37.14	4.74	4.74	3.60	0.55	0.35	0.23	290,271,795.55	205,598,362.75		
Kasulu	11.37	14.79	52.60	4.40	4.40	14.32	0.07	0.09	0.35	248,119,594.93	210,061,795.67		
Kibaya	27.92	45.07	42.87	2.51	2.51	3.05	0.07	0.17	0.18	84,318,381.18	65,888,114.25		
Kibondo	31.60	43.29	39.32	6.00	6.00	5.10	0.09	0.15	0.12	60,107,908.74	44,554,843.58		
Kilindoni	53.72	22.24	54.98	2.73	2.73	9.77	0.34	0.06	0.23	33,996,824.07	29,137,122.85		
Kilwa Masoko	55.26	37.33	44.34	6.96	6.96	8.41	0.45	0.22	0.25	140,084,690.78	111,302,568.52		
Kiomboi	19.81	68.18	35.92	6.70	6.70	1.74	0.08	0.27	0.08	23,928,714.64	16,412,561.62		
Kishapu	20.60	2.18	16.85	0.21	0.21	1.91	0.08	0.01	0.07	-	-		
Kondoa	40.00	44.01	39.14	6.84	6.84	5.21	0.19	0.15	0.10	145,810,569.24	107,710,909.67		
Korogwe	38.11	48.13	na	4.96	4.96	na	0.15	0.17	na	na	na		
Kyela-Kasumulu	30.00	40.76	32.65	32.29	32.29	23.05	0.54	0.73	0.69	21,600,354.05	13,066,016.60		
Liwale	26.90	31.55	45.60	4.17	4.17	5.92	0.07	0.08	0.11	34,737,921.95	27,953,432.48		



Name of Water Utilities	NRW (%)			NRW (m ³ lost/km/day)			NRW (m ³ lost/connection/day)			Revenue Losses (TZS) (20% NRW allowed)	Revenue Losses (TZS) (25% NRW allowed)
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2023/24	2023/24
Loliondo	37.69	37.99	35.47	2.49	2.49	2.09	0.15	0.13	0.10	45,682,025.99	30,921,464.72
Ludewa	52.74	47.77	39.25	4.03	4.03	2.87	0.54	0.43	0.33	23,675,030.75	17,526,864.44
Lushoto	49.02	40.53	37.20	6.83	6.83	4.95	0.53	0.33	0.23	80,742,993.03	57,276,637.58
Mafinga	37.50	40.25	35.91	2.91	2.91	4.02	0.23	0.23	0.18	143,000,520.60	98,067,618.04
Mahenge	30.82	52.26	na	11.85	11.85	na	0.17	0.41	na	na	na
Makete	28.82	26.51	25.41	1.88	1.88	2.03	0.11	0.10	0.09	14,461,801.22	1,089,296.21
Manyoni	33.35	30.25	28.14	3.33	3.33	3.07	0.13	0.11	0.10	63,582,768.63	24,503,089.36
Mbinga	36.25	34.26	28.18	6.79	6.79	5.58	0.20	0.17	0.13	51,614,918.60	20,082,418.60
Mbulu	45.51	45.63	53.89	8.05	8.05	11.28	0.31	0.26	0.35	380,415,228.56	324,289,834.98
Mpwapwa	32.93	57.37	53.88	18.47	18.47	15.02	0.19	0.37	0.29	384,704,121.33	327,934,841.20
Muleba	19.24	na	na	na	na	na	0.09	na	na	na	na
Mugumu	32.19	na	na	na	na	na	0.20	na	na	na	na
Mwanhuzi	12.91	13.00	12.94	0.96	0.96	1.04	0.03	0.03	0.03	-	-
Namanyere	57.83	41.19	42.28	2.21	2.21	2.39	0.22	0.17	0.18	17,902,284.23	13,884,390.41
Namtumbo	41.55	29.32	24.99	1.73	1.73	1.27	0.17	0.13	0.10	10,978,636.44	-
Ngara	36.17	47.49	39.40	11.61	11.61	8.83	0.14	0.22	0.16	113,060,625.83	83,928,413.51
Nzegu	10.10	6.68	5.64	0.43	0.43	0.31	0.03	0.02	0.01	-	-
Orkesumet	27.75	22.80	23.93	0.84	0.84	0.63	0.20	0.10	0.06	17,473,566.11	-
Ruangwa	53.01	27.65	24.31	4.36	4.36	3.13	0.30	0.12	0.08	15,226,639.90	-
Rujewa	18.69	15.98	22.24	4.83	4.83	6.32	0.13	0.10	0.13	3,908,868.18	-
Same-Mwanga	43.69	49.04	49.23	8.56	8.56	8.11	0.23	0.26	0.24	288,172,174.92	238,883,216.55
Sengerema	46.84	46.48	43.51	4.03	4.03	2.97	0.23	0.20	0.16	526,498,114.32	414,506,871.99
Songe	46.21	38.97	46.82	1.82	1.82	2.10	0.20	0.16	0.17	32,540,490.08	26,473,090.23
Tukuyu	27.24	27.78	38.13	19.57	19.57	45.12	0.25	0.25	0.57	109,357,648.62	79,203,976.67
Tunduru	31.10	25.11	33.61	1.24	1.24	1.44	0.08	0.04	0.04	15,162,533.33	9,593,316.90
Ushirombo	12.66	23.14	28.81	1.13	1.13	1.81	0.04	0.07	0.10	25,294,817.00	10,942,524.27
Utete	35.00	32.06	31.18	5.14	5.14	3.63	0.15	0.15	0.10	15,243,305.94	8,426,919.24
Kibaiywa	24.57	na	na	na	na	na	0.11	na	na	na	na
Maganzo	2.45	3.84	3.84	0.40	0.40	0.15	0.01	0.01	0.01	-	-
Makambako	44.41	31.69	33.45	3.60	3.60	3.78	0.21	0.10	0.11	156,369,661.21	98,220,464.19
Mombo	27.07	29.83	na	13.77	13.77	na	0.28	0.26	na	na	na
Tunduma	21.76	36.44	44.04	0.76	0.76	1.62	0.03	0.08	0.15	62,246,704.76	49,302,370.07
Turiani	27.73	28.80	34.57	5.52	5.52	4.23	0.23	0.21	0.16	93,416,341.39	61,369,179.16
Busega	21.07	5.87	13.81	0.50	0.50	0.67	0.06	0.02	0.03	-	-
Rombo	72.10	71.96	70.14	15.32	15.32	11.93	0.62	0.57	0.48	2,899,593,181.06	2,610,450,780.08
AVERAGE/TOTAL	35.45	37.15	36.77	7.51	7.23	6.40	0.88	0.37	0.24	114,119,585,302.11	85,252,095,349.34



Table A2.5 Water Quality Compliance Conducted by EWURA to WSSAs

SN	Name of Utility	2021/22				2022/23				2023/24			
		E. coli	Turbidity	Residual Chlorine	pH	E. coli	Turbidity	Residual Chlorine	pH	E. coli	Turbidity	Residual Chlorine	pH
		% compliance				% compliance				% compliance			
1	Arusha	100	100	14	100	100	98	7	100	96	96	38	59
2	Babati	100	67	59	100	100	65	46	100	87	77	26	85
3	Bariadi	100	100	0	100	100	100	NA	100	100	91	0	100
4	Bukoba	100	93	14	100	100	100	39	100	90	100	37	67
5	DAWASA	94.5	80	47	97	88	90	19	100	98	95	37	100
6	Dodoma	83.8	92	34.2	98.6	99	100	63	100	100	100	54	100
7	Geita	100	100	50	100	100	100	33	100	100	100	38	83
8	Iringa	100	100	27	100	63	75	42	100	96	76	57	81
9	Kahama	100	100	7	100	100	100	0	100	100	7	7	100
10	Kigoma	45	100	0	100	79	100	14	0	33	100	0	13
11	Lindi	87	80	0	100	86	64	21	100	100	40	0	100
12	Mbeya	100	86	78	100	100	92	60	92	100	89	37	84
13	Morogoro	100	52	78	96	81	44	48	100	86	81	21	100
14	Moshi	100	100	0	100	100	100	20	100	100	87	33	7
15	Mpanda	100	100	23	85	100	100	0	0	100	85	39	100
16	Mtwara	100	60	20	100	87	100	47	100	92	100	8	92
17	Musoma	100	100	93	100	67	81	14	100	100	73	64	95
18	Mwanza	100	100	37	100	98	100	50	100	100	85	48	100
19	Njombe	83	100	18	100	33	27	25	100	100	92	33	100
20	Shinyanga	100	100	0	100	100	86	0	100	93	36	0	93
21	Singida	100	100	60	100	100	100	73	100	100	100	87	100
22	Songea	100	80	20	87	86	86	43	100	67	27	14	100
23	Sumbawanga	100	71	59	94	100	80	15	27	100	85	39	100
24	Tabora	100	0	93	87	100	79	14	100	100	60	0	67
25	Tanga	100	100	79	100	86	100	57	100	100	73	67	100
26	Vwawa-Mlowo	31	17	0	46	70	90	0	90	91	36	40	100
27	HTM	100	100	0	100	92	31	8	38	100	16	0	95
28	KASHWASA	100	100	0	100	100	100	14	100	100	0	8	100
29	MAKONDE	67	100	0	67	90	100	0	40	100	100	0	100
30	MANAWASA	100	88	19	100	100	100	50	100	100	67	92	0
31	MASWA	100	0	0	100	100	100	0	100	100	0	56	100
32	Mugango-Kiabakari	0	100	0	100	55	45	NA	100	100	73	82	82
33	Wanging'ombe	0	88	0	100	25	87	0	100	50	100	0	100
34	Biharamulo	100	100	33	100	100	100	50	100	100	50	29	13
35	Bunda	71	0	43	100	100	100	0	100	100	78	0	100
36	Chato	100	86	29	100	100	100	22	100	100	100	43	88
37	Chunya	na	na	na	na	0	100	na	83	100	86	71	100
38	Ifakara	14	86	14	100	na	na	na	na	na	na	na	na
39	Igunga	86	100	71	71	100	33	33	100	100	56	38	100
40	Itumba-Isongole	na	na	na	na	88	100	17	100	86	63	0	100
41	Karatu	100	100	75	100	100	87	22	100	88	88	0	25
42	Kasulu	100	38	88	100	75	38	50	100	88	25	63	100
43	Kibaya	na	na	na	na	100	100	0	100	100	100	83	100
44	Kibondo	50	50	na	100	71	86	0	100	100	90	56	80
45	Kilwa-Masoko	71	100	0	100	na	na	na	na	100	100	0	0
46	Kiomboi	na	na	na	na	100	100	0	100	100	100	0	100
47	Korogwe	100	0	63	100	40	20	40	20	na	na	na	na
48	Kyela-Kasumulu	70	73	0	100	na	na	na	na	na	na	na	na
49	Liwale	na	na	na	na	88	88	0	100	na	na	na	na



SN	Name of Utility	2021/22				2022/23				2023/24			
		E. coli	Turbidity	Residual Chlorine	pH	E. coli	Turbidity	Residual Chlorine	pH	E. coli	Turbidity	Residual Chlorine	pH
		% compliance				% compliance				% compliance			
50	Loliondo	100	100	13	100	na	na	na	na	na	na	na	na
51	Ludewa	0	71	na	100	na	na	na	na	25	75	0	100
52	Lushoto	na	na	na	na	50	88	38	100	100	25	13	100
53	Mafinga	14	86	14	100	29	100	0	100	na	na	na	na
54	Makambako	25	100	25	100	57	43	29	100	88	100	13	100
55	Manyoni	20	100	na	100	100	100	50	100	100	100	57	100
56	Mbinga	na	na	na	na	88	100	75	100	75	88	63	100
57	Mbulu	88	88	0	100	100	100	13	100	100	100	38	63
58	Mombo	na	na	na	na	100	100	na	100	na	na	na	na
59	Mpwapwa	na	na	na	na	100	78	11	100	100	20	30	100
60	Mwanhuzi	100	0	63	100	100	22	0	100	100	0	13	100
61	Namanyere	100	100	na	56	88	88	na	75	67	100	0	100
62	Namtumbo	0	100	0	40	na	na	na	na	na	na	na	na
63	Ngara	100	86	71	100	100	100	14	100	100	88	0	0
64	Nzega	100	100	100	100	100	90	70	100	100	80	0	100
65	Orkesumet	100	50	0	100	100	100	40	100	88	50	38	100
66	Rombo	100	100	0	100	na	na	na	na	na	na	na	na
67	Ruangwa	88	63	0	100	75	100	13	100	100	40	0	80
68	Rujewa	13	100	na	100	na	na	na	na	50	100	0	100
69	Same-Mwanga	100	100	0	100	75	92	8	100	100	58	67	100
70	Sengerema	100	0	43	100	100	100	0	100	100	0	0	100
71	Songe	na	na	na	na	40	100	na	100	100	86	0	100
72	Tukuyu	100	100	33	0	na	na	na	na	88	100	17	100
73	Tunduma	75	100	na	100	na	na	na	na	88	100	0	100
74	Tundururu	na	na	na	na	75	100	na	100	0	100	0	100
75	Turiani	na	na	na	na	38	75	0	100	0	29	0	100
76	Ushiroombo	100	100	50	100	100	100	0	100	100	100	0	100
77	Kondoza	na	na	na	na	na	na	na	na	75	63	0	100
	AVERAGE	81	80	30	94	84	86	24	92	88	72	26	86



Table A2.6 Wastewater Effluent Quality Compliance Conducted by EWURA to WSSAs

SN	Name of Utility	Compliance with BOD5 Standards (%)			Compliance with COD Standards (%)		
		2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
1	Arusha	0	100	0	0	100	0
2	Bukoba	na	na	100	na	na	100
3	DAWASA	50	50	50	50	50	50
4	Dodoma	0	0	50	0	0	50
5	Geita	0	0	0	0	0	0
6	Iringa	0	0	0	0	0	0
7	Kahama	100	100	100	100	100	100
8	Mbeya	100	100	0	100	0	0
9	Morogoro	100	100	100	100	100	100
10	Moshi	100	100	0	100	100	0
11	Musoma	0	0	na	0	0	na
12	Mwanza	0	0	0	0	0	0
13	Shinyanga	na	100	na	na	100	na
14	Songea	100	100	0	100	100	0
	AVERAGE	46	58	33	46	50	33

Table A2.7 Total Water Connections, Domestic Connections, Public Water Kiosks and Metering Ratio

Name of Water Utilities	Total Water Connections (Number)			Active Water Connection			Total Domestic Water Connections (Number)			Public Water Kiosks (Number)			Working Kiosks	Metering Ratio		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24		2021/22	2022/23	2023/24
Arusha	94,044	112,701	124,838	84,436	100,928	111,762	86,484	105,387	116,819	544	589	691	513	100	100	100
DAWASA	370,982	409,717	438,885	370,982	409,717	392,938	358,782	397,808	426,985	848	873	708	674	100	100	100
Dodoma	65,961	76,801	84,132	65,961	76,801	78,993	61,481	71,708	78,325	332	201	238	238	100	100	99.94
Iringa	37,666	42,983	47,658	34,354	40,724	45,724	35,936	38,781	45,450	318	561	626	612	100	100	100
Kahama	25,947	29,783	28,273	24,780	28,345	27,155	24,178	27,813	26,269	130	167	176	162	100	100	100
Mbeya	81,743	90,858	96,150	81,726	88,798	91,817	78,939	87,905	93,145	233	256	259	252	100	100	100
Morogoro	40,633	43,894	51,829	33,893	35,587	43,553	37,567	41,590	49,384	287	334	151	151	100	100	99
Moshi	57,402	56,828	58,246	54,772	54,112	54,919	54,377	53,752	55,058	196	182	188	124	89	96	100
Mtwara	15,504	16,889	18,627	13,669	14,845	16,838	14,466	15,515	17,187	351	365	371	312	100	100	100
Musoma	22,570	29,668	34,833	19,739	25,784	30,800	21,174	27,644	32,632	54	63	61	40	100	100	100
Mwanzya	109,869	114,294	120,614	103,489	107,713	112,032	101,527	105,655	111,452	463	464	513	429	100	100	100
Shinyanga	26,583	28,686	30,999	24,665	26,903	29,401	25,026	27,016	29,043	349	375	381	350	100	100	100
Songea	20,119	21,632	22,898	17,965	20,293	20,713	18,708	20,202	21,439	169	167	167	128	100	100	100
Tabora	30,137	33,562	36,009	24,852	28,032	30,186	28,485	31,818	34,059	327	332	373	255	100	100	100
Tanga	48,697	50,340	52,381	41,912	42,514	42,487	46,317	47,904	49,905	261	285	293	136	100	100	100
Bukoba	17,555	21,390	27,716	15,391	19,404	25,673	16,170	19,857	25,827	204	225	252	214	100	100	100
Kigoma	18,314	21,513	23,814	15,203	19,093	22,862	17,152	20,282	22,741	116	137	137	137	96	100	100
Singida	15,413	18,621	20,660	13,809	16,922	18,892	14,238	17,146	19,172	528	664	337	318	100	100	100
Sumbawanga	11,672	12,877	15,039	9,888	10,945	13,109	10,578	11,817	13,774	102	101	82	19	100	100	93
Babati	22,105	26,621	30,678	21,262	25,638	30,610	20,852	25,339	29,394	188	218	175	164	100	100	100
Lindi	6,536	7,061	7,394	5,269	4,933	5,506	5,863	6,248	6,672	252	257	152	137	100	100	100
Baridadi	2,769	3,527	4,815	2,633	3,527	4,815	2,275	2,976	4,260	79	77	234	234	100	100	99.61
Geita	10,179	11,168	12,130	9,737	10,881	11,829	9,148	10,376	11,269	113	121	128	128	100	100	100
Mpanda	6,456	7,771	9,384	5,956	6,236	7,789	6,139	7,283	9,005	53	54	47	47	100	100	99
Njombe	8,441	9,059	9,532	7,277	7,800	8,432	8,177	8,786	9,244	0	0	0	0	100	100	100
Vwawa-Mlowo	2,346	2,864	3,172	2,088	2,454	2,616	2,194	2,684	2,982	6	2	2	2	86	91	100
HTM	3,721	4,067	11,054	3,092	3,469	9,271	3,019	3,198	9,664	361	510	636	630	100	100	99
KASHWASA	95	146	159	100	146	159	0	-	0	NA	NA	136	136	100	100	100
Makonde	3,881	4,421	4,900	3,670	3,803	4,876	2,795	3,128	3,415	682	781	901	901	95	97	100
MANAWASA	13,250	14,223	15,784	12,905	13,829	14,510	12,164	13,052	14,569	386	391	408	408	100	100	100
Maswa	4,411	4,714	5,086	3,313	3,465	3,988	3,950	4,295	4,648	113	118	122	66	98	100	100
Mugango-Kiabakari	1,299	1,364	1,435	926	1,023	1,101	1,179	1,239	1,305	28	28	28	0	100	100	100
Wanging'ombe	7,225	8,092	9,039	6,763	7,412	8,333	6,374	7,586	8,515	620	270	280	219	99	99	100
Biharamulo	2,311	2,772	2,946	2,300	2,450	2,934	2,053	2,497	2,669	85	86	87	87	100	100	100
Bunda	6,313	7,622	8,567	6,204	6,758	7,884	5,828	7,096	8,018	95	120	126	126	100	100	100
Chato	3,382	4,393	5,844	3,382	4,393	5,836	3,186	4,076	5,537	100	107	150	150	100	100	99
Chunya	1,731	1,854	2,197	892	1,676	1,940	1,652	1,775	2,086	4	4	6	3	97	95	95
Dakawa	717	na	na	686	na	na	669	na	na	19	na	na	na	91	na	na
Gairo	980	1,069	1,195	980	1,069	1,195	755	846	966	133	132	136	136	93	98	100
Ifakara	1,428	1,677	1,886	1,075	1,313	920	1,321	1,557	1,753	54	68	65	65	68	67	87
Igunga	9,084	9,925	10,562	8,160	8,858	9,429	8,648	9,469	10,083	108	121	124	98	100	100	100
Itumbaa-Songole	2,020	2,075	2,126	2,008	1,759	1,327	1,912	1,965	1,990	18	18	24	16	41	41	60
Karatu	906	5,242	5,991	858	4,580	5,137	767	4,745	5,477	54	164	167	128	100	100	100
Kasulu	4,303	4,303	10,838	3,346	3,390	9,377	3,966	3,966	10,013	10	9	283	283	37	37	66
Kibaya	702	904	1,228	689	872	1,180	609	800	1,111	36	47	48	43	100	100	100
Kibondo	2,350	2,706	2,998	1,649	2,248	2,291	2,181	2,518	2,800	18	31	34	32	100	100	100
Kilindoni	536	499	504	326	326	293	494	451	455	2	2	2	0	15	19	97
Kilwa Masoko	2,118	2,502	2,679	1,898	2,399	2,441	1,986	410	2,533	0	0	0	0	100	100	100
Kiomboi	1,444	1,597	1,833	1,341	1,241	1,705	1,320	1,469	1,648	8	8	46	15	100	100	100
Kishapu	1,198	1,313	1,403	1,124	1,241	1,307	1,088	1,192	1,261	22	22	23	23	100	100	100
Kondoa	4,694	4,962	5,418	4,506	4,692	5,210	4,513	4,692	5,297	24	24	0	0	96	100	100
Korogwe	4,949	5,334	na	4,013	4,498	na	4,493	4,801	na	164	180	na	na	100	100	na
Kyela-Kasumululu	1,904	2,793	2,161	1,470	2,362	1,913	1,829	2,692	2,100	3	3	3	0	-1	100	1
Lilongwe	2,111	2,155	2,178	2,057	1,896	1,864	2,001	2,036	2,061	7	7	2	2	95	96	99
Lolonde	1,026	1,107	1,182	1,016	1,097	1,176	966	1,041	1,091	10	13	25	25	100	100	100
Ludewa	830	1,207	1,336	788	975	1,053	777	1,119	1,241	0	3	3	3	10	44	42
Lushoto	1,753	1,958	2,164	1,551	1,545	1,781	1,491	1,789	1,995	17	17	14	3	56	65	67
Mafinga	4,499	4,787	4,987	3,532	3,744	4,072	4,105	4,360	4,539	36	36	1	1	100	100	100
Mahenge	1,255	1,377	na	860	1,102	na	1,156	1,299	na	0	0	na	na	93	98	na
Makete	2,465	2,562	2,996	2,230	2,293	2,996	2,123	2,206	2,631	0	0	0	0	52	56	89
Manyoni	3,330	4,294	4,854	2,985	3,926	4,554	3,037	3,954	4,494	81	88	90	90	100	100	100
Mbinga	4,096	4,547	6,091	3,789	4,159	5,665	3,865	4,314	5,856	8	6	0	0	100	100	100
Mbulu	2,725	2,963	3,536	2,579	2,935	3,390	2,376	2,620	3,170	38	43	50	46	88	98	100
Mpwapa	3,575	3,670	3,791	3,076	2,608	2,680	3,415	3,507	3,608	23	23	18	18	100	100	100
Muleba	2,853	na	na	2,718	na	na	2,587	na	na	25	na	na	na	100	na	na
Mugumu	2,256	na	na	1,751	na	na	2,014	na	na	1	na	na	na	100	na	na
Mwanhuzi	2,772	2,971	3,272	2,637	2,793	3,272	2,567	2,745	3,035	30	44	46	46	100	100	100
Namanjere	391	593	619	320	563	595	320	518	518	19	22	36	25	100	100	100
Namtumbo	1,936	2,233	2,463	1,583	2,033	2,158	1,834	2,122	2,349	0	7	7	7	65	79	71
Ngara	3,345	3,684	4,318	3,304	3,633	4,318	3,115	3,442	4,035	26	26	20	20	100	100	97
Nzega	11,007	12,382	13,557	10,774	12,186	13,309	10,429	11,686	12,803	114	163	178	118	100	100	100
Orkesumet	514	1,463	1,843	495	1,437	1,815	414	1,334	1,684	39	36	42	29	100	100	100
Ruangwa	1,551	1,805	1,999	1,330	1,441	1,665	1,436	1,665	1,854	32	35	35	18	100	100	100



Name of Water Utilities	Total Water Connections (Number)			Active Water Connection			Total Domestic Water Connections (Number)			Public Water Kiosks (Number)			Working Kiosks	Metering Ratio		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24		2021/22	2022/23	2023/24
Rujewa	2,874	2,938	3,176	1,749	1,728	1,931	2,714	2,806	3,014	148	148	30	0	17	19	30
Same-Mwanga	4,327	4,554	4,712	3,731	3,775	4,066	3,971	4,197	4,351	66	63	65	62	99	100	100
Sengerema	9,335	10,324	10,876	8,620	9,426	9,909	8,683	9,649	10,294	245	236	124	124	100	100	100
Songe	472	492	531	380	444	469	361	386	425	46	39	39	22	81	95	95
Tarime	2,320	na	na	2,101	na	na	2,136	na	na	4	na	na	na	67	na	na
Tukuyu	6,364	6,657	6,832	4,605	5,115	5,269	5,994	6,280	6,445	3	3	3	2	61	61	77
Tunduru	2,582	2,645	2,647	2,569	2,590	2,634	2,527	2,607	2,607	10	4	4	4	97	96	95
Ushiroambo	1,030	1,149	1,349	897	137	1,329	906	1,051	1,247	0	27	14	7	100	100	100
Utete	1,019	1,074	1,130	994	893	965	956	1,012	1,066	4	4	0	0	100	100	100
Kibaiywa	3,253	na	na	2,654	na	na	3,014	na	na	100	na	na	na	100	na	na
Maganzo	732	918	1,161	704	858	1,062	668	850	1,089	25	25	25	25	100	100	100
Makambako	5,950	6,594	7,115	5,050	5,544	6,155	5,558	6,193	6,719	18	18	18	6	100	100	100
Mombo	801	810	na	723	661	na	703	711	na	23	23	na	na	28	45	na
Tunduma	775	906	1,099	422	906	1,074	632	840	1,017	35	22	39	39	85	100	100
Turiani	3,681	4,081	4,521	3,333	3,864	4,385	3,572	3,959	4,382	18	13	18	18	100	100	100
Busega	5,194	6,121	7,697	5,157	5,667	7,249	4,959	5,835	7,218	53	90	186	174	100	100	100
Rombo	23,891	25,664	26,727	21,645	23,385	24,853	22,108	23,334	25,176	694	661	413	359	91	100	100
TOTAL	1,385,485	1,532,362	1,669,298	1,297,673	1,432,640	1,513,181	1,304,545	1,444,874	1,581,419	11,638	12,261	12,128	10,634	89.83	92.84	95.01



Table A2.8: Proportion of Population Living in Area with water Network and Proportion of Population Directly Served with Water

Name of Water Utilities	Total Population in Utility Service Area			Proportion of Population Living in the area with water network (%)			Proportion of Population Directly Served with water (%)			Average Hours of Service		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	889,976	1,042,474	1,076,523	76	78	85	75	58	62	19	16	21
DAWASA	8,174,991	6,664,180	6,776,329	89	92	93	80	75	78	20	19	17
Dodoma	775,799	838,014	828,014	85	86	92	63	79	87	13	13	5
Iringa	268,959	282,838	289,626	98	92	93	91	91	93	24	22	23
Kahama	234,666	485,681	490,178	85	85	86	85	60	78	24	24	24
Mbeya	870,000	692,279	714,432	91	85	89	79	80	82	19	19	20
Morogoro	524,474	616,704	460,872	80	80	80	51	48	77	12	12	11
Moshi	565,837	567,037	574,408	83	89	90	63	65	65	22	23	24
Mtwara	276,058	264,485	245,736	72	74	80	61	72	65	20	20	19
Musoma	250,953	397,985	477,390	95	86	87	85	70	69	23	19	20
Mwanza	1,452,000	1,483,578	1,570,873	90	65	83	63	64	81	17	13	19
Shinyanga	252,970	291,757	282,698	63	66	67	59	47	60	22	23	24
Songea	262,567	286,285	296,305	90	89	93	88	87	89	24	24	23
Tabora	377,632	394,721	474,278	93	93	84	73	84	75	22	21	18
Tanga	378,446	458,395	469,855	95	92	93	91	77	78	22	23	23
Bukoba	305,399	356,599	401,464	78	79	85	61	66	72	17	17	22
Kigoma	264,268	273,782	237,532	89	90	100	81	85	96	18	20	13
Singida	188,775	318,528	318,302	87	78	81	52	66	58	18	18	19
Sumbawanga	151,780	214,697	224,788	92	91	95	78	61	67	20	18	14
Babati	367,287	349,731	357,764	72	79	87	63	74	78	20	20	20
Lindi	99,330	174,126	174,692	84	63	63	56	35	36	16	16	11
Bariadi	83,716	83,716	260,927	63	66	72	53	49	38	10	10	10
Geita	377,183	526,143	526,143	55	55	67	41	35	22	12	12	5
Mpanda	168,279	245,764	245,764	72	72	76	23	18	23	7	7	6
Njombe	71,929	90,353	91,799	89	91	82	73	72	72	12	10	13
Vwawa-Mlowo	128,484	133,830	138,380	55	51	52	46	34	18	8	10	10
HTM	406,444	462,939	583,108	69	70	73	60	40	48	6	2	5
KASHWASA	na	na	na	na	na	na	na	na	na	24	24	24
Makonde	490,948	540,361	553,870	80	80	82	62	40	47	6	12	14
MANAWASA	334,511	327,464	327,943	76	80	83	63	67	58	23	22	22
Maswa	130,936	143,350	178,568	78	54	78	38	39	26	12	12	15
Mugango-Kiabakari	196,042	233,302	187,561	52	52	41	35	5	6	8	10	16
Wanging'ombe	95,068	106,114	108,661	85	93	93	64	48	49	10	10	10
Biharamulo	89,601	104,863	104,863	80	86	84	40	64	67	15	15	13
Bunda	178,045	182,970	191,936	84	86	86	45	55	48	20	22	20
Chato	54,028	61,535	61,535	79	84	84	78	81	82	24	18	17
Chunya	29,771	29,771	62,361	75	75	70	70	60	35	7	7	5
Gairo	53,082	68,832	68,332	82	69	85	69	54	57	10	10	9
Ifakara	132,909	149,642	149,831	83	64	55	24	26	25	5	5	5
Igunga	85,814	82,768	86,824	92	100	100	88	83	86	24	24	24
Itumba-Isongole	21,435	20,888	21,619	88	84	81	69	72	41	6	5	5
Karatu	66,739	67,417	69,642	63	67	67	23	54	55	18	10	9
Kasulu	85,824	85,824	244,041	61	61	68	43	43	55	15	15	11
Kibaya	29,284	34,391	35,354	82	72	76	70	60	58	1	4	4
Kibondo	55,606	47,774	48,491	56	68	72	34	51	45	8	8	6
Kilindoni	17,065	25,680	22,579	30	28	34	17	11	8	7	5	8
Kilwa Masoko	18,938	21,519	22,251	93	84	84	73	17	72	8	12	12
Kiomboi	17,305	20,766	32,541	88	89	70	68	89	52	16	16	16
Kishapu	26,577	27,917	27,917	54	56	49	30	32	31	23	23	23
Kondoa	33,459	43,441	41,789	76	78	71	68	67	63	6	6	4
Korogwe	88,297	86,551	na	86	86	na	86	79	na	7	4	na
Kyela-Kasumulu	124,433	127,051	131,117	70	70	76	15	22	19	5	5	9
Liwale	35,704	40,247	44,594	51	48	43	46	43	39	8	8	3
Loliondo	18,165	16,610	17,158	72	79	79	69	73	77	17	17	17
Ludewa	15,661	12,900	13,106	68	70	71	52	65	51	7	8	9
Lushoto	32,395	34,039	34,890	85	82	86	70	56	48	13	9	9
Mafinga	71,641	122,329	128,935	76	65	66	76	47	39	18	17	13
Mahenge	28,261	28,261	na	69	66	na	41	46	na	8	10	na



Name of Water Utilities	Total Population in Utility Service Area			Proportion of Population Living in the area with water network (%)			Proportion of Population Directly Served with water (%)			Average Hours of Service		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Makete	14,985	15,818	16,169	87	89	82	85	84	81	24	24	24
Manyoni	62,778	72,033	86,863	61	73	80	52	58	57	14	16	16
Mbinga	52,674	63,822	93,884	84	84	85	70	68	62	19	21	20
Mbulu	57,345	45,384	46,655	54	53	67	51	44	50	7	6	6
Mpwapwa	45,768	51,019	53,314	69	79	76	58	49	49	12	17	6
Muleba	28,347	na	na	83	na	na	83	na	na	23	na	na
Mugumu	61,978	na	na	68	na	na	26	na	na	20	na	na
Mwanhuzi	49,874	53,418	53,418	60	72	70	43	55	61	18	12	12
Namanyere	29,668	42,075	42,201	52	58	58	21	24	27	9	12	16
Namtumbo	51,674	45,902	48,414	65	68	74	40	50	52	13	10	12
Ngara	42,743	47,228	65,594	89	74	70	62	53	57	8	8	8
Nzega	137,487	137,487	137,487	98	100	99	89	80	87	24	24	24
Orkesumet	19,543	27,264	28,027	61	75	79	42	64	78	24	24	24
Ruangwa	33,599	36,877	32,321	52	50	59	46	41	33	8	5	4
Rujewa	51,047	57,823	59,673	50	54	54	48	43	51	6	6	6
Same-Mwanga	50,657	57,517	58,265	75	51	52	62	45	45	7	7	6
Sengerema	286,702	265,870	206,000	97	98	92	33	37	47	22	22	6
Songe	27,589	39,584	40,574	55	41	41	41	29	29	7	4	3
Tarime	102,986	na	na	46	na	na	20	na	na	16	na	na
Tukuyu	63,647	44,935	46,373	84	85	84	57	71	71	17	14	13
Tunduru	70,456	75,674	77,717	83	75	75	48	36	28	12	9	6
Ushiroambo	65,956	83,574	83,574	49	57	57	11	15	11	20	20	17
Utete	15,695	16,687	17,436	90	63	67	50	48	49	24	23	13
Kibalgwa	54,836	na	na	72	na	na	65	na	na	16	na	na
Maganzo	15,361	15,703	15,703	91	80	67	54	59	67	20	20	20
Makambako	86,478	117,743	119,274	87	95	95	55	53	57	21	20	21
Mombo	21,248	24,280	na	57	51	na	51	36	na	16	15	na
Tunduma	102,666	219,309	226,434	34	52	52	9	6	9	4	6	5
Turiani	71,103	135,392	111,089	94	86	86	26	17	47	24	24	24
Busega	54,334	81,124	172,796	68	84	79	68	67	54	24	22	22
Rombo	314,698	275,314	278,893	54	61	63	37	45	44	6	5	4
TOTAL/AVERAGE	23,005,350	22,842,674	23,824,637	82.8	81.7	84.2	54.9	63.4	66.3	14	14	14



Table A2.9: Length of Sewerage Network, Number of Sewerage Connections and Proportion of Population Connected to Sewerage Network

Name of Water Utilities	Length of Sewerage Network (Km)			Total Sewerage Connection (Number)			Total Domestic Sewerage Connection (Number)			Proportion of Population Connected to Sewerage Network (%)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	268.66	268.66	269.09	9,235	10,123	10,701	7,563	8,380	8,920	25.64	6.95	6.99
DAWASA	514.81	515.85	517.54	19,203	18,487	18,879	19,203	18,487	12,158	10.48	12.35	10.16
Dodoma	118.20	122.00	124.13	6,662	6,794	7,383	5,890	5,981	6,497	20.00	20.00	23.52
Iringa	75.71	80.30	81.25	2,435	2,463	2,525	2,152	2,183	2,237	18	6.8	6.96
Mbeya	135.00	138.00	138.45	2,816	2,818	2,810	2,334	2,341	2,336	14.00	14.00	15.64
Morogoro	42.90	43.57	44.33	2,370	2,543	2,665	2,004	2,163	2,275	4.00	6.71	7.24
Moshi	71.78	82.97	87.62	3,127	3,415	3,455	2,244	2,523	2,553	11.98	8.87	9.57
Mwanza	149.00	149.27	149.27	5,235	5,678	6,095	4,253	4,539	4,821	23.00	23.70	4.00
Songea	37.70	37.70	37.70	1,557	1,607	1,630	1,319	1,366	1,388	6.03	5.70	6.00
Tabora	23.72	24.72	24.74	486	513	537	398	412	427	8.54	4.59	1.15
Tanga	36.81	40.34	40.34	2,870	2,942	3,011	2,556	2,598	2,666	6.22	4.73	4.72
AVERAGE/TOTAL	1,474.29	1,503.37	1,514.46	55,996	56,899	59,691	49,916	50,973	46,278	13.10	10.73	5.61



Table A2.10: Revenue Collection Efficiency, Accounts Receivables

Utilities	Revenue Collection Efficiency (%)			Accounts Receivables (Month)			Working Ratio			Operating Ratio		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	93.1	92.4	93.4	3.1	3.1	0.5	0.8	1.10	1.23	0.94	1.61	2.22
DAWASA	95.6	95.1	67.0	5.5	3.2	1.4	1.0	1.10	1.13	1.12	1.26	1.33
Dodoma	98.0	100.0	95.2	3.4	3.1	2.9	1.1	0.97	0.95	1.39	1.24	1.22
Iringa	97.0	97.1	98.5	1.4	1.3	0.2	0.8	0.87	0.84	0.99	1.06	1.03
Kahama	96.3	100.0	97.7	1.8	1.7	0.3	1.0	0.96	0.99	1.19	1.14	1.00
Mbeya	89.8	89.9	98.6	3.5	-	1.8	0.9	0.93	1.02	1.34	1.37	1.26
Morogoro	99.4	99.3	96.4	2.6	-	2.1	1.6	1.69	1.63	1.65	1.77	1.71
Moshi	100.0	97.6	98.1	5.4	-	0.2	0.8	0.80	1.01	0.89	0.91	1.16
Mtwara	97.1	100.0	93.7	7.0	3.9	0.9	1.0	0.95	1.08	1.19	1.11	1.23
Musoma	91.2	100.0	93.1	4.8	4.7	1.9	1.0	0.98	1.08	1.42	1.36	1.70
Mwanza	100.0	89.0	99.8	1.9	2.0	0.0	1.0	0.94	1.20	1.13	1.12	1.51
Shinyanga	88.0	89.0	94.7	2.2	3.7	2.6	0.9	1.00	1.06	1.03	1.11	1.25
Songea	96.0	99.0	99.3	2.8	2.5	0.4	1.0	0.90	0.88	1.12	1.05	1.03
Tabora	88.0	100.0	85.9	4.8	4.2	1.7	1.2	1.09	1.27	1.28	1.27	1.64
Tanga	98.9	95.0	93.8	3.1	3.0	5.0	0.9	0.95	1.03	1.07	1.14	1.20
Bukoba	97.3	98.6	98.0	3.3	3.4	0.1	0.9	0.95	1.10	1.14	0.95	1.57
Kigoma	97.9	98.0	85.2	4.5	-	0.4	1.3	1.01	1.04	2.36	1.66	1.09
Singida	99.7	88.0	100.0	2.5	2.8	0.3	1.1	1.06	1.04	1.37	1.31	1.04
Sumbawanga	100.0	97.9	96.1	3.2	2.9	2.7	1.1	1.22	1.04	1.85	2.04	1.63
Babati	88.4	98.9	98.9	0.5	0.9	0.4	1.1	1.38	1.59	1.45	1.73	2.02
Lindi	85.0	95.0	91.4	7.7	3.5	2.2	1.8	1.39	1.57	4.97	4.64	5.75
Bariadi	87.6	93.2	86.7	3.8	2.5	4.0	1.0	7.00	1.35	2.08	7.00	1.35
Geita	98.7	100.0	60.0	0.9	0.9	1.0	1.6	1.05	1.53	2.69	1.86	2.34
Mpanda	80.0	99.0	94.0	4.8	6.6	0.3	1.0	1.69	1.44	1.00	2.76	2.56
Njombe	100.0	100.0	87.0	3.3	3.0	2.9	0.9	1.01	1.14	1.06	1.16	1.44
Vwawa-Mlowo	85.9	29.6	81.6	4.3	5.3	6.3	1.5	0.91	1.27	3.51	2.23	3.81
HTM	90.3	100.0	87.5	3.6	6.5	0.9	1.7	3.31	2.32	1.99	3.48	3.08
KASHWASA	68.5	86.0	85.9	7.7	8.7	0.5	0.8	0.82	0.93	0.89	1.17	1.28
MANAWASA	93.7	95.5	98.2	2.7	3.2	3.7	0.9	0.87	0.89	1.10	1.20	0.89
Maswa	86.3	98.0	100.0	5.2	3.3	0.6	1.1	1.13	1.00	1.99	2.03	1.20
Wanging'ombe	87.8	95.0	95.8	3.2	1.6	2.1	1.6	2.71	2.31	2.17	2.71	2.96
Mugango-Kiabakari	83.4	99.4	100.0	10.4	15.5	12.0	4.0	3.30	2.25	8.98	7.80	11.52
Makonde	89.5	91.8	88.2	19.5	17.1	1.6	3.4	2.92	1.64	3.62	3.12	2.66
Biharamulo	100.1	100.0	99.6	0.5	0.7	0.5	1.0	1.27	1.15	0.97	1.51	18.64
Bunda	93.5	88.9	93.0	6.1	2.1	0.6	1.0	1.38	1.45	1.34	1.69	1.45
Busega	103.1	97.0	95.0	1.2	1.6	0.9	1.0	1.25	1.19	1.44	1.76	1.19
Chato	84.6	78.0	98.0	-	1.8	0.7	0.6	1.13	1.16	0.71	1.43	1.46
Chunya	98.9	89.5	100.0	11.0	7.4	7.5	1.0	1.40	1.39	1.68	1.62	1.61
Gairo	92.5	100.0	94.0	0.9	2.2	3.2	1.1	1.30	1.39	2.42	2.71	1.39
Ifakara	85.6	100.0	100.0	2.2	-	4.1	1.6	1.18	1.05	1.75	1.83	1.77
Igunga	122.7	98.8	100.0	2.6	2.6	2.0	2.1	1.03	1.30	2.50	1.41	1.72
Itumba-Isongole	97.6	100.0	88.4	7.9	4.1	1.0	1.1	1.10	0.89	1.84	2.29	15.65
Karatu	95.7	64.9	85.0	2.0	4.0	2.5	0.9	1.33	1.66	0.98	1.33	1.94
Kasulu	102.9	100.0	100.0	3.6	3.3	2.1	1.0	1.20	1.17	1.47	1.81	1.17
Kibaya	62.5	69.4	87.9	4.6	4.5	2.6	0.6	1.07	1.14	2.14	1.21	1.73
Kibondo	88.1	38.8	96.3	0.0	2.4	0.1	1.6	2.54	2.45	1.62	3.58	3.57
Kilindoni	85.3	54.7	52.1	6.3	9.8	14.2	0.9	0.91	0.67	1.32	1.51	0.67
Kilwa Masoko	90.0	99.1	92.5	-	-	5.2	1.0	1.21	1.10	1.17	1.52	1.10
Kiomboi	94.3	100.0	100.0	1.5	8.1	1.0	0.6	1.44	1.85	0.87	2.09	1.85
Kishapu	88.1	100.0	99.0	-	4.0	0.3	0.9	1.09	0.86	1.04	1.09	0.96
Konoo	80.8	96.0	100.0	2.7	3.7	11.4	0.8	1.09	1.30	0.85	1.37	1.30
Korogwe	96.9	64.0	na	2.5	10.2	na	1.0	1.77	na	2.01	13.46	na
Kyela-Kasumulu	92.2	90.4	87.0	0.6	4.3	2.2	1.0	0.87	0.89	1.34	1.45	1.85
Liwale	65.9	88.4	78.3	7.0	16.6	0.2	0.9	0.94	0.77	1.32	1.71	0.77



Utilities	Revenue Collection Efficiency (%)			Accounts Receivables (Month)			Working Ratio			Operating Ratio		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Loliondo	96.0	80.8	92.2	1.8	3.0	2.5	0.8	1.25	1.41	1.04	1.52	1.63
Ludewa	77.8	87.0	86.2	2.0	-	0.1	0.6	0.73	1.03	0.57	2.28	2.28
Lushoto	80.6	85.3	92.3	2.0	-	0.1	1.0	1.03	0.80	1.94	1.77	1.39
Mafinga	103.2	99.0	98.0	3.8	4.1	2.3	1.0	1.43	0.92	1.32	1.77	1.20
Mahenge	70.1	65.5	na	-	-	na	0.7	0.99	na	0.80	0.99	na
Makete	91.0	83.0	87.0	-	4.0	3.7	1.1	0.78	0.87	1.25	1.36	1.30
Manyoni	98.0	95.7	100.0	-	2.6	0.3	0.6	0.96	1.19	0.67	1.09	1.41
Mbinga	96.1	93.6	93.9	3.5	4.0	3.1	0.7	1.01	1.09	1.33	1.40	1.38
Mbulu	99.2	93.8	86.2	0.9	1.0	2.1	1.0	1.43	1.17	1.52	1.43	1.51
Mpwapwa	85.8	100.0	100.0	7.5	12.1	6.4	1.6	1.07	1.28	2.12	1.60	1.67
Mwanhuzi	98.1	95.0	100.0	-	3.2	9.6	1.2	1.60	1.11	1.17	2.25	1.11
Namanyere	76.6	100.0	74.1	-	-	3.1	0.8	0.98	3.42	0.81	3.78	8.75
Namtumbo	62.3	69.0	77.9	2.9	9.3	6.6	0.4	0.61	1.35	0.80	1.86	1.35
Ngara	94.2	100.0	100.0	1.2	1.7	0.8	1.0	0.92	3.24	1.03	0.92	3.37
Nzega	100.0	99.6	100.0	1.7	2.6	1.4	1.3	1.19	1.49	1.54	2.24	2.31
Orkesumet	86.9	83.7	94.0	1.2	3.9	5.0	1.9	1.27	2.48	2.27	3.26	8.24
Rombo	87.8	93.6	89.6	0.6	2.0	0.9	0.9	1.07	1.26	1.15	1.42	1.75
Ruangwa		77.9	94.8	3.9	4.7	0.2	0.8	0.59	1.17	0.77	0.82	1.57
Rujewa	93.5	99.0	100.0	15.3	15.0	16.0	1.1	0.88	1.46	2.19	1.73	2.05
Same-Mwanga	99.4	87.6	85.9	3.6	4.5	0.7	2.0	1.94	1.33	3.10	2.61	1.89
Sengerema	95.3	86.0	100.0	3.2	3.7	0.2	1.4	1.02	1.26	1.88	1.46	1.97
Songe	88.3	83.6	87.5	1.5	2.0	0.1	1.1	0.90	1.41	1.10	0.90	1.80
Tukuyu	80.8	100.0	81.4	6.9	-	8.9	0.8	0.93	0.80	0.95	0.93	1.01
Tunduru	80.1	91.0	90.1	-	5.2	9.5	0.8	0.93	0.75	0.84	1.30	0.75
Ushirombo	95.7	83.0	100.0	1.8	4.1	2.6	0.6	1.11	0.96	0.64	1.11	0.96
Utete	93.1	59.8	57.0	6.4	12.0	0.1	0.7	1.59	1.39	1.43	2.32	1.83
Maganzo	96.9	100.0	86.3	0.7	0.6	1.6	0.9	1.00	1.17	0.92	1.00	1.17
Makambako	97.9	97.1	100.0	0.5	1.0	0.5	1.8	1.36	1.18	2.04	1.79	1.18
Mombo	84.9	89.3	na	3.8	6.3	na	1.3	1.07	na	2.17	3.53	na
Tunduma	86.7	92.2	100.0	1.5	-	0.4	2.0	2.85	2.68	4.19	3.56	3.34
Turiani	94.7	99.0	99.0	0.6	0.6	0.2	0.9	0.71	1.21	6.04	0.96	1.38
AVERAGE	91.2	90.5	91.9	3.4	3.9	2.62	1.13	1.30	1.31	1.67	2.01	2.97



Table A2.11: Billing Composition

Utilities	Water Billing			Sanitation Billing			Other Operational Billing			Total Billing		
	(Millions TZS)			(Millions TZS)			(Million TZS)			(Million TZS)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	18,481	21,647	24,854	1,088	1,312	1,610	4,737	3,081	2,572	24,306	26,039	29,036
DAWASA	124,250	125,408	142,458	11,076	9,797	9,792	11,070	11,405	528	146,396	146,609	152,778
Dodoma	18,689	20,546	26,939	1,265	2,656	1,823	4,246	3,766	961	24,200	26,969	29,724
Iringa	8,273	8,709	9,357	730	682	703	595	244	1,310	9,598	9,635	11,371
Kahama	7,723	9,136	9,352	na	na	126	316	195	715	8,038	9,332	10,192
Mbeya	12,356	12,801	14,878	1,102	977	1,216	625	456	1,066	14,083	14,234	17,160
Morogoro	12,721	12,706	13,017	370	428	445	845	327	-	13,936	13,461	13,462
Moshi	9,608	10,671	12,078	1,017	971	1,031	1,114	1,330	1,520	11,739	12,973	14,628
Mtwara	3,483	4,532	4,681	na	na	na	328	299	383	3,811	4,831	5,065
Musoma	3,599	4,557	4,821	na	na	11	164	167	-	3,763	4,724	4,832
Mwanza	27,532	28,301	28,818	1,536	1,396	1,443	736	1,240	1,459	29,804	30,937	31,719
Shinyanga	7,472	8,695	9,335	na	na	na	193	168	736	7,665	8,863	10,071
Songea	2,845	3,473	4,149	138	196	235	437	262	-	3,420	3,931	4,384
Tabora	6,177	8,749	8,742	96	112	148	667	1,043	659	6,939	9,903	9,549
Tanga	15,567	15,221	15,692	300	295	266	669	730	1,023	16,536	16,246	16,981
Bukoba	3,212	3,725	4,948	na	na	6	490	691	740	3,702	4,416	5,694
Kigoma	3,176	3,254	4,264	na	na	na	na	245	265	3,176	3,499	4,529
Singida	3,595	3,847	4,369	na	na	na	105	135	272	3,700	3,981	4,641
Sumbawanga	1,662	1,536	2,300	10	na	33	213	117	93	1,885	1,653	2,426
Babati	3,846	4,184	5,176	na	na	na	364	546	678	4,210	4,730	5,854
Lindi	853	1,043	1,048	6	11	na	154	113	113	1,013	1,168	1,161
Bariadi	254	305	574	na	na	na	36	27	-	290	332	574
Geita	1,688	1,830	1,779	36	na	na	230	717	323	1,954	2,547	2,103
Mpanda	816	941	1,058	na	na	na	140	175	259	957	1,116	1,317
Njombe	1,220	1,154	1,236	na	na	na	76	75	39	1,296	1,229	1,275
Vwawa-Mlowo	190	219	212	na	na	na	13	62	84	203	281	296
HTM	1,035	793	1,186	na	na	na	102	76	104	1,136	869	1,289
KASHWASA	17,345	18,309	19,215	na	na	na	-	1	998	17,345	18,310	20,213
Makonde	508	628	866	na	na	na	49	99	-	557	727	866
MANAWASA	3,231	3,184	2,845	na	na	na	360	288	755	3,591	3,472	3,600
Maswa	572	692	758	na	na	na	77	58	79	649	751	837
Mugango-Kiabakari	122	120	124	na	na	na	36	50	53	158	170	177
Wanging'ombe	397	430	517	na	na	na	72	131	-	469	560	517
Biharamulo	417	305	338	na	na	na	-	20	20	417	324	358
Bunda	1,007	1,120	1,483	na	na	na	40	128	217	1,047	1,249	1,699
Busega	543	639	762	na	na	4	143	39	77	686	679	843
Chato	649	536	649	na	na	na	122	11	-	771	547	649
Chunya	132	71	89	na	na	na	10	6	2	142	77	91
Dakawa	56	na	na	na	na	na	2	na	na	58	na	na
Gairo	516	546	548	na	na	na	19	9	-	534	555	548
Ifakara	95	102	110	na	na	na	10	5	6	105	108	116
Igunga	1,573	1,894	1,836	na	na	na	61	151	128	1,634	2,044	1,964
Itumba-Isongole	62	63	67	na	na	na	2	2	0	64	65	67
Karatu	349	1,014	1,065	na	na	na	100	279	238	449	1,293	1,303
Kasulu	215	222	361	na	na	na	9	14	119	224	236	480
Kibaya	91	126	211	na	na	na	4	17	15	95	143	225
Kibondo	158	185	183	na	na	na	5	13	108	163	198	290
Kilindoni	43	41	44	na	na	na	3	1	0	46	42	45



Utilities	Water Billing			Sanitation Billing			Other Operational Billing			Total Billing		
	(Millions TZS)			(Millions TZS)			(Million TZS)			(Million TZS)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Kilwa Masoko	302	334	320	na	na	na	19	1	42	320	335	362
Kiomboi	151	79	96	na	na	na	67	14	0	218	92	96
Kishapu	267	263	283	na	na	na	16	9	-	283	273	283
Kondoa	542	516	464	na	na	na	57	80	118	600	596	582
Korogwe	482	254	na	na	na	na	59	84	na	541	338	na
Kyela-Kasumulu	89	107	136	na	na	na	58	10	-	147	117	136
Liwale	166	106	84	na	na	na	28	1	29	194	107	113
Loliondo	229	208	190	na	na	na	20	7	24	250	215	215
Ludewa	34	78	75	na	na	na	0	5	-	34	83	75
Lushoto	136	148	295	na	na	na	21	27	18	156	175	312
Mafinga	490	472	592	na	na	na	91	19	-	581	490	592
Mahenge	201	123	na	na	na	na	4	13	na	205	136	na
Makete	127	187	200	na	na	na	2	7	6	129	194	206
Manyoni	414	513	562	na	na	na	84	111	93	498	624	655
Mbinga	334	358	490	na	na	na	27	34	69	361	392	559
Mbulu	196	284	558	na	na	na	32	28	16	228	312	574
Mpwapwa	362	353	524	na	na	na	-	60	0	362	413	524
Mugumu	217	na	na	na	na	na	43	na	na	260	na	na
Muleba	326	na	na	na	na	na	50	na	na	375	na	na
Mwanhuzi	258	228	263	na	na	na	15	20	16	273	248	279
Namanyere	21	47	48	na	na	na	4	11	1	25	58	49
Namtumbo	165	142	165	na	na	na	17	30	-	182	172	165
Ngara	305	388	353	na	na	na	18	74	22	322	463	375
Nzega	1,354	1,751	1,738	na	na	na	157	203	301	1,511	1,953	2,039
Orkesumet	241	396	338	na	na	na	81	23	40	322	419	378
Rombo	1,788	1,816	1,728	na	na	na	579	337	170	2,368	2,153	1,898
Ruangwa	219	307	267	na	na	na	33	157	14	252	463	281
Rujewa	133	148	136	na	na	na	4	24	1	137	172	137
Same-Mwanga	553	486	504	na	na	na	16	20	29	569	506	534
Sengerema	1,256	1,282	1,271	na	na	na	133	82	120	1,389	1,363	1,392
Songe	71	86	65	na	na	na	14	22	11	85	108	76
Tarime	243	na	na	na	na	na	11	na	na	254	na	na
Tukuyu	337	331	374	na	na	na	0	5	9	337	336	383
Tunduru	162	171	125	na	na	na	1	2	-	163	173	125
Ushirombo	151	133	204	na	na	na	0	41	24	152	174	228
Utete	126	83	94	na	na	na	26	10	-	152	93	94
Kibaigwa	623	na	na	na	na	na	117	na	na	740	na	na
Maganzo	149	173	166	na	na	na	14	10	-	163	183	166
Makambako	583	678	768	na	na	na	155	187	154	738	865	922
Mombo	53	46	na	na	na	na	8	2	-	61	48	-
Tunduma	25	90	145	na	na	na	-	46	68	25	135	213
Turiani	294	368	420	na	na	na	9	85	8	303	453	429
TOTAL	342,577	361,743	403,431	18,770	18,834	18,893	31,882	30,798	20,116	393,229	411,376	442,440



Table A2.12: Total O&M, Personnel and Energy Costs

Utilities	Total O & M Costs			Personnel Cost			Energy Cost		
	(Millions TZS)			(Millions TZS)			(Millions TZS)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	19,789.4	28,757.5	32,564.1	6,892.7	8,124.8	10,143.3	3,164.9	9,577.3	11,325.0
DAWASA	140,577.0	160,761.1	171,652.1	52,857.0	58,794.0	53,135.4	29,040.7	25,518.8	27,049.7
Dodoma	26,399.1	26,269.8	27,437.4	6,017.8	6,171.9	8,074.2	7,609.7	5,551.1	6,220.9
Iringa	7,706.0	8,340.3	8,402.7	2,881.6	3,504.5	3,308.3	1,006.1	1,026.8	1,139.6
Kahama	8,315.5	8,985.0	9,360.4	1,784.3	2,013.2	2,144.7	24.8	-	5,320.0
Mbeya	12,411.4	13,222.5	16,486.7	5,018.5	4,958.6	5,969.7	1,468.3	945.2	1,067.1
Morogoro	21,885.5	22,710.4	21,958.9	5,987.6	6,216.7	6,087.6	1,070.3	936.5	576.9
Moshi	9,283.1	10,425.4	13,221.2	3,437.1	3,782.9	5,064.5	421.7	558.3	702.8
Mtwara	3,973.8	4,573.1	5,057.9	1,323.1	1,292.0	1,475.4	1,125.4	1,007.2	1,198.8
Musoma	3,763.6	4,646.2	5,234.6	1,664.5	1,907.5	1,838.4	913.9	1,061.2	1,161.7
Mwanza	28,414.7	29,203.2	36,417.5	10,288.4	10,265.4	12,470.1	8,206.7	8,024.2	9,315.5
Shinyanga	6,871.6	8,830.7	9,909.1	584.0	2,269.6	2,911.2	82.9	114.5	95.8
Songea	3,255.0	3,548.3	3,840.7	1,274.9	1,573.5	1,832.4	152.6	167.3	175.3
Tabora	8,283.4	10,777.9	11,318.8	1,488.8	2,037.1	2,496.7	850.2	842.5	797.6
Tanga	14,872.6	15,397.8	16,362.5	5,206.7	6,236.5	6,850.8	1,157.5	955.0	998.7
Bukoba	6,890.6	4,202.3	5,438.3	862.0	966.1	1,712.5	1,125.8	580.7	992.8
Kigoma	4,149.6	3,530.0	4,454.0	1,164.9	1,202.8	1,549.2	1,189.9	1,221.8	1,833.4
Singida	3,940.3	4,217.1	4,554.2	1,869.4	1,768.1	2,133.1	875.3	1,040.6	1,042.6
Sumbawanga	2,121.9	2,023.0	2,430.4	748.3	781.8	802.7	438.6	453.7	421.6
Babati	4,603.0	6,507.4	8,252.0	1,853.0	2,177.7	2,782.2	630.5	1,018.5	902.3
Lindi	1,835.4	1,627.6	1,648.9	558.5	674.7	628.3	509.8	476.3	501.8
Bariaidi	279.9	534.8	774.2	88.3	195.6	273.1	94.5	171.6	182.2
Geita	3,220.9	2,685.1	2,723.0	769.8	839.4	942.8	461.5	540.3	490.5
Mpanda	956.6	1,048.3	1,521.1	381.1	458.7	482.9	26.2	22.1	31.5
Njombe	1,177.6	1,235.5	1,403.0	425.3	502.3	578.0	32.3	33.1	16.0
Vwawa-Mlowo	299.2	254.7	270.1	106.8	123.0	127.0	61.2	60.9	64.5
HTM	1,926.7	2,875.1	2,756.0	595.4	849.0	1,109.8	165.3	117.5	254.7
KASHWASA	13,500.3	14,962.4	17,860.0	1,921.6	2,368.9	3,383.6	6,206.5	6,417.6	6,859.3
Makonde	1,874.9	1,611.2	1,422.2	229.1	479.3	384.3	1,237.1	875.7	404.7
MANAWASA	3,077.0	3,028.9	2,543.4	1,308.3	1,366.2	1,363.8	-	-	1.0
Maswa	821.2	851.0	756.4	116.9	135.2	167.5	226.4	296.4	254.1
Mugango-Kiabakari	626.6	560.8	279.3	62.0	101.3	56.7	240.8	203.9	47.7
Wanging'ombe	747.9	1,516.1	1,195.6	338.3	334.3	341.7	-	19.2	-
Biharamulo	404.6	560.8	388.9	115.2	139.0	122.9	120.5	126.9	126.4
Bunda	1,018.7	1,717.8	2,143.1	281.1	546.0	805.2	284.1	390.7	434.8
Busega	666.7	850.8	911.2	191.4	276.9	308.2	141.2	107.3	122.5
Chato	430.2	617.2	754.2	82.8	224.4	287.7	-	199.4	213.0
Chunya	141.3	107.5	123.9	34.1	39.1	34.7	66.8	32.5	35.4
Dakawa	52.2	na	na	14.3	na	na	19.1	na	na
Gairo	564.5	719.8	763.2	108.8	168.3	160.9	215.6	227.5	189.8
Ifakara	170.8	126.8	115.8	28.2	58.7	55.9	33.4	24.3	33.5
Igunga	3,408.8	2,102.4	2,381.6	739.9	657.1	664.4	40.0	35.9	39.0
Itumba-Isongole	67.7	71.5	59.9	40.8	42.6	46.8	-	-	-
Karatu	414.5	1,718.4	1,764.5	105.0	541.9	507.6	163.8	869.3	473.5
Kasulu	233.5	284.6	420.4	117.0	171.8	250.4	-	0.5	46.4
Kibaya	54.0	153.1	240.3	12.6	82.7	113.5	22.8	37.7	76.7
Kibondo	264.6	504.1	447.8	75.5	146.0	111.7	2.0	179.9	198.1
Kilindoni	40.9	37.7	29.5	11.8	16.8	12.3	14.4	17.3	10.8
Kilwa Masoko	318.7	403.6	352.7	171.2	155.8	131.2	88.3	95.4	112.1
Kiomboi	134.6	132.7	178.6	23.9	18.9	29.8	104.3	31.7	79.9
Kishapu	263.9	297.1	270.6	56.5	59.7	52.6	-	-	-
Kondoa	509.5	648.7	601.3	157.4	303.8	191.3	179.8	173.6	157.3
Korogwe	537.2	599.7	na	175.4	184.9	na	132.9	131.3	na
Kyela-Kasumulu	144.3	102.2	121.2	45.5	42.0	36.1	9.5	13.6	15.1



Utilities	Total O & M Costs			Personnel Cost			Energy Cost		
	(Millions TZS)			(Millions TZS)			(Millions TZS)		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Liwale	168.8	100.9	64.8	42.6	40.3	21.9	43.0	42.2	29.8
Loiondo	209.3	269.4	269.0	69.2	86.2	103.6	61.4	57.6	63.9
Ludewa	19.4	60.7	77.7	10.9	35.4	35.3	-	-	-
Lushoto	163.2	181.4	235.8	79.8	71.4	108.4	-	-	-
Mafinga	592.5	701.2	686.3	182.9	246.4	175.6	240.2	293.2	-
Mahenge	139.4	134.6	na	19.2	23.5	na	-	78.2	na
Makete	139.7	150.4	174.9	71.2	52.8	88.9	-	-	-
Manyoni	318.7	597.9	671.0	124.0	204.5	292.7	182.7	216.9	213.3
Mbinga	256.8	397.6	534.0	115.6	93.5	175.1	-	-	-
Mbulu	221.9	445.2	650.5	74.1	110.0	269.2	87.5	119.4	151.1
Mpwapwa	570.4	442.6	668.6	108.0	154.2	271.5	96.0	148.8	138.8
Mugumu	549.3	na	na	121.0	na	na	na	na	na
Muleba	437.3	na	na	211.6	na	na	na	na	na
Mwanhuzi	318.9	397.4	293.4	160.1	98.8	137.1	50.4	74.5	74.9
Namanyere	20.0	56.5	164.5	5.9	10.8	14.4	-	-	39.2
Namtumbo	74.0	105.8	222.1	38.1	40.4	66.1	2.9	0.6	-
Ngara	315.4	425.9	1,142.2	69.9	179.9	172.2	147.4	194.7	170.1
Nzega	1,891.7	2,320.1	2,593.3	211.5	423.8	467.9	156.0	143.1	112.4
Orkesumet	625.5	533.0	837.9	163.4	290.1	322.7	310.8	57.9	439.5
Rombo	2,058.0	2,307.9	2,175.7	1,142.0	1,239.1	1,270.3	69.1	79.5	48.6
Ruangwa	193.6	275.3	314.2	63.8	88.8	113.3	68.0	63.0	52.4
Rujewa	147.0	152.2	198.1	40.8	44.6	44.0	5.4	7.0	7.7
Same-Mwanga	1,125.3	982.0	671.2	338.6	180.1	279.5	274.2	242.8	240.5
Sengerema	2,014.2	1,416.2	1,602.0	442.0	439.2	574.2	560.8	504.7	503.2
Songe	93.5	97.5	91.4	41.4	48.2	30.1	26.9	29.9	24.0
Tarime	177.1	na	na	103.1	na	na	na	na	na
Tukuyu	263.9	310.9	300.1	102.5	115.9	123.7	-	-	-
Tunduru	137.2	119.5	94.1	41.7	84.2	56.9	52.2	71.7	21.7
Ushiroambo	88.5	193.7	196.1	25.6	68.0	74.8	21.4	38.5	38.7
Utete	107.3	148.3	133.1	35.2	36.3	42.1	35.2	40.8	38.2
Kibaigwa	691.7	na	na	132.0	na	na	180.4	na	na
Maganzo	150.4	182.1	193.5	23.3	29.0	30.7	-	-	-
Makambako	1,300.6	1,021.8	906.0	355.9	462.2	486.8	71.6	100.6	79.8
Mombo	77.0	52.0	na	45.7	29.0	na	na	na	na
Tunduma	48.9	385.6	387.8	2.7	111.7	144.3	16.1	57.1	52.9
Turiani	285.8	443.5	510.5	87.4	131.7	126.9	-	-	-
TOTAL	393,685.2	439,949.0	478,634.6	127,597.2	143,618.7	152,665.0	74,215.6	75,192.9	86,351.3



Table A2.13: Total Collections and Average Tariff

Utilities	Water and Sewerage Collections			Other Collections			Total Collections			Average Tariff		
	(TZS Million)			(TZS Million)			(TZS Million)			TZS/m ³		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	20,852.9	22,414.9	25,643.8	4,186.1	3,305.6	2,611.1	25,039.0	25,720.5	28,254.9	1,759	1,759	2,122
DAWASA	144,770.9	132,765.8	143,164.8	13,438.8	4,202.6	7,552.7	158,209.7	136,968.4	150,717.5	1,663	1,663	1,663
Dodoma	20,131.7	22,154.1	27,367.0	2,156.7	-	2,476.3	22,288.4	22,154.1	29,843.2	1,397	1,397	1,627
KASHWASA	11,874.6	15,907.5	16,533.4	-	-	6,724.0	11,874.6	15,907.5	23,257.4	883	966	966
Kahama	7,635.9	9,983.3	9,262.7	282.9	34.3	-	7,918.8	10,017.6	9,262.7	2,192	2,308	2,308
Iringa	8,635.3	9,241.5	9,903.8	977.4	1,198.0	1.2	9,612.6	10,439.5	9,905.0	2,100	2,100	2,100
Mbeya	14,490.7	15,851.7	15,863.2	724.5	743.7	-	15,215.2	16,595.5	15,863.2	1,210	1,366	1,531
Morogoro	14,055.5	13,716.2	13,269.6	460.1	753.5	-	14,515.6	14,469.7	13,269.6	1,800	1,800	1,800
Moshi	11,658.8	11,366.0	12,863.3	1,113.8	1,528.6	1,520.0	12,772.6	12,894.6	14,383.3	900	1,068	1,075
Mtwara	3,383.7	4,334.7	4,388.5	364.8	420.0	383.3	3,748.5	4,754.7	4,771.8	1,480	2,070	2,198
Musoma	3,649.2	4,469.8	4,496.2	113.6	-	-	3,762.8	4,469.8	4,496.2	1,360	1,360	1,360
Mwanza	31,771.7	26,556.9	35,390.9	32.4	3,510.7	1,458.7	31,804.1	30,067.6	36,849.6	1,873	1,873	1,873
Shinyanga	7,618.8	7,712.8	8,842.6	670.1	167.8	735.9	8,288.9	7,880.5	9,578.5	1,923	2,014	2,014
Songea	3,118.0	3,553.5	4,323.2	134.9	105.5	-	3,252.9	3,658.9	4,323.2	1,178	1,641	1,683
Tabora	5,303.2	8,337.7	7,598.5	1,013.0	1,016.0	658.5	6,316.3	9,353.7	8,257.1	1,318	2,246	2,246
Tanga	15,789.7	14,745.8	15,010.3	669.8	1,497.3	1,022.6	16,459.5	16,243.2	16,032.9	1,983	1,983	1,983
Bukoba	3,127.0	3,673.8	48.6	725.7	-	739.6	3,852.6	3,673.8	788.2	1,888	1,888	1,888
Kigoma	3,110.6	3,189.0	3,631.3	1,400.1	718.6	265.1	4,510.7	3,907.6	3,896.3	1,400	1,400	1,400
Singida	3,177.1	3,492.4	97.2	336.6	825.0	272.2	3,513.7	4,317.4	369.5	1,723	1,723	1,723
Sumbawanga	1,762.9	1,650.2	2,243.0	258.3	-	92.5	2,021.3	1,650.2	2,335.5	1,146	1,146	1,596
Babati	3,401.1	4,136.1	5,118.2	510.5	710.0	678.4	3,911.6	4,846.2	5,796.5	1,825	1,935	1,975
Lindi	775.6	1,002.5	957.8	130.5	52.2	113.5	906.0	1,054.7	1,071.3	1,800	1,800	1,800
Bariadi	293.9	252.9	497.2	-	28.1	-	293.9	281.0	497.2	730	730	1,281
Geita	1,746.8	1,885.2	195.7	18.4	7.2	323.3	1,765.2	1,892.4	518.9	1,400	1,400	1,400
Mpanda	742.2	931.8	12.7	101.2	23.7	259.5	843.5	955.5	272.2	1,113	1,113	1,113
Njombe	1,223.1	1,247.6	-	53.5	48.2	38.8	1,276.6	1,295.8	38.8	1,460	1,460	1,460
Vwawa-Mlowo	147.6	64.8	173.1	14.6	112.8	83.5	162.2	177.7	256.6	1,013	1,013	1,013
HTM	934.0	761.3	1,037.8	101.8	13.0	103.6	1,035.8	774.3	1,141.3	3,549	3,549	3,549
Makonde	454.5	699.9	763.7	48.9	- 23.5	-	503.4	676.4	763.7	1,300	1,300	2,131
MANAWASA	3,026.6	3,066.7	2,794.3	360.0	-	754.9	3,386.6	3,066.7	3,549.2	1,557	1,557	1,557
Maswa	493.4	692.4	20.2	77.2	57.8	78.9	570.6	750.3	99.0	1,710	1,710	1,710
Mugango-Kiabakari	101.8	87.9	0.2	36.1	23.1	52.9	138.0	111.0	53.1	1,310	1,310	1,310
Wanging'ombe	348.7	408.1	495.3	72.1	70.7	-	420.8	478.8	495.3	1,582	1,582	1,582
Biharamulo	417.5	389.2	336.1	-	-	20.2	417.5	389.2	356.3	1,400	1,400	1,400
Bunda	941.3	1,124.8	23.4	40.3	137.8	216.6	981.6	1,262.6	240.0	2,109	2,109	2,109
Busega	560.0	637.3	727.8	143.2	156.6	76.8	703.2	793.9	804.6	1,250	1,250	1,250
Chato	549.2	517.5	635.5	122.4	78.5	-	671.6	596.0	635.5	1,500	1,500	1,500
Chunya	130.2	71.4	51.5	10.3	4.8	2.0	140.5	76.2	53.5	1,500	1,500	1,500
Dakawa	48.2	na	na	2.4	na	na	50.6	na	na	na	na	na
Gairo	477.0	484.6	129.0	18.9	11.8	-	495.9	496.4	129.0	300	2,500	2,500
Ifakara	81.4	107.7	3.9	10.3	7.1	6.5	91.8	114.7	10.4	1,133	1,133	1,133
Igunga	1,929.2	1,831.6	1,863.9	60.8	-	128.2	1,990.1	1,831.6	1,992.1	1,605	1,709	1,709
Itumba-Isongole	60.3	60.5	59.2	2.4	2.3	0.3	62.7	62.8	59.5	300	300	300
Karatu	334.3	658.2	904.8	100.2	654.3	238.2	434.4	1,312.5	1,143.0	1,300	1,300	1,300
Kasulu	221.2	239.2	10.5	8.9	7.1	118.9	230.1	246.4	129.3	300	300	300
Kibaya	57.1	87.6	185.0	3.9	22.5	14.6	60.9	110.1	199.6	1,977	1,977	1,977
Kibondo	138.7	70.1	175.7	5.3	16.3	107.7	144.0	86.5	283.4	850	850	850
Kilindoni	36.6	25.1	23.1	3.1	0.5	0.2	39.6	25.7	23.3	1,221	1,221	1,221
Kiwa Masoko	271.5	330.8	296.5	18.8	26.9	41.7	290.3	357.6	338.1	1,050	1,050	1,050
Kiomboi	142.9	68.6	164.4	66.6	13.8	0.0	209.4	82.3	164.4	1,050	1,050	1,050
Kishapu	235.5	251.3	198.9	15.9	9.4	-	251.4	260.7	198.9	1,696	1,696	1,696
Kondoa	438.2	357.1	473.5	57.3	80.0	117.8	495.5	437.1	591.4	1,600	1,600	1,600
Korogwe	467.1	253.7	na	59.1	192.0	na	526.3	445.7	na	1,174	1,174	na
Kyela-Kasumulu	82.5	95.1	101.1	57.6	10.1	-	140.1	105.3	101.1	518	518	518
Liwale	109.5	94.6	65.7	27.7	-	28.8	137.3	94.6	94.5	832	832	832
Loliondo	220.1	168.1	175.6	20.3	42.6	24.2	240.4	210.7	199.8	2,500	2,500	2,100



Utilities	Water and Sewerage Collections			Other Collections			Total Collections			Average Tariff		
	(TZS Million)			(TZS Million)			(TZS Million)			TZS/m ³		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Ludewa	26.1	63.5	64.7	0.3	4.4	-	26.5	67.9	64.7	540	540	540
Lushoto	109.4	148.3	271.9	20.6	29.7	17.6	130.1	178.0	289.5	395	1,100	1,200
Mafinga	505.4	468.9	-	91.3	44.9	-	596.7	513.8	-	940	940	1,190
Mahenge	141.1	80.6	-	4.0	-	-	145.1	80.6	-	395	395	395
Makete	115.5	161.6	-	2.4	6.9	6.4	117.9	168.6	6.4	1,050	1,050	1,050
Manyoni	405.9	601.2	12.7	84.3	-	93.3	490.2	601.2	106.0	1,146	1,146	1,146
Mbinga	320.6	338.5	460.3	27.3	29.8	68.6	347.9	368.3	528.9	670	670	670
Mbulu	194.2	284.1	480.8	31.6	28.2	15.7	225.9	312.3	496.5	542	1,266	1,428
Mpwapwa	310.3	307.9	41.2	-	76.9	0.5	310.3	384.8	41.7	1,061	1,448	1,472
Mugumu	207.1	na	na	43.2	na	na	250.3	na	na	na	na	na
Muleba	330.1	na	na	49.8	na	na	379.9	na	na	na	na	na
Mwanhuzi	253.0	239.9	52.0	14.9	14.3	15.5	267.9	254.2	67.5	1,000	1,000	1,000
Namanyere	16.1	24.1	35.6	3.6	13.3	0.9	19.7	37.4	36.4	720	720	720
Namtumbo	102.9	142.3	128.5	16.5	0.0	-	119.5	142.3	128.5	1,105	1,105	1,500
Ngara	287.1	382.4	2.2	17.6	-	21.6	304.7	382.4	23.8	1,485	1,485	1,485
Nzega	1,353.6	1,744.2	1,885.2	157.0	93.4	301.0	1,510.6	1,837.6	2,186.3	1,480	1,480	1,480
Orkesumet	209.7	396.2	317.6	81.3	113.7	39.9	291.0	509.9	357.5	300	2,500	3,250
Rombo	1,569.9	1,700.0	1,547.5	579.4	337.1	169.6	2,149.3	2,037.1	1,717.1	900	900	900
Ruangwa	181.3	238.6	253.6	33.0	56.6	13.9	214.3	295.2	267.5	1,389	1,389	1,389
Rujewa	124.1	93.9	0.1	3.9	23.6	0.6	127.9	117.5	0.7	540	540	540
Same-Mwanga	550.0	453.9	432.8	16.1	52.0	29.4	566.2	505.8	462.2	1,388	1,388	1,388
Sengerema	1,196.5	1,271.5	1,288.6	133.4	18.3	120.5	1,329.9	1,289.7	1,409.0	1,486	1,486	1,486
Songe	63.1	72.0	56.7	13.8	29.4	10.8	76.9	101.3	67.5	1,691	1,691	1,691
Tarime	161.6	na	na	10.9	na	na	172.5	na	na	na	na	na
Tukuyu	272.4	286.4	303.9	0.4	0.3	9.4	272.8	286.7	313.3	300	300	300
Tunduru	129.8	118.0	113.0	1.0	2.1	-	130.8	120.2	113.0	1,248	1,248	1,248
Ushiroambo	144.9	133.4	4.1	0.3	50.9	23.5	145.1	184.3	27.7	1,500	1,500	1,500
Utete	117.2	83.1	37.6	25.7	-	-	143.0	83.1	37.6	1,050	1,050	1,050
Kibaiigwa	577.3	na	na	117.0	na	na	694.3	na	na	na	na	na
Maganzo	144.5	165.0	143.1	13.7	13.4	-	158.2	178.5	143.1	1,900	1,900	1,900
Makambako	570.4	649.9	776.7	154.9	187.5	154.0	725.3	837.4	930.7	1,633	1,633	1,633
Mombo	45.1	47.1	na	7.6	3.4	na	52.7	50.5	na	437	437	na
Tunduma	21.6	87.3	95.3	-	-	67.7	21.6	87.3	163.0	525	525	525
Turiani	278.2	359.2	416.3	9.3	61.6	8.3	287.5	420.9	424.5	937	937	937
TOTAL	368,593.0	369,422.2	387,835.0	33,243.9	23,916.6	31,332.0	401,836.9	393,338.9	419,167.0	1,276	1,382	1,437



Table A2.14: Staffing and Staff Productivity

Name of Water Utilities	Total Staff (Number)			Total Female Staff (Number)			Staff/1000 Water and Sewerage Connections		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Arusha	407	397	421	107	114	136	4	3	3
DAWASA	1552.0	1513	2154	485.0	498	746	4.0	4	5
Dodoma	226	232	249	55	60	62	3	3	3
Iringa	142	139	133	33	31	31	4	3	3
Kahama	62	61	56	12	13	12	2	2	2
Mbeya	210	205	200	66	65	96	2	2	2
Morogoro	186	187	183	43	42	41	4	4	3
Moshi	178	176	177	67	66	64	3	3	3
Mtwara	74	71	83	16	15	28	5	4	4
Musoma	82	181	178	27	22	49.0	4	6	5
Mwanza	397	387	401	113	111	160	3	3	3
Shinyanga	94	115	116	28	41	34	4	4	4
Songea	90	90	89	36	36	36	4	4	4
Tabora	84	117	91	22	21	23	3	3	2
Tanga	205	206	194	47	50	50	4	4	4
Bukoba	62	61	66	17	17	21	4	3	2
Kigoma	48	48	49	12	12	12	3	2	2
Singida	62	57	56	17	16	16	4	3	3
Sumbawanga	49	50	45	13	13	13	4	4	3
Babati	51	71	70	23	32	32	2	3	2
Lindi	42	46	44	12	13	14	6	7	6
Bariadi	12	33	46	2	2	3	4	9	10
Geita	38	37	57	16	15	19	4	3	5
Mpanda	44	44	40	12	15	11	7	6	4
Njombe	40	46	46	12	13	13	5	5	5
Vwawa-Mlowo	23	26	26	6	6	7	10	9	8
HTM	80	78	125	8	10	25	21	19	11
KASHWASA	98	99	102	27	27	27	1032	678	642
Makonde	65	72	78	15	16	16	17	16	16
MANAWASA	71	69	68	28	27	26	5	5	4
Maswa	20	16	15	5	5	4	5	3	3
Mugango-Kiabakari	20	20	20	6	6	6	15	15	14
Wanging'ombe	48	46	47	17	17	17	7	6	5
Biharamulo	3	3	4	2	1	2	1	1	1
Bunda	38	31	37	11	7	10	6	4	4
Chato	37	36	36	6	6	14	11	8	6
Chunya	9	9	13	1	1	4	5	5	6
Dakawa	11	na	na	4	na	na	15	na	na
Gairo	34	27	29	5	5	5	35	25	24
Ifakara	12	14	15	0	2	4	8	8	8
Igunga	44	42	42	11	12	12	5	4	4
Itumba-Isongole	13	13	13	3	3	3	6	6	6
Karatu	16	43	47	8	15	15	18	8	8
Kasulu	23	23	23	4	5	6	5	5	2
Kibaya	11	13	16	3	5	6	16	14	13
Kibondo	43	51	53	6	7	7	18	19	18
Kilindoni	4	4	4	0	0	0	7	8	8
Kilwa Masoko	18	22	27	5	6	7	8	9	10
Kiomboi	8	13	17	3	5	6	6	8	9
Kishapu	5	6	6	1	1	1	4	5	4
Kondoa	35	35	35	7	7	7	7	7	6
Korogwe	35	35	na	15	16	na	7	7	na
Kyela-Kasumulu	28	12	11	8	6	6	15	4	5
Liwale	21	21	17	3	3	2	10	10	8
Loliondo	12	12	12	1	3	1	12	11	10
Ludewa	7	9	10	2	3	4	8	7	7
Lushoto	18	18	16	6	6	5	10	9	7

Name of Water Utilities	Total Staff (Number)			Total Female Staff (Number)			Staff/1000 Water and Sewerage Connections		
	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24	2021/22	2022/23	2023/24
Mafinga	26	24	22	9	9	9	6	5	4
Mahenge	12	11	na	3	3	na	10	8	na
Makete	13	14	18	3	3	5	5	5	6
Manyoni	10	11	10	1	2	3	3	3	2
Mbinga	9	10	17	5	5	10	2	2	3
Mbulu	6	6	6	4	4	4	2	2	2
Mwapwapa	21	20	33	10	10	11	6	5	9
Muleba	14	na	na	5	na	na	5	na	na
Mugumu	10	na	na	2	na	na	4	na	na
Mwanhuzi	18	20	21	6	6	5	6	7	6
Namanyere	10	15	16	0	6	6	26	25	26
Namtumbo	14	15	12	3	3	3	7	7	5
Ngara	19	24	22	5	7	7	6	7	5
Nzega	19	19	24	5	7	7	2	2	2
Orkesumet	22	24	18	6	8	7	43	16	10
Ruangwa	17	20	25	5	8	8	11	11	13
Rujewa	11	11	12	4	4	3	4	4	4
Same-Mwanga	45	42	42	10	6	6	10	9	9
Sengerema	32	32	35	3	3	13	3	3	3
Songe	14	12	10	2	2	1	30	24	19
Tarime	18	na	na	5	na	na	8	na	na
Tukuyu	17	14	14	5	5	6	3	2	2
Tunduru	20	14	20	4	4	5	8	5	8
Ushirombo	11	20	22	5	6	6	11	17	16
Utete	14	15	13	5	5	3	14	14	12
Kibaigwa	19	na	na	3	na	na	6	na	na
Maganzo	6	8	9	1	2	5	8	9	8
Makambako	27	31	32	10	12	14	5	5	4
Mombo	9	8	na	3	3	na	11	10	na
Tunduma	11	20	21	5	7	11	14	22	19
Turiani	21	12	18	9	4	6	6	3	4
Busega	23	23	21	4	4	4	4	4	3
Rombo	113	113	116	30	34	34	5	4	4
TOTAL/AVERAGE	5,998	6,073	6,837	1,700	1,750	2,179	4.2	3.8	4.0



Table A2.15: Distribution of Household Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Treatment

Name WSSA	Number of Households with Traditional pit latrine (No)				Number of Household without latrines (Open Defecation) (No)				Number of Households with septic tanks (No)				Number of Households with empaced latrines in service area (No)				Volume of faecal sludge generated per year (m ³)				Volume of sewage generated per year (m ³)				Number of Households connected to sewer (No)				Total capacity of faecal sludge treatment facility (m ³ /day)				Volume of faecal sludge dumped at treatment facility per year (m ³)															
	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024												
Austria	62,401	64,597	65,584	59,305	4,171	51,566	205	3,587	175,230	173,763	107,204	177,338	60,263	60,263	60,263	60,263	88,938	104,947	4,800,000	3,044,585	3,914,688	3,914,688	3,914,688	3,914,688	9,235	9,235	9,235	9,235	2,000	2,000	2,000	2,000	84,600	84,600	84,600	84,600	6,035	6,035	6,035	6,035								
DANWASA	146,734	92,410	57,821	251,000	338,016	692,995	692,995	75,531	1,036,965	890,150	2,071,285	666,418	1,118,094	17,396,807	19,276,498	18,216,638	19,233	19,497	12,159	819	632,46	532,46	688,378	855,310	1,314	1,314	1,314	1,314	2,337	1,739	5,724	13,800	6,688	6,252	6,687	6,687	2,342	2,342	2,342	2,342	2,342	2,342	2,342	2,342	2,342	2,342	2,342	2,342
Dobruva	36,311	34,659	36,011	1,450	1,473	1,546	388	375	375	375	22,656	23,563	24,741	23,642	25,297	27,656	36,321	39,201	1,381,533	1,444,375	1,444,375	1,444,375	2,453	2,453	2,453	2,453	2,207	2,207	2,207	2,207	3,921	3,921	3,921	3,921	3,921	3,921	3,921	3,921	3,921	3,921	3,921	3,921						
Keapane	14,128	15,967	16,281	38,794	40,264	38,794	38,794	38,794	38,794	38,794	61,943	67,563	67,563	51,921	61,943	67,563	3,854,397	4,136,394	3,854,397	4,136,394	4,136,394	4,136,394	1,934	1,934	1,934	1,934	2,800	2,800	2,800	2,800	17,366	17,366	17,366	17,366	6,230	6,230	6,230	6,230										
Meyu	23,187	23,187	27,429	279,931	66,634	84	84	84	84	84	74,006	60,040	2,706	2,706	2,706	2,706	88,394	91,934	784,019	15,677,761	9,139,244	9,139,244	9,139,244	9,139,244	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865	2,865								
Mogoo	76,782	76,782	81,807	16,816	3,022	53,077	-	-	-	-	73,636	68,444	119,725	87,717	127,882	154,161	106,924	77,406	1,301,520	1,541,161	1,541,161	1,541,161	3,129	3,129	3,129	3,129	3,445	3,445	3,445	3,445	2,593	2,593	2,593	2,593	4,500	4,500	4,500	4,500	1,301,520	1,541,161	1,541,161	1,541,161						
Moshi	407	682	1,120	6,816	6,816	3,282	53,077	-	-	-	77,236	74,056	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400	37,400								
Mwera	71,28	12,300	12,300	7,238	2,955	6,759	35	39	11	467	43,942	18,349	8,177	22,628	32,780	22,880	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628	22,628										
Muzira	2,007	2,274	2,298	6,377	6,358	6,358	6,358	6,358	6,358	6,358	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945	93,945										
Mwera	31,023	32,000	1,147	74,540	90,265	60,955	153	948	4,194	88,365	96,861	76,356	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262	15,044	16,262										
Shimoga	8,997	9,266	1,349	13,041	13,041	13,041	13,041	13,041	13,041	13,041	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617	16,617												
Songa	8,615	8,865	1,450	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620	14,620												
Songa	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940	3,940												
Tanza	10,763	91,929	92,826	4,292	21,57	35,890	48	39	39	9,671	10,659	30,738	20,586	11,504	49,144	41,246	34,977	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419	25,419											
Tanza	41,8	7,800	13,920	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859												
Uwura	6,542	59,228	13,920	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859	3,859												
Uwura	4,216	4,463	4,415	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038	2,038												
Uwura	10,520	5,628	6,415	5,465	4,394	12,395	1,62	3,40	3,40	1,863	2,420	12,559	9,257	66,934	24,954	173,710	192,321	173,710	192,321	173,710	192,321	173,710	192,321	173,710	192,321	173,710	192,321	173,710	192,321	173,710	192,321	173,710	192,321	173,710	192,321	173,710	192,321											
Uwura	8,772	31,969	9,458	20,992	19,996	19,945	-	-	-	-	1,947	19,835	19,831	15,281	14,801	32,008	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812	27,812											
Uwura	6,291	9,992	7,877	9,992	15,455	25,500	200	86	70	2,381	4,686	6,543	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-													
Uwura	4,655	4,656	-	9,225	9,225	-	-	-	-	-	13,330	13,749	-	10,996	11,697	-	-	-	-	-	-	9,907	9,907	9,907	9,907	9,907	9,907	9,907	9,907	9,907	9,907	9,907	9,907	9,907	9,907	9,907												
Uwura	24,188	14,457	14,554	7,886	24,97	24,900	766	1,069	1,069	7,943	11,092	11,216	18,803	30,279	12,883	30,279	12,883	30,279	12,883	30,279	12,883	30,279	12,883	30,279	12,883	30,279	12,883	30,279	12,883	30,279	12,883	30,279	12,883	30,279	12,883	30,279												
Uwura	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692	19,692											
Uwura	4,310	5,172	5,172	3,150	3,782	3,782	3,782	3,782	3,782	12,200	15,024	15,024	13,400	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828	14,828												
Uwura	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433	28,433												
Uwura	3,072	48,868	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767	48,868	11,767												
KASHAWA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA								
KASHAWA	37,418	37,418	37,418	63,865	63,865	2,422	2,422	2,422																																								

Name WSSA	Number of Households with Traditional pit latrine (No)	Number of Households with Improved ventilated pit latrine (No)	Number of Households with Latrine (No)	Number of Households with Debris/Latrine (Open) (No)	Number of Households with septic tanks (No)	Number of Households with empty latrine in a service area (No)	Volume of fecal sludge generated per year (m ³)	Volume of fecal sludge generated per year (m ³)	Volume of sewage generated per year (m ³)	Number of Households connected to sewer (No)	Total capacity of fecal sludge treatment facility (m ³ /day)	Volume of fecal sludge dumped at treatment facility per year (m ³)
Kiva/Masoko	683	800	824	1,384	1,424	349	3179	NA	2,132	-	NA	NA
Kombi	1,381	1,876	16,784	19,341	29	36	55	66	72	-	NA	NA
Kisumu	1,102	1,485	3,276	4,949	46	75	2,941	6,755	-	NA	NA	NA
Kisumu	4,447	4,447	4,527	3,274	3,335	-	4,338	4,833	5,003	-	NA	NA
Kisumu	7,093	3,136	2,715	2,295	2,068	62	56	na	3,003	7,893	na	na
Kisumu	6	6	5,000	9,488	10,488	5,203	26,788	26,987	-	na	na	na
Kisumu	1,345	1,245	2,923	4,889	4,889	2,039	598	20	15,525	1,321	na	na
Kisumu	3,118	5,892	3,981	3,368	1,103	235	988	2,991	1,015	280	715	235
Kisumu	7,839	865	3,656	7,028	310	-	3,154	379	-	NA	NA	NA
Kisumu	83	770	4,837	1,887	1,934	1,716	-	1,456	3,924	478	1,456	2,480
Kisumu	10,739	10,138	3,920	2,271	1,948	1,716	-	9,176	13,429	-	2,483	17,16
Kisumu	123	8,338	na	3,14	3,597	na	15	10	na	6,897	na	na
Kisumu	123	146	1,645	-	225	2,162	-	578	596	888	-	2,032
Kisumu	5,020	5,722	5,782	6,032	6,140	151	165	9,284	2,622	2,821	2,384	2,622
Kisumu	56	40	99	13,710	2,991	7	5	2,210	5,719	2,600	NA	NA
Kisumu	16,947	1,836	1,820	5,248	2,199	5,800	52	36,299	420	524	2,398	2,907
Kisumu	4,670	5,780	5,685	3,178	3,191	4,210	4,215	3,824	3,830	3,838	-	NA
Kisumu	360	na	na	7,146	na	na	na	na	2,735	na	na	na
Kisumu	20,400	na	na	50,463	na	na	na	na	2,229	na	na	na
Kisumu	2,231	2,234	2,271	260	288	331	41	32	21	3,228	3,368	140
Kisumu	2,163	2,060	2,778	679	730	2,013	295	200	150	2,125	2,125	3,223
Kisumu	300	450	7,954	1,936	2,026	-	-	1,936	2,050	2,986	-	1,400
Kisumu	540	-	1,877	10,988	10,988	-	2,218	2,218	1,042	2,182	-	1,400
Kisumu	6,134	6,312	6,312	1,648	5,168	876	363	945	8,320	8,787	851	876
Kisumu	2,928	2,936	1,922	400	384	480	700	613	1,851	1,851	288	301
Kisumu	9,825	5,844	5,820	4,851	4,578	411	67	850	1,400	1,400	1,665	480
Kisumu	1,911	887	1,021	368	379	468	163	48	39	5,068	5,170	5,868
Kisumu	2,884	4,985	6,284	1,286	4,461	2,728	19	6	14	983	12	4,698
Kisumu	16,930	17,100	17,460	6,820	6,820	17,460	6,820	7,590	7,620	6,000	6,000	6,880
Kisumu	5,338	2,515	4,225	773	1,892	1,555	1,958	388	61	1,910	1,626	1,555
Kisumu	5,125	na	na	5,849	na	5,787	na	na	na	6,842	na	na
Kisumu	na	790	10,498	14,400	24,700	-	-	4,223	14,230	4,073	-	-
Kisumu	78,854	78,965	7,895	9,048	9,108	-	-	5,673	5,789	5,789	-	-
Kisumu	16,227	16,307	11,392	11,442	16	20	-	11,442	11,449	22,871	22,871	-
Kisumu	3,454	1,748	1,892	2,298	1,053	1,073	42	67	64	118	1,184	1,200
Kisumu	2,415	na	na	3,324	na	na	na	na	44,676	na	na	na
Kisumu	1,215	3,761	1,289	1,753	1,289	-	4	5	-	1,388	3,553	-
Kisumu	1,705	1,764	1,711	8,366	8,208	8,202	-	-	22,003	29,656	24,300	29,656
Kisumu	1,817	27	9	37	na	na	na	na	1,036	1,245	na	na
Kisumu	9,392	10,392	12,181	46,302	39,114	102	87	67	17,303	17,701	26,530	na
Kisumu	918	949	9,846	300	330	550	1,788	1,892	1,800	7,848	9,300	na
Kisumu	290	596	4,200	6,173	4,954	6,044	-	-	5,120	6,659	4,938	5,911
Kisumu	8,199	8,199	26,435	40,733	40,733	-	-	-	8,217	8,217	20,989	8,217
TOTAL	100,887	1,893,285	1,893,284	1,699,830	1,924,421	30,773	77,449	1,892,201	1,874,771	2,080,704	154,804	2,026,575



Table A2.16: Cesspit Emptiers and Faecal Sludge Treatment Facilities

Name WSSA	Number of Cesspit emptiers trucks owned by Utility (No)			Number of Cesspit emptiers trucks owned by LGA(s) (No)			Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)			Total Number of Cesspit Emptier (No)				Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities				
	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024
Arusha	5	5	4	1	1	1	52	22	26	28	28	31	YES	YES	YES	WSPs	WSP	FSTP	Operational	Operational	Operational			
DAWASA	7	7	7	0	1	1	128	127	110	135	135	118	YES	YES	YES	WSPs & DEWATS	WSPs & DEWATS	FSTP (DEWATS) AND SEPTIC TANK	Operational	Operational	Operational			
Dodoma	1	1	1	1	1	1	30	30	34	32	32	36	YES	YES	YES	WSPs	WSPs	N/A	Operation	Operational	Operational			
Iringa	3	3	3	0	0	0	2	2	2	5	5	5	YES	YES	YES	WSP	WSP	WSP AND CONSTRUCTION WETLAND	Operational	Design	Operational			
Kahama	2	2	2	0	0	0	12	12	16	14	14	18	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester		Operational	Operational	Operational			
Mbeya	0	0	0	1	1	1	1	1	0	2	2	1	YES	YES	YES	WSP	WSP	WSP	Operational	Operational	Operational			
Morogoro	0	0	0	1	1	0	7	7	8	8	8	8	YES	YES	YES	WSPs	WSPs	NA	Operational	None	Operational			
Moshi	1	1	1	0	0	0	4	6	11	7	7	12	YES	YES	YES	WSPs	WSP	WSP	Operational	Operational	Operational			
Mtwara	0	0	0	0	0	0	4	3	0	3	3	0	NO	NO	NO	0	0		NO	None	None			
Musoma	1	1	1	5	5	0	5	5	24	11	11	25	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Sludge digester ponds	Operational	Operational	Operational			
Mwanza	6	6	6	2	2	1	7	7	11	15	15	18	YES	YES	YES	WSPs & FSTP	WSPs & FSTP	WWTP	Operational	Operational	Operational			
Shinyanga	0	0	0	1	1	1	7	7	7	8	8	8	YES	YES	YES	Sludge Digester	Faecal sludge treatment plant	Faecal Sludge Treatment Plant	Operational	Operational	Operational			
Songea	1	1	1	0	0	0	0	0	0	1	1	1	YES	YES	YES	WSPs	WSPs	WSP	Operational	Operational	Operational			
Tabora	0	0	0	1	1	1	9	10	12	11	11	13	YES	YES	YES	WSTP	WSTP	Disposal ponds	Operational	Construction	Construction			
Tanga	1	3	3	2	1	2	6	8	5	12	12	10	NO	NO	NO	Mechanical Screening	na	FSTP	Construction	Construction	Construction			
Bukoba	1	1	1	0	0	0	1	1	0	2	2	1	YES	YES	YES	Shallow Lagoon	Shallow Lagoon	Shallow lagoon		Operational	Operational			
Kigoma	1	1	1	0	0	0	0	0	0	1	1	1	YES	YES	YES	WSP	WSP	WSP	Operational	Operational	Operational			
Singida	0	0	0	0	0	0	6	5	20	5	5	20	NO	NO	NO	NA	NA	N/A	NO	Construction	Construction			
Sumbawanga	2	2	2	1	1	1	1	1	3	4	4	6	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	sludge pond Digester	Operational	Operational	Operational			
Babati	0	0	0	1	1	1	1	1	10	2	2	11	NO	NO	NO	na	na	WSP	Design	construction	Construction			
Lindi	1	1	1	0	0	0	1	1	0	2	2	1	YES	YES	YES	Sludge Pond digester	Sludge Pond Digester	Sludge pound digester	Operational	Operational	Operational			
Baridadi	0	0	0	1	1	0	0	0	0	1	1	0	NO	NO	NO	NA	NA	N/A	NO	None	None			
Geita	1	1	1	0	0	0	14	16	16	17	17	17	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Sludge Pond Digester	Operational	Operational	Operational			
Mpanda	0	0	0	0	0	0	1	1	0	1	1	0	NO	NO	NO	NA	NA	Oxidation ponds	NO	NONE	None			
Njombe	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	NA	NA	NO	construction	Construction			
Vvawa-Mlowo	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	NA	NA	NO	NONE	None			
HTM	0	1		0	0		0	3	0	0	4		NO	YES			NA	FSTP			None			
KASHWASA	NA	0		NA	0		NA	0	0	0	0		NO	NO		NA	NA	NA			NA			
Makonde	0	0		0	0		0	0	0	0	0		NO	NO		NO	NO	NA			None			
MANAWASA	0	0		0	0		0	0	0	0	0		NO	NO		13992					none			
Maswa	0	0		0	0		2	0	2	2	0		NO	NO		NA	NA	NA			None			
Mugango-Kiabakari	0	0		0	0		NIL	0	0	0	0		NO	NO			NA	NA			None			
Wanging'ombe	0	0		0	0		0	0	0	0	0		NO	NO			0				None			
Biharamulo	0	0		0	0		0	0	0	0	0		NO	NO		NA	0				none			
Bunda	0	0		0	0		3	3	18	3	3	18	NO	NO	NO	NA	NA	WSP		CONSTRUCTION	Construction			
Chato	0	0		0	0		0	0	0	0	0		NO	NO	NO	NA	NA	NA		CONSTRUCTION				
Chunya	0	0		0	0		0	0	0	0	0		NO	NO	NO	NA	NA	NA			None			
Gairo	0	0		0	0		0	1	2	1	2		NO	NO	NO	NA	0	NA		Design	None			
Ifakara	1	1		0	0		1	1	1	1	1		NO	NO	NO	NA	0	NA			none			
Ijunga	0	0		0	0		1	0	0	0	0		NO	NO	NO	NA	0	NA		Construction	Construction			
Iumba-Isongole	0	0		0	0		0	N/A	0	0	0		NO	NO	NO	NA	N/A	NA			Plot			
Karatu	0	0		0	0		0	1	0	1	1		NO	NO	NO	NA	na	NA	None		None			
Kasulu	0	0		0	0		0	0	0	0	0		NO	NO	NO	NA	na	NA			None			
Kibaya	0	0		0	0		1	1	0	1	1		NO	NO	NO	NA	na	NA	None		None			
Kibondo	0	0		0	0		0	0	0	0	0		NO	NO	NO	NA	N/A	NA			None			
Kilindoni	0	0		0	0		0	0	0	0	0		NO	NO	NO	NA	NA	NA			None			



Name WSSA	Number of Cesspit emitters trucks owned by Utility (No)			Number of Cesspit emitters trucks owned by LGA(s) (No)			Number of Private owned Cesspit emitters registered by WSSA/ LGA (No)			Total Number of Cesspit Emitter (No)			Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities			
	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	2021/2022	2022/2023	2023/2024	
Kilwa Masoko	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	No				None	
Kiomboi	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0	0			None	None
Kishapu	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	NA	N/A			none	None
Kondoa	0	0	0	0	0	0	1	1	2	1	1	2	NO	NO	NO	NA	No				Plot	Acquired Plot
Kyela-Kasumulu	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0				None	None
Liwale	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	NA	0			None	None
Lolifondo	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	na				None	None
Ludewa	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	NA				Design	Design Stage
Lushoto	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0				None	None
Mafinga	0	0	0	0	0	0	1	1	0	1	1	0	NO	NO	NO	NA	No				Plot	Acquired Plot
Makeke	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0		WSP		None	Design Stage
Manyoni	0	0	0	0	0	0	1	2	1	2	2	1	NO	NO	NO	NA	No				None	Acquired Plot
Mbinga	0	0	0	1	1	1	0	0	0	1	1	1	NO	NO	NO	NA	Local				Design	None
Mbulu	0	0	0	0	0	0	3	0	0	0	0	0	NO	NO	NO	NA	0		None		None	None
Mpwapwa	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	N/A				Plot	None
Mwashuzi	0	0	0	0	Na	0	0	Na	0	0	0	0	NO	NO	NO	NA	NA	N/A			None	None
Namanyere	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0				Design	Design Stage
Namtumbo	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0		N/A		None	None
Ngara	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	NA	N/A			None	None
Nzaga	0	2	2	0	0	0	4	4	5	6	6	7	NO	YES	YES	NA	WSP and Constructed wetland				Operational	Operational Stage
Orkesumet	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	na				None	None
Ruangwa	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	Septic Tank				None	None
Rujewa	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	NA				none	None
Same-Mwanga	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0				None	None
Sengerema	1	1	1	0	0	0	0	0	0	1	1	1	YES	YES	YES	Faecal Sludge digester	0	faecal sludge digester	Operational	Operational	Operational	Operational Stage
Songe	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0	NA			None	None
Tukuyu	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0				none	None
Tunduru	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0				None	None
Ushiroambo	0	0	0	0	0	0	1	1	0	1	1	0	NO	NO	NO	NA	NO	N/A			None	None
Utete	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0				Plot	None
Maganzo	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	0	N/A			None	None
Makambako	0	0	0	0	0	0	7	7	0	7	7	0	NO	NO	NO	NA	0	N/A			None	None
Tunduma	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	YES	NA	0	faecal sludge treatment plant			Operational	Operational Stage
Turtani	0	nil	0	0	nil	0	0	0	nil	0	0	0	NO	NO	NO	NA	nil				none	None
Busega	1	1	1	0	0	0	0	0	0	1	1	1	YES	YES	YES	Faecal Sludge Ponds	Faecal Sludge Ponds	faecal sludge pond	Operational	Operational	Operational	Operational Stage
Rombo	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	NA				None	None
TOTAL	36	41	40	25	19	12	324	298	347	358	358	399	20	21	23							



APPENDIX 3: STATUS OF BOARD OF DIRECTORS FOR WSSAs

Table A3.1: WSSAs' Board of Directors Status as of 30th June 2024

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30 th June 2024	Progress in Formulating the Board
			Active (yes) or Not Active (NO)	
1	Arusha	Yes	Active	
2	DAWASA	Yes	Active	
3	Dodoma	Yes	Active	
4	Iringa	Yes	Active	
5	Kahama	Yes	Active	
6	Mbeya	Yes	Active	
7	Morogoro	Yes	Active	
8	Moshi	Yes	Active	
9	Mtwara	Yes	Active	
10	Musoma	Yes	Active	
11	Mwanza	Yes	Active	
12	Shinyanga	Yes	Active	
13	Songea	Yes	Active	
14	Tabora	Yes	Active	
15	Tanga	Yes	Active	
16	Bukoba	Yes	Active	
17	Kigoma	Yes	Not Active	Waiting the appointment from Minister of Water
18	Singida	Yes	Active	
19	Sumbawanga	Yes	Active	
20	Babati	Yes	Active	
21	Lindi	Yes	Active	
22	Bariadi	Yes	Active	
23	Geita	Yes	Active	
24	Mpanda	Yes	Active	
25	Njombe	Yes	Active	
26	Vwawa-Mlowo	Yes	Active	
27	HTM	Yes	Active	
28	KASHWASA	Yes	Active	
29	Makonde	Yes	Active	
30	MANAWASA	Yes	Active	
31	Maswa	Yes	Active	
32	Mugango-Kiabakari	Yes	Active	
33	Wanging'ombe	Yes	Active	
34	Biharamulo	Yes	Active	
35	Bunda	Yes	Active	
36	Busega	Yes	Active	
37	Chato	Yes	Active	
38	Chunya	Yes	Active	
39	Gairo	Yes	Not Active	Waiting the appointment from Minister of Water
40	Ifakara	Yes	Active	
41	Igunga	Yes	Active	



No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30 th June 2024	Progress in Formulating the Board
42	Itumba-Isongole	Yes	Active	
43	Karatu	Yes	Active	
44	Kasulu	Yes	Active	
45	Kibaya	Yes	Active	
46	Kibondo	Yes	Active	
47	Kilindoni	Yes	Not Active	Waiting the appointment from Minister of Water
48	Kilwa Masoko	Yes	Active	
49	Kiomboi	Yes	Not Active	Waiting the appointment from Minister of Water
50	Kishapu	Yes	Not Active	Waiting the appointment from Minister of Water
51	Kondo	Yes	Active	
52	Kyela-Kasumulu	Yes	Active	
53	Liwale	Yes	Active	
54	Loliondo	Yes	Not Active	Waiting the appointment from Minister of Water
55	Ludewa	Yes	Not Active	Waiting the appointment from Minister of Water
56	Lushoto	Yes	Active	
57	Mafinga	Yes	Active	
58	Makete	Yes	Active	
59	Manyoni	Yes	Active	
60	Mbinga	Yes	Not Active	Waiting the appointment from Minister of Water
61	Mbulu	Yes	Active	
62	Mpwapwa	Yes	Active	
63	Mwanhuzi	Yes	Not Active	Waiting the appointment from Minister of Water
64	Namanyere	Yes	Not Active	
65	Namtumbo	Yes	Not Active	Waiting the appointment from Minister of Water
66	Ngara	Yes	Active	
67	Nzega	Yes	Active	
68	Orkesumet	Yes	Active	
69	Rombo	Yes	Active	
70	Ruangwa	Yes	Active	
71	Rujewa	Yes	Active	
72	Same-Mwanga	Yes	Active	
73	Sengerema	Yes	Active	
74	Songe	Yes	Not Active	Waiting the appointment from Minister of Water
75	Tukuyu	Yes	Active	
76	Tunduru	Yes	Not Active	Waiting the appointment from Minister of Water
77	Ushiroombo	Yes	Active	
78	Utete	Yes	Not Active	Waiting the appointment from Minister of Water
79	Maganzo	Yes	Not Active	Waiting the appointment from Minister of Water
80	Makambako	Yes	Active	
81	Tunduma	Yes	Active	
82	Turiani	Yes	Not Active	Waiting the appointment from Minister of Water



APPENDIX 4:

COMPLIANCE WITH REGULATORY REQUIREMENTS

Table A4.1: COMPLIANCE WITH INSPECTION DIRECTIVES IN THE FY 2023/24

Name of Utility	General Monitoring Inspection				Water Quality Compliance			
	Number of Directives Issued in the FY 2023/24	Number of Directives Implemented in the FY 2023/24	Number of Directives Not Implemented in the FY 2023/24	Compliance level (%)	Number of Directives Issued in the FY 2023/24	Number of Directives Implemented in the FY 2023/24	Number of Directives Not Implemented in the FY 2023/24	Compliance level (%)
Arusha	42	32	10	76	4	4	0	100
DAWASA	42	17	25	40	4	4	0	100
Dodoma	29	17	12	59	14	13	1	93
Iringa	12	9	3	75	5	4	1	80
Kahama	14	0	14	0	5	0	5	0
Mbeya	15	7	8	47	4	4	0	100
Morogoro	21	13	8	62	4	4	0	100
Moshi	18	12	6	67	3	2	1	67
Mtwara	34	9	25	26	8	5	3	63
Musoma	na	na	na	na	4	2	2	50
Mwanza	na	na	na	na	5	5	0	100
Shinyanga	na	na	na	na	6	4	2	67
Songea	na	na	na	na	6	5	1	83
Tabora	32	12	20	38	4	4	0	100
Tanga	14	5	9	36	5	4	1	80
Bukoba	8	6	2	75	6	5	1	83
Kigoma	27	22	5	81	4	4	0	100
Singida	13	10	3	77	2	2	0	100
Sumbawanga	8	1	7	13			0	
Babati	11	7	4	64	5	4	1	80
Lindi	17	9	8	53			0	
Bariadi	na	na	na	na	6	2	4	33
Geita	26	8	18	31	4	3	1	75
Mpanda	26	17	9	65	5	2	3	40
Njombe	23	11	12	48	5	2	3	40
Vwawa-Mlowo	10	5	5	50			0	
HTM	na	na	na	na	6	6	0	100
KASHWASA	10	7	3	70	5	3	2	60
Makonde	18	12	6	67	4	4	0	100
MANAWASA	na	na	na	na			0	
Maswa	18	5	13	28	5	5	0	100
Mugango-Kiabakari	na	na	na	na	4	4	0	100
Wanging'ombe	na	na	na	na	3	3	0	100
Biharamulo	16	14	2	88	6	6	0	100
Bunda	13	13	0	100	5	5	0	100
Chato	12	9	3	75	4	3	1	75
Chunya	na	na	na	na	4	4	0	100
Gairo	7	5	2	71			0	



Name of Utility	General Monitoring Inspection				Water Quality Compliance			
	Number of Directives Issued in the FY 2023/24	Number of Directives Implemented in the FY 2023/24	Number of Directives Not Implemented in the FY 2023/24	Compliance level (%)	Number of Directives Issued in the FY 2023/24	Number of Directives Implemented in the FY 2023/24	Number of Directives Not Implemented in the FY 2023/24	Compliance level (%)
Ifakara	8	2	6	25			0	
Igunga	14	10	4	71	2	2	0	100
Itumba-Isongole	na	na	na	na			0	
Karatu	na	na	na	na	7	4	3	57
Kasulu	28	18	10	64	5	5	0	100
Kibaya	na	na	na	na	2	2	0	100
Kibondo	37	32	5	86	1	1	0	100
Kilindoni	na	na	na	na			0	
Kilwa Masoko	39	22	17	56	3	2	1	67
Kiomboi	10	7	3	70	2	2	0	100
Kishapu	na	na	na	na			0	
Kondoa	11	6	5	55	5	2	3	40
Korogwe	na	na	na	na			0	
Kyela-Kasumulu	14	7	7	50			0	
Liwale	34	15	19	44			0	
Loliondo	na	na	na	na			0	
Ludewa	na	na	na	na	4	4	0	100
Lushoto	12	5	7	42	7	7	0	100
Mafinga	6	3	3	50			0	
Mahenge	na	na	na	na			0	
Makete	na	na	na	na	3	3	0	100
Manyoni	12	7	5	58	2	2	0	100
Mbinga	na	na	na	na	4	4	0	100
Mbulu	12	8	4	67	2	1	1	50
Mpwapwa	11	7	4	64			0	
Mwanhuzi	na	na	na	na	6	5	1	83
Namanyere	12	6	6	50			0	
Namtumbo	na	na	na	na			0	
Ngara	15	9	6	60	3	3	0	100
Nzega	23	23	0	100	3	3	0	100
Orkesumet	13	3	10	23			0	
Ruangwa	22	18	4	82	3	3	0	100
Rujewa	na	na	na	na	5	5	0	100
Same-Mwanga	19	7	12	37	7	7	0	100
Sengerema	10	8	2	80	7	6	1	86
Songe	na	na	na	na	7	7	0	100
Tukuyu	na	na	na	na	4	4	0	100
Tunduru	24	8	16	33	4	3	1	75
Ushirombo	na	na	na	na	7	5	2	71
Utete	na	na	na	na	5	4	1	80
Maganzo	na	na	na	na			0	
Makambako	11	5	6	45	2	1	1	50
Mombo	na	na	na	na			0	
Tunduma	12	6	6	50			0	



Name of Utility	General Monitoring Inspection				Water Quality Compliance			
	Number of Directives Issued in the FY 2023/24	Number of Directives Implemented in the FY 2023/24	Number of Directives Not Implemented in the FY 2023/24	Compliance level (%)	Number of Directives Issued in the FY 2023/24	Number of Directives Implemented in the FY 2023/24	Number of Directives Not Implemented in the FY 2023/24	Compliance level (%)
Turiani	9	8	1	89	4	4	0	100
Busega	15	11	4	73			0	
Rombo	na	na	na	na			0	
Total	969	555	414	58	280	232	48	84



Table A4.3: REGULATORY TOOLS AT UTILITES

Name of Utility	Business Plan	Water Quality Monitoring Programme	NRW Reduction Strategy	IWA Water Balance	Water Meter Policy	Water Meter Database	Customer Service Charter	Complaint handling register	Customer Satisfaction Survey	SOP for FSM
Arusha	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
DAWASA	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Available
Dodoma	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Iringa	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Kahama	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Mbeya	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Morogoro	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Moshi	Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Mtwara	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Musoma	Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Mwanza	Available	Available	Not Available	Available	Available	Not Available	Available	Available	Not Available	Available
Shinyanga	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Songea	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Tabora	Available	Available	Not Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Tanga	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Bukoba	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Kigoma	Available	Available	Not Available	Available	Available	Not Available	Available	Not Available	Not Available	Not Available
Singida	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Sumbawanga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
Babati	Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Lindi	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Bariadi	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Geita	Not Available	Available	Not Available	Available	Available	Not Available	Available	Available	Available	Not Available
Mpanda	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Njombe	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Vwawa-Mlowo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
HTM	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
KASHWASA	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
Makonde	Available	Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available
MANAWASA	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Maswa	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Mugango-Kiabakari	Not Available	Not Available	Not Available	Available	Not Available	Not Available	Available	Not Available	Not Available	Not Available
Wanging'ombe	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Biharamulo	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
Burda	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
Chato	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Not Available	Not Available	Not Available
Chunya	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Gairo	Available	Available	Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Ifakara	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Igunga	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
Itumba-Isongole	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Karatu	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Kasulu	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Not Available	Not Available	Not Available
Kibaya	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Kibondo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Kilindoni	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Kilwa Masoko	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available



Name of Utility	Business Plan	Water Quality Monitoring Programme	NRW Reduction Strategy	IWA Water Balance	Water Meter Policy	Water Meter Database	Customer Service Charter	Complaint handling register	Customer Satisfaction Survey	SOP for FSM
Kiomboi	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Kishapu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
Kondoa	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Kyela-Kasumulu	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Liwale	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Loliondo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Ludewa	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
Lushoto	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Mafinga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Makete	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Manyoni	Available	Available	Not Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Mbinga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Mbulu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Mpwapwa	Available	Available	Not Available	Available	Available	Not Available	Available	Available	Available	Not Available
Mwanhuzi	Available	Available	Not Available	Available	Not Available	Not Available	Available	Not Available	Not Available	Not Available
Namanyere	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Namtumbo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Ngara	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
Nzega	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Available
Orkesumet	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Ruangwa	Not Available	Available	Not Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Rujewa	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Same-Mwanga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Sengerema	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
Songe	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Tukuyu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Tunduru	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Ushiroambo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Utete	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Maganzo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Makambako	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Tunduma	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Turiani	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Buseqa	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Rombo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available



Table A4.4: Status of Submission of Reports among WSSAs for the FY2023/24

Utility Name	Majis Monthly Reports	Majis Annual Report		Draft Technical Annual Report		Draft Financial Statements		Submission of final annual report for the previous year
	No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
Arusha	12	06/11/2024	Timely submitted	26/08/2024	Timely submitted	26/08/2024	Timely submitted	Yes
DAWASA	11	24/11/2024	Timely submitted	30/11/2024	Late submission	30/09/2024	Timely submitted	Yes
Dodoma	11	05/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Iringa	12	08/11/2024	Timely submitted	30/09/2024	Timely submitted	30/08/2024	Timely submitted	Yes
Kahama	9	07/12/2024	Timely submitted	27/09/2024	Timely submitted	27/09/2024	Timely submitted	Yes
Mbeya	12	06/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Morogoro	10	06/12/2024	Timely submitted	03/10/2024	Late submission	04/09/2024	Timely submitted	Yes
Moshi	12	06/11/2024	Timely submitted	09/09/2024	Timely submitted	23/09/2024	Timely submitted	Yes
Mtwara	6	24/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Musoma	11	08/11/2024	Timely submitted	27/09/2024	Timely submitted	26/08/2024	Timely submitted	Yes
Mwanza	11	06/11/2024	Timely submitted	25/09/2024	Timely submitted	29/09/2024	Timely submitted	Yes
Shinyanga	11	26/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Songea	12	06/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Tabora	10	25/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Tanga	12	29/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Bukoba	8	03/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Kigoma	9	06/12/2024	Timely submitted	11/12/2024	Late submission	08/11/2024	Late submission	Yes
Singida	0	01/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Sumbawanga	11	07/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Babati	11	05/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Lindi	10	24/11/2024	Timely submitted	26/09/2024	Timely submitted	07/09/2024	Timely submitted	Yes
Bariadi	11	29/11/2024	Timely submitted	09/06/2024	Late submission	09/06/2024	Late submission	Yes
Geita	4	02/12/2024	Timely submitted	30/09/2024	Timely submitted	11/09/2024	Timely submitted	Yes
Mpanda	9	06/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Njombe	11	06/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Vwawa-Mlowo	7	06/12/2024	Timely submitted	30/09/2024	Timely submitted	27/09/2024	Timely submitted	Yes
HTM	3	07/11/2024	Timely submitted	31/10/2024	Late submission	31/10/2024	Late submission	Yes
KASHWASA	7	06/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Makonde	11	24/11/2024	Timely submitted	26/09/2024	Timely submitted	30/08/2024	Timely submitted	Yes



Utility Name	Majis Monthly Reports	MaJis Annual Report		Draft Technical Annual Report		Draft Financial Statements		Submission of final annual report for the previous year
	No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
MANAWASA	1	24/11/2024	Timely submitted	na	Not submitted	30/10/2014	Late submission	Yes
Maswa	8	06/12/2024	Timely submitted	31/08/2024	Timely submitted	30/08/2024	Timely submitted	Yes
Mugango-Kiabakari	4	10/12/2024	Late submitted	01/09/2024	Timely submitted	01/09/2024	Timely submitted	Yes
Wanging'ombe	10	02/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Biharamulo	12	08/12/2024	Late submitted	21/08/2024	Timely submitted	30/08/2024	Timely submitted	Yes
Bunda	8	15/11/2024	Timely submitted	08/06/2024	Late submission	08/06/2024	Late submission	Yes
Chato	2	21/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Chunya	0	02/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Gairo	1	06/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	No
Ifakara	9	19/11/2024	Timely submitted	na	Not submitted	na	Not submitted	Yes
Igunga	12	01/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Itumba-Isongole	12	02/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Karatu	11	04/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	No
Kasulu	11	21/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Kibaya	6	01/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Kibondo	10	06/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Kilindoni	6	24/11/2024	Timely submitted	01/11/2024	Late submission	01/11/2024	Late submission	Yes
Kilwa Masoko	10	06/11/2024	Timely submitted	28/10/2024	Late submission	28/10/2024	Late submission	Yes
Kiomboi	3	06/12/2024	Timely submitted	na	Not submitted	na	Not submitted	No
Kishapu	10	29/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Kondoa	7	19/11/2024	Timely submitted	07/10/2024	Late submission	06/09/2024	Timely submitted	Yes
Kyela-Kasumulu	0	09/12/2024	Late submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Liwale	8	07/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Loliondo	9	01/11/2024	Timely submitted	27/09/2024	Timely submitted	27/09/2024	Timely submitted	Yes
Ludewa	11	29/11/2024	Timely submitted	30/09/2024	Timely submitted	09/09/2024	Timely submitted	Yes
Lushoto	6	01/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Mafinga	10	06/12/2024	Timely submitted	na	Not submitted	na	Not submitted	Yes
Makete	11	06/11/2024	Timely submitted	27/09/2024	Timely submitted	27/09/2024	Timely submitted	Yes
Manyoni	11	01/11/2024	Timely submitted	23/08/2024	Timely submitted	29/08/2024	Timely submitted	Yes
Mbinga	0	02/12/2024	Timely submitted	na	Not submitted	30/08/2024	Timely submitted	Yes



Utility Name	Majis Monthly Reports	MaJis Annual Report		Draft Technical Annual Report		Draft Financial Statements		Submission of final annual report for the previous year
	No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
Mbulu	9	01/11/2024	Timely submitted	30/09/2024	Timely submitted	30/08/2024	Timely submitted	Yes
Mpwapwa	12	06/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Mwanhuzi	6	05/11/2024	Timely submitted	31/10/2024	Late submission	31/10/2024	Late submission	Yes
Namanyere	0	13/11/2024	Timely submitted	22/09/2024	Timely submitted	23/08/2024	Timely submitted	Yes
Namtumbo	9	06/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	No
Ngara	9	27/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Nzega	12	30/11/2024	Timely submitted	27/09/2024	Timely submitted	27/09/2024	Timely submitted	Yes
Orkesumet	6	01/11/2024	Timely submitted	27/09/2024	Timely submitted	27/09/2024	Timely submitted	Yes
Ruangwa	8	05/11/2024	Timely submitted	30/09/2024	Timely submitted	27/08/2024	Timely submitted	Yes
Rujewa	10	02/12/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Same-Mwanga	11	01/11/2024	Timely submitted	03/10/2024	Late submission	03/10/2024	Late submission	Yes
Sengerema	0	08/11/2024	Timely submitted	na	Not submitted	na	Not submitted	No
Songe	12	26/11/2024	Timely submitted	na	Not submitted	09/11/2024	Late submission	Yes
Tukuyu	10	04/11/2024	Timely submitted	28/09/2024	Timely submitted	28/09/2024	Timely submitted	Yes
Tunduru	7	02/12/2024	Timely submitted	21/10/2024	Late submission	21/10/2024	Late submission	Yes
Ushiroambo	0	08/11/2024	Timely submitted	30/11/2024	Late submission	30/06/2024	Late submission	Yes
Utete	10	05/11/2024	Timely submitted	na	Not submitted	01/11/2024	Late submission	Yes
Maganzo	11	06/11/2024	Timely submitted	30/09/2024	Timely submitted	30/09/2024	Timely submitted	Yes
Makambako	9	05/11/2024	Timely submitted	30/09/2024	Timely submitted	09/09/2024	Timely submitted	Yes
Tunduma	11	09/11/2024	Timely submitted	28/09/2024	Timely submitted	28/09/2024	Timely submitted	Yes
Turiani	11	07/11/2024	Timely submitted	15/09/2024	Timely submitted	30/08/2024	Timely submitted	Yes
Busega	5	08/12/2024	Late submitted	09/06/2024	Late submission	09/06/2024	Late submission	Yes
Rombo	2	07/11/2024	Timely submitted	05/10/2024	Late submission	05/10/2024	Late submission	Yes



APPENDIX 5: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR THE FY 2023/24

Table A5.1: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR WSSAs DURING THE FY 2023/24

SN	NAME OF WSSA	OPENING BALANCE 01 JULY 2023 (TZS)	ACTUAL INVOICES JULY 2023 TO JUNE 2024 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2024 (TZS)	OUTSTANDING AMOUNT AS OF 30 AUGUST 2024 TZS	COMPLIANCE (%)
1.	Mbeya	70,957,173.01	205,465,050.40	276,537,157.37	-	100%
2.	Tunduma	212,739.54	2,765,360.86	2,978,100.94	-	100%
3.	KASHWASA	2,706,258.49	35,828,798.71	38,535,057.20	-	100%
4.	Dodoma	60,071,569.14	274,750,469.41	334,822,038.55	-	100%
5.	Kasulu	7,054,549.47	4,145,692.55	11,272,649.39	-	100%
6.	Nzega	1,270,180.60	18,416,394.53	19,686,575.13	-	100%
7.	Kishapu	-	2,578,525.33	3,568,139.80	-	100%
8.	Kahama	41,338,990.28	107,318,069.23	148,657,059.51	-	100%
9.	Moshi	-	171,749,099.24	171,749,099.24	-	100%
10.	Babati	18,714,968.63	56,467,907.41	80,362,815.93	-	100%
11.	Manyoni	377,360.89	6,024,011.37	6,401,372.26	-	100%
12.	Gairo	5,984,229.63	5,630,784.42	11,615,014.05	-	100%
13.	Iringa	7,989,602.05	99,543,425.40	107,533,027.45	-	100%
14.	Turiani	2,828,228.33	4,207,019.27	7,035,247.60	-	100%
15.	Ludewa	1,529,485.56	997,191.10	2,526,676.66	-	100%
16.	Tukuyu	-	4,352,793.87	4,352,793.87	-	100%
17.	Njombe	1,967,036.41	13,735,587.34	15,702,623.75	-	100%
18.	Kilindoni	512,707.72	705,660.49	1,218,368.21	-	100%
19.	Utete	1,996,303.21	1,141,189.96	3,137,493.17	-	100%
20.	Biharamulo	768,917.31	4,967,869.11	5,736,786.42	-	100%
21.	Shinyanga	125,568,485.38	105,359,232.16	230,927,717.54	-	100%
22.	Mpanda	4,642,033.39	8,041,582.42	12,683,615.81	-	100%
23.	Maganzo	2,123,042.41	1,724,547.96	3,847,590.37	-	100%
24.	Igunga	1,115,737.36	20,634,521.50	21,750,258.86	-	100%
25.	Kibondo	2,943,147.12	2,129,258.43	5,072,405.54	-	100%
26.	Loliondo	2,246,850.00	2,215,122.19	4,461,972.19	-	100%
27.	Ruangwa	163,410.70	2,898,843.35	3,022,408.30	39,845.75	99%



SN	NAME OF WSSA	OPENING BALANCE 01 JULY 2023 (TZS)	ACTUAL INVOICES JULY 2023 TO JUNE 2024 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2024 (TZS)	OUTSTANDING AMOUNT AS OF 30 AUGUST 2024 TZS	COMPLIANCE (%)
28.	Orkesumet	-	3,625,653.88	3,534,987.63	90,666.25	97%
29.	Ngara	233,442.16	3,871,144.90	3,852,371.67	252,215.39	94%
30.	Kilwa Masoko	2,648,078.22	5,392,060.44	7,519,029.47	521,109.19	94%
31.	Makambako	-	9,675,687.49	8,964,023.43	711,664.06	93%
32.	Makonde	17,733,634.24	42,043,019.34	55,302,680.46	4,473,973.12	93%
33.	Tanga	156,148,420.68	187,641,920.84	309,511,376.32	34,278,965.20	90%
34.	Lushoto	222,974.76	3,568,117.53	3,228,994.24	562,098.05	85%
35.	Songe	3,446,266.59	1,080,308.13	3,753,461.26	773,113.46	83%
36.	Geita	9,526,850.20	20,553,798.78	22,508,893.10	7,571,755.88	75%
37.	Namtumbo	3,963,492.18	2,113,542.26	4,385,596.21	1,691,438.23	72%
38.	Singida	119,061,192.66	54,858,267.05	111,907,919.52	62,011,540.19	64%
39.	Mbulu	1,001,754.69	6,092,625.07	4,525,139.94	2,569,239.82	64%
40.	Mpwapwa	13,306,947.49	5,929,831.15	12,002,931.37	7,233,847.27	62%
41.	Itumba-Isongole	-	1,165,892.58	685,621.83	480,270.75	59%
42.	Arusha	151,570,524.03	325,734,436.61	277,376,940.59	199,928,020.05	58%
43.	Bariadi	10,075,248.23	7,570,291.92	9,487,653.76	8,157,886.39	54%
44.	Namanyere	494,206.55	340,572.62	407,124.20	427,654.97	49%
45.	Mafinga	5,869,989.27	5,473,566.68	5,180,466.43	6,163,089.52	46%
46.	Rujewa	5,093,914.15	2,170,574.45	3,290,733.03	3,973,755.57	45%
47.	Mbinga	895,020.44	5,721,192.50	2,823,763.96	3,792,448.98	43%
48.	Busega	5,591,658.16	8,661,742.48	5,912,465.84	8,340,934.80	41%
49.	DAWASA	1,028,585,086.87	1,689,839,329.41	1,114,209,970.39	1,604,214,445.89	41%
50.	Ushirobo	2,701,245.01	2,756,382.38	2,121,092.85	3,336,534.54	39%
51.	Ifakara	3,093,953.18	1,414,568.80	1,624,413.13	2,884,108.85	36%
52.	Karatu	13,218,045.24	20,468,646.24	11,381,376.24	22,305,315.24	34%
53.	Rombo	17,283,988.42	20,457,340.97	12,000,000.00	25,741,329.39	32%
54.	Liwale	2,607,903.72	1,297,610.30	1,219,313.12	2,686,200.90	31%
55.	Mwanza	271,722,425.64	377,569,760.10	200,000,000.00	449,292,185.74	31%
56.	Maswa	12,596,181.71	10,207,358.49	6,914,205.45	15,889,334.75	30%
57.	Mtwara	239,788,851.09	75,291,955.26	88,867,176.40	226,213,629.95	28%
58.	Chato	5,827,790.58	7,558,586.67	3,543,928.43	9,842,448.82	26%
59.	Wanging'ombe	12,265,299.27	10,601,727.74	6,000,000.00	16,867,027.01	26%
60.	Morogoro	32,966,092.64	136,743,548.23	43,489,317.41	129,104,932.01	26%



SN	NAME OF WSSA	OPENING BALANCE 01 JULY 2023 (TZS)	ACTUAL INVOICES JULY 2023 TO JUNE 2024 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2024 (TZS)	OUTSTANDING AMOUNT AS OF 30 AUGUST 2024 TZS	COMPLIANCE (%)
61.	Bukoba	91,907,209.23	75,677,042.43	37,000,000.00	130,584,251.66	22%
62.	Kibaya	6,173,166.13	2,321,314.23	1,780,315.77	6,714,164.59	21%
63.	Tabora	330,801,120.22	124,604,979.17	89,752,965.09	365,653,134.30	20%
64.	Kyela-Kasumulu	1,562,725.07	2,823,107.57	790,291.65	3,595,540.99	18%
65.	Songea	88,705,125.41	61,953,997.79	23,805,671.27	126,853,451.93	16%
66.	Same-Mwanga	21,166,323.81	7,057,620.95	4,076,693.48	24,147,251.28	14%
67.	MANAWASA	24,432,015.90	44,110,907.42	9,000,000.00	59,542,923.32	13%
68.	Sumbawanga	63,406,604.98	35,570,847.13	11,533,643.46	87,443,808.65	12%
69.	HTM	36,338,967.79	29,325,160.83	7,171,268.44	58,492,860.18	11%
70.	Vwawa-Mlowo	1,899,366.89	3,022,205.74	479,291.27	4,442,281.36	10%
71.	Mwanhuzi	11,012,717.48	5,568,193.19	1,385,214.80	15,195,695.87	8%
72.	Bunda	30,242,598.69	16,005,229.95	3,382,789.41	42,865,039.23	7%
73.	Lindi	55,594,112.81	17,625,499.43	5,073,567.70	68,146,044.54	7%
74.	Kiomboi	468,866.78	1,242,780.40	106,218.00	1,605,429.18	6%
75.	Musoma	227,908,545.62	90,510,357.20	18,606,352.87	299,812,549.95	6%
76.	Kondoa	12,636,081.15	5,780,409.67	704,443.19	17,712,047.63	4%
77.	Chunya	4,008,780.17	2,162,907.61	100,000.00	6,071,687.78	2%
78.	Kigoma	256,809,234.42	72,866,847.22	3,705,210.22	325,970,871.42	1%
79.	Makete	5,332,441.14	3,330,207.60	-	8,662,648.74	0%
80.	Tunduru	4,697,918.60	2,010,806.07	-	6,708,724.67	0%
81.	Mugango-Kiabakari	6,739,633.91	1,986,445.94	-	8,726,079.85	0%
82.	Sengerema	54,577,529.69	21,115,400.46	-	75,692,930.15	0%
	GRAND TOTAL	3,851,044,570.59	4,847,957,337.30	4,101,180,969.41	4,597,820,938.48	47.2%



APPENDIX 6: SUMMARY OF IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE FY 2022/23 REPORT

Table A6.1: IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE FY 2022/23 REPORT

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
1.	Low compliance with residual chlorine levels	During the FY 2022/23, the average residual chlorine compliance level was 24%. The average compliance with residual chlorine levels remained below the service level benchmark of 100%	WSSAs to improve compliance with residual chlorine levels by: (i) establishing control points for optimization of the chlorination process; (ii) use of calibrated residual chlorine testing kits; and (iii) ensuring that the chlorination process is done by qualified personnel	June 2025	WSSAs	(i) Control points for the chlorination process optimization have been developed by 43 out of the 82 WSSAs (ii) 37 out of 82 WSSAs use the calibrated residual chlorine testing kits (iii) 22 out of 82 WSSAs have water quality staff The compliance level for residual Chlorine for the tests conducted by EWURA during the FY 2023/24 was 29%
2.	Low effluent BOD and COD compliance level	During the FY 2022/23, the average BOD and COD effluent compliance levels for the tests conducted by EWURA were 58% and 50% respectively. The attainment does not comply with the service level benchmark of 100%	(i) WSSAs are required to either construct additional wastewater treatment facilities or expand the existing ones to accommodate the demand for treatment; and (ii) WSSAs are required to implement regular rehabilitation of the existing wastewater treatment facilities to maintain their performance	June 2026	WSSAs	(i) Only two out of the 23 WSSAs with wastewater treatment facilities are in the process of constructing additional treatment facilities (ii) Seven out of the 23 WSSAs with wastewater treatment facilities conduct regular rehabilitation of the wastewater treatment facilities The BOD and COD compliance levels for the tests conducted by EWURA during the FY 2023/24 deteriorated to 33% and 33%, respectively
3.	Inadequate water service coverage	The water network coverage in WSSAs' service areas was 82%. This is lower than the target of 95% provided in the National Five-Year Development Plan (2021/22 – 2025/26)	WSSAs to include in their Business Plan strategies to attain 95% water service coverage. The strategies may include project financing through Public Private Partnership (PPP)	June 2025	WSSAs	61 WSSAs with the approved Business plan incorporate strategies aimed at achieving 95% coverage in water service. Nevertheless, only 14 of these WSSAs include project financing through a Private Partnership. Further, the overall water service coverage has increased to 84% from 82% which was reported in the FY 2022/23



SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
4. 5.	High Non-Revenue Water	Overall non-revenue water for the FY 2022/23 was 37%, which is higher than the recommended service level benchmark of 20% or less	(i) All WSSAs to prepare non-revenue water reduction strategies according to EWURA Guidelines for Development of NRW Reduction Strategy for WSSAs 2021 (ii) WSSAs to ensure the implementation of their non-revenue water reduction strategies	June 2024 Continuous	WSSAs WSSAs	37 out of 82 WSSAs have developed non-revenue water reduction strategies according to EWURA Guidelines for Development of NRW Reduction Strategy for WSSAs 2021 37 out of 82 WSSAs implement their non-revenue water reduction strategies and the overall non-revenue water has decreased to 36.8% from 37.2% which was recorded in the FY 2022/23
6. 7.	Inadequate wastewater and faecal sludge treatment facilities	51 out of 85 WSSAs do not have wastewater and faecal sludge treatment facilities. This implies that health and the environment are at stake	(i) WSSAs to include in their Business Plans securing land for construction of wastewater and faecal sludge treatment facilities (ii) The Ministry of Water is advised to assist WSSAs in securing funds for the construction of wastewater and faecal sludge treatment facilities. Consideration of PPP may be one of the alternatives.	June 2025 June 2026	WSSAs Ministry of Water	61 WSSAs with the approved business plan include in their business plans securing land construction of wastewater and faecal sludge treatment facilities In FY 2024/25 the Ministry of Water has set funds for the construction of wastewater and faecal sludge treatment facilities for Gairo, HTM, Njombe, Turiani and Mpanda WSSAs. Further, The Ministry will continue to set the budget and secure funds to assist the rest of WSSAs
8.	Low water production to demand ratio despite sufficient installed capacity	Despite available production capacities, water production for some WSSAs remains below demand	WSSAs to increase the water distribution network and customers to improve utilization of the available installed water production capacities	June 2025	WSSAs	During the FY 2023/24 a total of 1,643,041 new customers were connected and the water network was extended by a total of 5,436 km. The overall ratio of production to demand deteriorated to 45% as compared to 49% attained in the FY 2022/23
9. 10.	Overstayed non-cost recovery water tariffs	Some WSSAs operate with tariffs that do not facilitate the recovery of operating and investment costs	(i) WSSAs to prioritize the preparation of business plans to enable the adjustment of their tariffs (ii) The Ministry of Water is advised to assist WSSAs to have enough and qualified staff according to the WSSAs Approved Scheme of Service	June 2025 June 2025	WSSAs Ministry of Water	61 out of 82 WSSAs have approved business plans in which the issue of cost recovery has been addressed Up to September 2024, the Ministry of Water has posted 30 staff of different disciplines to Mugango Kiabakari (14), Vwawa-Mlowo (3), Maswa (1), Songe (1), Tunduma (2), Same-Mwanga (3), Bariadi (1), Kiomboi (2), HTM (2), and Babati (1) WSSAs. Further, the Ministry of Water continues to gather the staff requirements from WSSAs



SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
11.	Inadequate provision of sanitation services	During the FY 2022/23, sewerage sanitation coverage was 11% which is below the service level benchmark of 100%. Further, only 21 out of 85 WSSAs have wastewater and faecal sludge treatment facilities	(i) WSSAs to design and implement sewerage and non-sewered sanitation solutions using the City-Wide Inclusive Sanitation Approach (CWIS) (ii) WSSAs to implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020.	Continuous	WSSAs	(i) Only 18 out of 82 WSSAs design and implement sewerage and non-sewered sanitation solutions using the City-Wide Inclusive Sanitation Approach (CWIS) (ii) 27 out of 82 WSSAs implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020 Overall sewerage sanitation coverage for the 11 WSSAs that provide sewerage sanitation services declined to 5.26% from 10.7% which was recorded in the FY 2022/23



APPENDIX 7: LIST OF WSSAS IN FY2023/24

Table A7.1: LIST OF WATER SUPPLY AND SANITATION AUTHORITIES AND THEIR SERVICE AREA AS OF JUNE 2024

No.	Name of Water Supply and Sanitation Authorities	Licence Number	Licence Class	Region	Service Area(s)
CLUSTER I					
1	Arusha Water Supply and Sanitation Authority	WSSSL/02/2020	II	Arusha	Arusha City, Longido, Monduli, Ngaramtoni, Mererani and Usa-river Towns
2	Babati Water Supply and Sanitation Authority	WSSSL/01/2022	II	Manyara	Babati, Gallapo, Dareda, Bashnet, Magugu and Katesh Towns
3	Bukoba Water Supply and Sanitation Authority	WSSSL/05/2022	III	Kagera	Bukoba Municipal, Bunazi, Mutukula, Kyaka, Kasambya and Kayanga Wards in Misenyi District, Kyanga-Omurushaka Ward in Karagwe District, Kemondo, Kanyangereko and Katerero in Bukoba District, Katoma and Nyakato Wards in Bukoba Municipal and Muleba in Muleba District.
4	Dar es Salaam WSSA (DAWASA)	WSSSL/01/2021	III	Dar es Salaam	Dar es Salaam, Kibaha, Bagamoyo, Kisarawe, Chalınze, Mkuranga, and Village of Kwasunga and Manga (Handeni Rural in Tanga Region) and Gwata and Ngerengere (Morogoro Region)
5	Dodoma Water Supply and Sanitation Authority	WSSSL/01/2020	II	Dodoma	Dodoma City, Bahi, Chamwino, Kongwa and Kibaigwa Towns
6	Iringa Water Supply and Sanitation Authority	WSSSL/03/2020	II	Iringa	Iringa, Ilula and Kilolo
7	Kahama Water Supply and Sanitation Authority	WSSSL/27/2023	II	Shinyanga	Kahama Municipal, Kagongwa and Isaka Towns
8	Kigoma Water Supply and Sanitation Authority	WSSSL/13/2022	III	Kigoma	Kigoma Municipal
9	Mbeya Water Supply and Sanitation Authority	WSSSL/01/2021	II	Mbeya	Mbeya City and Mbalizi Town
10	Morogoro Water Supply and Sanitation Authority	WSSSL/09/2022	III	Morogoro	Morogoro Municipal, Kilosa, Mikumi, Dakawa and Mahenge Towns, Mkambarani, Nangawe, Mkono wa Mara and Mzumbe Areas
11	Moshi Water Supply and Sanitation Authority	WSSSL/01/2017	I	Kilimanjaro	Moshi Municipal, Hai and Siha Towns
12	Musoma Water Supply and Sanitation Authority	WSSSL/06/2022	III	Mara	Musoma Municipal, Mugumu, Tarime, Shirati Towns
13	Mwanza Water Supply and Sanitation Authority	WSSSL/04/2020	II	Mwanza	Mwanza City, Misungwi, Nansio, Magu and Ngudu Towns
14	Shinyanga Water Supply and Sanitation Authority	WSSSL/02/2022	III	Shinyanga	Shinyanga Municipal, Tinde, Didia and Iselamagazi Towns
15	Songea Water Supply and Sanitation Authority	WSSSL/03/2022	III	Ruvuma	Songea Municipal
16	Tabora Water Supply and Sanitation Authority	WSSSL/07/2022	III	Tabora	Tabora Municipal, Izikizya, Sikonge, Urambo Towns and Kaliuwa, Ushukora and Ufutwa Wards in Kaliua District
17	Tanga Water Supply and Sanitation Authority	WSSSL/02/2016	I	Tanga	Tanga City, Muheza and Pangani Towns
18	KASHWASA	WSSSL/18/2023	II	Shinyanga	Shinyanga, Kahama, Tabora, Nzega, Kishapu, Maganzo, Mwanza and Igunga WSSAs and Villages along the Trunk Main



No.	Name of Water Supply and Sanitation Authorities	Licence Number	Licence Class	Region	Service Area(s)
19	Singida Water Supply and Sanitation Authority	WSSSL/08/2022	III	Singida	Singida Municipal, Iguguno, Ikungi, Nija Panda, Puma, Sepuka and Irisya Areas
20	Rombo Water Supply and Sanitation Authority	WSSSL/01/2024	III	Kilimanjaro	Rombo District
CLUSTER II					
21	Geita Water Supply and Sanitation Authority	WSSSL/16/2022	III	Geita	Geita Municipal
22	Lindi Water Supply and Sanitation Authority	WSSSL/11/2022	III	Lindi	Lindi Municipal
23	Mpanda Water Supply and Sanitation Authority	WSSSL/15/2022	III	Katavi	Mpanda Municipal
24	Mtwara Water Supply and Sanitation Authority	WSSSL/10/2022	III	Mtwara	Mtwara Mikindani Municipal, Nanyamba and Naumbu, Mayanga, Namkunwa Wards in Mtwara District
25	Njombe Water Supply and Sanitation Authority	WSSSL/03/2024	III	Njombe	Njombe Town
26	Maswa	WSSSL/26/2023	III	Simiyu	Maswa, Lalago, Sanga Mwalugesha and Malampaka Town
27	Sumbawanga Water Supply and Sanitation Authority	WSSSL/04/2022	III	Rukwa	Sumbawanga Municipal
28	MANAWASA	WSSSL/06/2014	III	Mtwara	Masasi, Nachingwea and Mangaka Towns
29	Wanging'ombe	WSSSL/01/2016	III	Njombe	Wanging'ombe and Ilembula Towns
30	Bunda Water Supply and Sanitation Authority	WSSSL/28/2023	III	Mara	Bunda Town
31	Busega Water Supply and Sanitation Authority	PWSSL/003/2024	Provisional	Simiyu	Busega and Lamadi Towns
32	Igunga Water Supply and Sanitation Authority	WSSSL/02/2023	III	Tabora	Igunga Town
33	Karatu Water Supply and Sanitation Authority	WSSSL/03/2021	III	Arusha	Karatu Town
34	Nzega Water Supply and Sanitation Authority	WSSSL/01/2023	III	Tabora	Nzega Towns
35	Sengerema Water Supply and Sanitation Authority	WSSSL-2023-024	III	Mwanza	Sengerema Town
36	Tukuyu Water Supply and Sanitation Authority	PWSSL/04/2023	Provisional	Mbeya	Tukuyu Town
37	Makambako Water Supply and Sanitation Authority	WSSSL/36/2023	III	Njombe	Njombe - Makambako
38	Kondoa Water Supply and Sanitation Authority	WSSSL/12/2023	III	Dodoma	Kondoa Town
39	Handeni HTM	WSSSL/05/2023	III	Tanga	Korogwe, Handeni and Mombo Towns
40	Kasulu Water Supply and Sanitation Authority	WSSSL/31/2023	III	Kigoma	Kasulu Town
41	Chato Water Supply and Sanitation Authority	WSSSL/02/2018	III	Geita	Chato Town
42	Mbinga Water Supply and Sanitation Authority	WSSSL/29/2023	III	Ruvuma	Mbinga Town
CLUSTER III					
43	Bariadi Water Supply and Sanitation Authority	WSSSL/14/2023	III	Simiyu	Bariadi Town
44	Vwawa-Mlowo Water Supply and Sanitation Authority	WSSSL/03/2018	III	Songwe	Vwawa and Mlowo Towns
45	Mugango-Kiabakari Water Supply and Sanitation Authority	WSSSL/25/2023	III	Mara	Musoma rural, Butiama Town
46	Makonde Water Supply and Sanitation Authority	WSSSL/19/2023	III	Mtwara	Newala and Tandahimba Towns
47	Biharamulo Water Supply and Sanitation Authority	WSSSL/33/2023	III	Kagera	Biharamulo Town, Nyakafuru, Ngararambe, Busiri, Nyabugombe, Rugese and Mabale Village in Nyakaura Wards, Bisibo, Kiruruma, Musenyi and Kisuno Villages in Bisibo Ward
48	Chunya Water Supply and Sanitation Authority	PWSSSL/03/2023	Provisional	Mbeya	Chunya Town
49	Gairo Water Supply and Sanitation Authority	WSSSL/24/2023	III	Morogoro	Gairo Town



No.	Name of Water Supply and Sanitation Authorities	Licence Number	Licence Class	Region	Service Area(s)
50	Ifakara Water Supply and Sanitation Authority	WSSSL/026/2023	III	Morogoro	Ifakara Town
51	Itumba-Isongole Water Supply and Sanitation Authority	PWSSSL/02/2023	Provisional	Mbeya	Ileje Town
52	Kibaya Water Supply and Sanitation Authority	WSSSL/15/2023	III	Manyara	Kibaya Town
53	Kibondo Water Supply and Sanitation Authority	PWSSSL/08/2023	Provisional	Kigoma	Kibondo Town
54	Kilindoni Water Supply and Sanitation Authority	WSSSL/03/2015	III	Pwani	Kilindoni Town
55	Kilwa Masoko Water Supply and Sanitation Authority	WSSSL/22/2023	III	Lindi	Kilwa Masoko Town
56	Kiomboi Water Supply and Sanitation Authority	WSSSL/16/2023	III	Singida	Kiomboi Town
57	Kishapu Water Supply and Sanitation Authority	WSSSL/17/2023	III	Shinyanga	Kishapu Town
58	Kyela-Kasumulu Water Supply and Sanitation Authority	WSSSL/02/2024	III	Mbeya	Kyela and Kasumulu Towns
59	Liwale Water Supply and Sanitation Authority	WSSSL/21/2023	III	Lindi	Liwale Town, Liwale B, Likongowele and Nangando Wards
60	Loliondo Water Supply and Sanitation Authority	WSSSL/04/2014	III	Manyara	Ngorongoro-Loliondo Towns
61	Ludewa Water Supply and Sanitation Authority	WSSSL/35/2023	III	Njombe	Ludewa Town
62	Lushoto Water Supply and Sanitation Authority	WSSSL/14/2022	III	Tanga	Lushoto Town
63	Mafinga Water Supply and Sanitation Authority	WSSSL/09/2023	III	Iringa	Mafinga Town
64	Makete Water Supply and Sanitation Authority	WSSSL/37/2023	III	Njombe	Makete Town
65	Manyoni - Itigi Water Supply and Sanitation Authority	WSSSL/11/2023	III	Singida	Manyoni and Itigi Towns
66	Mbulu Water Supply and Sanitation Authority	WSSSL/03/2023	III	Manyara	Mbulu Town
67	Mpwapwa Water Supply and Sanitation Authority	WSSSL/13/2023	III	Dodoma	Mpwapwa Town
68	Mwanhuzi Water Supply and Sanitation Authority	WSSSL/30/2023	III	Simiyu	Meatu Town
69	Namanyere Water Supply and Sanitation Authority	PWSSL/02/2022	Provisional	Rukwa	Namanyere Town
70	Namtumbo Water Supply and Sanitation Authority	PWSSL/06/2023	Provisional	Ruvuma	Namtumbo Town
71	Ngara Water Supply and Sanitation Authority	WSSSL/24/2023	III	Kagera	Ngara Town
72	Orkesumet Water Supply and Sanitation Authority	WSSSL/13/2022	III	Arusha	Simanjiro Town
73	Ruangwa Water Supply and Sanitation Authority	WSSSL/17/2023	III	Lindi	Ruangwa and Nachingwea Wards and Likunja Village
74	Rujewa Water Supply and Sanitation Authority	PWSSL/09/2023	Provisional	Mbeya	Rujewa
75	Same-Mwanga Water Supply and Sanitation Authority	WSSSL/04/2023	III	Kilimanjaro	Mwanga and Same Towns, Parts of Same, Mwanga and Korogwe District covered by Same-Mwanga-Korogwe Water Supply Projects
76	Songe Water Supply and Sanitation Authority	PWSSSL/10/2023	Provisional	Tanga	Songe Town
77	Tunduru Water Supply and Sanitation Authority	PWSSL/07/2023	Provisional	Ruvuma	Tunduru Town
78	Ushirombo Water Supply and Sanitation Authority	WSSSL/34/2023	III	Geita	Ushirombo Town
79	Utete Water Supply and Sanitation Authority	WSSSL/05/2014	III	Pwani	Utete, Ngarambe and Chemchem Wards in Rufiji
80	Maganzo Water Supply and Sanitation Authority	WSSSL/01/2018	III	Kishapu	Kishapu and Maganzo Towns

No.	Name of Water Supply and Sanitation Authorities	Licence Number	Licence Class	Region	Service Area(s)
81	Tunduma Water Supply and Sanitation Authority	PWSSSL/05/2023	Provisional	Songwe	Momba and Tunduma Towns
82	Turiani Water Supply and Sanitation Authority	WSSSL/03/2017	III	Morogoro	Turiani Town





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