

Newsletter

July 2024

ISSN 1821 - 7273 ISSUE NO. 39

DPM launches three EWURA's Energy Performance Reports

• Electricity • Petroleum • Natural Gas



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Motto: "Fair Regulation for Positive IMPACT"

Previous Issue



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COVER PHOTO:

The Deputy Prime Minister and Minister for Energy, Hon. Dr. Doto Biteko (MP) witnessing EWURA's Director General, Dr. James Andilile (right) and TANESCO's Managing Director, Eng. Gissima Nyamo-Hanga while signing the Performance Agreement during the launching of the three Energy Sector Performance Reports.



From the Desk of the Director General

Dear esteemed reader!

I am very pleased once again to welcome you to read our Newsletter for the quarter ending June 2024. As it is, this also happens to be the end of the financial year 2023/24.

It is indeed a good opportunity from a regulatory perspective, to do a stock check of what we implemented in the previous financial year versus what we planned to do. To this end, we are proud to present to you the Energy Sector Performance Reports (Electricity, Petroleum and Natural Gas sub sectors), which were launched recently by the Deputy Prime Minister and the Minister of Energy, Hon. Doto Biteko, and which are also accessible through <https://www.ewura.go.tz/sector-performance-reports/>.



Dr. James Andilile

EWURA will keep on working for a better and conducive investment climate and ensure that its regulatory decisions are based on transparency, fairness, predictable and business-oriented.

The essence of this Newsletter is to inform and increase regulatory knowledge for both, service providers as well as regulated service consumers. For this reason, we feel we are indebted to ensure that both the availability and the quality of this Newsletter always meets your expectations.

Please join us into reading this Newsletter.



From the Editor's Desk



Titus M. Kaguho

Our Esteemed readers!

It is with due humbleness and esteem for my team and I to once again present to you our Newsletter, as we continue to work for you. We welcome you again to join us in reading and commenting on this Newsletter, which is part of our duty to promote public knowledge, awareness and understanding of the regulated sectors.

Customarily, this Newsletter is produced after every three months. This particular issue covers the period April and June 2024. There are several articles that you will be interested to read. They include news such as Isles House of Representatives working visit to EWURA, Parliamentary Exhibitions, Journalists training in Tabora and many more!

EWURA news may also be found through our social media accounts of ewuratanzania (Facebook), ewuratanzania (X), ewuratanzania (Instagram) and EWURATV online TV. Please subscribe and like our pages.

Karibu Sana!.

DPM launches three EWURA's Energy Performance Reports



The Deputy Prime Minister and Minister for Energy, Hon. Dr. Doto Biteko (MP) witnessing EWURA's Director General, Dr. James Andilile (right) and TANESCO's Managing Director, Eng. Gissima Nyamohanga while signing the Performance Agreement during the launching of the three Energy Sector Performance Reports.

By Wilfred Mwakalosi

For the first time ever, the Energy and Water Utilities Regulatory Authority (EWURA) in June launched its Energy sector reports for Electricity, Petroleum and Natural Gas, in unison, setting a stage for a platform that will discuss and evaluate the sub sector's performance.

Deputy Prime Minister and Minister of Energy, Hon. Dr. Doto Biteko said during the event where he was the chief guest that it was high

“ If you fail to tell the public what you have done, what is going on, somebody else is going to tell them. It is not known, whether that will be the truth or not, but the absence of information creates vacuum which will always be filled by others... **”**

” Hon. Dr. Doto Biteko

Motto: “Fair Regulation for Positive IMPACT”



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time for institutions to promote a transparency culture through availability of performance reports for the public.

“If you fail to tell the public what you have done, what is going on, somebody else is going to tell them. It is not known, whether that will be the truth or not, but the absence of information creates vacuum which will always be filled by others...” said the Deputy Prime Minister.

EWURA undertakes technical and economic regulation on Electricity, Petroleum and Natural gas sub sectors. Annual sectoral performance reports provide insights for the evaluation of performance of the sectors over a period of time. The reports assist policy makers, investors and general stakeholders to make informed decisions.

EWURA Director General, Dr. James Andilile said during the event that EWURA would continue to engage stakeholders in the sector as much as possible.

“With a view that regulatory excellency is seen on how the investments in the sector thrive and thereby foster availability of regulated services for the benefit of the Tanzanian society,” he emphasized.

The colorful event was attended by Dodoma Regional Commissioner Hon. Rosemary Senyamule, Permanent Secretary of the Ministry of Energy, Eng. Felchesmi Mramba, Deputy Permanent Secretary for the Treasury, Ms. Jenifa Omolo, Chairpersons of Parliamentary Committees for Energy and Minerals, Public Accounts (PAC), Public Investments (PIC), Treasury Registrar, Chief Executive Officers of licensees and other stakeholders, among other dignitaries. The reports are available through www.ewura.go.tz.

EWURA praised for excellently managing regulatory matters



EWURA's Communication and Public Relations Manager, Mr. Titus Kagua, explaining a point to the Deputy Prime Minister and Minister for Energy, Hon. Dr. Doto Biteko (MP), when he visited EWURA booth at the Energy Week Exhibitions held at Parliamentary grounds in Dodoma.

By Pamela Pallangyo

The Energy and Water Utilities Regulatory Authority (EWURA) for a third year consecutively participated at the 2024 Energy Week Exhibitions after its commencement in 2022. The exhibitions target to provide an opportunity for Members of Parliament to meet with executives from the Ministry of Energy and its institutions and for various services.

Such services include understanding the work and activities they carry out, the progress made by the government in the implementation of various projects and a general clarification of various energy-related issues in their constituencies.

Opening the exhibition, the Deputy Prime Minister and Minister of Energy, Hon. Dr. Doto Biteko, appreciated efforts by President Dr. Samia Suluhu Hassan in strengthening the Energy Sector, which have distinguished her as a leader who solves the problems of the citizens by action rather than words.

Dr. Biteko instructed the experts that, in addition to communicating implementation of the Government's plans and new programs, they should also respond to various issues raised by the Citizens and Members of Parliament, not just take note of them, to add value to the exhibition.

At the exhibition, Dr. Biteko visited EWURA booth and urged the regulator to speed issuance of permits for construction of Compressed Natural Gas (CNG) refilling stations.

He commended EWURA for effectively overseeing the participation of local companies in the EACOP project. He noted that EWURA has helped identify some dishonest Tanzanians who register foreign companies to appear as local entities and secure work within the project.

Statistics show that, the EWURA booth was visited by a total of 480 guests, of which 267 were Members of Parliament, accounting for 55.6% of the visitors, which also represents 70% of all Members of the Tanzanian Parliament.

An assessment of the feedback from visitors to the EWURA booth showed that 70%, equivalent to 336 visitors, commended EWURA for its good work, and 1.6%, equivalent to 8 visitors, advised EWURA to increase community awareness about its regulatory activities.

Additionally, 66.7% of the various issues raised at the exhibition related to the petroleum sub-sector, particularly the permits for the construction of rural fuel stations; 20% to the natural gas sub-sector, especially regarding the procedure for obtaining permits for the construction of natural gas filling stations for vehicles (CNG); and 13.7% to the electricity sub-sector concerning the registration process for electricians.

The exhibition was closed by the Prime Minister of the United Republic of Tanzania, Hon. Kassim Majaliwa Majaliwa (MP), who urged the Ministry of Energy and its institutions to continue improving the exhibition and the provision of services to the citizens. He emphasized the need for a strategy to ensure the exhibition's sustainability.

Furthermore, he directed that the Energy Exhibition should be conducted starting from the district, regional, and council levels so that the events held at the Headquarters remain national in scope, thereby bringing services closer to the citizens.

Be aware of required WSSAs quality of services

By Genzabuke Madebo

One of the functions of EWURA is to establish standards of services to be provided by service providers. In the water supply and sanitation sector, EWURA developed Water Supply and Sanitation (Licensing and Quality of Service) Rules in 2020. The Rules among other things, elaborate on, quality of service targets and compensation for failure to meet the agreed quality of service targets.

Rule 24, requires Water Supply and Sanitation Authorities (WSSAs) to conduct their services

in a manner that will achieve the best quality of service standards and performance targets, as provided under the Water Supply and Sanitation Act, or the EWURA Act, Quality of Service Rules; and set out in the WSSA's Customer Service Charter.

Further, the Rules stipulate that WSSAs shall be liable for and shall pay all applicable penalties or compensation associated with its failure to meet the guaranteed quality of service standards prescribed in its customer service charter, and the Rules.

Rule 25, requires WSSAs to prepare the customer service charters in consultation with their customers obtaining comments and clarification on the mutual duties, rights, and responsibilities to improve customer services.

The Customer Service Charter should indicate the guaranteed quality of service targets such as time for new connection, reconnection, and resolving complaints and other targets as provided in the Rules.

Rule 28, requires WSSAs to ensure that in the event of a service interruption that may affect a significant number of customers for more than six hours, a WSSA shall notify its customers of the occurrence of such interruption.

Further, in the event of service interruption that may affect a substantial number of customers for more than two days, report to EWURA about such interruption and the remedial measures taken.

Rule 34, requires WSSAs to meet the quality of service targets as provided in the Rules.

Further, any WSSA who fails to meet the quality of service targets shall be liable to pay compensation to the affected person in the amount prescribed under the Third Schedule of Water Supply and Sanitation (Licensing and Quality of Service) Rules, 2020 as indicated below.

Compensation for Failure to Meet Quality of Service Targets (Made under Rule 58)

Description/ Service	Quality of Service Target	Basic Compensation (TZS)	Compensation for Additional Delays (TZS per day)
Connection to Water Supply and /or sewerage	Maximum time of 7 working days after a customer has made full payment of connection costs and/or fees	15,000	5,000
Repair or replacement of faulty meters	Maximum time of 15 working days to repair or replace a meter after selecting or being informed of the defect	15,000	5,000
Meter reading	Meter reading is done at least once every month	15,000	5,000
Wrongful disconnection	A maximum of 24 hours to restore the service after receiving a report on the wrongful disconnection	100,000	5000
Reconnection after payment of overdue amount	Maximum of 24 hours after debt settlement	30,000	5,000
Response to complaints	Maximum time of 5 working days to complete investigation and respond from the date of receipt of the complaint	30,000	5,000
Flooding from sewers internal flooding	No sewage from a sewerage system, that is vested in a water authority should enter the customer's building	50,000	20,000
Flooding sewers External flooding	No sewage from a sewerage system which is vested in a water authority should enter a customer's land or property	30,000	20,000



How the Julius Nyerere Hydropower project would transform Tanzania's future

By Alexander Kisyeri

The Julius Nyerere Hydro Power Project (JNHPP) stands as a beacon of hope and progress for Tanzania, poised to revolutionize the nation's energy landscape. The project was named after the revered founding father of the nation, the late Julius Nyerere, following his initial identification of the project. The ambitious initiative is set to bring about a myriad of benefits that will be echoed across the country. In this article, we explore the transformative effects of the JNHPP Project, focusing on its contributions to Tanzania's development.

Energy Security and Reliability

One of the most significant contributions of the JNHPP Project is the enhancement of Tanzania's energy security and reliability. With a capacity to generate 2,115 megawatts of electricity, the power plant will bolster Tanzania's energy reserves significantly. By diversifying Tanzania's energy mix and reducing reliance on imported fuels, the project guarantees a stable and sustainable supply of electricity. This will provide a solid foundation for economic growth, industrialization, and improved living standards for Tanzanians.

Economic Growth and Industrialization

The Julius Nyerere Hydro Power Project is poised to catalyze economic growth and industrialization on a scale never seen before in Tanzania. The abundant and affordable electricity generated by the project will fuel the expansion of existing industries and the establishment of new manufacturing plants. With reliable power supply, businesses will be

able to operate more efficiently, leading to increased productivity and competitiveness. Moreover, the project's construction phase has already created thousands of jobs, stimulated economic activity and provided opportunities for local businesses to thrive.

Infrastructure Development

In addition to its direct impact on energy production, the Hydro Power Project will serve as a catalyst for infrastructure development across Tanzania. The construction of dams and transmission lines creates a vital infrastructure that will benefit various sectors of the economy. Improved access to electricity in rural areas will facilitate the development of essential services such as healthcare, education, and telecommunications. Furthermore, the project will enhance connectivity and promote regional integration through the Eastern African Power Pool (AEPP) and Southern Africa Power Pool (SAPP), positioning Tanzania as a hub for trade and investment in East Africa.

Environmental Sustainability

Despite its monumental scale, the JNHPP Project is committed to environmental sustainability and conservation. The project developers have implemented robust measures to mitigate environmental impact, including biodiversity conservation, watershed management, and afforestation programs. By harnessing the power of renewable energy, the project helps reduce greenhouse gas emissions and combat climate change. Furthermore, the creation of reservoirs provides opportunities for sustainable fishing and eco-tourism, contributing to the preservation of Tanzania's natural heritage.

Social Empowerment and Community Development

Beyond its economic and environmental benefits, the Julius Nyerere Hydro Power Project holds the potential to empower local communities and foster social development.

The project will improve access to electricity in rural areas, providing households, schools, and healthcare facilities with reliable power supply. This enhances educational opportunities, supports healthcare delivery, and improves the overall quality of life for millions of Tanzanians. Additionally, the project creates opportunities for skills development, entrepreneurship, and capacity building, empowering individuals and communities to chart their path toward prosperity.

Conclusion

The JNHPP represents a monumental leap forward for Tanzania, offering a transformative solution to the nation's energy challenges. With its vast potential to drive economic growth, improve livelihoods, and protect the environment, the project is a testament to Tanzania's commitment to sustainable development. As the project moves forward, stakeholders need to remain vigilant in ensuring that its benefits are equitably distributed and that environmental and social concerns are adequately addressed. With careful planning and implementation, the Julius Nyerere Hydro Power Project has the power to shape Tanzania's future for generations to come.

Shinyanga Scribes trained on EWURA functions, visit KASHWASA

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA) Western Zone, has conducted a capacity-building seminar for journalists in Shinyanga region on the energy and water utilities regulation, as part of the regulator's efforts to raise awareness of its duties and functions.

Speaking during the training, EWURA Western Zone Manager, Eng. Walter Christopher said the seminar targets to increase public awareness on regulatory activities, rights and responsibilities of consumers as required by the EWURA Act. The Acting Chairman of the Shinyanga Press Club, Mr. Patrick Mabula, appreciated the EWURA for the training, promising that the knowledge acquired will be used to educate the public through media. The seminar covered the functions and

responsibilities of EWURA, the duties of the EWURA's Western Zone office and Tanzanians' participation in the country's petroleum and natural gas projects under the Local Content law. The training involved the study tour of the water production and treatment plants of the Kahama Shinyanga Water and Sanitation Authority (KASHWASA) located at Ihelele, Misungwi, Mwanza. KASHWASA transports and supplies water from Lake Victoria to Ngudu, Kishapu, Maganzo, Shinyanga, Kahama, Kagongwa, Isaka, Nzega, Igunga, Uyui, Singida, Tabora, Mwadui and Zube Jontas diamond mining and water users' communities throughout its service area. EWURA regulates the water and sanitation services economically and technically, among other things to make sure water authorities perform their duties according to their business plan.

EWURA appeals to MPs on the construction of low-cost rural stations

By Elieda Euzebius

The Energy and Water Utilities Regulatory Authority (EWURA) has appealed to Members of Parliament to encourage investors in their constituents to invest in the low-cost fuel stations in rural areas to increase availability of the service.

The call was made recently during the Energy Week exhibitions that were held at the Parliament grounds in Dodoma, as part of EWURA's public awareness activities.

EWURA has embarked on a drive to promote the construction of low-cost petrol stations in rural areas due to increased demand for petrol and diesel in rural areas, driven by the growth of economic activities, including the popular motorcycles known as "bodaboda." The goal is to ensure that rural dwellers access fuel products with the required quality and safety standards at affordable prices.

Speaking during the exhibitions, EWURA's Manager for Communications and Public Relations, Mr. Titus Kaguho, said that rural areas lack fuel stations because investors perceive insufficient business opportunities. Kaguho mentioned that, despite the reluctance of petrol and diesel traders to invest, small capital traders and those with no experience in the fuel business have entered the market using unsafe equipment such as plastic containers and bottles. Mr. Kaguho said requirements for the construction of a low cost rural petrol station includes a plot of land approved by the relevant Village authorities for use as a fuel station. The plot should meet the required standards of at least 400 square meters in size. Other requirements he said are at least one storage tank with the capacity of at least 4,500 or 5,000 litres, with a single or dual pump, depending on the types of fuel to be sold.



The Minister of State, President's Office Public Service Management and Good Governance, Hon. George Simbachawene (MP) in a jovial mood with EWURA's staff when he visited EWURA's booth during the climax of the Public Service Week in Dodoma.