

Newsletter

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Water Utilities Performance Report launched

- Connectivity rate increases
- Non Revenue Water still a challenge



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Motto: "Fair Regulation for Positive IMPACT"

Previous Issue



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COVER PHOTO:

The Permanent Secretary for the Ministry of Water, Eng. Mwajuma Waziri (2nd Left) launches Water Utilities Performance Review Report for the Year 2022/23.

From the Desk of the Director General

Dear esteemed readers,

I am humbled to welcome you again to our 38th edition of the Energy and Water Utilities Regulatory Authority (EWURA), Newsletter that contains information on regulatory activities undertaken during the third quarter of the Financial Year 2023/24.

The third quarter period has been smooth in terms of regulatory dispensation as we continued to oversee regulatory function in the three regulated sub-sectors namely; Petroleum, Electricity, Natural Gas and Water Sector.

I would also like to take this opportunity to announce a key milestone in this quarter; the release of the Annual Water Utilities Performance Review Report. The report, launched by the Permanent Secretary in the Ministry of Water, Eng. Mwajuma Waziri, gauges the performance of our utilities so that as a nation, we can make informed decisions and move forward.

Please join us in reading a variety of intriguing articles from this 38th Edition.



Dr. James Andilile



From the Editor's Desk

Our Esteemed readers!

I once again welcome you to our favourite edition of the Energy and Water Utilities Regulatory Authority, (EWURA) Newsletter.

This is the 38th edition among many more editions that have been published since the first issue in June 2009 which meant to, among other things, comply with the EWURA Act, Cap 414 of the Laws of Tanzania.

Section 6 (e) of Cap 414 gives the Authority the responsibility to enhance public knowledge, awareness and understanding of regulated sectors on the rights and obligations of consumers and the regulated suppliers; how complaints and disputes may be initiated; and duties, functions and activities of the Authority.

Being the 38th edition, the EWURA Newsletter has become an effective tool for outreach campaigns, making consumers and suppliers of regulated services more aware of their rights and obligations.

Since we started publishing the EWURA Newsletter, a friendly and readable for both Kiswahili and English speakers, the Authority has witnessed an increased number of complaints, comments and feedback from our four regulated sub-sectors, which are Petroleum, Natural Gas, Electricity and Water Sector.

Enjoy the edition.



Titus M. Kaguho

Water Ministry's PS launches Water Utilities Performance Report

By Pamela Pallangyo



The Permanent Secretary, Ministry of Water, Eng. Mwajuma Waziri launching The Water Utilities Performance Review Report for FY 2022/23, recently in Dodoma.

The Permanent Secretary for the Ministry of Water, Eng. Mwajuma Waziri has launched the 15th Water Utilities Performance Review Report. The event took place on 18th March 2024 at the Jakaya Kikwete Convention Center in Dodoma and was attended by various stakeholders in the water sector.

The Performance Report is prepared in accordance with Section 29(2)(a) of the Water Supply and Sanitation Act, Cap 272, which requires the Energy and Water Utilities Regulatory Authority (EWURA) to annually assess the performance of Water Supply and Sanitation Authorities (WSSAs). This year's report provides a comparative analysis of

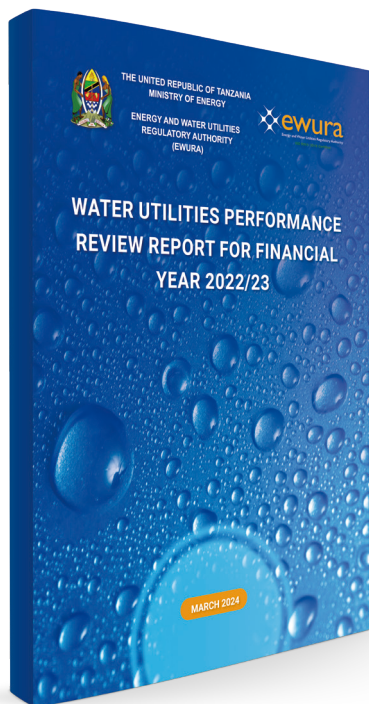
the performance of 85 WSSAs, which are 25 Regional, 7 National Projects, 47 District, and 6 Township WSSAs.

During the report launching, Eng. Mwajuma awarded trophies to three utilities that emerged winners in their respective clusters for overall performance in the provision of water supply and sanitation services for the year 2022/23. The winners included Iringa WSSA (serving more than 20,000 customers), Nzega WSSA (serving between 5,000 and 20,000 customers) and Biharamulo WSSA (serving below 5,000 customers). Additionally, the guest of honour awarded certificates to WSSAs that excelled in achieving their goals for the same period: the WSSAs included Tabora (serving more than 20,000 customers), Lindi (serving between 5,000 and 20,000 customers)

“

EWURA's Director General, Dr. James Andilile, highlighted the overall improvements in the performance of WSSAs for the 2022/23 period. Out of 85 WSSAs, 78 received scores ranging from average to very good, compared to 77 out of 90 in the previous year (2021/22).

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and Mbinga (serving below than 5,000 customers). Furthermore, Eng. Mwajuma called on WSSAs to timely remit regulatory levy fees to EWURA to enable effective regulatory oversight.

“EWURA is doing a commendable job. Its operations rely on various fees and charges. It is disheartening to observe that some authorities do not submit regulatory fees collected on behalf of EWURA, as required by the law. According to reports, the debt owed by WSSAs has reached approximately 4.6 billion Tanzanian Shillings. It is essential to emphasize that these funds are not intended for the use of WSSAs. I urge all WSSAs with outstanding dues to immediately pay these fees, for EWURA to carry out its responsibilities more effectively”, she stressed

The Chairman of EWURA's Board of Directors, Prof. Mark Mwandosya, advised that EWURA will ensure water services are available to citizens within a distance of no more than 400 meters from their residences. This aligns with the sixth phase government's goal of improving access to clean water and relieving women from carrying water buckets on their heads.

Presenting the Performance Report, EWURA's Director General, Dr. James Andilile, highlighted the overall improvements in the performance of WSSAs for the 2022/23 period. Out of 85 WSSAs, 78 scored between average to very good, compared to 77 out of 90 in the previous year. Dr. Andilile attributed these positive changes to the visionary leadership of President Dr. Samia Suluhu Hassan being assisted by Minister for Water, Hon. Juma Aweso; emphasising that water is essential for life and well-being. In another development, “The permanent Secretary also censured Water Utilities with higher than normal non revenue water rates, saying it is unwarranted wastage of vital resource.”

“The report shows that there has been an uneven trend in overall non-revenue water performance for WSSAs, whereby non-revenue water has declined by 1.7% compared to the 2.3% improvement registered in the previous financial year 2021/22”, she said adding: “This is unacceptable. We all recognise that an acceptable water loss rate should be below 20%, “ It is a must for WSSAs to establish and implement strategies to reduce Non-Revenue Water.

Eng. Mwajuma added: “The presence of massive non-revenue water is attributed to poor implementation of the strategy to reduce the non-revenue water whereby the Water Authorities such as Mahenge, Arusha, Mpanda, Vwawa-Mlowo, Makonde, Mpwapwa, Itumba-Isongole, Ifakara, Kiomboi, Rombo, Handeni, Ushirombo and Mugango-Kiabakari, had non-revenue water of more than 50 percent, while out of 85 WSSAs, 17 WSSAs of DAWASA, Kahama, Moshi, Musoma, Shinyanga, Tanga, Bukoba, Bariadi, Makonde, Maswa, Biharamulo, Bunda, Igunga, Ngara, Nzega, Utete and Busega had EWURA's approved Non-Revenue Water reduction strategy.”

Eng. Waziri instructed all water authorities to comply with EWURA guidelines for reducing the non-revenue water, which requires not to exceed 20 percent of water production.

OUR AREAS OF REGULATION



Petroleum



Natural Gas



Petroleum Products Storage Facilities



Electricity



Sanitation



Water

EWURA assesses the possibility of Petroleum products pan territorial prices

By Staff Writer

The Energy and Water Utilities Regulatory Authority (EWURA) is contemplating on how Pan-Territorial prices for petroleum products can be implemented in the country. This move will be implementation of the directives by the Deputy Prime Minister and Minister for Energy, Hon. Dr. Doto Biteko on evaluating the possibility of introducing pan-territorial prices on petroleum products in the country.

On 8th September 2023, Hon. Dr. Biteko formed a committee to advise on strategies to ensure that there is the security of supply of petroleum products in the country. The Committee comprised of management members from various institutions including the Prime Minister's Office, the President's Office Planning Commission, the Ministry of Energy, the Ministry of Finance, the Office of the Treasury Registrar, EWURA, Bank of Tanzania (BoT), Tanzania Ports Authority (TPA), Tanzania Revenue Authority (TRA), Petroleum Bulk Procurement Agency (PBPA) and Tanzania Petroleum Development Corporation (TPDC).

Upon receiving of the Committee's report on 11th September 2023, the Deputy Prime Minister and Minister for Energy stated that, among other things, low-income consumers, who are mostly in regions far from the receiving ports, pay higher prices for petroleum products while high-income consumers in Dar es Salaam pay lower prices. He was of the opinion that high-income earners should pay a higher price similar to the principles of progressive taxation. He therefore directed EWURA to evaluate how prices of petroleum products can be equal in

every town in the country regardless of the distance from the receiving ports. The same directive was issued on 14th September 2023 during his visit to EWURA offices in Dar es Salaam. While evaluating the possibility of reintroducing pan-territorial pricing in Tanzania, EWURA conducted virtual meetings with the energy regulators of Ghana (National Petroleum Authority (NPA) on 16th October 2023 and Zambia (Energy Regulatory Board (ERB) on 19th October 2023. The meetings provided insights into the practices of the two countries as pan territorial prices are concerned. On the same mission EWURA conducted a study visit in Zambia, Ghana and Malawi, the study visit was undertaken by a team comprising officers from EWURA, Ministry of Energy, Ministry of Finance and President Office, Planning and Investment. Tanzania used to implement pan-territorial pricing of petroleum products under the Tanzania Petroleum Development Corporation (TPDC) until the late 1990s when prices of petroleum products were determined by market forces.

However, in 2008, it was observed that local prices were adjusted immediately to reflect the world market prices when prices of petroleum products increased but when prices in the world market declined, the same was not reflected in our local market. Due to market failure, EWURA started regulating petroleum products' prices in January 2009 by setting cap prices. After the completion of the visits, EWURA is now preparing a report that will recommend the best modality for implementing (or not) the pan-territorial prices in Tanzania. **Cap Prices Dial *152*00#**

EWURA directs WSSAs to conduct customer satisfaction survey

By Asiatu Msuya

The Energy and Water Utilities Regulatory Authority (EWURA) has directed the Water Supply and Sanitation Authorities (WSSAs) to conduct a customer satisfaction survey that would help utilities improve service delivery to customers.

EWURA's Board Chairman, Prof. Mark Mwandosya, gave the directive when the Board visited Tabora Water Supply and Sanitation Authority (TUWASA) to monitor compliance level and satisfy itself on the implementation of the guidance given by EWURA to the water authorities.

Prof. Mwandosya was accompanied by the Vice Chairperson, Ms. Victoria Elangwa, Chairman of the Board's Water Committee, Eng. Ngosi Mwiha, and a member of the Board, Mr. Haruna Masebu.

"On behalf of the Board, I would like to remind TUWASA and all other utilities in the country to evaluate their services to customers, do research and survey on how customers are satisfied with the services offered so that each WSSA can measure its performance more effectively," He said.

This directive comes at the time when EWURA has just concluded its Customer Satisfaction Survey whose results have revealed that 80.4 % of Tanzanians are satisfied with EWURA service delivery.

The Board has issued such a directive to ensure WSSAs strengthen customers' awareness and understanding of the regulated services, an issue that has continued to be a challenge to water utilities.



Therefore, a study will assist in determining the level of satisfaction and measure customers' attitudes towards service accessibility as a fundamental in efficient service delivery.

EWURA has also required the WSSAs to set up and implement a strategy to conduct consultative meetings with customers, to educate them regularly on their rights and obligations regarding water and sanitation services, and to timely resolve complaints and enhance productivity and operational efficiency.

EWURA Board, among others, is responsible for overseeing the implementation of EWURA's roles and functions in the energy and water sectors in accordance with the EWURA Act, Cap. 414 of the laws of Tanzania for the quality, availability, sustainability and affordability of regulated services.

TUWASA Board Chairman, Mr. Dick Mlimuka assured EWURA's Board that the utility is in the initial stages of a customer satisfaction survey as an initiative that ensures water and sanitation service delivery in Tabora.

EWURA promotes the use of clean energy

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA) has encouraged the use of clean cooking energy, so that the community abandons use of unclean cooking energy and get rid of challenges including environmental pollution and health effects as well as time wasted preparing unsafe energy.

This was said by EWURA's Director General, Dr. James Andilile, during the Women's Clean Cooking conference held on 9th March 2024, at the Jakaya Kikwete Convention Centre, Dodoma.

"EWURA is encouraging investment in clean cooking through the on-time issuance of licenses to investors, checking its availability, and encouraging increase in the supply of Liquefied Petroleum Gas in rural areas as well as monitoring its price trends," said Dr. Andilile. He insisted that most Tanzanians are using unsafe cooking energy to a large extent, whereby the statistics show that



approximately 80 per cent of unsafe cooking energy comes from charcoal and wood, therefore the use of clean energy will increase the use of gas, electricity, improved cooking stoves (ICS) and alternative forms of charcoal.

In promoting the use of clean cooking, EWURA as a regulator has since its establishment been emphasizing on the use of Liquefied Petroleum Gas, whereby consumption has risen to about 250,000 tones from 10,000 tones in 2006 when EWURA started regulatory functions.

EWURA will align with President, Dr. Samia Suluhu Hassan's mission of relieving the water bucket on women's heads by relieving too firewood from women's heads through encouraging clean cooking, which will make life easier, safe and enhances environmental protection.



Tabora becomes the 6th EWURA zonal office

By Asiatu Msuya

The Energy and Water Utilities Regulatory Authority (EWURA) has launched its 6th Zonal Office in Tabora, named the Western Zone which serves Tabora, Shinyanga, Kigoma and Katavi regions. Other zonal offices are the Lake, North, Southern Highlands, East and Central.

The office was launched in February 2024, by the then Permanent Secretary of the Ministry of Water, Professor Jamal Katundu, on behalf of the Minister for Water, Hon. Jumaa Hamidu Aweso, as a means of advancing its services to regions which were previously served through the Lake, Southern Highlands and Central zones.

The Chairman of the EWURA Board of Directors, Prof. Mark Mwandosya affirmed that launching the office happens when the Authority is keen on the establishment of an

information centre that will provide for all important publications with information on regulatory matters in the country to meet its vision of becoming a world institution for sustainable regulation of the energy and water services.

Tabora Region Administrative Secretary, Dr. John Mboya promised firm cooperation to EWURA in the implementation of its duties while cheering the Authority for having established an office in the region.

The EWURA's Director General, Dr. James Andilile, assured all stakeholders that EWURA is committed to integrity, morality, professionalism, consistency and transparency when providing its regulatory services as the main pillars of its effective and efficient performance.



EWURA's Toll Free Number improves Customer Services

By **Stephania Bachubire**

The Energy and Water Utilities Regulatory Authority (EWURA) is mandated by section 6 (e) of the EWURA Act, Cap. 414 to ensure it provides awareness and disseminates information to the public about the positive impact of the energy and water services regulation, roles and functions and how complaints are received and handled.

EWURA has been using a combination of means to reach its stakeholders, including a toll-free telephone service number 0800110030, which allows anyone to contact the Authority directly and submit opinions, questions or challenges encountered while receiving of electricity, petrol, natural gas and water services.

EWURA's Communication & PR Manager, Mr. Titus Kaguho said recently that the toll-free service has facilitated the timely delivery of services to customers, a quick follow-up and response mechanism to license applications and clarifications on various issues that require Authority attention. This also serves customers time as they may inquire about any matter wherever they are through the Authority's various electronic systems without having to physically visit the office.

"According to our statistics, we have received a total of 1,550 calls through our toll-free number 0800110030 from January 2023 to March 2024, an average of 103.3 calls per month, so, I would like to call upon the public and our stakeholders to contact us for any issue that needs our explanation, the doors are open and we are always ready to serve them all the time," insisted Mr. Kaguho.

Mr. Kaguho further explained that the Authority has laid good foundations for communication and education through social networks on Facebook, Twitter (X), Instagram under the name [@ewuratanzania](#) and YouTube through the [EWURA TV](#) channel to strengthen understanding and promote cooperation with stakeholders and citizens generally.

The Authority's website www.ewura.go.tz is loaded with relevant information for each sector, including laws, regulations and guidelines regarding applications for construction approvals, licenses, registration in the LSSP database and other important information.

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