

# Newsletter

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CELEBRATING

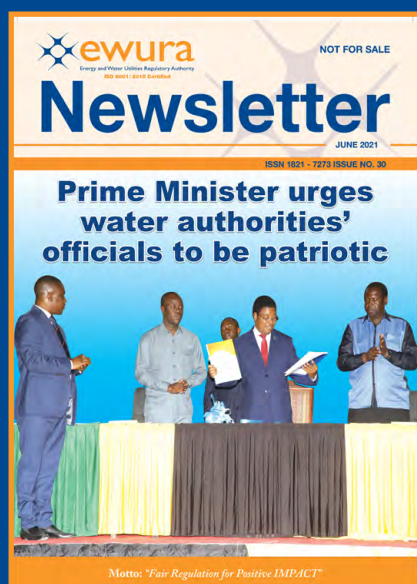
**15** YEARS OF

**EXCELLENCE IN REGULATION,  
EWURA MOVING FORWARD**



Motto: *"Fair Regulation for Positive IMPACT"*

## Previous Issue



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# CONTENTS

From The editor .....	3
Celebrating 15 years of Excellence in Regulation, EWURA Moving Forward .....	4
EWURA cracks down on dubious dealers of petroleum products .....	5
EWURA makes strides in imparting education to key stakeholders.....	6
Milestone as EWURA publishes first natural gas report...	7
Board of directors applauds EWURA for winning trophy at Sabasaba exhibitions.....	8
EWURA engages water authorities on complaints over water bills .....	9
Minister urges EWURA to educate Tanzanians on opportunities in oil and gas sector .....	10
EWURA prepares guidelines to reduce water loss by utilities .....	11
How LOIS system has simplified licence applications and lodging of complaints .....	12



## COVER PHOTO:

*EWURA staff in a group photo  
while commemorating five years  
anniversary of EWURA operations  
in 1<sup>st</sup> September, 2011*

**Motto: "Fair Regulation for Positive IMPACT"**



# FROM THE EDITOR

## DEAR esteemed readers!

I warmly welcome you all to join us into reading our current edition of the Energy and Water Utilities Regulatory Authority (EWURA), Newsletter, the 31st Edition in series of EWURA Newsletters publications for the year 2021.

I have a honour and pleasure to invite you to read various interesting articles from all our four regulated sectors; three energy sub-sectors; Petroleum, Electricity and Natural Gas; and one Water sector that is Water and Sanitation.

This Edition has compiled various articles covering all activities that have been undertaken for the period between July and September 2021.

During this period, the Authority undertook many regulatory decisions of which some of them have been covered in this edition in compliance with the EWURA Act, Cap 414 of the Laws of Tanzania, Section 6 (e).

Section 6 (e) stipulates that the Authority shall strive to enhance the welfare of Tanzania society by enhancing public knowledge, awareness and understanding of regulated sectors including; the rights and obligations of consumers and regulated suppliers; the way in which complaints and disputes may be initiated and resolved and the duties, functions and activities of the Authority.

In this Edition activities that have got opportunity to be covered include; Why EWURA has reason to celebrate 15 years of existence, EWURA cracks down on dubious dealers of petroleum products, Board of directors applauds EWURA for winning trophy at Sabasaba exhibitions EWURA makes strides in imparting education to key stakeholders , Milestone as EWURA publishes first natural gas report and many more.

***You are welcome!***



**Titus M. Kaguho**



# Celebrating 15 years of Excellence in Regulation, EWURA Moving Forward

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA) has no reason to drumbeat its success in the last 15 years of supervising regulatory functions. They are self-evident in the everyday lives of Tanzanians. The sanity achieved in the water and energy sector, from price stability to improved service delivery and the right that consumers enjoy to be listened to, have made EWURA a household name among the people. EWURA was established by the Energy and Water Utilities Regulatory Authority Cap 414 of the Laws of Tanzania and started operations on 1st September 2006. As a result of its bold and efficient supervision Water Supply and Sanitation utilities, for example, have been strengthened and can now provide better services. The presence of EWURA has put these utilities on their toes, which has ensured that the price they charge are only commensurate with the services they provide. EWURA's oversight has also led to a significant improvement of the quality and availability of fuel in the country. The complaints of adulterated petroleum products such as diesel and petrol have now become the thing of the past. In so doing, the Authority has also succeeded in controlling inflation in the water and energy sector, while at the same time promoting investments in the same sectors.

Analysts agree that various regulations that EWURA has developed have enabled the growth of the regulated sectors as well as facilitated monitoring of service providers for the benefit of the nation.

EWURA Communications and Public Relations Manager, Titus Kaguho contend that the past 15 years have been a period of hard work and heavy responsibilities in ensuring that all service providers in the energy and water sectors are licensed and monitored; and that the quality of products and services is controlled. In the period of its existence, EWURA has also continued with its other responsibilities of reviewing and adjusting prices and tariffs as well as resolution of complaints and disputes. Furthermore, Kaguho says, EWURA has never abandoned its other task of ensuring health and environmental safety, as well as educating the public about EWURA duties and responsibilities.

In the water sector, EWURA has successfully secured access to clean water and sewerage services, at fair prices. Stakeholders say that, the commendable role of EWURA in conducting performance

benchmarking to water authorities and identifying the best and least performer has increased efficiency tremendously among these authorities.

It is agreed that EWURA has succeeded in enhancing the safety and property of citizens who use electricity by issuing licenses to electrical technicians in Tanzania mainland. This has ensured that, only qualified technicians who are licensed by EWURA do all electricity activities. In the petroleum sub sector, EWURA has successfully tackled the problem of fuel adulteration by reducing the severity from 80 per cent in 2007 to 4 percent in 2020.

EWURA's contribution to the Tanzanian economy has gone far and beyond its core responsibilities. For example, the Authority has successfully contributed Tsh 75.223 billion to the Government, Tsh 14.555 billion to EWURA Consumer Consultative Council (CCC), Tsh 5.388 billion to the Government Consultative Council and Tsh 957 billion to the Fair Competition Commission.

In fact, more success have been seen in the establishment of a Local Content Suppliers and

Service Providers; for those who are capable of providing services in oil and gas projects, within Tanzania mainland. As of August this year, 852 companies have been registered in the EWURA database.

Another area where EWURA has highly succeeded is of lubricants. EWURA has done a commendable job in overseeing the import and usage of quality lubricants into the country through providing education to consumers and taking legal action against all illegal dealers; who are importing and selling substandard lubricants.

With the duty of boosting the rural economy in mind, EWURA has taken the initiative to set simple conditions for building and running petrol stations in villages and periphery areas of the country. This has contributed a great deal in stimulating investment in the construction of low cost petrol stations in rural areas.

Currently the authority is working with various stakeholders to conduct research on rural fuel needs, which will enable designing a more affordable and more efficient facility for those areas.



# EWURA cracks down on dubious dealers of petroleum products

By Tobietha Makafu



The recent closure of 26 petrol stations for violating their licensing conditions has highlighted EWURA's determination to punish errant traders in order to protect consumers. Not only did EWURA close the 26 petrol stations, but also fined each station Tsh 7 million for selling unmarked petroleum products. The stations were engaged in tax evasion, too, by mixing taxed and untaxed transit fuel.

Petroleum fuel is very important in transportation and in industries, which calls for tight control in its quality. Due to this importance, the government, through EWURA has been closely monitoring the industry and ensuring that there are no dirty tricks by dealers.

Speaking recently, EWURA's Acting Director General, Eng. Godfrey Chibulunje, said the closed stations were in Dar es Salaam, Coast, Southern Highlands, Lake Zone and Central Zone regions. The stations were identified after the inspection conducted by EWURA

in July this year. "The owners of those petrol stations mixed their consignments of petroleum products with transit fuel which is not taxed. We discovered the malpractice after we conducted inspections from July 2 to August 9, 2021, involving 195 stations," Eng. Chibulunje noted.

The 26 stations found to have unmarked fuel was equivalent to 13.33 per cent of all petrol stations.

Eng. Chibulunje said the punished stations will also be forced by the Tanzania Revenue Authority to pay the taxes that they tried to avoid.

Eng. Chibulunje mentioned the petrol stations as Total Tanzania Ltd Bagamoyo, Asam Oil Company Ltd, South Mark Oil Company Mkuranga, Kitange oil Dodoma, Camel oil Mkuranga Dar es Salaam, Olympic Oil Ltd Songwe, Petro Africa Tanzania Songwe, Gapco Ltd Songwe, Camel oil Songwe, Ihanda filling station Songwe, Tunduma Petrol Station Songwe. Others include Mabena Filling station Songwe, Mwakibete Petrol Station Mbeya, Mbeya Service station Mbeya, Makambako Petrol Station Njombe, Ahmed Basaleh petrol

station, Oilcom Mwanza filling station, New Nyanza Service Station Mwanza, Mwanza South Service Station Shinyanga, Bukoba Filling Station Kagera, Kanoni Filling Station Kagera, Remigius Patrick Nshange Petrol Station Kagera, Bombambili Service Station Geita, Sengerema Petrol Station and Matanda filling station Shinyanga.

"The government is still watching and will continue to make sure rules and regulations are observed because the country needs tax revenue to be able to provide social services to the people," Eng. Chibulunje noted. He added that, after paying the fines and due taxes the filling stations will be opened.

The Petroleum Act, Cap 392 and the EWURA Act Cap 414, mandate the Authority to regulate the mid and downstream petroleum sub-sector in Tanzania mainland. In undertaking its regulatory roles, the Authority will continue to involve all stakeholders in the petroleum sub sector, in order to safe guard the interest of the Government, regulated suppliers and the public at large.

# EWURA makes strides in imparting education to key stakeholders

By Tobietha Makafu



*EWURA Manager for Communications and Public Relations, Mr. Titus Kagu, stressing a point during an awareness seminar to stakeholders in Dodoma recently.*

In carrying out its functions, the law requires the Energy and Water Utilities Regulatory Authority (EWURA) to enhance the welfare of the Tanzania society by enhancing public knowledge, awareness and understanding of the regulated sectors.

Recently, EWURA has provided awareness training on the regulation of energy and water sectors to people with hearing disability (the deaf) through Tanzania Institute for the Deaf Development (TAMAVITA) held in Dodoma region.

The training drew people from Singida, Manyara, Dar es Salaam, Morogoro, Iringa and Coast regions, with each region having ten participants.

Speaking during the opening of the seminar, the Dodoma Regional Commissioner underscored the need for more public awareness on the mandate of EWURA so as to reduce complaints that are

a result of poor understanding of the Authority duties.

In the speech read on his behalf by Kondo District Commissioner, Hon. Khamis Mkanachi, the Dodoma RC said consumers of the regulated services must know their rights and responsibilities, which are key to help them demand better services from service providers. He gave an example of electrical technicians and petrol station owners who must have licenses to be able to launch their operations.

EWURA Communications and Public Relations Manager, Mr. Titus Kagu said the training will help the special group to become ambassadors of EWURA by educating their peers on consumer rights and responsibilities, as well as rights and responsibilities of service providers in the energy and water sectors.

“Our call to you is that when you understand EWURA and its activities, you will help us spread

the word to those other people who have not been fortunate enough to attend this training,” said Mr. Kagu.

About 30 participants to the training were electrical installation technicians. Mr. Kagu urged them to acquire licenses from EWURA so that they can work and secure more jobs with more efficiency and accountability.

He advised participants to collect receipts every time they get energy and water services so that it makes it easier for the regulatory body to make follow up in times of challenges.

On his part, the Executive Secretary of TAMAVITA, Mr. Kelvin Nyema said they were grateful to EWURA for the training as it will encourage the group’s participation in various development activities in the country. Mr. Nyema said the training will also improve the performance of electrical installation personnel and it would help them get more jobs.





# Milestone as EWURA publishes first natural gas report

By Tobietiha Makafu

**H**istory was made when the Energy and Water Utilities Regulatory Authority (EWURA), published the first ever regulatory report on the Natural Gas Subsector.

Titled “The Natural Gas Sub Sector Regulatory Performance Report” for the year ended June 30, 2020, the document, which showcases notable achievements in natural gas activities in the country, is the first to be published since EWURA was established in 2006.

The report shows that, EWURA has made significant gains in the natural gas sub-sector through performance monitoring and quarterly inspections, which have enabled the integrity of natural gas processing, transmission, distribution and supply infrastructures by the service providers.

EWURA has managed to establish the Local Suppliers and Service Providers Database, and currently a total of 779 suppliers have been registered. These suppliers will be eligible to participate in the execution of works and the provision of various goods and services in the petroleum mid and downstream activities in mainland Tanzania.

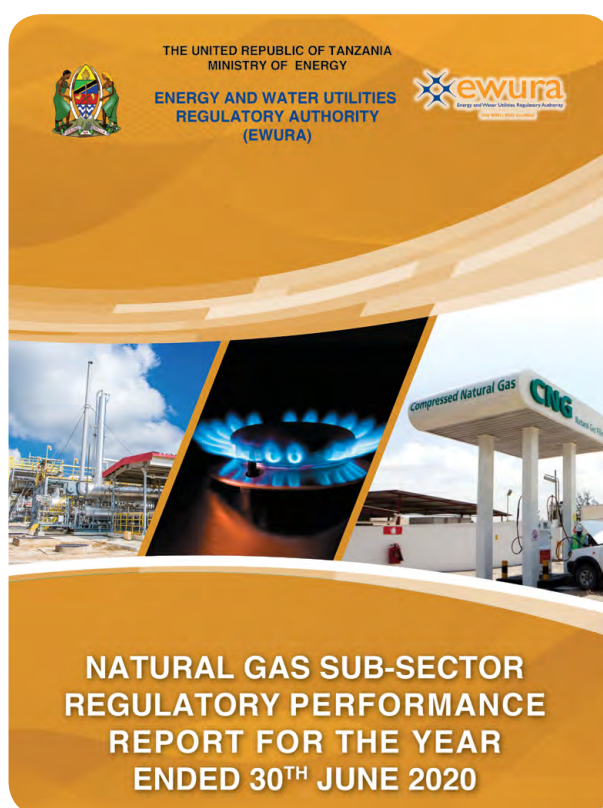
According to the Natural Gas report, the Authority has developed and installed the common qualification system

activities are maintained to the required standards.

The report shows that, EWURA has managed to develop a Memorandum of Understanding (MoU) between way leave owners and users to coordinate activities within shared right of ways, whereby all service providers cleared their way leaves to minimize the risk of fire.

For the country to move from unacceptable low level of development to sustainable growth, along with a gross reduction in poverty, Tanzania needs domestic natural resources to monetize the economy. A well-managed natural gas sector can have a big impact on development of domestic downstream markets, service industries and employment.

EWURA is responsible for regulating midstream and downstream natural gas activities that include processing, transmission, storage and distribution of natural gas in mainland Tanzania, with mandate of protecting the interest of consumers with regard to price, availability, quality and reliability of supply.



**“The Natural Gas Sub Sector Regulatory Performance Report” for the year ended June 30, 2020,**

(CQS) so as to manage local content issues. EWURA has also developed natural gas regulatory tools to guide the development of the industry in order to ensure that natural gas

## Board of directors applauds EWURA for winning a trophy at Sabasaba exhibitions

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA)'s Board of Directors has applauded EWURA for emerging third winner in the category of regulators during the 45<sup>th</sup> Dar es Salaam International Trade Fair (Sabasaba), held at Mwalimu Nyerere Grounds in Dar es Salaam.

"Congratulations on the third victory. The board is very pleased with this victory and promise to participate in the next year exhibition" the Chairman of the Board Mr. Ahmad S. K Kilima said during a board meeting held at the EWURA offices recently.

The award was presented to EWURA by the Second Vice President of Zanzibar, Hon. Hemed Suleiman Abdallah, during the closing ceremony of the Sabasaba exhibitions.

Speaking about the award winning, Communications and Public Relations Manager, Mr. Titus Kaguo said; "This award is a good indicator of concerted efforts by EWURA in providing public education to those visited the booth. EWURA will continue to educate the public

in other exhibitions so as to reach more people."

The award was also a result of joint efforts by EWURA's representatives from Communications and Public Relations as well as the Electricity and Natural Gas units and departments respectively.

The representatives during the exhibition included the Manager for Communications and Public Relations, Mr. Titus Kaguo, Principal

Apart from providing awareness and public education, the exhibition booth served as a platform for receiving complaints and opinions from consumers and service providers. The exhibition booth also provides assistance to those seeking licenses such as electrical contractors and investors in electricity, petroleum and natural gas sectors.

During the exhibition, EWURA officials distributed brochures, fliers, various publications and sectorial reports, such as water sector performance review reports for all water supply and sanitation authorities in Tanzania Mainland, Electricity sub-sector regulatory performance report as well as the Natural Gas Performance Report.



*A certificate of award for exemplary performance*

Communications and Public Relations Officer Mr. Wilfred Mwakalosi, Principal Electrical Inspector Eng. Simon Evarist, Senior Communications and Public Relations Officer Ms. Asiatu Msuya, Senior Natural Gas Inspector Eng. Alieth Anatol and Communications and Public Relations Officer, Ms. Tobietha Makafu.

The exhibition was inaugurated by the Vice President of the United Republic of Tanzania Hon. Philip Mpango, on July 5th, 2021, whereby various countries attended the exhibitions such as China, United Arab Emirates, United States of America and Turkey.





# EWURA engages water authorities on complaints over water bills

By Asiatu Msuya

**T**he Energy and Water Utilities Regulatory Authority (EWURA) has reminded Water Supply utilities to address customers' complaints over inflated water bills.

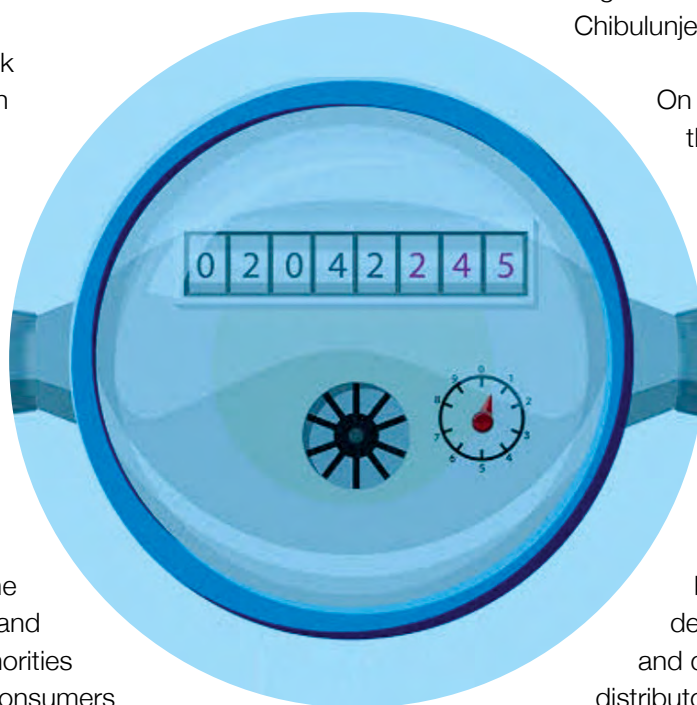
EWURA undertook the decisive action after complaints over water bills reached 60 per cent of all grievances sent by consumers to the Authority.

To solve the issue, the Authority has directed the Water Supply and Sanitation Authorities to fully involve consumers in reading water meters to authenticate their accuracy. There has been an increase of complaints on accuracy of water bills and apparent inconsistencies that seemed not reflect the actual water use.

EWURA's Acting Director General, Eng. Godfrey Chibulunje, said following the directive water utilities, such as the Iringa Water

and Sanitation Authority (IRUWASA), have responded positively by immediately imparting education on consumers on how meters are read.

"It is exciting to see that water utilities in Iringa, Dodoma and Dar es Salaam have started sending consumers SMS informing them of the start of meter reading exercise for August 2021," stressed Eng. Chibulunje.



*An example of a water meter*

On the other hand, the EWURA's Director of Water and Sanitation Services, Eng. Exaudi Fatael expounded that inconsistency in water meters reading, has been caused by defective devices, too many and diverse meter distributors and the rapidly changing meter technology.

Eng. Fatael said that, EWURA calls on water utilities to strengthen awareness to their customers on appropriate use of water services, maintenance of infrastructure and on lodging of complaints, reporting leaks and damage to infrastructure in a timely manner for a prompt action.

**"Noticeably, the system has saved our clients money and time because they can now just use their smart phones to make applications"**

## Minister urges EWURA to educate Tanzanians on opportunities in oil and gas sector

By Asiatu Msuya



*An example of a pipeline used to transmit oil and gas products in the country*

The Deputy Minister of Energy Hon. Stephen Byabato has directed the Energy and Water Utilities Regulatory Authority (EWURA), to educate the public on opportunities available in the oil and gas sector to increase their participation in various projects.

Various projects such as the East African Crude Oil Pipeline (EACOP) from Hoima in Uganda to Tanga are being undertaken in the oil and gas sector.

Hon. Byabato issued the directive during a recent working visit to EWURA, noting that, some Tanzanians do not yet know about opportunities or ways in which they can participate in these projects.

"I challenge EWURA to carry on educating the public and encourage participation of the people in oil and gas

projects, especially the East African Crude Oil Pipeline," he stressed.

The Acting Director General of EWURA, Eng. Godfrey Chibulunje, stated that the Authority has continued to provide education to the public in various ways including through radio programmes, television talk shows, exhibitions, conferences and workshops which has raised people's awareness in various projects.

"Let me just assure you, Hon Deputy Minister, that EWURA is committed to ensuring that, all companies in the country that are qualified to provide services in gas projects are registered.

I would also like to inform you that, we are in the process of finalizing a system that will facilitate the registration process for these companies electronically," Eng. Chibulunje explained.

Eng. Chibulunje noted that the guidance on how to join the database is available on the Authority's website, [www.ewura.go.tz](http://www.ewura.go.tz) where the applicant must complete the N-100 form, available at <https://www.ewura.go.tz/local-content-lssp-database/>, then submit it to EWURA by email [info@ewura.go.tz](mailto:info@ewura.go.tz).

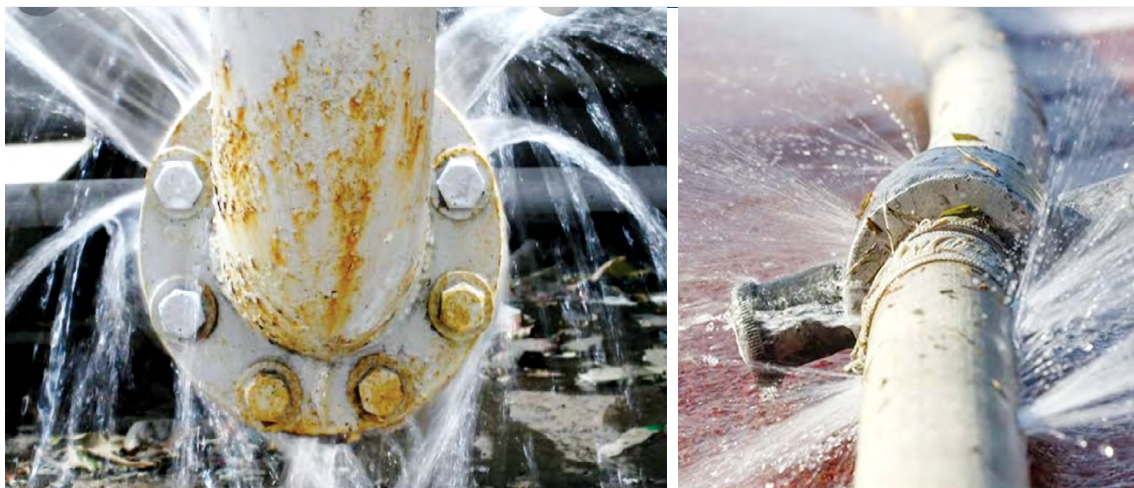
According to Eng. Chibulunje, the EWURA Database (LSSP Database) is the source of statistics for all companies that have applied to provide services in oil and gas projects in the country. As of August 30, 2021 about 852 service providers were already registered.

According to the law, no any service provider or institution is allowed to sell goods or provide services on oil and natural gas operations unless it is registered and this is not for the individual but for the company.



# EWURA prepares guidelines to reduce water loss by utilities

By Asiatu Msuya



*An illustration of water loss resulting from leaking pipelines*

**T**he Energy and Water Utilities Regulatory Authority (EWURA) has prepared guidelines to help water supply utilities reduce the amount of water that is lost due to leaky pipes.

EWURA's Director of Water and Sanitation Services, Eng. Exaudi Fataeli says a survey conducted by the Authority has indicated that many utilities lack knowledge on how exactly water is lost in their systems.

EWURA has discovered that, many water utilities have not only been failing to calculate lost water, also known as Non-Revenue Water, but have also not been adhering to the internationally recognized water balance system (IWA water balance). All these factors have hindered the utilities from taking appropriate strategies to address the problem.

The EWURA survey found out that, many water utilities do not

have adequate understanding of how to manage water meters, especially the prepaid water meters, according to Eng. Fataeli, leading to an increase in the number of obsolete meters in their service areas.

The EWURA guidelines will, therefore, go to help water and sanitation utilities better manage water meters.

"The guidelines, will in fact, help improve the performance of the water sector in the country, taking into account Authority's assessment of non-revenue water, its major causes, strategies and the gap existing in addressing non-revenue water as well as purchase, installation, testing, identification and maintenance of water meters," said Eng. Fataeli.

The director further, said the guidelines will take care of customers' complaints regarding inaccurate water bills that do not reflect their actual

water use, which is caused by poor quality of water meters.

According to the EWURA 2019/20 report on the performance review of water utilities, the average non-revenue water rate reached 36.6 per cent for regional water authorities, 25 per cent for national project utilities and 38 per cent for district and township water utilities. The rates are higher than the recommended 20 per cent.

On a positive note, the report says there was an increase in the proportion of water connections for up to 99.5 per cent for regional water utilities, 91 per cent for national projects utilities and 83 per cent for district and township utilities.

Eng. Fataeli says; EWURA will continue to strengthen its regulation in the water sector to enable quality services that adheres to health and ensure protection of environmental.



## How LOIS system has simplified licence applications and lodging of complaints

By Asiatu Msuya

A businessman who wants to open a petroleum business has to apply for licenses from Energy and Water Utilities Regulatory Authority (EWURA). In the past, the businessman and the electrical installation personnel had to visit the EWURA offices, sometimes travelling a long distance to do so. This led to high cost of opening up a business.

To reduce the cost and time taken to visit offices, in 2016 EWURA developed an online system, which enables application of all types of licenses be made electronically without travelling or visiting the Authority's offices.

The system is known as the License and Order Information System (LOIS).

of various licenses issued by the Authority, which include electrical installation services, petroleum business, lubricants, liquefied gas and activities carried on in the natural gas subsector.

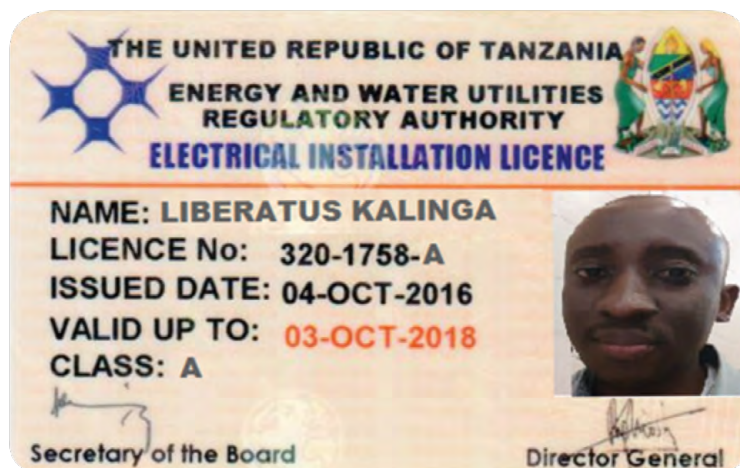
**"Noticeably, the system has saved our clients money and time because they can now just use their smart phones to make applications"**

business people to apply for construction approvals of fuel stations, compressed natural gas stations, depots as well as for natural gas distribution facilities.

But, even consumers do not need to travel long distances to lodge their complaints. They can use the mobile phones and send their complaints electronically through the LOIS system, according to Mr Simba.

"Noticeably, the system has saved our clients money and time because they can now just use their smart phones to make applications," emphasized Mr Simba.

Mr Simba said the Authority encourages its customers, stakeholders and Tanzanians in general, to consider using the system for its convenience, security and timeliness.



A sample of electrical installation licence issued by EWURA

EWURA's Manager for Information, Communication, Technology and Statistics, Mr. Mtumwa Simba, says the electronic system has greatly simplified applications

Mr Simba says all that one has to do is to log in to the LOIS system through the link <https://lois.ewura.go.tz/ewura/>. The LOIS system has also made it possible for

For any challenge in using LOIS, customers can send an email to [support@ewura.go.tz](mailto:support@ewura.go.tz) or call a toll free 0800110030 during work hours.