

# Newsletter

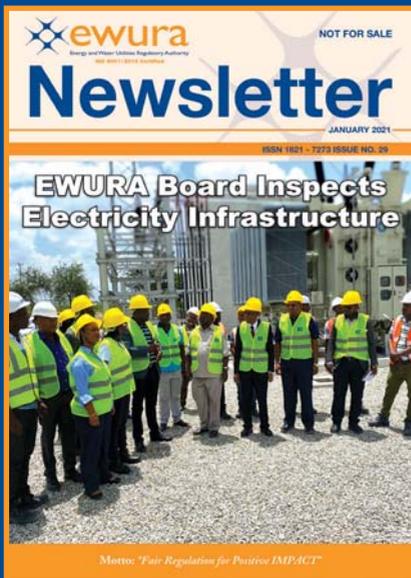
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## Prime Minister urges water authorities' officials to be patriotic



## Previous Issue



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## COVER PHOTO:

*The Prime Minister Hon. Kassim Majaliwa Majaliwa (MP), displays a copy of EWURA Water Sector Performance Review Report for the 2019/20, after he launched the same at a ceremony held in Dodoma recently.*

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



# FROM THE EDITOR

## DEAR esteemed readers!

I humbly welcome you all to join us into reading our latest edition of the Energy and Water Utilities Regulatory Authority (EWURA), Newsletter, the 30th Edition in series of EWURA Newsletter publications for the year 2021.

I have a great honour and pleasure to invite you to read various interesting articles from all our four regulated sectors. EWURA regulates three energy sub-sectors; Petroleum, Electricity and Natural Gas; and one on Water sector; Water and Sanitation; and articles covered in this publication involve some activities that have been undertaken for the period between January and June 2021.

This edition has covered many months, contrary to our usual coverage of three months (quarterly) due to reasons that have been behind our control.

During this period, the Authority undertook many regulatory decisions of which some of them have been covered in this edition in compliance to 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; Prime Minister urges water authorities' officials to be patriotic, EWURA encourages more lube plants, sanctions to water authorities and meeting MPs for Regulatory awareness; and many more interesting stories.

**You are welcome!**



**Titus M. Kaguo**

# Prime Minister urges water authorities' officials to be patriotic

By Tobietha Makafu



*The Prime Minister Hon. Kassim Majaliwa Majaliwa (MP), displays a copy of EWURA Water Sector Performance Review Report for the 2019/20, after he launched the same at a ceremony held in Dodoma recently.*

The Prime Minister Hon. Kassim Majaliwa Majaliwa (MP), has launched the EWURA Water Sector Performance Review Report for the 2019/20 financial at a ceremony held at Mipango College in Dodoma in May, this year.

Speaking during the launch, Hon. Majaliwa urged officials at all water authorities in the country to put patriotism, integrity and professionalism first in order to provide the best service.

He said, "The government has made every effort to ensure that water services reach the people as required, but there are some dishonest workers who are not fulfilling their responsibilities as required. I want everyone to work professionally so that the people can have ready access to reliable water and sanitation services."

Hon. Majaliwa also directed EWURA to oversee the improvement of water services and create a mechanism to monitor and improve policies and regulations to ensure that more people have reliable access to clean and safe water.

Earlier, the Minister for Water, Hon. Jumaa Aweso, said the Ministry will work tirelessly to ensure that the people have access to reliable water services, and will not tolerate anyone who will attempt to block those efforts.

EWURA's Acting Director General, Engineer Godfrey Chibulunje, said the report will boost performance of all water authorities in the country, adding that EWURA is required to review the performance of the authorities every financial year.

He said, "In the performance review for the 2019/20 financial year, there are three authorities that performed well, and emerged the overall winners, including the National Project Kahama Shinyanga (KASHWASA) WSSA. The Moshi Urban (MUWSA) WSSA won among regional authorities, and Biharamulo WSSA was the winner in the Small Town and District Authorities category.

"These three best authorities have been presented with a certificate, trophy and Sh. 21 million each, which they will use to buy water meters," Engineer Chibulunje said.

Other water authorities that did well in water and sanitation services in various categories, and which will receive awards and certificates are Iringa (IRUWASA), Masasi Nachingwea (MANAWASA), Ngara, Mwanza (MWAUWASA), HTM, Nzega, Igunga (IGUWASA), Kahama and Kishapu.

In addition, Engineer Chibulunje said water authorities that have submitted 100% of the collected regulatory levy are Babati, Kahama, Dodoma, Iringa, Moshi, Mahenge, Mombo and Orkesumet.

He named water authorities that did not perform well as Bariadi and Vwawa-Mlowo among regional authorities; Maswa for National Project Authorities, and Tunduma, Kilindoni and Ludewa for district and township authorities.

Engineer Chibulunje said in conclusion, "EWURA, in collaboration with the Ministry, plans to conduct a special inspection of all water authorities which did not perform well in order to identify the reasons that led to poor performance, and find a permanent solution that will enable them to do better in the provision of water and sanitation services."

# EWURA encourages more lube plants

By Asiatu Msuya



These are some of the imported lubricants of which Tanzania consumes more than 30 million litres of lubricants per year while its production stands at only about 20 million litres.

The Energy and Water Utilities Regulatory Authority (EWURA) has called for more investments in the lubricant business to meet the deficit in demand of about 10 million liters of lubricants.

EWURA's Director of Petroleum, Mr. Gerald Maganga, made the call during a public education briefing on the Authority's strategy to improve processes in importation, use and sale of quality lubricants in the country.

"The Country's consumption per year is more than 30 million liters of lubricants and the production is only about 20 million liters, as a consequence, having a deficit covered by imports from Arab countries, South Africa and Kenya," he said.

Mr. Maganga noted that the shortage of lubricants

has created a loophole for importation of substandard lubricants; mushrooming of manufacturers with non-compliance of rules and regulations, and existence of unscrupulous dealers who have been repacking substandard lubricants using reliable packaging and brands and eventually supply the products in the market. There is also inadequate education for retailers and consumers on the quality of the products.

EWURA's Communications and Public Relations Manager, Mr. Titus Kaguo, called for serious investment in lubricants business and urged the investors to adhere to the Laws and Regulations in the undertakings.

Mr. Kaguo said EWURA, in cooperation with other government agencies such as

Tanzania Bureau of Standards (TBS), Fair Competition Commission (FCC), Tanzania Revenue Authority (TRA), Chief Government Chemist (GCLA), Police and other stakeholders will continue to solve challenges in the business through joint operations.

It is worth noting that, section 131 (1) of the Petroleum Act, 2015, requires that, anyone wishing to conduct business must apply for and be licensed. There are three types of licenses which are lube blending plant licence; lubricants wholesale business licence and lubricants distribution business licence.

Currently, there are only four lubricants producers in the country, which are Petrolube, General Petroleum Ltd, Oryx Energies and Tanzania Mineral Oil.

# EWURA meets MPs for Regulatory awareness

By Asiatu Msuya



EWURA Acting Director General, Eng. Godfrey Chibulunje (standing) making a presentation before the Standing Parliamentary Committee for Energy and Minerals as part of public awareness creation to law making body.

The Energy and Water Utilities Regulatory Authority (EWURA) has conducted an awareness seminar to Parliamentary Standing Committee on Energy and Minerals on regulatory matters in the energy and water and sanitation services.

EWURA has taken the move to strengthen understanding of regulatory issues to MPs, which is also an implementation of section 6 (e) of the EWURA Act, Chapter 414 of the Laws of Tanzania, requiring the Authority to ensure all stakeholders are equipped with knowledge on their rights and responsibilities and on the manner in which complaints about regulated services are handled.

Speaking at the seminar, held in Dodoma recently, EWURA's Acting Director General, Engineer Godfrey Chibulunje, explained that EWURA has strengthened its regulatory performances by minimizing time for issuance of licenses, fostering

transparency and comprehensive participation of its stakeholders to ensure availability of regulatory services.

Engineer Chibulunje, further said that, the Authority has had a habit of meeting with various stakeholders to educate them about regulation and that MPs are one of the key stakeholders of the Authority.

"The outcome of regulation is determined by the active participation of all its stakeholders in implementation of various regulatory activities in accordance with the laid down procedures" stressed Chibulunje.

EWURA's Communications and Public Relations Manager, Mr. Titus Kaguo, specified that, EWURA will always advise the Government in improving policies, laws and regulations that will facilitate growth of the energy and water sectors, as well as continue to monitor quality

of regulatory services offered to all Tanzanians in general.

The Chairman of the Parliamentary Standing Committee on Energy and Minerals, Hon. Kenneth Nollo, expressed his contentment with EWURA's move to educate them on regulatory issues and commended the Authority for effectively continuing to implement regulatory activities.

"It is satisfying to witness the significant contribution of EWURA in controlling inflation, private investment in electricity, the growth of the natural gas sector and strengthening of water authorities in the country" stressed Hon. Nollo.

EWURA will continue to focus on six key principles of good governance in its regulatory decisions which are professionalism, accountability, predictability, participation, transparency, and in compliance with the laid down procedures.

# EWURA conducts seminar to electrical installation personnel in Njombe

By Tobietha Makafu



The Minister for Energy, Dr. Medard Kalemani in a group photo with electrical installation personnel after opening a seminar to electrical installation personnel from Mororogo, Iringa, Tabora, Dodoma and Singida regions, recently in Dodoma.

The Energy and Water Utilities Regulatory Authority (EWURA), through its Southern Highlands Zone Office located in Mbeya Region, has conducted a one-day seminar for electrical installation personnel in Njombe Region on the requirements of the Electricity Act, 2008, as well as the Electrical Installation Regulations, 2019.

Ms. Lilian Mnyemele, the Divisional Secretary of Njombe Town Council, officiated at the seminar on behalf of Njombe District Commissioner. The seminar aimed at promoting awareness and building the capacity of electrical installation personnel on the relevant rules, as well as highlighting the importance of abiding by the law in their work.

According to the Electricity Act, 2008, anyone conducting electrical installation activities at any level must have a licence issued by EWURA to ensure that only competent professionals carry out such work for the sake of the safety of people and their property.

More than 100 electricians and contractors from Njombe, Ludewa and Wang'ingombe districts attended the seminar.

Speaking after the seminar, an electrical contractor from Ludewa District, Mr. Aspiki Mwakibiki, said, "We are very grateful to EWURA for this seminar, as I will now work in accordance with the law, rules and guidelines. By using an EWURA licence, I will be able to get more electrical work. This will also eliminate those who are conducting these activities without the requisite qualifications."

The EWURA Southern Highlands Zone Manager, Engineer Karim Ally, said, "This seminar targeted to removing bogus electrical installation personnel from our residential areas, and prevent them from conducting electrical activities without having EWURA licences."

He added that licence applications must be submitted online through the LOIS (Licensing and Order Information System), which is available through the link <https://lois.ewura.go.tz> or through the

authority's website [www.ewura.go.tz](http://www.ewura.go.tz).

"Applicant must have copies of the blue photo (passport), curriculum vitae, certification of electrical installation education, receipt for licence application fees and passport/national ID/voter ID," Engineer Ally said.

Electrical licences are issued in various classes according to applicants' qualifications. Grade A is a qualified technician for all installation and distribution activities; Grade B involves electrical installations at medium voltage up to 33,000 volts, while Grade C involves electrical installations of not more than 400 volts.

Others are Grade D, which covers electrical installations not exceeding 220 volts. Technicians in Grade W are required to operate under the supervision of licensed Class A, B, C or D technicians. S1 covers special electrical functions at all voltages; S2 is special electrical activities up to 33,000 volts, and S3 is special electrical activities up to 1,000 volts.



# EWURA discovers usage of underweight LPG

By Tobietha Makafu



Some of LPG cylinders found to be sold below the approved weight by the regulator.

The Energy and Water Utilities Regulatory Authority (EWURA) has reminded domestic users of liquefied petroleum gas (LPG) to ensure that the gas they purchase is weighed and the cylinder properly sealed to ensure that they get the correct amount of gas as specified.

EWURA has discovered the theft of LPG by unscrupulous traders, who take gas from 38-kilogram cylinders and refill smaller cylinders, thus selling underweight gas to their customers.

Commenting on the theft, EWURA's Communications and

Public Relations Manager, Mr. Titus Kaguho, said, "Basically, theft through the reduction of the amount of gas in cylinders involves 38kg cylinders due to price differences. This means that if you buy a 38kg gas cylinder, the price is proportionally lower than a 6kg cylinder."

He added, "Those involved in LPG theft usually take gas from 38kg cylinders, and refill small amounts in 15kg cylinders. They eventually get, for instance, three cylinders filled with 32kg. When they refill 6kg cylinders, they get 7 cylinders containing about 5 kilograms of gas. These are sold at the same prices as full cylinders."

As part of efforts to address the issue, Mr. Kaguho said the authority has reached an agreement with gas traders that they should not sell 38kg cylinders to domestic users, and should instead sell them to institutions such as schools, hotels and the military.

Also, all LPG traders in the country are required to have weighing scales gas to ensure that weight of gas cylinders are properly checked and sealed.

A trader found to be selling gas without having a proper weighing scale faces a fine of not less than Tsh. 3 million.



# More petrol stations for rural areas

By Asiatu Msuya



A designer displays to EWURA Management a sample of petroleum outlet suitable for rural areas recently. Construction of such facilities will simplify fuel supply to rural areas.

The Energy and Water Utilities Regulatory Authority (EWURA) has licenced 68 more rural petrol stations in 2020, making a total of 197 petrol stations in the areas by the end of 2020, increasing from 129 petrol stations registered in 2019.

The increase is a result of various measures taken by the government to increase petrol stations in rural areas. Such measures include revising the Petroleum (Wholesale, Storage, Retail and Consumer Installation Operations) Rules such that retailers who own at least four petrol stations in a city, municipality or district township are obligated to

construct at least one petrol station in township or a village without a station.

Other measures are issuing conditional licences to operators so that they offer services provided the facility meets the minimum technical required standards and not jeopardising health, safety and environment (HSE) requirements.

EWURA's Acting Director General Eng. Godfrey Chibulunje said increased demand of petroleum products in rural areas, growth in economic activities and an increased road network calls for more investments for a sufficient supply of petroleum

products throughout the country.

A performance report of petroleum subsector for 2020, shows notable increase of 10.2 per cent of operational petrol stations in the country as of 31st December 2020, growing to 1,759 from 1,596 registered in 2019.

EWURA's Director of Petroleum Mr. Gerald Maganga said the Authority plans to intensify compliance monitoring inspections and sampling activities needed to catalyze increase in petrol stations in villages, despite the fact that there has been high concentration of the facilities in urban areas.

## The Minister for Water applauds EWURA, directs water authorities to improve

By Tobietha Makafu



The Prime Minister, Hon. Kassim Majaliwa Majaliwa, handing over a trophy to the Best Overall Performer Water Utility, MUWSA Board's Chairman, Prof. Jafar Kideghesho, during the launching of Water Utilities Performance Review Report for the FY 2019/2020 in Dodoma.

The Minister for Water, Hon. Jumaa Aweso, have commended EWURA for its good work, urging employees to ensure that water authorities improve services by issuing accurate bills, adding that it is not allowed to disconnect water services from Friday afternoon through weekends and on holidays.

"All offices are closed on weekends and holidays, and people are at home and need water for various domestic activities. Where do you want such a person to pay for water?" he asked.

On poor infrastructure and water that is lost as a result, Hon. Aweso directed EWURA to ensure that it monitors water authorities in the country so that they improve their infrastructure and curb unnecessary loss of water.

"The issue of non-revenue water is supposed to come to an end, and water authorities that will continue to perform poorly in this area should be dealt with," Hon. Aweso said.

On customers who do not pay water bills on time, Hon. Aweso called on EWURA to intensify its efforts to educate the public on timely payment of water bills, and that a bill issued to a customer is equivalent to a 30 days' notice. If a customer does not pay within 30 days, the water authority may suspend service.

"It is the right of citizens to receive water service, but customers should also fulfil their obligation of paying water bills. Therefore, awareness should be promoted and customers educated on the need to pay for services. They must not be overcharged or be asked to pay charges that have not been approved by EWURA," he said.

Hon. Aweso concluded by congratulating EWURA on its good performance, and urged the staff to foster unity and work together in order to achieve the organisation's mission and vision.

"I know EWURA is good in its performance, so I urge you to

work in unity and solidarity as you continue to interpret the goals of the establishment of EWURA, and those goals should be translated into action."

The Permanent Secretary in the Ministry of Water, Engineer Antony Sanga, did not hesitate to congratulate EWURA, and told staff that what they are doing is being appreciated by most Tanzanians, who are finding relief in services regulated by the authority in the country, especially in the water sector.

For his side, EWURA's Acting Director General, Engineer Godfrey Chibulunje, assured Hon. Aweso that EWURA staff will continue to work hard, and that greater emphasis will be on ensuring better management of water authorities in order to improve water services in the country.

During the meeting, Hon. Aweso was accompanied by the Deputy Minister of Water, Hon. Mary-prisca Mahundi, and Engineer Sanga.



# EWURA sanctions water authorities acting against the law and regulations

By Tobietha Makafu



A cross section of EWURA Board Members and Management inspect Water treatment plant at Shinyanga-Kahama water intake at Lake Victoria.

The Energy and Water Utilities Regulatory Authority (EWURA) has sanctioned some water and sanitation authorities for violating rules, regulations and laws governing the provision of water and sanitation services in the country.

The move comes after EWURA received a number of complaints about inaccurate water bills, non-inclusive meter readings and disconnections that are contrary to the laid-down rules and regulations.

The complaints prompted EWURA to suspend tariff changes, which were supposed to take effect on January, this year, so as to conduct a special audit of 24 water and sanitation authorities in the country out of 94 existing authorities.

EWURA's Acting Director General, Engineer Godfrey Chibulunje, said the authority had

identified weaknesses in meter readings and billing, particularly with regard to Kigoma WSSA, and inefficient water meters, particularly with regard to Iringa and Njombe water authorities.

"Some water authorities prepare bills through estimations due to damaged meters, for example Tanga Water Authority. Also, some water authorities have been charging higher tariffs than those approved by EWURA, especially at water kiosks. This is especially a problem with regard to water authorities in Mbeya, Makambako, Songea, Tanga, Iringa, Shinyanga, Kahama, Geita, Arusha, Moshi, Babati, Ngara and Kigoma," he said.

Engineer Chibulunje said that as a result of the audit, EWURA has taken a number of steps, including imposing a fine of Tsh. 500,000, as well as compensating customers of the Tanga and Babati water

authorities, who were paying higher tariffs, which had not been approved by EWURA.

"EWURA intends report the Tanga, Babati and Kigoma water and sanitation authorities to the appointing authority for further disciplinary action after they failed to address customer complaints," he said.

Engineer Chibulunje said EWURA has also ordered the Mbeya, Songea, Makambako, Mwanhunzi and Gairo water authorities to explain why appropriate action should not be taken against them for acting contrary to EWURA's directives.

He said EWURA would continue to monitor the remaining authorities, and take appropriate action to ensure that service delivery is in line with the relevant laws, regulations and procedures, as well as ensure that billing is based on approved tariffs and meter reading is accurate.

## EWURA donates to premature babies' ward in Dodoma

By Tobietha Makafu



EWURA female staff handing over medical equipment worth TZS 5, 000,000 for premature infants to Makole Health Centre in Dodoma city, recently.

In marking this year's International Women's Day, women staff from the Energy and Water Utilities Regulatory Authority (EWURA) have donated Tsh. 5 million for the purchase of medical equipment for premature infants at Makole Health Centre in Dodoma.

Handing over the donation on International Women's Day on 8th March, the women's Chairperson of the Tanzania Union of Government and Health Employees (TUGHE), EWURA Branch, Ms. Herieth Kasilima, said they decided to support so that premature babies at the health centre can be better cared for.

"We thank the Board of Directors and Management of EWURA for enabling

women staff to provide this assistance. We believe that it will be a relief for caring efforts for premature babies, as the equipment to be purchased will ensure that the infants get good care," she said.

Ms. Kasilima said that after they were informed that the health centre is in the process of establishing a ward for premature babies, they have decided to assist it so that it can be completed as planned.

Receiving the donation, the Acting Physician in Charge at Makole Health Centre, Dr. Tumaini Kapungu, thanked the women from EWURA for recognising the importance of providing such support, saying that work was in progress to set up a special ward in which premature

babies received at the facility will be cared for.

Dr. Kapungu appealed to others to emulate EWURA women staff. "I urge staff of other organisations and institutions to volunteer and provide such assistance to Makole Health Centre because we need all the assistance we can get. About Tsh. 27 million is needed to renovate the ward and purchase the necessary equipment."

EWURA is responsible for promoting social wellbeing of the general public in Tanzania. This is done by way of donations and grants to the needy provided through the authority's annual budgets under the outlined terms and conditions.