

# THE UNITED REPUBLIC OF TANZANIA



## WATER UTILITIES PERFORMANCE REPORT FOR 2008/09

### **PART B: DISTRICT, SMALL TOWNS AND NATIONAL PROJECTS WATER UTILITIES**

**APRIL, 2010**

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## EXECUTIVE SUMMARY

This report provides assessment of the performance of District, Small Towns and National Water Projects, water supply and sewerage authorities for the year 2008/09 and individual utility profile. In 2007/08, with the assistance of GTZ, EWURA, in collaboration with the MOWI, performed a Rapid Assessment for all 102 District, Small Towns and National Water Projects water supply and sewerage authorities to establish a baseline for data of performance. The assessment of performance for 2008/09 has been done for only 67 District, Small Towns and National Water Projects, water supply and sewerage authorities which submitted their respective annual reports. Comparative performance data for 2007/08 for the 67 utilities was extracted from the Rapid Assessment.

Individual water utilities profiles and detailed water utilities comparative data have been appended to this report. Performance data in the utilities profiles and detailed water utilities comparative data in Appendices 2, 3 and 4 were obtained from the Rapid Assessment and updated with data for 2008/09 for those utilities which submitted their respective annual reports.

### ASSESSMENT BASED ON KEY PERFORMANCE INDICATORS

The assessment of performance for 67 District, Small Towns UWSAs and National Water Projects was based on a few selected indicators. The indicators which have been selected and analysed include: daily average per capita water consumption and demand, average hours of service, metering ratio and staff per 1000 connections. The performance analysis has shown that most of the utilities had unsatisfactory performance trend. It was also observed that unsatisfactory performance was mainly caused by: insufficient water sources or water production capacities, dilapidated infrastructure, lack of sufficient and qualified staff, inadequate working equipment and tools and lack of water treatment facilities. The following are the general observations on the assessment of performance of District, Small Towns and National Project's water utilities based on selected key performance indicators.

**Water Production and Demand:** The sufficiency of water production to satisfy the water demand and the accuracy of water demand computation have been assessed by computing the average water production/demand per capita per day. The average per capita water consumption for DUWSAs, Small Towns and National Projects was 39, 28 and 30 litres per capita per day for 2008/09 respectively, while the average per capita water demand for DUWSAs, Small Towns and National

Projects was 102, 77, 51 liters per capita per day for 2008/09 respectively. This showed that water production was far less than the water demand and was even less than the recommended average per capita water consumption of 70 liters per capita per day for small and medium towns. The estimated water demand for National Projects was also below the recommended average water consumption for Small and Medium Towns may be because they also constituted villages which had a low average consumption of 25 to 30 liters per capita per day.

**Hours of Service:** The overall average hour of service for Districts and Small Towns UWSAs and National Projects was 9 hours. Six (6) utilities of Kahama, Chamwino-UWSAs, KASHWASA, Chalinze and Waging'ombe National Projects had an average of 24 hours of service and Kibondo-UWSA had only an average of one hour of service.

**Metering:** Six (6) water utilities of Nzega, Ngara and Kahama UWSAs and Chalinze and KASHWASA National Projects had metered all their water customers (100% metering ratio). Utilities which had not metered any of their customers (0% metering ratio) are Ifakara, Kisarawe, Monduli, Namanyere, Ushirombo, Utete, Kasumulu and Magugu UWSAs.

**Staff Productivity:** One of the big challenges and problems encountered by District, Small Town, and National Projects was the low staff productivity due to the low number of customer base. The ratio of staff per 1,000 connections was found to be high. The average ratio of staff per 1000 connections was 47 for National Projects followed by District UWSAs with 39, and the Small Town UWSAs had the lowest ratio of 28.

**Revenue Collection and Expenditure:** In 2008/09, a total of TZS 6.016 billion was collected from 67 DUWSAs, National Projects and Small Towns water utilities against the expected collections of TZS 8.804 billion. The total expenditure was TZS 7.361 against the budget of TZS 8.99 billion. Handeni Trunk Main (HTM) National Project had the highest annual water sales collections of TZS 517,474,699 while Ushirombo had the lowest collections of TZS 1,545,121. The total revenue collected was 82% of total expenditure. The expenditure included the Government subsidies. This signified that most of utilities could not meet their operational cost from their water sales and charges collections.

**Water Boards:** It was observed that some of the declared water authorities were not yet established with boards and management. By June, 2009, eighteen (18) utilities were still not operational owing to the absence of water boards. These are Jomu/Tinde, Didia, Isikizya, Iselamagazi, Kilindoni,

Kishapu, Loliondo, Mkuranga, Ruangwa, Bashnet, Bonga, Chala, Dareda, Galapo, Ilula, Laela, Maganzo and Mikumi

## **COMPLIANCE WITH REGULATORY OBLIGATIONS:**

**Licensing and Reporting:** Assessment for compliance with regulatory obligations was based on the compliance with the reporting requirements and obtaining a licence from EWURA. Out of a total of 102 District, Small Town UWSAs and National Projects only 45 utilities applied for Provisional Licence and only 67 utilities submitted their respective 2008/09 annual report. Not a single utility qualified for a Provisional Licence mainly owing to lack of autonomy in their operations (they didn't have their own staff and some still operated with the local council's bank accounts).

**Tariff Reviews:** During the period from January, 2007, to January, 2010, the number of tariff review applications received by EWURA was 21 from 19 utilities out of 102. Of the 21 applications received, 11 were approved, 2 applications were rejected on the basis of non-compliance, and 6 were still being processed. Two utilities of Ngara and Maswa UWSAs have already applied for tariff review twice during the period from January, 2007, to December, 2009. However; the first tariff application by Maswa UWSA was rejected by EWURA due to non-compliance.

## **KEY RECOMMENDATIONS**

The performance of District, Small Towns and National Projects for 2008/09 was still unsatisfactory with a lot of challenges and problems which required appropriate interventions. The following were the recommendations:

- i. District, Small Town UWSAs and National Projects needed substantial investment in water sources, water infrastructures and capacity building.
- ii. MOWI, in collaboration with the Local Governments authorities, should assist District, Small Town UWSAs and National Projects in employing sufficient and qualified staff.
- iii. Most District and Small Town UWSAs were too small to operate commercially. It was recommended to implement clustering as envisaged in the Water Supply and Sanitation Act, 2009.



## 1.0 INTRODUCTION

This report provides assessment of the performance of District, Small Towns and National Water Projects, water supply and sewerage authorities for the year 2008/09 and individual utility profile. In 2007/08, with the assistance of GTZ, EWURA, in collaboration with the MOWI, performed a Rapid Assessment for all 102 District, Small Towns and National Water Projects water supply and sewerage authorities, to establish a baseline for data of performance. The assessment of performance for 2008/09 has been done for only 67 District, Small Towns and National Water Projects, water supply and sewerage authorities which submitted their respective annual reports. Comparative performance data for 2007/08 for the 67 utilities was extracted from the Rapid Assessment.

Individual water utilities profiles and detailed water utilities comparative data have been appended to this report. Performance data in the utilities profiles and detailed water utilities comparative data in Appendices 2, 3 and 4 were obtained from the Rapid Assessment and updated with data for 2008/09 for those utilities which submitted their respective annual reports.

### 1.1 Report Layout

The report consists of the following chapters:

Chapter one gives a brief introduction to the report. The detailed introduction is provided in part A of this report. The introduction chapter also includes a brief on the report layout.

Chapter Two gives an overview of the overall performance of 67 District, Small Town UWSAs and the National Water Projects during the report year and compares with the performance for 2007/08. The performance is assessed using technical, commercial and financial indicators.

Chapter Three discusses the implementation of regulatory obligations by the District, Small Town UWSAs and the National Water Projects.

Chapter Four gives the general conclusion and recommendations.

Appendix 1 gives the profiles of all 102 District, Small Town UWSAs and the National Water Projects which provides a snapshot of the performance of each utility.

Appendix 2 gives the summary of Key Performance Indicators.

Appendix 3 gives the summary of two years' performance for 2007/08 and 2008/09.

Appendix 4 gives Water Utilities Board Status and regulatory obligations.

## 2.0 PERFORMANCE OVERVIEW

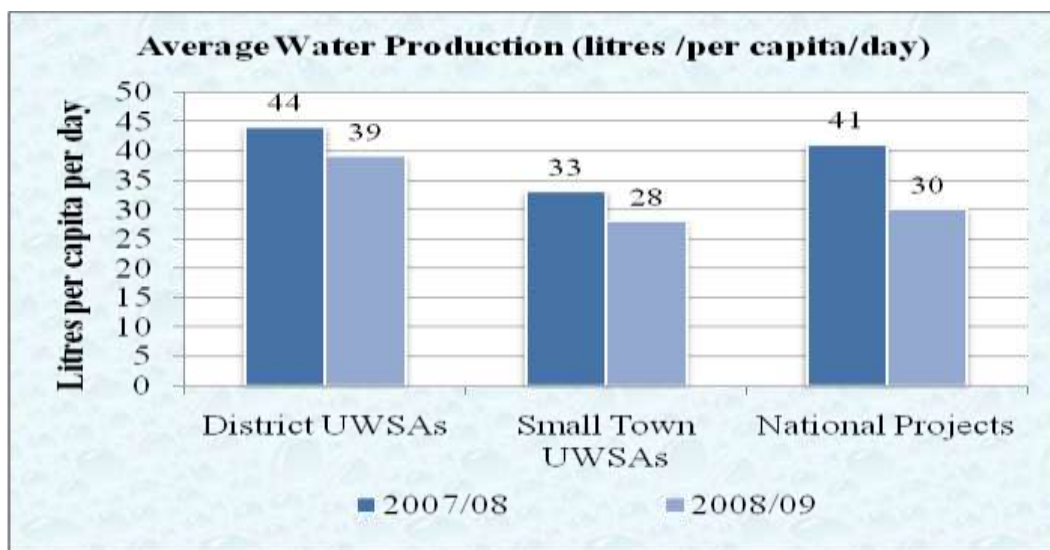
This chapter discusses the overall performance of 67 District, Small Town UWSAs and the National Water Projects for the year 2008/09 and compares with the performance for 2007/08.

In assessing the performance, while taking into consideration that much of the data is unreliable, few indicators have been used which provide a more realistic picture of the performance of District, Small Town UWSAs and the National Water Projects. The indicators that have been selected and analysed for discussion and comparison include daily average per capita water production and demand, average hours of service, metering ratio and staff per 1000 connections and revenue collection.

### 2.1 Water Production and Demand

#### 2.1.1 Water Production (in Litres per Capita per Day)

The performance of utilities in terms of water production is based on the average daily water production per capita. Average daily water production per capita is obtained by dividing the total annual water production for a utility into the total population in the service area and the number of days in a year. The computation of the average daily water production per capita is used to indicate the availability of sufficient water supply. The summary of the overall average daily water production per capita for 67 Districts, Small Town UWSAs and National Projects is presented in **Table A<sub>3</sub>** of **Appendix 3** and is illustrated in **figure 2.1** below.



**Figure 2.1: Average Daily Production per capita per day**

It can be noted that the overall average daily water production per capita for District, Small Town UWSAs and the National Water Projects during the year 2008/09 has decreased when compared with the year 2007/08. For DUWSAs, the average daily water production per capita has decreased from 44 to 39 litres per capita per day while for Small Towns UWSAs it has decreased from 33 to 28 litres per capita per day, and, for National Projects, it has decreased from 41 to 30 litres per capita per day.

Generally, the overall average daily water production per capita per day for DUWSAs, Small Towns and National Projects is low (below 40 litres / per capita/ day) when compared with the recommended water consumption of 70 litres/ per capita /day <sup>1</sup>for small and medium townships. Few utilities have a reasonable level of water production which is above 70 litres/per capita /day and they include: Itumbe-Isongole, Kondoa, Makete and Tukuyu UWSAs. This indicates that DUWSAs, Small Towns, and National Projects had no sufficient water to provide to the required level of water consumption.

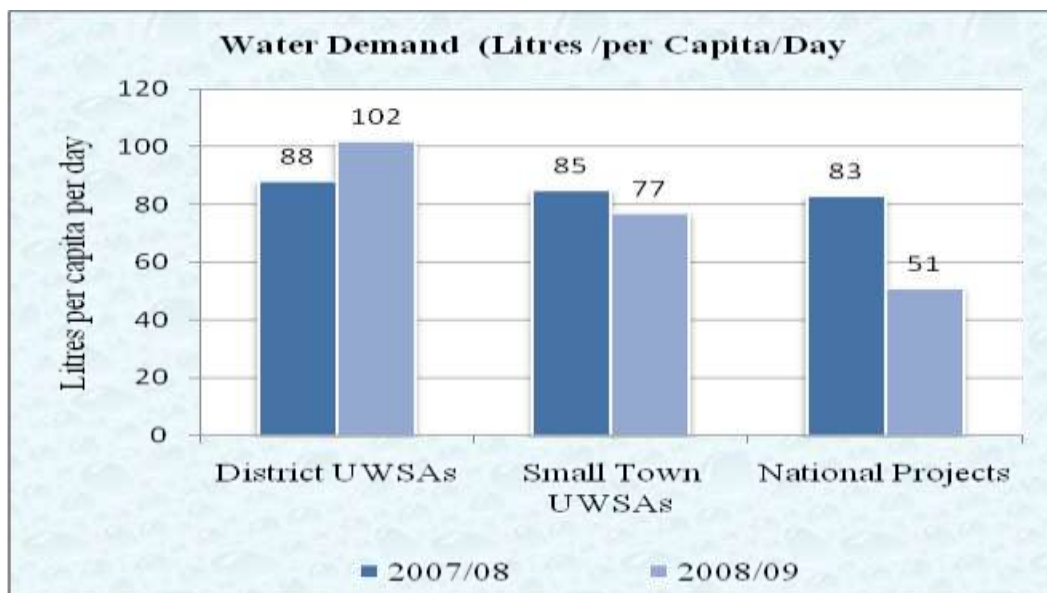
### 2.1.2 Water Demand

The performance of utilities in terms of water demand is based on the average daily water demand per capita. Average daily water demand per capita is obtained by dividing the total annual water demand for a utility into the total population in the service area and the number of days in a year. The computation of the average daily water demand per capita when compared with the average daily water production per capita is used to indicate the sufficiency of water production to meet the water demand. The summary of results for the computed average daily water demand per capita is presented in **Table A<sub>3</sub>** of **Appendix 3** and is illustrated in **figure 2.2** below.

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<sup>1</sup> MOWI Design Manual

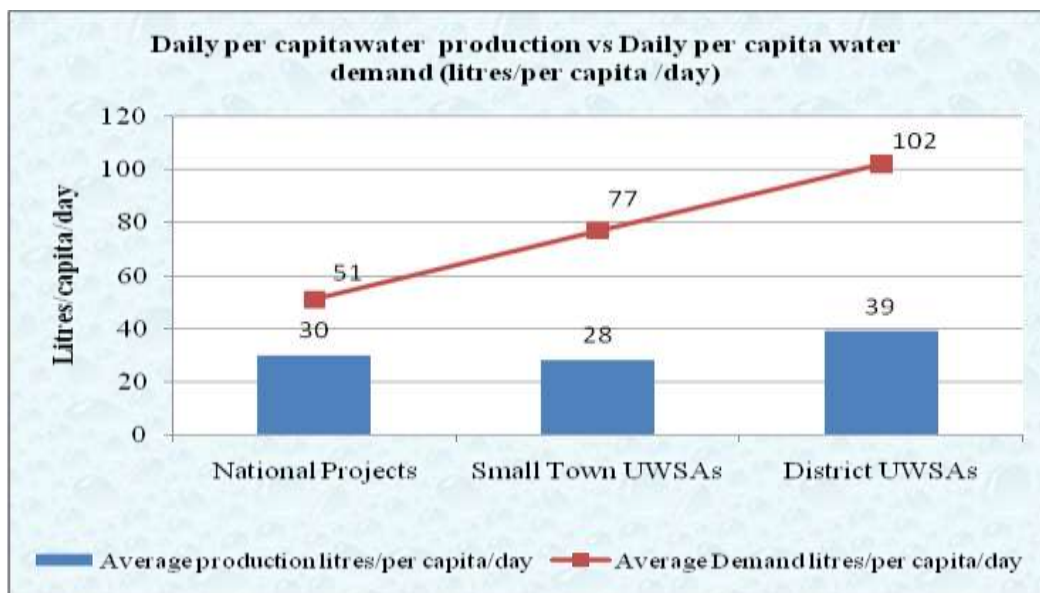




**Figure 2.2 :Average water demand (litres / per capita / day)**

The average daily water demand per capita has shown a variable trend when compared between 2008/09 and 2007/08. For DUWSAs, the daily water demand per capita has increased from 88 litres/per capita/ day to 102 litres/ capita/ day while for Small Towns it has decreased from 85 litres per capita per day to 77 litres per capita per day and, for the National Projects, it has decreased from 83 litres per capita per day to 51 litres per capita per day. The estimated water demand for National Projects is below the recommended average water consumption of 70 liters per capita per day for Small and Medium Towns. This might be because National Water Projects constitute villages which have a low average consumption of 25 to 30 liters per capita per day.

The comparison of the per capita water production with the per capita water demand for the reporting period of 2008/09 is as shown in **figure 2.3** below and indicates that there was still a big gap between the actual water being produced and water demand. The average per capita water production for DUWSAs, Small Towns and National Projects was 39, 28 and 30 litres per capita per day for 2008/09 respectively, while the average per capita water demand for DUWSAs, Small Towns and National Projects was 102, 77, 51 liters per capita per day for 2008/09 respectively. Generally, this indicates that the level of water production was still very low compared with the water demand, and that the gap was increasing owing to population increase which did not match with the level of investment. This signified the need for investment in the water infrastructure to accommodate the increasing water demand.

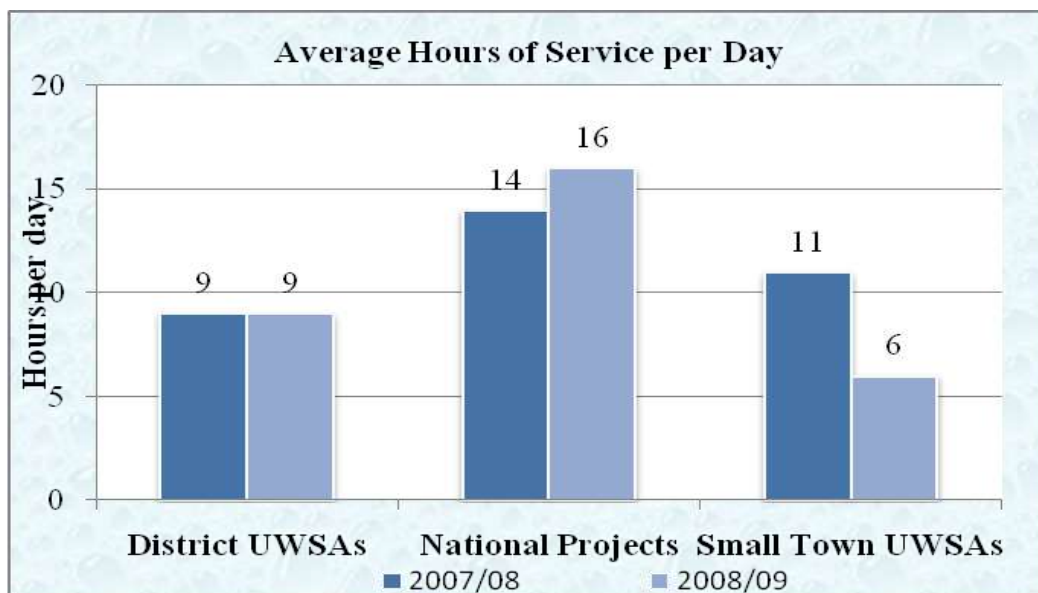


**Figure 2.3: Water Production and Demand(litre/per capita/day)**

## 2.2 Average Hours of Service

The overall average hours of service during the reporting period for the 67 utilities is indicated in **Table A<sub>3</sub>** of **Appendix 3** and summarized in **figure 2.4** below. The overall average hours of service for DUWSAs, Small Towns UWSAs and National Projects during the reporting period was 9 hours per day which was small compared with the required level of 24 hours of supply. The results further indicate that only 5 UWSAs of Kahama, KASHWASA, Wangingombe, Chamwino and Chalinze had 24 hours of service. The utility with the lowest level of service was Kibondo UWSA with only one hour /day while others ranged between 2 and 12 hours.

The results show that the average hours of service for 55 DUWSAs during the reporting period 2008/09 is 9 hours/day which is the same as that reported in the previous year 2007/08. For the 5 National Projects, the average hours of service during the reporting period has increased from 14 hours to 16 hours. For the 6 Small Town UWSAs, the average hours of service during the reporting period 2008/09 has decreased to 6 hours/day compared with 11 hours/day reported in 2007/08.



**Figure No.2.4: Average Hours of Services**

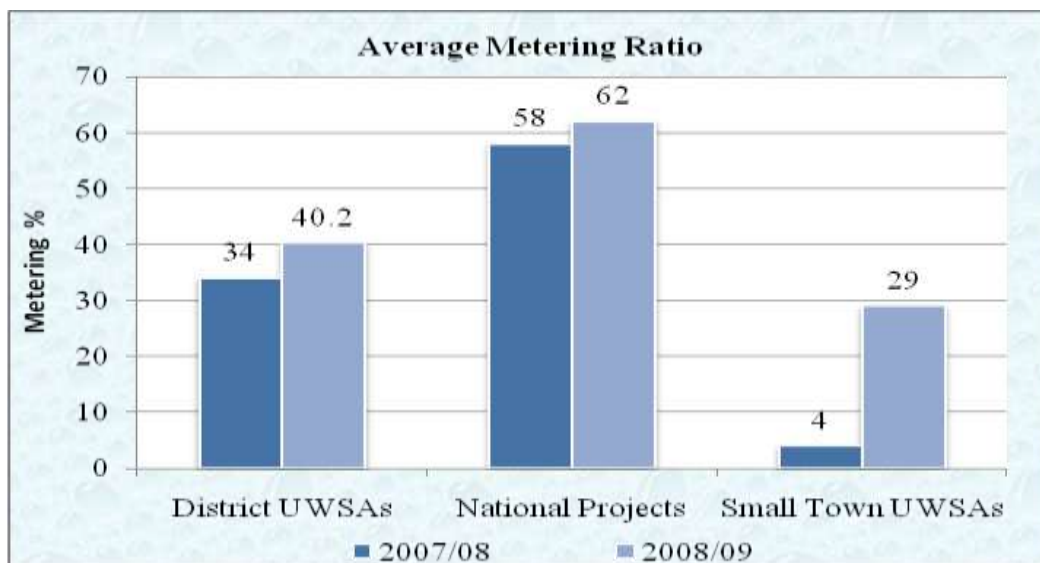
### 2.3 Metering Ratio

The summary of average metering ratio for DUWSAs, Small Town UWSAs and National Projects is shown in **Table A<sub>3</sub>** of **Appendix 3** and summarized in **figure 2.5** below. The utilities that have managed to meter all their customers are Nzega, Ngara and Kahama UWSA, and Chalinze and KASHWASA National Projects.

The overall average metering ratio for DUWSAs has increased from 34% reported in 2007/08 to 40% in 2008/09. This was due to individual UWSAs' increase in metering ratio and a big achievement made by Kahama UWSAs' which managed to meter all their customers within a year, i.e. from 0% in 2007/08 to 100% in 2008/09.

For the National Projects water utilities, the metering ratio has increased from 58% achieved in 2007/08 to 62% in 2008/09. Chalinze and KASHWASA water utilities have metered all their customers. Maswa UWSA has maintained a metering ratio at 22% while others have increased their metering ratios.

For the Small Towns UWSAs, the metering ratio is still very low but has increased from the reported 4% in 2007/08 to 29% in 2008/09. High increase in metering ratio has been observed for few individual UWSAs of Mombo from 0% to 45%, and Makambako from 56% to 76%.

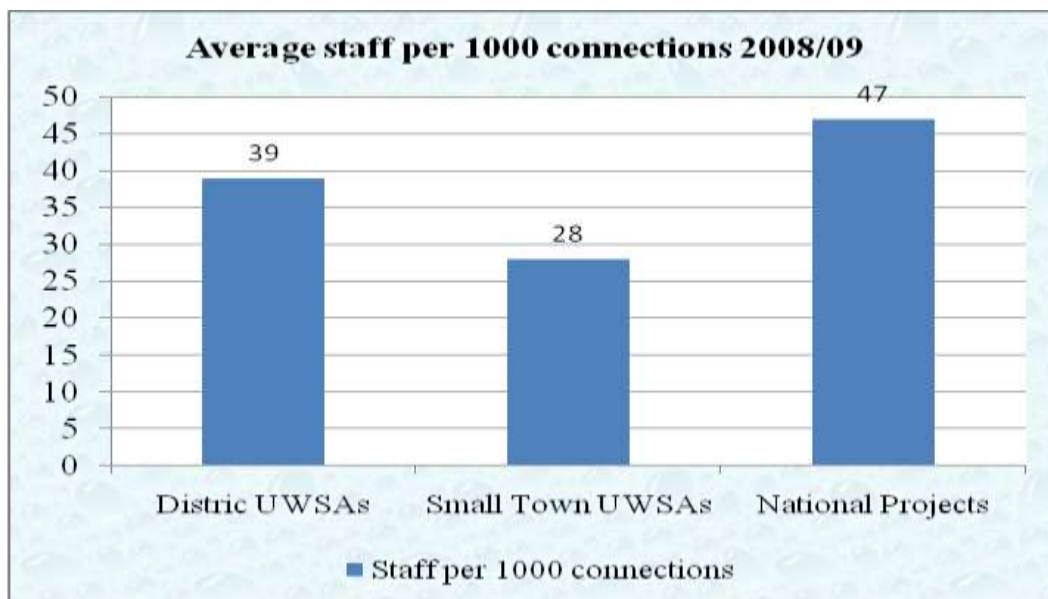


**Figure 2.5: Metering Ratio**

## 2.4 Staff per 1000 connections

The number of staff per 1000 connection for DUWSAs, Small Towns UWSA and National Projects Scheme is high due to the fact that the customer base for most of UWSAs was small. For example, Ushirombo UWSA had only 9 water connections as well as nine staff thus resulting into one staff per connection.

The overall average for DUWSAs, Small Towns UWSAs and National Projects are as shown in **Table 3 of Appendix 3** and illustrated in **figure 2.6 below**. It can be observed that National Projects have the highest ratio of staff per 1000 connections of 47 followed by District UWSAs with 39, and Small Towns UWSAs with 28. This result displays the reality on the ground since Small Towns UWSAs have the smallest number of customers when compared with District UWSAs and National Projects.



**Figure 2.6: Average Staff per 1000 connections**

## 2.5 Revenue Collection

In 2008/09, a total of TZS 6.016 billion was collected from 67 DUWSAs, National Projects and Small Town UWSAs against the expected collection of TZS 8.804 billion as shown in **Table A<sub>3</sub>** of **Appendix 3**. The total expenditure was TZS 7.361 against the expenditure budget of TZS 8.99 billion. Handeni Trunk Main (HTM) Project had the highest annual water sales collections of TZS 517,474,699 while Ushirombo had the lowest annual collections of TZS 1,545,121. The total revenue collected was 82% of total expenditure. The expenditure included Government subsidies. This signifies that most utilities cannot meet their operational costs from their water sales and charges collections.

## 2.6 Water Boards Status:

It was observed that some of the declared water authorities were not yet established with boards and management. By June, 2009, eighteen (18) utilities were still not operational owing to the absence of water boards as shown in **Table A<sub>4</sub>** of **Appendix 4**. These are Jomu/Tinde, Didia, Isikizya, Iselamagazi, Kilindoni, Kishapu, Loliondo, Mkuranga, Ruangwa, Bashnet, Bonga, Chala, Dareda, Galapo, Ilula, Laela, Maganzo and Mikumi

## 3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS

### 3.1 Licence Conditions and Requirements

Water utilities are required to obtain a licence from EWURA for them to operate legally. According to the Water Supply and Sanitation Act, 2009, which came into effect from August, 2009, water authorities are required to obtain a licence from EWURA after they have fully complied with the licensing conditions. Water authorities failing to comply with the license conditions are granted a two year provisional licence. EWURA prepared a list of minimum conditions to be considered for provisional licences for DUWSAs, Small Town UWSAs and National Project schemes. Up to December, 2009, a total of 45 District, Small Towns UWSAs and National Projects had applied for Provisional Licences out of the existing 102 utilities. Not a single utility qualified for a Provisional Licence mainly owing to lack of autonomy in their operations (they didn't have their own staff, and some still operated with the local council's bank accounts). The detailed list of utilities that applied for Provisional Licence is shown in **Appendix 4**.

### 3.2 Tariff Review

During the period from January, 2007, to January, 2010, the number of tariff review applications received by EWURA was 21 from 19 utilities out of 102. Of the 21 applications received, 11 were approved, 2 applications were rejected on the basis of non-compliance, and 6 were still being processed. Two utilities of Ngara and Maswa UWSAs have already applied for tariff review twice during the period from January, 2007, to December, 2009. However; the first tariff application by Maswa UWSA was rejected by EWURA owing to non-compliance.

The tariff review and applications during the period are as shown in Table No.3.1 below.

**Table No.3.1: Tariff Review and Applications from January, 2007, to December, 2009**

S/N	Year	UWSA	Remarks
1	2007	Liwale	Granted
2	2007	Igunga	Granted
3	2007	Rujewa	Rejected for non-compliance
4	2008	Kondoa	Granted
5	2008	Mbalizi	Granted
6	2008	Ifakara	Rejected for non-compliance
7	2008	Mpwapwa	Granted



S/N	Year	UWSA	Remarks
8	2008	Ngara	Granted
9	2008	Kahama-Shinyanga	Granted Transition tariff
10	2008	Maswa	Granted
11	2009	Tunduma	Granted
12	2009	Biharamulo	Granted
13	2009	Bunda	Granted
14	2009	Nzega	Application being processed
15	2009	Ushirombo	Application being processed
16	2009	Muleba	Application being processed
17	2009	Kasumulu	Application being processed
18	2009	Kilolo	Application being processed
19	2009	Vwawa	Application being processed

### 3.3 Reporting Obligations

Water utilities at the District levels and Small Towns and National Project have an obligation to submit annual technical report, and draft financial statements as of 30<sup>th</sup> September of every year and their respective final reports as of 31<sup>st</sup> December every year. During the reporting period, only 67 utilities submitted their 2008/09 respective final annual technical report out of 102. Utilities which submitted their final annual technical reports include: 55 District UWSAs out of 74; 6 Small Town UWSAs out of 21, and 6 National Projects out, of 7. Some of the utilities failed to submit the annual reports because either they didn't systematically keep performance data or they were not conversant with the reporting format. The details of the status of technical report submission are as shown in **Appendix 4**.

## 4.0 GENERAL CONCLUSION AND RECOMMENDATIONS

### 4.1 Conclusion

The overall performance of DUWSAs, Small Towns and National Project, is still low. The available water sources and water production are inadequate to meet the current demand. Improvement in water supply services is required through additions of new water sources and rehabilitations of the existing dilapidated infrastructure. Also, most utilities have old and worn-out infrastructure, do not meter their water production, and most of their customers do not have water meters.

Some observed common problems and challenges facing most utilities are insufficient and unqualified staff, working tools, equipment, office accommodation, and transport facilities. Also, there are no proper records of daily operations.

Eighteen (18) water utilities are not operational owing to the absence of water boards and management which include Jomu/Tinde, Didia, Isikizya/Uyui, Iselamagazi, Kilindoni, Kishapu, Loliondo, Mkuranga, Ruangwa, Bashnet, Bonga, Chala, Dareda, Galapo, Ilula, Laela, Maganzo and Mikumi UWSAs.

Lastly, some of the utilities are still not able to compile regular reports to EWURA and MOWI as per the provided format.

### 4.2 Recommendations

From the conclusion made, the followings are recommended;

- (i) District, Small Town UWSAs and National Projects need substantial investment in water sources, water infrastructure and capacity building.
- (ii) MOWI in collaboration with the Local Governments authorities should assist District, Small Town UWSAs and National Projects in employing sufficient and qualified staff.
- (iii) Most District and Small Town UWSAs are too small to operate commercially. It is recommended to implement clustering as envisaged in the Water Supply and Sanitation Act, 2009.
- (iv) MOWI, in collaboration with the Local Governments authorities should assist in establishing water boards and management for non operational utilities.

BARIADI		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Bariadi Urban Water Supply and Sewerage Authority (Bariadi-UWSA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within Bariadi Urban area which is the headquarters of Bariadi District, Shinyanga Region. Bariadi-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 53,232 out of which 10,870 persons are served. The utility draws water from four deep boreholes, with a total production capacity of 744m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 2,874m <sup>3</sup> /day. The total length of the pipeline system is 18.3km. Water is supplied through rationing at an average of 18hrs. The system has 5 storage tanks with a storage capacity of 205m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Bariadi District Town Council. Bariadi-UWSA has 18 employees, out of which 4 are permanent, 8 temporary, 6 contract and 3 are daily paid.					
General Data About Water Utility	Total Water Connections : 284 Total Active Connections : 225 Total Water Kiosk/Standpipe : 7 Metering Ratio : 5% NRW : 61.4% Total Staff : 18 Staff/1000 connections : 63.4 Annual O&M Costs : Tzs 21,499,501 Annual Water Collections (Arrears included) : Tzs 17,180,695 Annual Water Billings : Tzs 26,344,000					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m3)	400	450	500	-	
	Flat rate charge (TZS/Month)	2,500	3,500	4,000	-	
Challenges	1. Low coverage. 2. Low metering ratio. 3. High NRW. 4. Low production as compared with demand.					

BIHARAMULO		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Biharamulo Urban Water Supply and Sewerage Authority (BUWSA) was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within the Biharamulo Urban area which is the headquarters of Biharamulo District, Kagera Region. BUWSA is classified as Category C water authority. Its area of responsibility has a total population of 18,000 people in which 11,000 persons are served. The utility draws water from two water sources, namely Kagango and a Runyinya. The sources have altogether total installed production capacity of 515m <sup>3</sup> /day .The production capacity is insufficient compared with the estimated water demand of 1,260m <sup>3</sup> /day. The total length of the pipeline system is 22.5km. Water is supplied through rationing at an average of 1.5hrs. The system has 7 storage tanks with a combined capacity of 725m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Biharamulo District Town Council. BUWSA has 9 employees, 16 contract and daily paid staff of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 612 Total Active Connections : 608 Total Water Kiosk/Standpipe : 4 Metering Ratio : 34% NRW : 41% Total Staff : 25 Staff/1000 connections : 41.1 Annual O&M Costs : Tzs 63,495,941 Annual Water Collections (Arrears included) : Tzs 47,222,000 Annual Water Billings : Tzs 57,411,700					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	800	1,000	1,000	NA	
	Flat rate charge (TZS/Month)	6,500	15,000	15,000	NA	
	<b>Note:</b> The Charges at water Kiosks are TZS 30 per 20 litres jerry can.					
<b>Challenges</b>	1. Water bills areas is huge. 2. Water pumps are frequently breaking down. 3. Low metering ratio. 4. Frequent leaking pipes owing to old age.					

BUNDA		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Bunda Urban Water Supply and Sanitation Authority (BUWSA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within the Bunda urban area which is the headquarters of Bunda District, Mara Region. BUWSA is classified as Category C water authority. Its area of responsibility has a total population of 45,881 people in which 11,929 persons are served. The utility draws water from Lake Victoria, with a total installed production capacity of 1,604m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 4,246m <sup>3</sup> /day. The total length of the distribution system is 57 km and water is supplied through rationing at an average of 9 hrs. The system has 13 storage tanks with a combined capacity of 2,029.5m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Bunda District Town Council. BUWSA has 11 employees and 12 daily paid staff of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 1,133 Total Active Connections : 1,133 Total Water Kiosk/Standpipe : 25 Metering Ratio : 66% NRW : 55% Total Staff : 11 Staff/1000 connections : 9.7 Annual O&M Costs : Tzs 216,501,758 Annual Water Collections (Arrears included) : Tzs 56,245,095 Annual Water Billings : Tzs 63,724,691					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	350	500-600	500-600	-	
	Flat rate charge (TZS/Month)	4,800	12,000	8,000	-	
	<b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.					
<b>Challenges</b>	1. Inadequate plants and pipeline capacities. 2. Critical power fluctuations and shedding. 3. Lack of security for storage tanks, they are not fenced. 4. Manual system in billing. 5. Excessive leakages from old pipe system. 6. Lack of adequate working tools such as furniture and computers for the office					

CHAMWINO		PROFILE AS PER 2007/08 DATA																		
<b>General Description About the Utility</b>	Chamwino Urban Water Supply and Sanitation Authority (CHAMWINO-UWSA) was declared a fully autonomous public water utility on 17 <sup>th</sup> June 2005, and the board became fully operational by 24th November, 2008. CHAMWINO-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Chamwino township which is the headquarters of Chamwino District in Dodoma Region. CHAMWINO-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 24,340 people in which 16,210 persons are served. The utility draws water from two productive boreholes, out of seven drilled boreholes. The combined installed production capacity from the two productive boreholes is approximately 1,368m3/day but it is not fully utilized owing to non-working boreholes. The present production capacity of 1,197m3/day is very low compared with the estimated water demand of 1,534m <sup>3</sup> /day. The utility has no water treatment facilities and also water quality monitoring plan was not in place and no quality test is conducted. The total length of distribution system is 32.5km and water is supplied at an average of 24hrs/day. The system has three storage tanks with total capacity of 320 m3 that are functioning. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use are under the monitoring of the Chamwino District Council.																			
<b>General Data About Water Utility</b>	Total Water Connections : 827 Total Active Connections : 325 Total Water Kiosk/Standpipe : 8 Metering Ratio : 38% NRW : 40% Total Staff : 15 Staff/1000 connections : 18 Annual O&M Costs : Tzs 117,276,750 Annual Water Collections (Arrears included) : Tzs 35,877,220 Annual Water Billings : Tzs 40,541,259																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Big institution</th></tr><tr><td><b>Flat rate:</b> (Domestic 0 – 18m3; Institution 0 – 36m3) (TShs/Month)</td><td>4,500</td><td>5,500</td><td>20,500</td></tr><tr><td>Metered customers (above 19-36m3 or 37-54m3) (TShs/m3)</td><td>300</td><td>300</td><td>300</td></tr><tr><td>Metered customers (above 36m3 or 54m3) (TShs/m3)</td><td>600</td><td>600</td><td>600</td></tr></table> <p><b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p>				Category of customer	Domestic	Institutions	Big institution	<b>Flat rate:</b> (Domestic 0 – 18m3; Institution 0 – 36m3) (TShs/Month)	4,500	5,500	20,500	Metered customers (above 19-36m3 or 37-54m3) (TShs/m3)	300	300	300	Metered customers (above 36m3 or 54m3) (TShs/m3)	600	600	600
Category of customer	Domestic	Institutions	Big institution																	
<b>Flat rate:</b> (Domestic 0 – 18m3; Institution 0 – 36m3) (TShs/Month)	4,500	5,500	20,500																	
Metered customers (above 19-36m3 or 37-54m3) (TShs/m3)	300	300	300																	
Metered customers (above 36m3 or 54m3) (TShs/m3)	600	600	600																	
<b>Challenges</b>	1)High NRW (2) Low production as compared with demand (3) Low metering ratio (4) Low network coverage including kiosks.																			



CHUNYA		PROFILE AS PER 2008/09 DATA			
General Description About the Utility	Chunya Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services in Chunya Town which is the headquarters of Chunya District in Mbeya Region. Chunya UWSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 14,225 people in which 6,370 persons are served with water. The utility draws water from three boreholes, namely BH.42/57, MB.435/200 and Kidole BH. The average water abstraction from the sources during the reporting period was 439.32m3/day.				
	The source installed production capacity is 722m <sup>3</sup> /day .The present production capacity is not sufficient to meet the estimated water demand of 995.75m <sup>3</sup> /day. The utility has no water treatment facilities as well as no water quality monitoring programme in place. The total length of the entire pipe network is 11km and water is supplied at an average of 3hrs. The network has 4 storage tanks with different capacities of combined storage volume of 355m3. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of the Chunya District Council. Chunya UWSA has 13 employees with deficient of 3 employees of different qualifications and professions.				
General Data About Water Utility	Total Water Connections		: 642		
	Total Active Connections		: 597		
	Total Water Kiosk/Standpipe		: 5		
	Metering Ratio		: 32%		
	NRW		: 37%		
	Total Staff		: 13		
	Staff/1000 connections		: 20		
	Annual O&M Costs		: Tzs 39,949,694		
	Annual Water Collections (Arrears included)		: Tzs 36,432,860		
Annual Water Billings		: Tzs 42,664,000			
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	
	Consumption rate (TZS/M <sup>3</sup> )	1,000	1,000	1,000	
	Flat rate (TZS/Month)	3000 - 6000	8,000	4,500	
	Kiosk tariff is at TZS 20 per 20 litre jerry can.				
Challenges	1. Low water production to meet the demand. 2. High Non revenue Water due to leakages and frequent breakdowns. 3. Lack of capital fund for expansion of water supply services. 4. Lack of sufficient and qualified staff. 5. Low metering ratio.				

DAKAWA		PROFILE AS PER 2007/08 DATA			
General Description About the Utility	Dakawa Urban Water Supply and Sanitation Authority Water Board was published as an Urban Water Authority on 17 <sup>th</sup> of June, 2005 by Government notice No. 353. The board members were approved by MoWI on 30 <sup>th</sup> April, 2008, and supposed to commence work on 12 <sup>th</sup> May, 2008. The utility is responsible for Dakawa Sokoine town, the headquarters of Mvomero District which is located 35km from Morogoro Municipality along Morogoro-Dodoma Highway in Mvomero District, Morogoro Region. Dakawa Sokoine Urban water Authority covers two wards namely Dakawa Sokoine East and Dakawa Sokoine West, these two wards comprised of about 11 sub-villages. Dakawa Urban Water Authority does not have any water supply infrastructures in place, except for the three boreholes which are yet to be fitted with submersible pumps and therefore currently not operational. The boreholes are all located at Wami Dakawa village and in accordance with the borehole completion reports; the total yield was 54m <sup>3</sup> /hr. The Authority has only one permanently employed person (The manager). Other staff are yet to be employed as the Authority becomes operational. In general, even the manager is paid directly by the DED’s office and so do other temporary staff to be employed. The utility has no water treatment facilities and all other operational plans are not in place. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use are under the monitoring of the Mvomero District Council.				
General Data About Water Utility	Dakawa Urban Water Authority does not have any water supply infrastructure in place.				
Tariff Structure					
	Category of customer	Domestic	Institutions	Commercial	
	Metered customers (TShs/m3)	NA	NA	NA	
	Flat rate (TShs/month)	NA	NA	NA	
	Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.				
Challenges	1. Board and management should make efforts to make their utility operational.  2. Capacity building aspects should aim at provision of the necessary skills, tools and equipment for management of the utility.  3. Because it is a new utility, it should take steps to fence all its potential water sources and seek for title deeds to the respective land and water rights.				

GEITA		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Geita Urban Water Supply and Sewerage Authority (GEUWASA) was declared a fully autonomous public water utility in 2006 responsible for the overall operation and management of water supply and sanitation services within the Geita Urban area which is the headquarters of Geita District Mwanza Region. GEUWASA is classified as Category C water authority. Its area of responsibility has a total population of 80,813 people in which 23,000 persons are served. The utility draws water from four water sources, namely Kagera Spring, Kambarage, Bomani and Tambukareli boreholes. The sources have altogether, total installed production capacity of 522.7m <sup>3</sup> /day .The present production capacity is insufficient compared with the estimated water demand of 5,171m <sup>3</sup> /day. The total length of the pipeline system is 11km. Water is supplied through rationing at an average of 6 hrs. The system has 8 storage tanks with a combined capacity of 625m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Geita District Town Council. GEUWASA has 5 employees and 6 temporary staff of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 140 Total Active Connections : 140 Total Water Kiosk/Standpipe : 27 Metering Ratio : 98% NRW : 38% Total Staff : 11 Staff/1000 connections : 18.1 Annual O&M Costs : Tzs 21,758,505 Annual Water Collections (Arrears included) : Tzs 17,707,170 Annual Water Billings : Tzs 16,707,170					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	250	250	250	250	
	Flat rate charge (TZS/Month)	10,000	10,000	10,000	10,000	
	Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.					
<b>Challenges</b>	1. No reliable electric power. 2. Low customer base. 3. Environmental pollution of water sources by human activities. 4. Insufficient revenue collection.					

HANDENI		PROFILE AS PER 2008/09 DATA			
<b>General Description About the Utility</b>	Handeni Urban Water Supply and Sanitation Authority (HUWASA), declared a fully autonomous public water utility in 2003, is responsible for the overall operation and management of water supply and sanitation services within the Handeni urban area which is the headquarters of Handeni District, Tanga Region. HUWASA is classified as Category C water authority. Its area of responsibility has a total population of 44,407 people in which 11,102 persons are served. The utility draws water from three types of sources which are 2 dams of Chanika and Kwenkambala, 2 boreholes of Mnazini and Nderema, and Pangani river through bulk supply from Handeni Trunk Main Water Supply Authority. The three types of sources have combined installed production capacity of 1220m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 2186m <sup>3</sup> /day. The total length of the distribution system is 37.442 km and water is supplied at an average of 10 hrs. There are 7 storage tanks which have combined storage volume of 720m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Handeni District Town Council. HUWASA has 13 employees and has a deficiency of 30 employees				
<b>General Data About Water Utility</b>	Total Water Connections : 564 Total Water Kiosk/Standpipe : 19 Metering Ratio : 65% NRW : 40% Total Staff : 13 Staff/1000 connections : 22 Annual O&M Costs : Tzs 82,993,000 Annual Water Collections (Arrears included) : Tzs 54,752,690 Annual Water Billings : Tzs 89,794412				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charges (TZS/M <sup>3</sup> )	1250	1500	2000	NA
	Flat rate(TZS/Month)	11,200	11,200	11,200	NA
	<b>Note:</b> The Charges at water Kiosks are TZS 30 per 20 litres jerry can.				
<b>Challenges</b>	1. Inadequate water sources and supply. 2. Capital fund for major rehabilitation of old and dilapidated distribution network 3. Reduction of high figures of unaccounted for water. 4. Lack office building and transport for the authority. 5. Lack of sufficient and competent staff.				

IFAKARA		PROFILE AS PER 2008/09 DATA			
<b>General Description About the Utility</b>	Ifakara Urban Water Supply and Sanitation Authority (IFUWASA) was established by Act No. 8 of 1997 in 2005. IFUWASA started its operations on 1 <sup>st</sup> July, 2005, and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Ifakara township which is the headquarters of Kilombero District in Morogoro Region. IFUWASA is classified as Category C water authority. Its area of responsibility has a total population of 66,390 people in which 13,450 persons are served. The utility draws water from only one type of water source comprising six boreholes which are fairly protected and equipped with submersible pumps which are operational for an average of 12 hours per day and contributes 100% of daily water production. The combined production capacity is approximately 1,600m3/day if the pumps were operational for 20hours per day. This capacity is not fully utilized owing to worn-out pipeline network and power interruptions. The current used production capacity of 1,000m3/day is very low compared with the estimated water demand of 1,600m <sup>3</sup> /day. Water supply is supplemented by shallow wells drilled in most households although the water is not safe owing to high water table. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of distribution system is 10.3km and water is supplied through rationing at an average of 4 hrs/day. The system has four storage tanks with total capacity of 540m <sup>3</sup> but all are not functioning. The town has no sewerage system; onsite sanitary facilities are in use under Kilombero District Council				
<b>General Data About Water Utility</b>	Total Water Connections : 490 Total Active Connections : 266 Total Water Kiosk/Standpipe : 20 Metering Ratio : 0% NRW : 40% Total Staff : 15 Staff/1000 connections : 36 Annual O&M Costs : Tzs 105,649,740 Annual Water Collections (Arrears included) : Tzs 28,914,900 Annual Water Billings : Tzs 24,888,000				
<b>Tariff Structure</b>					
	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	
	Metered customers (TShs/Month)	Not yet set	Not yet set	Not yet set	
	Flat rate (TShs/Month)	4,000	6,000	12,000	
	<b>Note:</b> The Charges at water Kiosks are TZS 10 per 20 litres jerry can.				
<b>Challenges</b>	1) Aged distribution system. (2) Lack of enough qualified staff. (3) Lack of transport facilities. (4) Lack of working tools including communication. (5) Lack of customer meters (0% metering ratio)				

IGUNGA		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Igunga Urban Water Supply and Sewerage Authority (IGUWASA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Igunga Urban area which is the headquarters of Igunga District, Tabora Region. IGUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total populations of 19,000 people out of which 7,100 persons are served. The utility draws water from Bulenya earthfill dam. The dam has the production capacity of 4,149m <sup>3</sup> /day which is sufficient compared with the estimated water demand of 1,900m <sup>3</sup> /day, but owing to aging, leaks, lack of air and washout valves, and clogging of the pipes, water produced from the dam is 710 m <sup>3</sup> /day. The total length of the pipeline system is 12.18km. Water is supplied through rationing at an average of 13 hrs. The system has 4 storage tanks with a combined capacity of 405m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Igunga District Town Council. IGUWASA has 10 employees, 5 permanent and 5 on contract.					
<b>General Data About Water Utility</b>	Total Water Connections : 696 Total Active Connections : 696 Total Water Kiosk/Standpipe : 7 Metering Ratio : 9% NRW : 15% Total Staff : 10 Staff/1000 connections : 14.4 Annual O&M Costs : Tzs 43,972,686 Annual Water Collections (Arrears included) : Tzs 38,547,106 Annual Water Billings : Tzs 41,007,559					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	600	800	900	1,000	
	Flat rate charge (TZS/Month)	6,000	48,500	36,000	210,000	
	<b>Note:</b> The Charges at water Kiosks are TZS 12 per 20 litres jerry can.					
<b>Challenges</b>	1. Water source protection and construction of treatment plant. 2. Frequent breakdowns of water mains due to vandalism and aging of pipeline system. 3. Domestic water meters installation. 4. Insufficiency of qualified staff.					



ISIKIZYA		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Isikizya Urban Water Supply &amp; Sewerage Authority (Isikizya-UWSA) was declared a fully autonomous public water utility in 2005, responsible for overall operation and management of water supply and sanitation services within the Isikizya township, Uyui District, Tabora Region. Isikizya-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 6,428 people. The water board and management for the water authority have not been established. People in the service area are getting water services through 10 shallow wells fitted with hand pumps, the yield of which could not be established; also with respect to the name of the utility which was gazetted as Uyui Water Supply and Sewerage Authority, there is no town known as Uyui, but rather Uyui referred to the District with Isikizya as the name of the town and District Headquarters. The estimated water demand of Isikizya township is <math>1,500m^3/day</math>. These shallow wells are managed and operated by Water User Groups. There is no water supply infrastructure with the exception of shallow wells, although there was a water supply project which was then being implemented under the Local Government Development Grant.</p>	
<b>General Data About Water Utility</b>	No operational data has been established to date.	
<b>Tariff Structure</b>	<p><b>NOTE:</b> The water tariff is <i>Tshs</i> 500-800 per month per household.</p>	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. No operational water Board and Authority is in place.</li> <li>2. With the exception of shallow wells, no water supply infrastructure in place.</li> <li>3. The water supplied from the shallow wells is of poor quality.</li> </ol>	

ITUMBA-ISONGOLE		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Itumba-Isongole Urban Water Supply and Sanitation Authority, declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services within the Itumba-Isongole Town which is the headquarters of Ileje District in Mbeya Region. Itumba UWSA is classified as Category C water authority. Its area of responsibility has a total population of 13,420 people in which 8,991 persons are served with water. The utility draws water from three stream sources; Iyela stream, Ilumba stream and Itinginyi stream. Water from these sources is abstracted by intake an weir constructed across the stream and gravitates to town. The average water abstraction from the sources during the reporting period was 1243m3/day					
	The combined installed production capacity is 1287.4m3/day .The present production capacity is sufficient to meet the estimated water demand of 860m3/day. However, due to low yield from the sources and high water losses, the production is below the demand. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the entire pipe network is 47.4 km and water is supplied through rationing at an average of 15hrs. The network has 7 storage tanks with combined capacity of 1755m3. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Ileje District Council. Itumba UWSA has 14 employees with deficiency of 9 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections		: 860			
	Total Active Connections		: 733			
	Total Water Kiosk/Standpipe		: 67			
	Metering Ratio		: 21%			
	NRW		: 35%			
	Total Staff		: 14			
	Staff/1000 connections		: 9			
	Annual O&M Costs		: Tzs 26,535,994			
	Annual Water Collections (Arrears included)		: Tzs 19,501,660			
Annual Water Billings		: Tzs 24,381,000				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosk	
	Consumption charge (TZS/m3)	200	200	250	NA	
	Flat rate charge (TZS/Month)	3000	6000	6000	5000	
Challenges	1. Low water production due to low yield at water sources.					
	2. Low metering ratio.					
	3. Low water tariff.					
	4. Lack of capital fund for expansion of water supply services.					
	5. Lack of office building and transport.					
	6. Lack of sufficient and qualified staffs.					

KAHAMA		PROFILE AS PER 2008/09 DATA													
<b>General Description About the Utility</b>	Kahama Urban Water Supply and Sewerage Authority (KUWASA), was declared a fully autonomous public water utility in 2002 responsible for the overall operation and management of water supply and sanitation services within the Kahama Urban area which is the headquarter of Kahama District, Shinyanga Region. KUWASA is classified as Category C water authority. Its area of responsibility has a total population of 128,312 people in which 55,775 persons are served. The utility draws water from two sources, from Lake Victoria through Kahama-Shinyanga Water Supply Authority and from its source, the earth fill dam. From KASHWASA it receives water from the 18,000m <sup>3</sup> storage tank. The combined installed capacity is 10,000m <sup>3</sup> /day. Water production of 3,053m <sup>3</sup> /day is insufficient compared with the estimated water demand of 9,000m <sup>3</sup> /day. The total length of the pipeline system is 214km. Water is supplied through rationing at an average of 7 hrs. The system has 5 storage tanks with a combined capacity of 18,695m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Kahama District Town Council. KUWASA has 12 employees, 8 permanent and 4 on contract.														
<b>General Data About Water Utility</b>	Total Water Connections : 4,409 Total Active Connections : 4,409 Total Water Kiosk/Standpipe : 19 Metering Ratio : 100% NRW : 68.2% Total Staff : 12 Staff/1000 connections : 2.7 Annual O&M Costs : Tzs 48,034,148 Annual Water Collections (Arrears included) : Tzs 59,863,000 Annual Water Billings : Tzs 60,878,485														
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>300-350</td><td>350</td><td>500</td><td>600</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Consumption charge (TZS/m3)	300-350	350	500	600
	Category of customer	Domestic	Institutions	Commercial	Industrial										
Consumption charge (TZS/m3)	300-350	350	500	600											
<b>Note:</b> The Charges at water Kiosks are TZS 50 per 20 litres jerry can.															
<b>Challenges</b>	1. High Non -revenue water. 2. Frequent leakages due to high pressure in the system. 3. High water bill arrears. 4. Insufficient qualified staffs.														

KARAGWE		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Karagwe Urban Water Supply and Sanitation Authority (KAUWASA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the urban area of Karagwe Town Council which is the headquarters of Karagwe District in Kagera Region. KAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 25,976 people in which 4,031 persons are served. The utility draws water from two main water sources, Katooma Spring contributing about 57% of the daily water production and Omururongo Spring contributing the remaining 43%. The combined installed production capacity is 792m <sup>3</sup> /day .The present production capacity is very low compared with the estimated water demand of 1250m <sup>3</sup> /day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the distribution system is 16.345 km and water is supplied through rationing at an average of 6hrs. The system has 5 storage tanks, out of which only 2 are functioning. The functioning tanks have a storage capacity of 120m3. The town has no sewerage system; onsite sanitary facilities are in use under the Karagwe Township Authority. KAUWASA has 9 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections					321
	Total Active Connections					321
	Total Water Kiosk/Standpipe					10
	Metering Ratio					98%
	NRW					41%
	Total Staff					9
	Staff/1000 connections					28
	Annual O&M Costs					Tzs 87,480,718
	Annual Water Collections (Arrears included)					Tzs 74,705,514
Annual Water Billings					Tzs 78,298,515	
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m3)	500	500	500	NA	
	Flat rate charge (TZS/Month)	6,000	NA	NA	NA	
	Note: The Charges at water Kiosks are TZS 50 per 20 litres jerry can.					
Challenges	1. Age of the pipe network. 2. Inadequate water supply due to low water sources capacity. 3. High UFW. 4. Lack of adequate reliable transport. 5. Vandalism of pipes and fittings in some areas where the network is not functioning. 6. Lack of sufficient and qualified staffs.					

KASULU		PROFILE AS PER 2008/09 DATA			
General Description About the Utility	Kasulu Urban Water Supply and Sewerage Authority (KUWSA), was declared a fully autonomous public water utility in 2003 responsible for the overall operation and management of water supply and sanitation services within Kasulu Urban area which is the headquarters of Kasulu District, Kigoma Region. KUWSA is classified as Category C water authority. Its area of responsibility has a total population of 44,319 people in which 32,512 persons are served. The utility draws water from three water sources, namely Nyanka Stream, Nyakatoke Stream and Misemo Stream. The sources have altogether total installed production capacity of 2,853.4m3/day .The present production capacity is insufficient compared with the estimated water demand of 4,132.9m3/day. The total length of pipeline system is 8.611km. Water is supplied through rationing at an average of 15hrs. The system has 3 storage tanks with a combined capacity of 452m3. The township has no sewerage system; onsite sanitary facilities are in use under the Kasulu District Town Council. KUWSA has 16 employees, 6 permanent and 10 temporary staff of different qualifications and professions.				
General Data About Water Utility	Total Water Connections2,324 Total Active Connections2,324 Total Water Kiosk/Standpipe0 Metering Ratio8.8% NRW78% Total Staff16 Staff/1000 connections6.9 Annual O&M CostsTzs 10,608,800 Annual Water Collections (Arrears included)Tzs 60,705,020 Annual Water BillingsTzs 6,235,400				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m3)	250	350	450	NA
	Flat rate charge (TZS/Month)	2,000	3,000-111,600	2,000-15,000	NA
Note: No Kiosk and therefore no tariff for Kiosk.					
Challenges	1. The installed water production capacity is insufficient compared with the existing demand. 2. Turbid water produced do not receive any treatment 3. Environmental pollution of water source catchment areas by human activities. 4. Low metering 5. Insufficient storage capacity 6. The existing system is old to accommodate the present demand 7. Lack of operation and maintenance tools as well as transport facilities.				

KATESH		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Katesh Urban Water Supply and Sanitation Authority (KAWASA), declared fully a autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Katesh urban area which is the headquarters of Hanang District, Manyara Region. KAWASA is classified as Category C water authority. Its area of responsibility has a total population of 29,300 people in which 14,845 persons are served. The utility draws water from the gravity scheme, Hamiti streams which receives water from the several springs originating from Hanang hills. The installed production capacity is 3,216m3/day .The installed production capacity is sufficient to meet the present estimated demand for the township which is 1,352m <sup>3</sup> /day. The total length of distribution system is 30.84 km and water is supplied through rationing at an average of 4hrs. There is no treatment plant in place as well as water quality monitoring is not being conducted. The system has 5 storage tanks with combined total storage capacity of 585m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Katesh District Town Council. KAWASA has 11 employees and the total number of staff required has not been established.					
General Data About Water Utility	Total Water Connections : 1,060					
	Total Active Connections : 1,038					
	Total Water Kiosk/Standpipe : 18					
	Metering Ratio : 9%					
	NRW : 67%					
	Total Staff : 11					
	Staff/1000 connections : 10					
	Annual O&M Costs : Tzs 38,974,217					
	Annual Water Collections (Arrears included) : Tzs 41,399,915					
	Annual Water Billings : Tzs 15,590,400					
Tariff Structure	Category of customer		Domestic	Institutions	Commercial	Water Boozer
	Consumption charge (TZS/m3)		400	400	600	500
	Flat rate TZS/Month		3,500	7,000	8,000	NA
	Note: The Charges at water Kiosks are TZS 10 per 20 litres jerry can.					
Challenges	1. High Non revenue water due to dilapidated pipe network.					
	2. Lack of water treatment facilities.					
	3. Unwillingness of customers to pay their water bills.					
	4. Lack of authority for office building and transport.					
	5. Lack of sufficient and qualified staff					



KIBAYA		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Kibaya Urban Water Supply and Sanitation Authority (KUWASA) declared fully a autonomous public water utility in 2002 and came into operational in 2007, responsible for the overall operation and management of water supply and sanitation services in the Kibaya Town which is the headquarters of Kiteto District, Manyara Region. KUWASA is classified as Category C water authority. Its area of responsibility has a total population of 20,000 people in which 12,000 person are served. The utility draws water from 5 deep boreholes and Engoitoktok spring source. The spring source contributes about 16% of the actual total water production. The combined installed production capacity is 272m <sup>3</sup> /day .The installed production capacity is very low compared with the estimated water demand of 7101m <sup>3</sup> /day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the distribution system is 14.91 km and water is supplied at an average of 5hrs. There are 5 water storage tanks with combined storage capacity 142.5 m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the Kiteto District Council. KUWASA has 4 employees with deficiency of 6 employees of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 302 Total Active Connections : 203 Total Water Kiosk/Standpipe : 15 Metering Ratio : 4% NRW : 26% Total Staff : 4 Staff/1000 connections : 13 Annual O&M Costs : Tzs 8,163,000 Annual Water Collections (Arrears included) : Tzs 9,067,117 Annual Water Billings : Tzs 6,726,000					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	1000	1000	1000	1000	
	Flat rate charge (TZS/Month)	3000	10,000	4000	NA	
	<b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.					
<b>Challenges</b>	1. Inadequate water sources and water supply to meet the demand. 2. Increase metering ratio. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staff.					

KIBONDO		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Kibondo Urban Water Supply & Sewerage Authority (Kibondo-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Kibondo urban areas, Kibondo District, Kigoma Region. Kibondo-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 27,864 out of which 12,836 persons are served. The utility draws water from one stream, five springs, and five boreholes, with a total production capacity of 371 <i>m<sup>3</sup>/day</i> and average production of 317m <sup>3</sup> /day which is insufficient compared with the estimated town water demand of 1,000 <i>m<sup>3</sup>/day</i> . The total length of the distribution pipeline system is 21.9km. Water is supplied through rationing at an average of 1hour/day. The system has 7 storage tanks with a storage capacity of about 780m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the Kibondo District Council. The utility is served by 28 employees, 7 permanent and 21 contracted.					
<b>General Data About Water Utility</b>	Total Water Connections : 592 Total Active Connections : 490 Total Water Kiosk/Standpipe : 7 Metering Ratio : 20.8 NRW : 36.1 Total Staff : 28 Staff/1000 connections : 47.3 Annual O&M Costs : Tzs21,034,349 Annual Water Collections (Arrears included) : Tzs28,836,092 Annual Water Billings : Tzs 40,808,000					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	850	850	850	NA	
	Flat rate charge (TZS/Month)	7,000	10,000	10,000	NA	
	<b>NOTE:</b> The Charges at water Kiosks are TZS 25per 20litres jerry can					
<b>Challenges</b>	1. Power unreliability at Mgoboka spring source. 2. Infrastructure is old and worn-out, more than 25 years. 3. High Operational costs associated with fuel and chemicals. 4. Low metering ratio. 5. High UFW.					

KILINDONI		PROFILE AS PER 2007/08 DATA		
General Description About the Utility	Kilindoni Township Water Supply and Sanitation Authority, declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services for the Kilindoni Township area which is the headquarters of Mafia District, Coast Region. Kilindoni UWSA is classified as Category C water authority. The Water Board as well as the management has not been established. The township water supply services are therefore, still operated by the District Council through the District Water Engineer. The service area of the Kilindoni Water Supply Authority has a population of approximately 9,617 people with an estimated water demand of 641.2m <sup>3</sup> /day. The water supply network only covers about 50% of the area of the township with a total of 4,809 people having access to water supply.			
	The utility draws water from two main sources, Bomani Coastal springs and Kilimahewa borehole with combined installed capacity of 265m <sup>3</sup> /day .The Coastal spring source has capacity of 205m <sup>3</sup> /day while the borehole has yield capacity of 60m <sup>3</sup> /day. Water from the two sources is pumped to the storage tank for distribution. The average water abstractions from the sources are 158 m <sup>3</sup> / day.			
	There is no water treatment facility; thus water from the source is pumped direct to the distribution system. The total length of the entire pipe network is 6.84 km and water is supplied at an average of 4.7hrs. The township has 4 storage tanks with a combined storage volume of 135m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under management of the Mafia District Council. Kilindoni UWSA has one proposed staff, the Managing Director, but still working under the District Water Engineer.			
General Data About Water Utility	Total Water Connections : 172			
	Total Active Connections : 156			
Tariff Structure	Total Water Kiosk/Standpipe : 0			
	Metering Ratio : 0%			
	NRW : 25%			
	Total Staff : 1			
	Staff/1000 connections : 6			
	Annual O&M Costs : Tzs 10,800,000			
	Annual Water Collections (Arrears included) : Tzs 2,400,000			
	Annual Water Billings : Tzs 7,440,000			
Challenges	Category of customer	Domestic	Institutions	Commercial
	Flat rate (TZS/Month)	2,500 – 10,000	5,000 – 10,000	5,000 – 10,000
Note ; A kiosk TZS 20 per 20 litre jerry can				
Challenges	1. Complete establishment of Water Board and Management to run the utility.			
	2. Inadequate water sources to meet the estimated water demand.			
	3. Metering of all customer connections.			
	4. Lack of office and transport.			

KILOLO		PROFILE AS PER 2007/08 DATA	
General Description About the Utility	<p>Kilolo Urban Water Supply and Sanitation Authority (KILUWASA) declared a fully autonomous public water utility in 2005 for provision of water supply and sanitation services within the Kilolo township area which is the headquarters of Kilolo district in Iringa region. KILUWASA has a Board of directors and the day-to-day activities are managed by a Manager. Kilolo UWSA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 17,369 people in which 10,143 persons are accessing water services provided by the utility. The total water demand for the town is estimated at 2,898m<sup>3</sup>/day while water produced is estimated as 1,122m<sup>3</sup>/day. The utility draws water from protected springs located in Lusinga village about 25km from the town center. There are four spring intakes collecting water from the percolation pipes laid in trenches and covered with aggregates and sand. Water is transmitted by gravity to Kilolo town through 110mm uPVC pipe and 50mm HDPE pipe to the six storage tanks of total capacity 357.5m<sup>3</sup>.</p> <p>The source installed production capacity is 1,468m<sup>3</sup>/day .The present production capacity is not sufficient to meet the estimated water demand of 2,898m<sup>3</sup>/day. The utility has no water treatment facilities; thus, the water quality test was carried out during design of the scheme but no report is available to establish the quality of water produced. The distribution network in Kilolo town has a total of 40.3km length consisting HDPE, uPVC and GS pipes. The network is relative new as such no much leakage has been reported. The distribution network has 2 storage tanks of different size and combined storage volume of 175m<sup>3</sup>.</p> <p>The water service in Kilolo town is free. The main reason is that the scheme was constructed by the Anglican Church in 2005 and is still operating the scheme. The process of handing over to KILUWASA is not yet completed. The town has no sewerage system; onsite sanitary facilities in uses are being monitored by the Kilolo District Council. Kilolo UWSA has 3 employees all still under the employment of the Kilolo District Council.</p>		
	General Data About Water Utility	Total Water Connections	: 4
		Total Water Kiosk/Standpipe	: 63
	Metering Ratio	: 0%	
	NRW	: 30%	
	Total Staff	: 3	
Tariff Structure	Water Service is free		
Challenges	<div><div>1. Handing over of the project from the Anglican Church to the Board of Directors.</div><div>2. Lack of water treatment facilities.</div><div>3. Low number of household connections.</div><div>4. Lack of capital fund for expansion of water supply services.</div><div>5. Lack of sufficient and qualified staff.</div></div>		

KILOSA		PROFILE AS PER 2007/08 DATA				
<b>General Description About the Utility</b>	Kilosa Urban Water Supply and Sanitation Authority (KILOSA-UWSA) was established by Act No. 8 of 1997 and was declared a water supply Authority in February 2001. KILOSA-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kilosa township which is the headquarters of the Kilosa District in Morogoro Region. KILOSA-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 26,648 based on the 2002 census in which 14,428 persons are served. The town water supply depends on the Mkadage river source contributing 80% of production, and two productive boreholes, located at Manzese and Azimio areas contributing the remaining 20%. There are also very few privately owned shallow wells. The Mkadage intake was constructed in 1952 and later rehabilitated in late 70’s. Water from the Mkadage intake is pumped into 1000 m <sup>3</sup> storage tank located about 246m away. Water from Azimio boreholes on the other hand, is pumped directly, into distribution system, while that from Manzese is pumped into 225m <sup>3</sup> storage tanks at the Manzese area. The present production capacity of 1,252 m <sup>3</sup> /day is very low compared with the estimated water demand of 2,364m <sup>3</sup> /day. The utility has no water treatment facilities except for chlorination done at the 1000m <sup>3</sup> storage tank receiving water from the Mkadage intake. Also water quality monitoring plan is not in place. The total length of distribution system is 22.96km and water is supplied at an average of 12 hrs/day. The system has three storage tanks with total capacity of 1360 m <sup>3</sup> that are functioning. The water supply authority has no sewerage network.					
<b>General Data About Water Utility</b>	Total Water Connections : 857 Total Active Connections : 325 Total Water Kiosk/Standpipe : 1 Metering Ratio : 13% NRW : 40% Total Staff : 22 Staff/1000 connections : 26 Annual O&M Costs : Tzs 33,902,063 Annual Water Collections (Arrears included) : Tzs 38,418,000 Annual Water Billings : Tzs 42,824,000					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industries</b>	
	Metered customers (TShs/m3)	350	400 - 550	600	750	
	Flat rate (TShs/month)	5,000	10,000 – 75,000	6,000 – 30,000	20,000 – 80,000	
	<b>Note1:</b> Industries in this case included contractors <b>Note 2:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.					
<b>Challenges</b>	1) High NRW. (2) Low production capacity. (3) Low metering. (4) Few number of kiosks and network coverage. (5) Treatment facilities. (6) Inadequate qualified staff.					

KILWA MASOKO		PROFILE AS PER 2008/09 DATA														
<b>General Description About the Utility</b>	Kilwa Urban Water Supply and Sanitation Authority (KMUWASA) was established by Act No. 8 of 1997 and came into operation on 28 <sup>th</sup> November, 2004. KMUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Masoko township which is the headquarters of Kilwa District in Lindi Region. KMUWASA is classified as Category C water authority. Its area of responsibility has a total population of 17,534 people in which 7,151 person are served. The utility draws water from two main types of water sources, six boreholes located at Mkapa garden area at the centre of Masoko township contributing the remaining 90% and Mtanga spring located 11km from the Masoko township along Masoko–Nangurukuru road which contributes about 10% of the daily water production. The combined production capacity is approximately 2,832m <sup>3</sup> /day but it is not fully utilized owing to worn out transmission line and non-working boreholes. The present production capacity of 1,184m <sup>3</sup> /day is very low compared with the estimated water demand of 2,466m <sup>3</sup> /day. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 20.8km and water is supplied through rationing at an average of 6 hrs/day. The system has seven storage tanks with total capacity of 645m <sup>3</sup> , but three tanks with total capacity of 360m <sup>3</sup> are not functioning. The town has no sewerage system; onsite sanitary facilities are in use under the monitoring of the Kilwa District Council															
<b>General Data About Water Utility</b>	Total Water Connections : 882 Total Active Connections : 817 Total Water Kiosk/Standpipe : 7 Metering Ratio : 69% NRW : 44% Total Staff : 22 Staff/1000 connections : 25 Annual O&M Costs : Tzs 51,560,923 Annual Water Collections (Arrears included) : Tzs 48,717,746 Annual Water Billings : Tzs 60,115,704															
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered customers (TShs/Month)</td><td>400</td><td>500</td><td>500</td></tr><tr><td>Flat rate (TShs/Month)</td><td>4,000</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> The Charges at water Kiosks are TZS 10 per 20 litres jerry can.</p>				Category of customer	Domestic	Institutions	Commercial	Metered customers (TShs/Month)	400	500	500	Flat rate (TShs/Month)	4,000	-	-
Category of customer	Domestic	Institutions	Commercial													
Metered customers (TShs/Month)	400	500	500													
Flat rate (TShs/Month)	4,000	-	-													
<b>Challenges</b>	1) Low production capacity. (2) High NRW caused by low metering. (3) Low coverage of distribution network by almost 50%. (4) Lack of sufficient qualified staff.															

KIOMBOI		PROFILE AS PER 2008/09 DATA			
General Description About the Utility	Kiomboi Urban Water Supply and Sewerage Authority (KIUWASA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Kiomboi Urban area which is the headquarters of Iramba District, Singida Region. KIUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 12,480 out of which 4,368 people are served. The utility draws water from three boreholes (although it has six boreholes in total) with a production capacity of 962m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 1,510m <sup>3</sup> /day. The total length of the distribution system is 11.6km. Water is supplied through rationing at an average of 3 hrs. The system has 3 storage tanks with a storage capacity of 185m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Iramba District Town Council. KIUWASA has 16 employees, all permanent.				
General Data About Water Utility	Total Water Connections : 172 Total Active Connections : 172 Total Water Kiosk/Standpipe : 2 Metering Ratio : 15% NRW : 50% Total Staff : 16 Staff/1000 connections : 93 Annual O&M Costs : Tzs 30,009,457 Annual Water Collections (Arrears included) : Tzs 6,189,400				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m3)	400	400	400	NA
	Flat rate charge (TZS/Month)	2,000	5,000	NA	NA
Note: The Charges at water Kiosks are TZS 50per 20 litres jerry can.					
Challenges	1. Old pumping units experiencing frequent breakdown. 2. Bill settlement, customers not paying on time. 3. Lack of transport. 4. Low coverage, only 16% of the town is covered/has network. 5. Low metering, 15% of the customers are metered. 6. High NRW.				



KISARAWA		PROFILE AS PER 2008/09 DATA			
General Description About the Utility	Kisarawe Township Water Supply and Sanitation Authority, declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services for the Kisarawe Township area which is the headquarters of Kisarawe District, Coast Region. Kisarawe UWSA is classified as Category C water authority and started its operation in 2008. Its area of responsibility has a total population of 10,592 people in which 7,054 persons are served with water. The utility draws water from two main sources, Minaki and Dalu earth fill dams with a combined production capacity of 1,042m <sup>3</sup> /day .Water from the two sources are pumped to the storage tank for distribution. The average water abstraction from the sources during the reporting period was 467 m <sup>3</sup> /day.				
	The present production capacity is not yet sufficient to meet the estimated water demand for the township of 887.67m <sup>3</sup> /day. The utility has no water treatment facilities; thus water from the source is pumped direct into the distribution system. The total length of the entire pipe network is 9.64 km and water is supplied at an average of 6 hrs. The network has 6 storage tanks of different sizes and combined storage volume of 902.5m3. The town has no sewerage system; onsite sanitary facilities are in use under management of Kisarawe District Council. Kisarawe UWSA has 13 employees with deficiency of 10 employees.				
General Data About Water Utility	Total Water Connections : 172				
	Total Active Connections : 162				
	Total Water Kiosk/Standpipe : 7				
	Metering Ratio : 0%				
	NRW : 50%				
	Total Staff : 13				
	Staff/1000 connections : 73				
	Annual O&M Costs : Tzs 66,872,440				
	Annual Water Collections (Arrears included) : Tzs 16,098,400				
	Annual Water Billings : Tzs 10,822,800				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	
	Flat rate (TZS/Month)	2,400 – 2,800	5,200 – 15,000	2,400 – 5,000	
	Note ; A kiosk TZS 20 per 20 litre jerry can				
Challenges	<div>1. Inadequate water sources to meet the estimated water demand.</div> <div>2. Lack of water treatment facilities.</div> <div>3. High value of Non revenue water due to old age of the distribution pipes.</div> <div>4. Metering of all customer connections.</div> <div>5. Lack of office and transport.</div>				

KISHAPU		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Kishapu Urban Water Supply &amp; Sewerage Authority (Kishapu-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Kishapu ward comprising 8 villages, Kishapu District, Shinyanga Region. Kishapu-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 18,054 out of which 9,511 persons are served. However, since its establishment, it has never been under the management of the water board, but under the water user association and currently under the District Water Engineer. The utility draws water from Tungu River, with a total production capacity that has not been established. The system has 2 storage tanks with a storage capacity of about 120m<sup>3</sup>. The ward has no sewerage system; onsite sanitary facilities are in use under the Kishapu District Council. The utility is served by 3 employees, under the District Water Engineer.</p>	
<b>General Data About Water Utility</b>	<p>           Total Water Connections : 106            Total Active Connections : 106            Total Water Kiosk/Standpipe : 7            Metering Ratio : 28.3%            Total Staff : 3            Staff/1000 connections : 28.3         </p>	
<b>Tariff Structure</b>	<p>The Charges at water Kiosks are TZS 20 per 20 litres jerry can</p>	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. Unreliability of water sources and supply.</li> <li>2. No management of the utility.</li> <li>3. Power fluctuations problems.</li> <li>4. Small distribution network.</li> </ol>	

KONDOA		PROFILE AS PER 2008/09 DATA																		
General Description About the Utility	Kondoa Urban Water Supply and Sanitation Authority (Kondoa-UWSA) was established by Act No. 8 of 1997 and came into operation on November, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kondoa township which is the headquarters of the Kondoa District in Dodoma Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 27,789 people in which 24,255 persons are served. The utility draws water from two main types of water sources, Chemchem spring contributing about 95% of the daily water production and two boreholes at Bicha (in which only one BH is operated) contributing the remaining 5%. The combined installed production capacity is approximately 4,592m <sup>3</sup> /day which does not meet the daily demand of the Kondoa township and Bicha village of 4500m <sup>3</sup> /day. This is due to inadequate production as a result of one un-operated Bicha borehole with low yield and also network coverage which needs extension. The utility has water quality monitoring plan and quality checks are done. The total length of the distribution system is 52.43km and water is supplied through rationing at an average of 10 hrs/day. The utility has eight storage tanks with total capacity of 1,350m <sup>3</sup> in which seven are working. The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of the Kondoa District Council.																			
	General Data About Water Utility	Total Water Connections : 1,716 Total Active Connections : 1,210 Total Water Kiosk/Standpipe : 17 Metering Ratio : 40% NRW : 25% Total Staff : 29 Staff/1000 connections : 17 Annual O&M Costs : Tzs 158,402,103 Annual Water Collections (Arrears included) : Tzs 112,394,756 Annual Water Billings : Tzs 117,522,608																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Cons: 1 – 50m3 (Domestic: 1 -10m3) (TShs/m3)</td><td>500</td><td>600</td><td>600</td></tr><tr><td>Above 50m3 (Domestic: 11 – 25 and above 25m3) (TShs/m3)</td><td>600 &amp; 650</td><td>650</td><td>650</td></tr><tr><td>Flat rate (TShs/Month)</td><td>6,000</td><td>15,000 – 75,000</td><td>25,000</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Cons: 1 – 50m3 (Domestic: 1 -10m3) (TShs/m3)	500	600	600	Above 50m3 (Domestic: 11 – 25 and above 25m3) (TShs/m3)	600 & 650	650	650	Flat rate (TShs/Month)	6,000	15,000 – 75,000	25,000
	Category of customer	Domestic	Institutions	Commercial																
	Cons: 1 – 50m3 (Domestic: 1 -10m3) (TShs/m3)	500	600	600																
	Above 50m3 (Domestic: 11 – 25 and above 25m3) (TShs/m3)	600 & 650	650	650																
	Flat rate (TShs/Month)	6,000	15,000 – 75,000	25,000																
Note:																				
i) The Charges at water Kiosks are TZS 20 per 20 litres jerry can.																				
Challenges	1) Inadequate network coverage. (2) Low metering ration. (3) Increased waste water discharge requiring treatment. (4) Lack of working tools and transport. (5) Inadequate office space. (6) Lack of adequate qualified personnel.																			

KONGWA		PROFILE AS PER 2008/09 DATA			
General Description About the Utility	Kongwa Urban Water Supply and Sanitation Authority (KUWASA) was established by Act No. 8 of 1997 and came into operation on 30th January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kongwa township which is the headquarters of Kongwa District in Dodoma Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 25,770 people in which 7,550 person are served with water. The utility draws water from two main types of water sources, Sagara hills spring (gravity scheme) contributing about 70% of the daily water production and three boreholes (in which only two are working) contributing the remaining 30%. The combined installed production capacity is approximately 1,780m <sup>3</sup> /day does not meet the daily demand of Kongwa township and four villages in the peripheral areas along the transmission line from Sagara hills and it is not fully utilized owing to worn-out transmission line and breakdown of boreholes. The present production capacity of approximately 435m <sup>3</sup> /day is very low compared with the estimated water demand of 1,438m <sup>3</sup> /day. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 38.3km and water is supplied through rationing at an average of 8 hrs/day. The system has two storage tanks with total capacity of 335m <sup>3</sup> . The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of the Kongwa District Council.				
General Data About Water Utility	Total Water Connections : 925 Total Active Connections : 840 Total Water Kiosk/Standpipe : 1 Metering Ratio : 39% NRW : 45% Total Staff : 20 Staff/1000 connections : 65 Annual O&M Costs : Tzs 55,201,422 Annual Water Collections (Arrears included) : Tzs 43,552,335 Annual Water Billings : Tzs 98,840,000 (target)				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Religious
	Cons: 1 – 10m3 (Domestic: 1 -6m3) (TShs/Month)	5,000	10,000	10,000	10,000
	Cons: 10 – 100m3 (Domestic: 6 - 15m3) (TShs/m3)	1,000	1,000	1,000	1,500
	Cons: Exceeding limit above (TShs/m3)	1,200	2,000	2,000	1,500
Note: i) The Charges at water Kiosks are TZS 20 per 20 litres jerry can.					
Challenges	1) Lack of adequate qualified personnel. (2) Shortage of working tools. (3) Poor quality of supplied water requiring treatment. (4) Aged water supply infrastructure. (5) Need for new water sources. (6) Lack of transport facilities				

KOROGWE		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Korogwe Urban Water Supply and Sanitation Authority (KUWASA) declared a fully autonomous public water utility in 2002, is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Korogwe Town Council which is the headquarters of the Korogwe District in Tanga Region. KUWASA is classified as Category C water authority. Its area of responsibility has a total population of 54,157people in which 37,152 persons are served with water. The utility draws water from two main types of water sources, <i>Mbeza Stream (gravity scheme)</i> contributing about 40% of the daily water production, and three boreholes ( <i>Kilole, Old Korogwe and Mtonga</i> ) contributing the remaining 60%. The combined installed production capacity is 2,700m <sup>3</sup> /day .The present production capacity is very low compared with the estimated water demand of 4,243.2m <sup>3</sup> /day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the distribution system is 43.486 km and water is supplied through rationing at an average of 7hrs. The system has 6 storage tanks with combined capacity of 1755m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the Township Authority. KUWASA has 18 employees with deficiency of 20 employees of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 2185 Total Active Connections : 1769 Total Water Kiosk/Standpipe : 31 Metering Ratio : 98% NRW : 17% Total Staff : 18 Staff/1000 connections : 8 Annual O&M Costs : Tzs 149,793,870 Annual Water Collections (Arrears included) : Tzs 150,178,889 Annual Water Billings : Tzs 147,494,800					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	400	400	400	400	
	Flat rate charge (TZS/Month)	4,800	5,600	5,600	5,600	
<b>Note:</b> The Charges at water Kiosks are TZS 8 per 20 litres jerry can.						
<b>Challenges</b>	1) Age of the pipe network. 2) Unreliability of water sources. 3) Low network coverage. 4) Lack of water treatment plant at Mbeza River Source. 5) Lack of office building and transport. 6) Lack of sufficient and qualified staffs.					

KYELA		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Kyela Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within Kyela Town which is the headquarters of Kyela District in Mbeya Region. Kyela UWSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 44,905 people in which 39,076 persons are served with water. The main water source for Kyela town is Mambwe River (gravity scheme) located in the Mbambo Village, Rungwe District, about 30km from Kyela town. Other water sources for Kyela town are two boreholes (drilled in 2007) located at the Police area and Kyela District Hospital in Kyela town. The sources produced an average of 3,610m <sup>3</sup> /day during the 2008/09 fiscal year .					
	The combined installed production capacity is 4,130m <sup>3</sup> /day while the estimated water demand is 3,143 m <sup>3</sup> /day. The present production capacity exceeds the estimated water demand by 24%. The total length of the entire pipe network is 56.86 km and water is supplied at an average of 12 hrs. The network has 5 storage tanks with combined storage volume of 375m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Kyela District Council. Kyela UWSA has 15 employees with deficiency of 3 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 1842					
	Total Active Connections : 1255					
	Total Water Kiosk/Standpipe : 67					
	Metering Ratio : 6%					
	NRW : 44%					
	Total Staff : 15					
	Staff/1000 connections : 8					
	Annual O&M Costs : Tzs 89,473,129					
	Annual Water Collections (Arrears included) : Tzs 26,634,187					
	Annual Water Billings : Tzs 34,564,000					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Metered Rate (TZS/m3)	200	300	350	250	
	Flat rate charge (TZS/Month)	3,000 – 4,500	6,000	7,000	5,000	
Challenges	1. Low pumping hours due to less ability to pay the electricity bill.					
	2. Unwillingness for customer to pay for the service.					
	3. Low metering ratio.					
	4. Lack of capital fund for expansion of water supply services.					
	5. Lack of transport.					
	6. Lack of sufficient and qualified staff.					
	7. High Non Revenue Water.					

LIWALE		PROFILE AS PER 2008/09 DATA																		
<b>General Description About the Utility</b>	Liwale Urban Water Supply and Sanitation Authority (LIUWASA) was established by Act No. 8 of 1997 and came into operation on 30 <sup>th</sup> January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Liwale Township which is the headquarters of the Liwale District in Lindi Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 27,352 people in which 19,283 persons are served with water. The utility draws water from the only currently available stream water source, Liwale river (pumping scheme) contributing about 100% of the daily water production. The combined installed production capacity is approximately 1,800m3/day but it is not fully utilized owing to worn-out transmission line and breakdown of borehole pumps. The production capacity of approximately 1160m3/day is very low compared with the estimated water demand of 1,915m <sup>3</sup> /day. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 22.22km and water is supplied through rationing at an average of 9 hrs/day. The system has three storage tanks with total capacity of 405m <sup>3</sup> . The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of the Liwale District Council.																			
<b>General Data About Water Utility</b>	Total Water Connections : 925 Total Active Connections : 840 Total Water Kiosk/Standpipe : 1 Metering Ratio : 91% NRW : 29.52% Total Staff : 20 Staff/1000 connections : 22 Annual O&M Costs : Tzs 104,698,026 Annual Water Collections (Arrears included) : Tzs 52,002,642 Annual Water Billings : Tzs 54,874,650																			
<b>Tariff Structure</b>	<table><tr><td>Category of customer</td><td>Domestic</td><td>Institutions</td><td>Commercial</td><td>Industrial</td></tr><tr><td>(TShs/m3)</td><td>500</td><td>500 - 750</td><td>650</td><td>1,500</td></tr><tr><td>Flat rate charge (TShs/Month)</td><td>2,000 – 5,500</td><td>7,500 – 10,000</td><td>15,000</td><td>15,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	(TShs/m3)	500	500 - 750	650	1,500	Flat rate charge (TShs/Month)	2,000 – 5,500	7,500 – 10,000	15,000	15,000
	Category of customer	Domestic	Institutions	Commercial	Industrial															
	(TShs/m3)	500	500 - 750	650	1,500															
	Flat rate charge (TShs/Month)	2,000 – 5,500	7,500 – 10,000	15,000	15,000															
<b>Note:</b> i) The Charges at water Kiosks are TZS 50 per 20 litres jerry can.																				
<b>Challenges</b>	1. Unreliable electric supply. 2. High NRW. 3. Low revenue collection due to unwillingness to pay. 4. Inadequate storage tanks. 5. Aged pipeline network. 6. Lack of transport facilities. 7. Unqualified staff in some posts.																			



LOLIONDO		PROFILE AS PER 2007/08 DATA			
General Description About the Utility	Loliondo town is the headquarters of Ngorongoro District, Arusha region. The service area of the Town Water Board covers Loliondo, Wasso and Sakara villages which have a total population of 10,950 people and an estimated water demand of 547.5m3/day.				
	Loliondo town was declared an area of urban water supply authority in 2004 and charged with the overall responsibility of provision of water supply to the Loliondo Township. However, the Town Water Board has not been established. The township water supply services are still operated by the District Council through the District Water Engineer.				
	The township mainly depends on three spring sources, namely Esuree, Kisamisi, and Engejuondare .The Esuree spring source has designed capacity of 1,036m <sup>3</sup> /day and the average actual production of 55m <sup>3</sup> /day .Kisamisi spring has average water production of 67.5m3/day while Engejuondare the estimated water production is 43m <sup>3</sup> /day.				
	The availability of water in the township is not reliable mainly owing to lack of proper management. The scheme extends to all the three villages forming the township. The water supply network has 6 storage tanks of combined capacities of 463.5m <sup>3</sup> and approximately 18km pipelines of diameters ranging from 25mm to 110mm, GS, PVC and HDPE materials. The system has 68 connected customers including domestic, institutional, commercial and 5 Public water points.				
General Data About Water Utility	Total Water Connections : 68				
	Total Water Kiosk/Standpipe : 5				
	Metering Ratio : 0%				
Tariff Structure	Category	Domestic	Institutional	Commercial	Kiosk
	Flat rate charge (TZS/Month)	10,000	12,000	10,000	50 per 20 litre jerry can
Challenges	1. Inadequate water sources to meet the increasing water demand.				
	2. Lack of funds to undertake major rehabilitation of the old and dilapidated infrastructure. including expansion of the same.				
	3. Small Customer database.				

LUDEWA		PROFILE AS PER 2008/09 DATA		
General Description About the Utility	Ludewa Urban Water Supply and Sanitation Authority (LUDUWASA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Ludewa Town which is the headquarters of Ludewa District in Iringa Region. LUDUWASA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 9,963 people in which 5,281 persons are served with water. The water sources for Ludewa Township are from three gravity stream sources, abstracted by concrete intake weirs, including Lwisa A stream, Lwisa B stream and Mkondachi stream. The average water abstraction from the sources during the reporting period was 332m <sup>3</sup> /day			
	The combined installed production capacity is 384m <sup>3</sup> /day .The present production capacity is not sufficient to meet the estimated water demand of 662m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 39.85 km and water is supplied at an average of 8hrs. The town has 3 storage tanks with combined storage volume of 471m <sup>3</sup> . The town has no sewerage system; presently, onsite sanitary facilities are in use under supervision of the Ludewa District Council. Ludewa UWSA has 11 employees and the total number of staff required has not been established.			
General Data About Water Utility	Total Water Connections		: 300	
	Total Active Connections		: 160	
	Total Water Kiosk/Standpipe		: 0	
	Metering Ratio		: 11%	
	NRW		: 74%	
	Total Staff		: 11	
	Staff/1000 connections		: 37	
	Annual O&M Costs		: Tzs 25,000,000	
	Annual Water Collections (Arrears included)		: Tzs 10,312,500	
Annual Water Billings		: Tzs 14,222,000		
Tariff Structure	Category of customer	Domestic	Institutions	Commercial
	Consumption charge (TZS/m3)	350	500	500
	Flat rate charge (TZS/Month)	3000	10,000	10,000
Challenges	1. Low collection from water services.			
	2. High value of NRW due to low metering ratio.			
	3. Lack of office building and transport.			
	4. Lack of sufficient and qualified staff.			

LUSHOTO		PROFILE AS PER 2008/09 DATA			
<b>General Description About the Utility</b>	Lushoto Urban Water Supply and Sanitation Authority (LUWASA) was declared a fully autonomous public water utility in 2002 is responsible for the overall operation and management of water supply and sanitation services within the Lushoto urban area which is the headquarters of Lushoto District, Tanga Region. LUWASA is classified as Category C water authority. Its area of responsibility has a total population of 21,740 people in which 15,060 persons served. The utility draws water from two (2) stream water sources, namely Kwembago and Kamfa. Both streams supply water by gravity to Lushoto town and originate from the Lushoto mountain catchment area. The installed production capacity is 1350m <sup>3</sup> /day. The installed production capacity is far below the estimated demand for the township of 2,235m <sup>3</sup> /day. The total length of the distribution system is 27 km and water is supplied at an average of 8hrs. No water treatment plant in place. The distribution system has 7 storage tanks with total capacity of 429m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Lushoto District Town Council. LUWASA has 9 employees with deficiency of 5 employees of different professions and qualifications.				
<b>General Data About Water Utility</b>	Total Water Connections : 927 Total Active Connections : 800 Total Water Kiosk/Standpipe : 5 Metering Ratio : 59% NRW : 39% Total Staff : 9 Staff/1000 connections : 9.6 Annual O&M Costs : Tzs 62,150,200 Annual Water Collections (Arrears included) : Tzs 59,991,697 Annual Water Billings : Tzs 53,278,975				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>BAND</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>
	Minimum charge (TZS/month)	1-15m <sup>3</sup>	3000	NA	NA
		1-20m <sup>3</sup>	NA	8000	8000
	Consumption charge (TZS/M <sup>3</sup> )	16-30m <sup>3</sup>	200	NA	NA
		31-50m <sup>3</sup>	250	NA	NA
		≥51m <sup>3</sup>	350	NA	NA
		21- 100	NA	400	400
		≥101	NA	500	500
Note: The Charges at water Kiosks are TZS 30 per 20 litres jerry can.					
<b>Challenges</b>	1. Inadequate water sources and supply to meet demand. 2. Lack of water treatment facilities. 3. Age of the distribution pipe. 4. Lack of office building and transport for the authority. 5. Lack of sufficient and qualified staff.				

MAFINGA		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Mafinga Urban Water Supply and Sanitation Authority (MAUWASA) was declared a fully autonomous public water utility in 2001 responsible for the overall operation and management of water supply and sanitation services within the Mafinga Town which is the headquarters of Mufindi District in Iringa Region. MAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 29,255 people in which 13,458 persons are served with water. The utility draws water from two stream sources, namely the Ikangafu pumping scheme with production capacity 2,360m <sup>3</sup> /day, and Mkombwe gravity scheme of production capacity 280m <sup>3</sup> /day. The average water abstraction from the sources during the reporting period was 1893m <sup>3</sup> /day					
	The combined installed production capacity is 2641m <sup>3</sup> /day .The present production capacity is not sufficient to meet the estimated water demand of 3265m3/day. The utility has no water treatment facilities but water quality monitoring is done but not regularly. The total length of the entire pipe network is 82.2 km and water is supplied through rationing at an average of 11 hrs. The network has 5 storage tanks with combined storage volume of 990m3. The town has no sewerage system; onsite sanitary facilities in use under supervision of the Mufindi District Council. Mafinga UWSA has 22 employees with deficiency of 4 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections		: 1,577			
	Total Active Connections		: 1410			
	Total Water Kiosk/Standpipe		: 5			
	Metering Ratio		: 31%			
	NRW		: 30%			
	Total Staff		: 22			
	Staff/1000 connections		: 14			
	Annual O&M Costs		: Tzs 178,484,873			
	Annual Water Collections (Arrears included)		: Tzs 87,533,391			
Annual Water Billings		: Tzs 178,258,093				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m3)	400	400	400	400	
	Flat rate charge (TZS/Month)	3000 - 4000	10,000 - 20,000	20,000	30,000	
Challenges	1. Very small distribution network compared with water production which is slightly high. 2. Low metering ratio. 3. Lack of capital fund for expansion of water supply services. 4. Lack of office building and transport. 5. Lack of sufficient and qualified staff. 6. High Non revenue water.					

MAGU		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Magu Urban Water Supply and Sanitation Authority (Magu-UWSA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Magu Township area located in Magu District, Mwanza Region. Magu-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 30,000 people in which 12,600 persons are served. The utility draws water from the intake called Busulwa located on the Lake Victoria shore. The current combined installed production capacity is 1,065.2m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 7,084.6m <sup>3</sup> /day. The utility has neither water treatment facilities nor water quality monitoring program in place. The total length of the distribution system is 27km and water is supplied through rationing at an average of 6 hrs. The system has 3 storage tanks with a combined capacity of 450m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities in use under the Magu Township Authority. Magu-UWSA has 21 employees of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 1,414 Total Active Connections : 1,414 Total Water Kiosk/Standpipe : 59 Metering Ratio : 0% NRW : 40% Total Staff : 21 Staff/1000 connections : 14.9 Annual O&M Costs : Tzs 28,487,500 Annual Water Collections (Arrears included) : Tzs 29,196,750 Annual Water Billings : Tzs 35,200,000					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Flat rate charge (TZS/Month)	4,000	10,000	10,000	100,000	
	<b>Note:</b> The Charges at water Kiosks are TZS 50 per 20 litres jerry can. No metred customer					
<b>Challenges</b>	1. Low production from the available water sources. 2. Low network coverage. 3. Lack of water treatment facilities. 4. Lack of bulk metres at production points. 5. Poor billing recording and data management. 6. Low connection rate as a result of low coverage. 7. Lack of transport, the Authority has one worn-out vehicle and one motorcycle. 8. Lack of sufficient and qualified staffs.					

MAHENGE		PROFILE AS PER 2007/08 DATA																																																					
<b>General Description About the Utility</b>	Mahenge Urban Water Supply and Sanitation Authority (Mahenge-UWSA) was established by Act No. 8 of 1997 on 13 <sup>th</sup> October, 2003. Mahenge-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mahenge township which is the headquarters of Ulanga District in Morogoro Region. Mahenge-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 16,224 according to the 2002 census. Mahenge-UWSA depends on 6 river intakes and one ring well fitted with diesel engine which drives the pump. Most of these schemes were constructed in the late 70's. Currently It is only approximated that 371.52m <sup>3</sup> /day is produced from river intakes (using the average flows measurements done in the 1997 study) and about 20-30m <sup>3</sup> /day is produced from the ring well. These estimated productions are only 16% of the daily water demand (2,490m <sup>3</sup> /day). The average daily supply is five (5) hours a day. This capacity is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes.. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the transmission and distribution system is not well established and daily operations are through experience of available staff. There are four (4) storage tanks in place located at Mawenge, Vigoi, and Mzenga areas with a total capacity of 450m <sup>3</sup> . There is no any water quality monitoring done. There are no any means of transport for the utility for its operation and maintenance activities in which case the utility hire vehicles when in need. Currently the utility has no sewerage infrastructure to operate.																																																						
<b>General Data About Water Utility</b>	<table><tr><td>Total Water Connections</td><td>:</td><td>870</td><td colspan="2"></td></tr><tr><td>Total Active Connections</td><td>:</td><td>870</td><td colspan="2"></td></tr><tr><td>Total Water Kiosk/Standpipe</td><td>:</td><td>1</td><td colspan="2"></td></tr><tr><td>Metering Ratio</td><td>:</td><td>4%</td><td colspan="2"></td></tr><tr><td>NRW</td><td>:</td><td>45%</td><td colspan="2"></td></tr><tr><td>Total Staff</td><td>:</td><td>8</td><td colspan="2"></td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>9.2</td><td colspan="2"></td></tr><tr><td>Annual O&amp;M Costs</td><td>:</td><td>Tzs 17,956,000</td><td colspan="2"></td></tr><tr><td>Annual Water Collections (Arrears included)</td><td>:</td><td>Tzs 13,252,000</td><td colspan="2"></td></tr><tr><td>Annual Water Billings</td><td>:</td><td>Tzs 19,092,000</td><td colspan="2"></td></tr></table>					Total Water Connections	:	870			Total Active Connections	:	870			Total Water Kiosk/Standpipe	:	1			Metering Ratio	:	4%			NRW	:	45%			Total Staff	:	8			Staff/1000 connections	:	9.2			Annual O&M Costs	:	Tzs 17,956,000			Annual Water Collections (Arrears included)	:	Tzs 13,252,000			Annual Water Billings	:	Tzs 19,092,000		
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Flat rate (TShs/Month)	2,000	10,000	15,000																																																				
<b>Challenges</b>	1) Inadequate qualified staff. (2) Rehabilitation and replacement of pipeline network. (3) Low metering ratio. (4) Lack of reliable transport facilities. (5) High NRW.																																																						

MAKETE		PROFILE AS PER 2008/09 DATA																																	
General Description About the Utility	<p>Makete Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within Makete Town (Iwawa) which is the headquarters of Makete District in Iringa Region. Makete UWSA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 16,907 people in which 5,411 persons are served with water. The water source for the Iwawa Township is from three major sources of Ivalalila stream, Kidwiva stream and Ludihani spring sources that contribute approximately 99% of total water production. There is also one small spring source at Mpangala which serves Mpangala village only that add to the remaining 1% of the total daily production. All sources supply water to Iwawa town and Mpangala village through gravity system. The average water abstraction from the sources during the reporting period was 2,809.2m<sup>3</sup>/day.</p> <p>The combined installed production capacity is 3,050m<sup>3</sup>/day .The present production capacity is sufficient to meet the estimated water demand of 1850m<sup>3</sup>/day. The utility has no water treatment facilities. However, water quality test results reported have shown that the water being supplied is of good quality. The total length of entire pipe network is 34 km and water is supplied at an average of 12hrs per day. The network has 3 storage tanks with combined storage volume of 225m<sup>3</sup>. The town has no sewerage system; onsite sanitary facilities in use under supervision of Makete District Council. Makete UWSA has 11 employees with deficiency of 4 employees of different qualifications and professions.</p>																																		
	<p><b>General Data About Water Utility</b></p> <table><tr><td>Total Water Connections</td><td>:</td><td>722</td></tr><tr><td>Total Active Connections</td><td>:</td><td>590</td></tr><tr><td>Total Water Kiosk/Standpipe</td><td>:</td><td>2</td></tr><tr><td>Metering Ratio</td><td>:</td><td>35%</td></tr><tr><td>NRW</td><td>:</td><td>58%</td></tr><tr><td>Total Staff</td><td>:</td><td>11</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>15</td></tr><tr><td>Annual O&amp;M Costs</td><td>:</td><td>Tzs 26,156,080</td></tr><tr><td>Annual Water Collections (Arrears included)</td><td>:</td><td>Tzs 12,932,330</td></tr><tr><td>Annual Water Billings</td><td>:</td><td>Tzs 17,879,600</td></tr></table>						Total Water Connections	:	722	Total Active Connections	:	590	Total Water Kiosk/Standpipe	:	2	Metering Ratio	:	35%	NRW	:	58%	Total Staff	:	11	Staff/1000 connections	:	15	Annual O&M Costs	:	Tzs 26,156,080	Annual Water Collections (Arrears included)	:	Tzs 12,932,330	Annual Water Billings	:
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Annual Water Collections (Arrears included)	:	Tzs 12,932,330																																	
Annual Water Billings	:	Tzs 17,879,600																																	
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosks																														
	Consumption charge (TZS/m3)	200	250	250	250																														
	Flat rate charge (TZS/Month)	2,000	10,000 – 20,000	5,000	10,000																														
Challenges	<ol style="list-style-type: none"><li>1. Low water distribution coverage as well as low storage volume.</li><li>2. High value of NRW.</li><li>3. Low metering ratio.</li><li>4. Lack of office building and transport.</li><li>5. Lack of sufficient and qualified staff.</li><li>6. Insufficient installed capacity.</li></ol>																																		



MANYONI		PROFILE AS PER 2007/08 DATA				
<b>General Description About the Utility</b>	Manyoni Urban Water Supply & Sewerage Authority (Manyoni-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Manyoni township, Manyoni District, Singida Region. Manyoni-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 20,000 out of which 4,400 persons are served. The utility draws water from three boreholes, with a total production capacity of 396 m <sup>3</sup> /day which is insufficient compared with the estimated town water demand of 1,000m <sup>3</sup> /day. The total length of the distribution pipeline system is 18.59km. Water is supplied through rationing at an average of 5 hrs. The system has 3 storage tanks with a storage capacity of about 365m <sup>3</sup> . The ward has no sewerage system; onsite sanitary facilities in use under the Manyoni District Council. The utility is served by 13 employees, all permanent.					
<b>General Data About Water Utility</b>	Total Water Connections : 305 Total Active Connections : 305 Total Water Kiosk/Standpipe : 11 Metering Ratio : 92.1% NRW : 57.1% Total Staff : 13 Staff/1000 connections : 42.6 Annual O&M Costs : Tzs 5,668,803 Annual Water Collections (Arrears included) : Tzs15,418,810					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	500	500	NA	NA	
	Flat rate charge (TZS/Month)	3,000	3,000	NA	NA	
	<b>NOTE:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can					
<b>Challenges</b>	1. High UFW. 2. Low production capacity. 3. Small distribution network.					

MASASI		PROFILE AS PER 2008/09 DATA																		
<b>General Description About the Utility</b>	Masasi Urban Water Supply and Sanitation Authority (MAUWASA) was established by Act No. 8 of 1997 and came into operation on 2003. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Masasi township which is the headquarters of Masasi District in Mtwara Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 110,647 people in which 23,336 persons are served with water. The utility draws water from two main types of water sources, Mwena Spring (gravity scheme) contributing about 61% of the daily water production, and seven boreholes (of which only four are working) contributing the remaining 39%. The combined installed production capacity is approximately 7000m <sup>3</sup> /day but it is not fully utilized owing to worn-out transmission line and breakdown of borehole pumps. The present production is approximately 2,136m <sup>3</sup> /day is very low compared with the estimated water demand of 7,745m <sup>3</sup> /day. The utility has no proper water quality monitoring plan and no water treatment facilities. The total length of the distribution system is 82.25km and water is supplied through rationing at an average of 2 hrs/day. The system has ten storage tanks with capacity of 1,335m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the monitoring of the Masasi District Council																			
<b>General Data About Water Utility</b>	Total Water Connections : 734 Total Active Connections : 700 Total Water Kiosk/Standpipe : 16 Metering Ratio : 5% NRW : 90% Total Staff : 18 Staff/1000 connections : 24 Annual O&M Costs : Tzs 56,174,400 Annual Water Collections (Arrears included) : Tzs 53,000,000 Annual Water Billings : Tzs 44,434,500																			
<b>Tariff Structure</b>	<table><tr><td>Category of customer</td><td>Domestic</td><td>Institutions</td><td>Commercial</td><td>Industrial</td></tr><tr><td>(TShs/m3)</td><td>1,000</td><td>1,500</td><td>2,000</td><td></td></tr><tr><td>Flat rate charge (TShs/Month)</td><td>10,000</td><td>30,000</td><td>40,000</td><td>1,000,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	(TShs/m3)	1,000	1,500	2,000		Flat rate charge (TShs/Month)	10,000	30,000	40,000	1,000,000
	Category of customer	Domestic	Institutions	Commercial	Industrial															
	(TShs/m3)	1,000	1,500	2,000																
	Flat rate charge (TShs/Month)	10,000	30,000	40,000	1,000,000															
	<b>Note:</b> i) The Charges at water Kiosks are TZS 50 per 20 litres jerry can. ii) The flat rate Industrial customer is having bottling plant.																			
<b>Challenges</b>	1) Aged pipeline network. (2) Inadequate water sources. (3) Frequent Electricity cut-off. (4) Low network coverage. (5) Lack of sufficient and qualified staff. (6) Utility does not have an office. (7) Excessively reported High NRW of 90%.																			

MBINGA		PROFILE AS PER 2008/09 DATA																		
<b>General Description About the Utility</b>	Mbinga Urban Water Supply and Sanitation Authority (MBIUWASA) was declared a fully autonomous public water utility and started its operations when its first board was established in 1 <sup>st</sup> November, 2002. MBIUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mbinga which is the headquarters of the Mbinga District in Ruvuma Region. MBIUWASA is classified as Category C water authority. Its area of responsibility has a total population of 32,392 people in which 18,140 persons are served. The utility draws water from two main types of water sources, Ndegu river stream source which is the main source contributing about 86% of the daily water production and Mhekela and Utiri springs contributing the remaining 14%. The two springs were constructed by the Diocese of Mbinga and there is a shared operational agreement with MBIUWASA. The combined installed production capacity is approximately 2,049m <sup>3</sup> /day but it is not fully utilized owing to worn -out transmission line and low network coverage. The present production of 1,041m <sup>3</sup> /day is very low compared with the estimated water demand of 3,180m <sup>3</sup> /day. The utility has no proper water quality monitoring plan and water treatment facilities, apart from settlement in the tanks with addition of Alum and thereafter, chlorination. The total length of the distribution system is 12.74km and water is supplied through rationing at an average of 6 hrs/ day. The system has three storage tanks with capacity of 500m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the monitoring of the Mbinga District Council.																			
<b>General Data About Water Utility</b>	Total Water Connections : 1258 Total Active Connections : 274 Total Water Kiosk/Standpipe : 22 Metering Ratio : 64% NRW : 54% Total Staff : 10 Staff/1000 connections : 8 Annual O&M Costs : TZs 49,864,072 Annual Water Collections (Arrears included) : TZs 38,907,040 Annual Water Billings : TZs 42,332,900																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Cons: 0 – 10m3 (TShs/m3)</td><td>300</td><td>300</td><td>300</td></tr><tr><td>Above 10 m3 (TShs/m3)</td><td>350</td><td>350</td><td>350</td></tr><tr><td>Flat rate charge (TShs/month)</td><td>2,000 - 3,000</td><td>2,500 – 6,500</td><td>-</td></tr></table> <p><b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p>				Category of customer	Domestic	Institutions	Commercial	Cons: 0 – 10m3 (TShs/m3)	300	300	300	Above 10 m3 (TShs/m3)	350	350	350	Flat rate charge (TShs/month)	2,000 - 3,000	2,500 – 6,500	-
Category of customer	Domestic	Institutions	Commercial																	
Cons: 0 – 10m3 (TShs/m3)	300	300	300																	
Above 10 m3 (TShs/m3)	350	350	350																	
Flat rate charge (TShs/month)	2,000 - 3,000	2,500 – 6,500	-																	
<b>Challenges</b>	1) Worn-out pipeline network. (2) Inadequate capacity of intake at the water sources. (3) Low network coverage. (4) Lack of water treatment plant at gravity scheme. (5) Lack of sufficient and qualified staff. (6) Very high NRW.																			

MBULU		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Mbulu Urban Water Supply and Sanitation Authority (MBUWASA) was declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services within the Mbulu urban area which is the headquarters of Mbulu District, Manyara Region. MBUWASA is classified as Category C water authority. Its area of responsibility has a total population of 22,656 people in which 16,992 persons are served. The utility draws water from four spring sources which are Endelee and Indilimi springs, Endagikoti artesian well and Endamaksi stream. Both streams supply water by gravity to Mbulu town and originate from Mbulu mountain catchment area. The combined installed production capacity is 1264m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 1921m <sup>3</sup> /day. The total length of the distribution system is 62 km and water is supplied at an average of 18 hrs. There are 6 storage tanks which have combined storage volume of 495m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Mbulu District Town Council. MBUWASA has 8 employees and the number of actual staff required has not been established.					
<b>General Data About Water Utility</b>	Total Water Connections : 828 Total Active Connections : 804 Total Water Kiosk/Standpipe : 27 Metering Ratio : 98% NRW : 52% Total Staff : 8 Staff/1000 connections : 9.6 Annual O&M Costs : Tzs 91,860,368 Annual Water Collections (Arrears included) : Tzs 75,003,085 Annual Water Billings : Tzs 86,560,585					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charges (TZS/M <sup>3</sup> )	500	500	500	500	
	Flat rate(TZS/Month)	3500	3500	3500	3500	
<b>Note:</b> The Charges at water Kiosks are TZS 30 per 20litres jerry can.						
<b>Challenges</b>	1. Capital fund for major rehabilitation of old and dilapidated distribution network. 2. Reduction of high figures of unaccounted for water. 3. Lack of transport facilities for operation and maintenance activities.					

MISUNGWI		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Misungwi Urban Water Supply and Sanitation Authority (MIUWASA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Misungwi urban area which is the headquarters of Misungwi District, Mwanza Region. MIUWASA is classified as Category C water authority. Its area of responsibility has a total population of 30,000 people in which 7,552 persons are served. The utility draws water from the Mitindo dam with a combined installed production capacity of 419.2m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 2,100m <sup>3</sup> /day. The total length of the distribution system is 10.5 km and water is supplied through rationing at an average of 5 hrs. The system has 5 storage tanks with a combined capacity of 377m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Misungwi District Town Council. MIUWASA has 11 employees with deficiency of 6 employees of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 284 Total Active Connections : 284 Total Water Kiosk/Standpipe : 1 Metering Ratio : 58.1% NRW : 30% Total Staff : 11 Staff/1000 connections : 38.7 Annual O&M Costs : Tzs 16,968,000 Annual Water Collections (Arrears included) : Tzs 49,071,191 Annual Water Billings : Tzs 29,225,980					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	800	1,000	1,000	-	
	Flat rate charge (TZS/month)	6,000	15,000	15,000	-	
	<b>Note:</b> The Charges at water Kiosks are TZS 30 per 20 litres jerry can.					
<b>Challenges</b>	1. The production of water is not according to the installed pumping capacity owing to using rising main as a distribution main. 2. Inadequate production capacity. 3. Lack of water treatment facilities. 4. Low network coverage. 5. High UFW.					

Energy and Water Utilities Regulatory Authority

MKURANGA		PROFILE AS PER 2007/08 DATA		
General Description About the Utility	Mkuranga Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2008, responsible for the overall operation and management of water supply and sanitation services for Mkuranga Urban area which is the headquarters for Mkuranga District, Coast Region. Mkuranga UWSA is classified as Category C water authority. The service area of Mkuranga Water Supply Authority has a population of approximately 10,778 people with an estimated water demand of 269.5m3/day. The number of people living in areas with network is 2,750.			
	The Mkuranga UWSA draws water from one source ring well with an average production of 11.3m <sup>3</sup> /day which is neither sufficient nor reliable for the town owing to its extremely low recharge. From the source, water is pumped for about 1.5km to the storage reservoirs. The town has two reservoirs of 22.5m <sup>3</sup> and 135m <sup>3</sup> capacities. Owing to insufficient water supply only 22.5m <sup>3</sup> storage tanks is in use while a 135m <sup>3</sup> storage tank has never been used.			
	There is no water treatment facility; thus water from the source is pumped direct to the distribution system. The total length of the entire pipe network is 3.86 km and water is supplied at an average of 4hrs after every one day. The town has no sewerage system; onsite sanitary facilities are in use under management of the Mkuranga District Council. Mkuranga UWSA has one staff member, the Managing Director, but still working under the District Water Engineer.			
General Data About Water Utility	Total Water Connections : 0			
	Total Active Connections : 0			
	Total Water Kiosk/Standpipe : 11			
	Metering Ratio : 100%			
	NRW : 75			
	Total Staff : 1			
	Staff/1000 connections : 91			
	Annual O&M Costs : Tzs 11,660,000			
	Annual Water Collections (Arrears included) : Tzs 1,016,610			
	Annual Water Billings : Tzs 1,016,610			
Tariff Structure	Category of customer	Domestic	Institutions	Commercial
	Consumption charge (TZS /M <sup>3</sup> )	1000	1000	
	Note ; A kiosk TZS 20 per 20 litre jerry can			
Challenges	1. Recruiting qualified staff to run the utility. 2. Extremely inadequate water sources to meet the estimated water demand. 3. Lack of office and transport.			

MONDULI		PROFILE AS PER 2008/09 DATA			
<b>General Description About the Utility</b>	Monduli Urban Water Supply and Sanitation Authority (MOUWASA) was declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services in Monduli Town which is the headquarters of Monduli District in Arusha Region. MOUWASA is classified as Category C water authority. Its area of responsibility has a total population of 5,129 people in which 2,462 persons are currently served. The utility draws water from one gravity source, Lolomsikio stream which originate from spring source within the Monduli mountain forest reserve. The installed production capacity is 108m <sup>3</sup> /day .The installed production capacity is very low compared with the estimated water demand of 909.7m <sup>3</sup> /day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of the distribution system is 61.12 km and water is supplied at an average of 12 hrs. There are 5 water storage tanks with combined storage capacity 747.5 m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under Monduli District Council. MOUWASA has 8 employees with deficiency of 2 employees of different qualifications and professions.				
<b>General Data About Water Utility</b>	Total Water Connections : 476 Total Active Connections : 291 Total Water Kiosk/Standpipe : 2 Metering Ratio : 0% NRW : 55% Total Staff : 8 Staff/1000 connections : 17 Annual O&M Costs : Tzs 3,660,000 Annual Water Collections (Arrears included) : Tzs 4,970,400 Annual Water Billings : Tzs 9,600,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	
	Flat rate charge (TZS/Month)	800	2500	3000	
	<b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.				
<b>Challenges</b>	1. Inadequate water sources and water supply to meet the demand. 2. Metering customer connections. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staff.				



MPANDA		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Mpanda Urban Water Supply and Sanitation Authority (MUWASA) was declared a fully autonomous public water utility in 2003,is responsible for the overall operation and management of water supply and sanitation services in the Mpanda Township which is the headquarters of Mpanda District in Rukwa Region. MUWASA is classified as Category C water authority. Its area of responsibility has a total population of 56,699 people in which 34,501 persons are served with water. The utility draws water from three types of sources including Milala dam pumping scheme, Manga stream which is a gravity scheme, and 24 deep and shallow wells. The average water abstraction from the sources during the reporting period was 2,290m3/day.					
	The source installed production capacity is 4,100m³/day .The present production capacity is not sufficient to meet the estimated water demand of 4750m³/day. The utility has no water treatment facilities and water quality monitoring is not done. The total length of the entire pipe network is 30 km and water is supplied at an average of 8 hrs. The network has 5 storage tanks with different capacities of combined storage volume of 480m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mpanda District Council. MUWASA has 25 employees and not yet established to total number of employees required at the moment.					
General Data About Water Utility	Total Water Connections		: 2,226			
	Total Active Connections		: 2140			
	Total Water Kiosk/Standpipe		: 49			
	Metering Ratio		: 6%			
	NRW		: 52%			
	Total Staff		: 25			
	Staff/1000 connections		: 11			
	Annual O&M Costs		: Tzs 169,866,867			
	Annual Water Collections (Arrears included)		: Tzs 137,371,455			
Annual Water Billings		: Tzs 188,198,893				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption rate (TZS/M³)	350	400	400	500	
	Flat rate (TZS/Month)	3,500	7500	6000	50,000	
	Kiosk tariff is at TZS 20 per 20 litre jerry can.					
Challenges	1. Water pollution at the sources due to human activities around the catchment areas. 2. Frequent breakdown of pumping main owing to improper alignment. 3. Lack of water treatment facilities. 4. Lack of fund for expansion of water supply services. 5. Lack of sufficient and qualified staff. 6. Low metering ratio. 7. High Non revenue Water.					

MPWAPWA		PROFILE AS PER 2008/09 DATA																							
<b>General Description About the Utility</b>	Mpwapwa Urban Water Supply and Sanitation Authority (MPWUWSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21 <sup>st</sup> June, 2002. MPWUWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mpwapwa which is the headquarters of Mpwapwa District in Dodoma Region. MPWUWSA is classified as Category C water authority. Its area of responsibility has a total population of 50,941 people in which 21,775 persons are served. The utility draws water from two main types of water sources, Mayawile Stream (gravity scheme) contributing about 66% of the daily water production, and two boreholes located at Kikombo area contributing the remaining 34%. The combined installed production capacity is approximately 1,844m <sup>3</sup> /day but it is not fully utilized owing to worn-out transmission line and non-working boreholes. The present production of 1272m <sup>3</sup> /day is very low compared with the estimated water demand of 7,500m <sup>3</sup> /day. The utility has no proper water treatment facilities, apart from de-silting tank, and also water quality monitoring plan is not in place. The total length of the distribution system is 67.55km and water is supplied through rationing at an average of 10 hrs /day. The system has one storage tank with capacity of 225m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the monitoring of the Mpwapwa District Council																								
<b>General Data About Water Utility</b>	Total Water Connections : 1,071 Total Active Connections : 590 Total Water Kiosk/Standpipe : 15 Metering Ratio : 39% NRW : 37.7% Total Staff : 23 Staff/1000 connections : 22 Annual O&M Costs : Tzs 86,069,228 Annual Water Collections (Arrears included) : Tzs 77,446,719 Annual Water Billings : Tzs 45,949,597																								
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Religious</th></tr><tr><td>Cons: 0 – 10m3 (Religious 0 -15m3) <b>Minimum charge</b></td><td>4,000</td><td>15,000</td><td>15,000</td><td>4,000</td></tr><tr><td>Above 10 m3 (Religious 15m3) <b>(TShs/m3)</b></td><td>650</td><td>800 - 1000</td><td>800 - 1000</td><td>800</td></tr><tr><td>Flat rate charge <b>(TShs/month)</b></td><td>7,000</td><td>20,000</td><td>20,000</td><td>20,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Religious	Cons: 0 – 10m3 (Religious 0 -15m3) <b>Minimum charge</b>	4,000	15,000	15,000	4,000	Above 10 m3 (Religious 15m3) <b>(TShs/m3)</b>	650	800 - 1000	800 - 1000	800	Flat rate charge <b>(TShs/month)</b>	7,000	20,000	20,000	20,000
	Category of customer	Domestic	Institutions	Commercial	Religious																				
	Cons: 0 – 10m3 (Religious 0 -15m3) <b>Minimum charge</b>	4,000	15,000	15,000	4,000																				
	Above 10 m3 (Religious 15m3) <b>(TShs/m3)</b>	650	800 - 1000	800 - 1000	800																				
	Flat rate charge <b>(TShs/month)</b>	7,000	20,000	20,000	20,000																				
<b>Note:</b> The Charges at water Kiosks are TZS 10 per 20 litres jerry can.																									
<b>Challenges</b>	1) Aged pipeline network. (2) Unreliability of water sources. (3) Low network coverage. (4) Lack of water treatment plant at Mayawile gravity scheme. (5) Lack of sufficient and qualified staff. (6) High NRW.																								

MUGUMU		PROFILE AS PER 2007/08 DATA				
<b>General Description About the Utility</b>	Mugumu Urban Water Supply & Sewerage Authority (MUGUWASA) was declared a fully autonomous public water utility in 2002, responsible for overall operation and management of water supply and sanitation services within the Mugumu Urban area, which is the headquarters of Serengeti District, Musoma Region. MUGUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 20,433. The utility draws water from two boreholes, with a total production capacity of 264m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 1,330m <sup>3</sup> /day. The total length of the pipeline system is 32km. Water is supplied through rationing at an average of 2hrs. The system has 3 storage tanks with a storage capacity of about 750m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Serengeti District Town Council. MUGUWASA has 17 employees, 6 permanent and 11 temporary.					
<b>General Data About Water Utility</b>	Total Water Connections : 222 Total Active Connections : 222 Total Water Kiosk/Standpipe : 3 Metering Ratio : 18.5% NRW : 50% Total Staff : 17 Staff/1000 connections : 76.6					
<b>Tariff Structure</b>	<b>Category of customer</b>		<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)		1,000	1,000	1,000	NA
	Flat rate charge (TZS/Month)		4,000	5,000-10,000	10,000	NA
	<b>NOTE:</b> The Charges at water Kiosks are TZS 20per 20 litres jerry can					
<b>Challenges</b>	1. No meter has been installed at any production borehole. 2. Low metering as most of the customers are not metered. 3. High UFW. 4. The pumps and infrastructure in general is old and worn-out.					

MUHEZA		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Muheza Urban Water Supply and Sanitation Authority (MUHUWASA) was declared a fully autonomous public water utility in 2002, is responsible for the overall operation and management of water supply and sanitation services within Muheza urban area which is the headquarters of Muheza District, Tanga Region. MUHUWASA is classified as Category C water authority. Its area of responsibility has a total population of 26,000 people in which 13,260 persons are currently served. The utility draws water from the Mkurumuzi stream which collects water from several springs originating from the Manga and Magoroto hills. The installed production capacity of the intake is 1,920m <sup>3</sup> /day, however, maximum actual production of 1425m <sup>3</sup> /day are experienced during the rainy season. The installed production capacity is insufficient to meet the present estimated demand for the township which is 3,430m <sup>3</sup> /day. The total length of the distribution system is 11 km and water is supplied through rationing at an average of 7hrs. There is no treatment plant in place as well as water quality monitoring is not being conducted. The system has 1 storage tank with storage capacity of 135m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Muheza District Town Council. MUHUWASA has 11 employees and the total number of staff required has not been established.					
<b>General Data About Water Utility</b>	Total Water Connections : 1,948 Total Active Connections : 1,860 Total Water Kiosk/Standpipe : 20 Metering Ratio : 53% NRW : 30% Total Staff : 8 Staff/1000 connections : 4 Annual O&M Costs : Tzs 60,738,340 Annual Water Collections (Arrears included) : Tzs 35,334,775 Annual Water Billings : Tzs 61,466,658					
<b>Tariff Structure</b>	<b>Category of customer</b>		<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)		150	200	350	500
	Note: The Charges at water Kiosks are TZS 3 per 20 litres jerry can.					
<b>Challenges</b>	1. Inadequate water sources to meet the growing population and increasing water demand. 2. Lack of water treatment facilities. 3. Old and dilapidated infrastructure which requires immediate intervention. 4. Lack of office building and transport for the authority. 5. Lack of sufficient and qualified staff.					

MULEBA		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Muleba Urban Water Supply and Sanitation Authority (MLUWASA) was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within the Muleba urban area which is the headquarters of the Muleba District, Kagera Region. MLUWASA is classified as Category C water authority. Its area of responsibility has a total population of 17,402 people in which 11,200 people are currently served. The utility draws water from two springs namely Kaigara and Nyamwala. Both sources have a total installed production capacity of 1,518m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 1,881m <sup>3</sup> /day. The total length of the pipeline system is 23.5 km and water is supplied through rationing at an average of 9 hrs. The system has 6 storage tanks with a combined capacity of 1,417m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Muleba District Town Council. MLUWASA has 12 employees and 3 daily paid staff of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 251 Total Active Connections : 251 Total Water Kiosk/Standpipe : 17 Metering Ratio : 57.1% NRW : 45% Total Staff : 12 Staff/1000 connections : 44.7 Annual O&M Costs : Tzs 13,705,006 Annual Water Collections (Arrears included) : Tzs 18,615,870 Annual Water Billings : Tzs 17,735,270					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	800	1,000	1,200	1,200	
	Flat rate charge (TZS/Month)	4,000	10,000	15,000	15,000	
	<b>Note:</b> The Charges at water Kiosks are TZS 25 per 20litres jerry can.					
<b>Challenges</b>	1. Water Bills areas are too high. 2. Old and dilapidated pumping units. 3. Distribution network is old and worn-out. 4. Illegal connection and un-metered customers.					

MWANGA		PROFILE AS PER 2008/09 DATA			
<b>General Description About the Utility</b>	Mwanga Urban Water Supply and Sanitation Authority (MWANGUWASA) was declared a fully autonomous public water utility in 2002, is responsible for the overall operation and management of water supply and sanitation services within the Mwanga urban area which is the headquarters of Mwanga District, Kilimanjaro Region. MWANGUWASA is classified as Category C water authority. Its area of responsibility has a total population of 15,620 people in which 7,536 persons are currently served. The utility draws water from two boreholes and two streams (Chang’ombe and Mbochiro) sources. Both streams supply water by gravity to Mwanga town. The combined installed production capacity is 631.57m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 2,072m <sup>3</sup> /day. The total length of the distribution system is 74.4 km and water is supplied at an average of 3hrs. There are 8 storage tanks which have combined storage volume of 1102.5m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Mwanga District Town Council. MWANGUWASA has 27 employees and the number of actual staff required has not been established.				
<b>General Data About Water Utility</b>	Total Water Connections : 1,217 Total Active Connections : 1,191 Total Water Kiosk/Standpipe : 7 Metering Ratio : 22% NRW : 29% Total Staff : 27 Staff/1000 connections : 22 Annual O&M Costs : Tzs 151,995,539.5 Annual Water Collections (Arrears included) : Tzs 49,836,214 Annual Water Billings : Tzs 47,452,480				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charges (TZS/M <sup>3</sup> )	300	450	650	900
	Flat rate(TZS/Month)	2500	5000	5000	5000
<b>Note:</b> The Charges at water Kiosks are TZS 6 per 20 litres jerry can.					
<b>Challenges</b>	1. Capital fund for major rehabilitation of old and dilapidated distribution network. 2. Inadequate water sources. 3. Lack of office building and transport. 4. Lack of transport facilities for operation and maintenance activities.				

MWANHUZI		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Mwanhuzi Urban Water Supply &amp; Sewerage Authority (Mwanhuzi-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Mwanhuzi township, Meatu District, Shinyanga Region. Mwanhuzi-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 24,250. Currently there is no piped system in place; it has collapsed when the Mwanyahina dam collapsed in 1999. The utility draws water from rain water, dug wells and raw water from Mwanyahina Dam, which has a total production capacity of <math>4,315m^3/day</math> which is very sufficient compared with the estimated water demand of <math>2,084m^3/day</math>. Since 2005, the Meatu District Council has been implementing a water supply project under RWSSP and, since 2007, under WSDP. The project involves construction of a gravity main from the Mwanyahina dam to the treatment plant about 2.8km, construction of a treatment plant, construction of three elevated storage tanks, <math>710m^3</math> capacity, and construction of distribution network. The town has no sewerage system; onsite sanitary facilities are in use under Meatu District Council. The utility is served by 4 employees, all permanent</p>	
<b>General Data About Water Utility</b>	The water supply infrastructure still under construction.	
<b>Tariff Structure</b>	<p><b>NOTE:</b> Vendors are selling water at TZS 1,000-1,500 per 6 containers of 20 litres</p>	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. High production cost associated with diesel driven engines.</li> <li>2. Low production capacity in comparison with the town demand.</li> <li>3. Small distribution network.</li> </ol>	



NACHINGWEA		PROFILE AS PER 2008/09 DATA														
<b>General Description About the Utility</b>	Nachingwea Urban Water Supply and Sanitation Authority (NAUWASA) was established by Act No. 8 of 1997 and came into operation on 16 <sup>th</sup> November 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Nachingwea township which is the headquarters of Nachingwea District in Mtwara Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 23,092 people in which 11,407 persons are currently served. The utility draws water from two well fields of Mkumba Shamba and Mkumba Pacha. Boreholes in Mkumba Shamba contribute about 75% of daily production while those in Mkumba Pacha contribute the remaining 25%. The combined installed production capacity is approximately 3,096m <sup>3</sup> /day but it is not fully utilized owing to worn-out transmission line, unreliable electricity power and low network coverage. The present production capacity of 702m <sup>3</sup> /day is very low compared with the estimated water demand of 5,640m <sup>3</sup> /day. The utility has no proper water quality monitoring plan and water supplied from boreholes is not treated. The total length of distribution system is 32.9km and water is supplied through rationing at an average of 2 hrs/day. The utility has eight storage tanks with total capacity of 1,350m <sup>3</sup> in which seven are working. The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of Nachingwea District Council.															
<b>General Data About Water Utility</b>	Total Water Connections : 744 Total Active Connections : 464 Total Water Kiosk/Standpipe : 3 Metering Ratio : 63% NRW : 48% Total Staff : 25 Staff/1000 connections : 34 Annual O&M Costs : Tzs 97,927,973 Annual Water Collections (Arrears included) : Tzs 30,053,248 Annual Water Billings : Tzs 39,017,125															
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Cons: 1 – 50m3 (Domestic: 1 -10m3) (TShs/m3)</td><td>500</td><td>500</td><td>500</td></tr><tr><td>Flat rate (TShs/month)</td><td>2,000</td><td>4,800</td><td>4,800</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Cons: 1 – 50m3 (Domestic: 1 -10m3) (TShs/m3)	500	500	500	Flat rate (TShs/month)	2,000	4,800	4,800
	Category of customer	Domestic	Institutions	Commercial												
	Cons: 1 – 50m3 (Domestic: 1 -10m3) (TShs/m3)	500	500	500												
	Flat rate (TShs/month)	2,000	4,800	4,800												
<b>Note:</b> i) The Charges at water Kiosks are TZS 20 per 20 litres jerry can.																
<b>Challenges</b>	1) High NRW. (2) Low income growth leading to no bills payment. (3) Unreliable electricity supply. (4) Lack of adequate qualified staff. (5) Lack of potential water sources. (6) High saline water from the boreholes															

NAMANYERE		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Namanyere Urban Water Supply and Sanitation Authority (NAUWSA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within Namanyere Town which is the headquarters of Nkasi District in Rukwa Region. NAUWSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 25,787 people in which 3,868 persons are served with water. The main water sources for Namanyere town are 12 medium boreholes and Mfili dam which is not in use owing to NAUWSA failure to meet its operational costs. During the reporting period the average water production from the 12 boreholes is 10m <sup>3</sup> /day.					
	The installed water production capacity of Mfili dam which is rarely used is 2400 while the combined yield capacities for the 12 boreholes are 300m <sup>3</sup> /day. The present production capacity of the sources under utilization is not sufficient to meet the estimated water demand of 1020m <sup>3</sup> /day. The utility has no water treatment facilities; however, water quality monitoring is done but not regularly and the water sources are well protected. The total length of entire pipe network is 81.192 km and water is supplied at an average of 9 hrs. The network has 5 storage tanks with combined storage volume of 990m3. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Nkasi District Council. NAUWSA has 5 employees and the actual number of staff required with different qualifications and professions is yet to be established.					
General Data About Water Utility	Total Water Connections		: 214			
	Total Water Kiosk/Standpipe		: 14			
	Metering Ratio		: 0			
	Total Staff		: 5			
	Staff/1000 connections		: 25			
	Annual O&M Costs		: Tzs 4,258,000			
	Annual Water Collections (Arrears included)		: Tzs 2,858,400			
	Annual Water Billing		Tzs 5,400,000			
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption Rate (TZS/m3)	NA	NA	NA	NA	
	Flat rate (TZS/month)	2,500	6,000	7,500	7,500	
	Note :Tariff at Kiosk is TZS 20 per 20 litre jerry can					
Challenges	1. Lack of fund for operating fuel pumps at Mfili dam. 2. Lack of fund for metering their customers. 3. Low billing and collection efficiency. 4. High water leakages. 5. Lack of transport. 6. Lack of sufficient and qualified staff.					

NAMTUMBO		PROFILE AS PER 2008/09 DATA														
<b>General Description About the Utility</b>	Namtumbo Urban Water Supply and Sanitation Authority was established by Act No. 8 of 1997 and came into operation on 8 <sup>th</sup> September, 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Namtumbo township which is the headquarters of Namtumbo District in Ruvuma Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 20,704 people in which 10,559 persons are currently served. The utility draws water from one main water source of Namikiga stream located at Libango village (gravity scheme) contributing about 100% of the daily water production%. There are also two sources of Matogoro stream and Rwinga pumping scheme (first old scheme) that are not working. The installed production capacity is approximately 1211m <sup>3</sup> /day which does not meet the daily demand of the Namtumbo township (comprising three villages) and four other villages in the peripheral areas along the transmission line from Matogoro streams, which is worn-out with frequent breakdown during rainy season. The present production of approximately 600m <sup>3</sup> /day is very low compared with the estimated water demand of 1,200m <sup>3</sup> /day. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 13.3km and water is supplied through rationing at an average of 8hrs/day. The system has three storage tanks with total capacity of 250m <sup>3</sup> . The town has no sewerage system and onsite sanitary facilities are in use under the monitoring of the Namtumbo District Council.															
<b>General Data About Water Utility</b>	Total Water Connections : 424 Total Active Connections : 390 Total Water Kiosk/Standpipe : 52 Metering Ratio : 28% NRW : 62% Total Staff : 11 Staff/1000 connections : 25 Annual O&M Costs : Tzs 18,809,700 Annual Water Collections (Arrears included) : Tzs 15,554,400 Annual Water Billings : Tzs 21,181,600															
<b>Tariff Structure</b>	<table><tr><td>Category of customer</td><td>Domestic</td><td>Institutions</td><td>Commercial</td></tr><tr><td>Metered customers (TShs/month)</td><td>500</td><td>500</td><td>500</td></tr><tr><td>Flat rate customers (TShs/m3)</td><td>3,000</td><td>3000 &amp; 20,000</td><td>20,000</td></tr></table> <p><b>Note:</b> i) The Charges at water Kiosks are TZS 20 per 20 litres jerry can.</p>				Category of customer	Domestic	Institutions	Commercial	Metered customers (TShs/month)	500	500	500	Flat rate customers (TShs/m3)	3,000	3000 & 20,000	20,000
Category of customer	Domestic	Institutions	Commercial													
Metered customers (TShs/month)	500	500	500													
Flat rate customers (TShs/m3)	3,000	3000 & 20,000	20,000													
<b>Challenges</b>	1) Need of improving source infrastructure and construction of treatment plant. (2) Lack of adequate qualified personnel. (3) Poor quality of supplied water. (4) Aged water supply infrastructure. (5) Lack of transport facilities.															

NANSIO		PROFILE AS PER 2008/09 DATA			
<b>General Description About the Utility</b>	Nansio Urban Water Supply and Sewerage Authority (NUWASA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within the Nansio Urban area which is the headquarters of Ukerewe District, Mwanza Region. NUWASA is classified as Category C water authority. Its area of responsibility has a total population of 59,747 people in which 7,890 persons are currently served. The utility draws water from Lake Victoria. The sources has a total installed production capacity of 1,000m <sup>3</sup> /day .The present production capacity is insufficient compared with the estimated water demand of 2,499.6m3/day. The total length of the pipeline system is 40km. Water is supplied through rationing at an average of 7 hrs. The system has 4 storage tanks with combined capacity of 203m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Nansio District Town Council. NAUWASA has 6 employees, all permanent.				
<b>General Data About Water Utility</b>	Total Water Connections : 526 Total Active Connections : 526 Total Water Kiosk/Standpipe : 3 Metering Ratio : 6.8% NRW : 47.2% Total Staff : 6 Staff/1000 connections : 11.4 Annual O&M Costs : Tzs 26,862,088 Annual Water Collections (Arrears included) : Tzs 15,971,050 Annual Water Billings : Tzs 34,680,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)	300-350	350	500	600
	Flat rate charge (TZS/month)	5,000	10,000	5,000	NA
	<b>Note:</b> The Charges at water Kiosks are TZS 20 per 50 litres jerry can.				
<b>Challenges</b>	1. Storage capacity is insufficient compared to the existing demand. 2. Frequent leakages due to old leaking pipes. 3. Poor water quality. 4. Low metering and lack of funds for new meter installation. 5. Lack of operation and maintenance tool as well as transport facilities.				

NGARA		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	NgaraUrban Water Supply and Sanitation Authority (NGUWASA) was declared a fully autonomous public water utility in 2003 responsible for the overall operation and management of water supply and sanitation services within the Ngara urban area which is the headquarters of Ngara District, Kagera Region. NGUWASA is classified as Category C water authority. Its area of responsibility has a total population of 21,761 people in which 18,672 persons are currently served. The utility draws water from three (3) boreholes located at different places in Ngara town. The boreholes have a combined installed production capacity of 1440m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 1,523m <sup>3</sup> /day. The total length of the distribution system is 46.2 km and water is supplied through rationing at an average of 10 hrs. The system has 5 storage tanks with a combined capacity of 703m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Ngara District Town Council. NGUWASA has 18 employees of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 1,392 Total Active Connections : 1,392 Total Water Kiosk/Standpipe : 32 Metering Ratio : 100% NRW : 44% Total Staff : 18 Staff/1000 connections : 12.9 Annual O&M Costs : Tzs 157,723,103 Annual Water Collections (Arrears included) : Tzs 162,312,305 Annual Water Billings : Tzs 93,705,040					
<b>Tariff Structure</b>	<b>Category of customer</b>		<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)		450	600	600	NA
<b>Note:</b> The Charges at water Kiosks are TZS 10 per 20 litres jerry can.						
<b>Challenges</b>	1. High loss of produced water caused by severe leakages from very old distribution pipelines 2. Inadequate reservoirs. 3. Lack of competent/qualified staff. 4. Manual system in billing.					

NGUDU		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Ngudu Urban Water Supply & Sewerage Authority (Ngudu-UWSA) was declared a fully autonomous public water utility in 1999, responsible for overall operation and management of water supply and sanitation services within the Ngudu Urban area, which is the headquarters of Kwimba District, Mwanza Region. Ngudu-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 20,431 out of which 8,202 persons are currently served. The utility draws water from six boreholes, with a total production capacity of 979.2m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 1,155m <sup>3</sup> /day. The total length of the pipeline system is 11.4km. Water is supplied through rationing at an average of 4 hrs. The system has 3 storage tanks with a storage capacity of about 230m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Kwimba District Town Council. Ngudu-UWSA has 13 employees.					
<b>General Data About Water Utility</b>	Total Water Connections : 374 Total Active Connections : 365 Total Water Kiosk/Standpipe : 1 Metering Ratio : 31.7% NRW : 29.1% Total Staff : 13 Staff/1000 connections : 35 Annual O&M Costs : Tzs 52,352,062 Annual Water Collections (Arrears included) : Tzs 25,017,851 Annual Water Billings : Tzs 29,420,000					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	700	900	700	-	
	Flat rate charge (TZS/month)	4,000	N/A	N/A	-	
	<b>NOTE:</b> The Charges at water Kiosks are TZS 20per 20 litres jerry can.					
<b>Challenges</b>	1. Pollution of well field area due to human activities. 2. Low metering as most of the customers are not metered. 3. Low production capacity as compared to demand. 4. The pumps and infrastructure in general is old and worn-out.					

NJOMBE		PROFILE AS PER 2008/09 DATA			
General Description About the Utility	Njombe Urban Water Supply and Sanitation Authority (NJUWASA) was declared a fully autonomous public water utility in 1998 responsible for the overall operation and management of water supply and sanitation services within the Njombe Town which is the headquarters of Njombe District, Iringa Region. NJUWASA is classified as Category C water authority and started its operation in 2002. Its area of responsibility has a total population of 50,100 people in which 30,060 persons are served with water. The water source for Njombe Township is from three major sources of Magoda, Lunyanyu and Wikichi spring sources that contribute approximately 89% of total water production. There are also other small spring of Kihesa A&B, Ulaya, Njoss and Ford that add to the remaining 11% of the total daily production. All sources supply water to the Njombe town through gravity system. The average water abstraction from the sources during the reporting period was 2,729m3/day.				
	The combined installed production capacity is 2800m <sup>3</sup> /day .The present production capacity is not sufficient to meet the estimated water demand of 4800m <sup>3</sup> /day. The utility has no water treatment facilities; however water quality test results reported that the water being supplied is of good quality. The total length of the entire pipe network is 31.8 km and water is supplied at an average of 8 hrs. The network has 10 storage tanks with combined storage volume of 645m3. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Njombe District Council. Njombe UWSA has 24 employees with deficiency of 4 employees of different qualifications and professions.				
General Data About Water Utility	Total Water Connections : 2,709				
	Total Active Connections : 2694				
	Total Water Kiosk/Standpipe : 30				
	Metering Ratio : 43%				
	NRW : 30%				
	Total Staff : 24				
	Staff/1000 connections : 9				
	Annual O&M Costs : Tzs 178,484,873				
	Annual Water Collections (Arrears included) : Tzs 184,963,594				
	Annual Water Billings : Tzs 227,990,140				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosks
	Consumption charge (TZS/m3)	350	500	500	500
	Flat rate charge (TZS/month)	3000 - 9500	25,000	8,000 - 13,000	12,000
Challenges	1. Inadequate water supply to meet the water demand. 2. Low metering ratio. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staff. 5. High Non revenue water. 6. Low metering ratio.				



NZEGA		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	NzegaUrban Water Supply and Sewerage Authority (Nzega-UWASA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Nzega Urban area which is the headquarters of Nzega District, Tabora Region. Nzega-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 32,232 out of which 19,436 persons are currently served. Water supply system is operated by a private company called WEDECO under the management contract with Nzega UWSA. The utility draws water from Uchama and Kilimi earthfill dams. The dams have combined production capacity of 13,229m <sup>3</sup> /day which is sufficient compared with the estimated water demand of 2,000m <sup>3</sup> /day. The total length of the pipeline system is 30.6km. Water is supplied through rationing at an average of 18 hrs. The system has 4 storage tanks with a combined capacity of 595m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Nzega District Town Council. Nzega-UWSA has 9 employees, 6 permanent and 3 on contract.					
<b>General Data About Water Utility</b>	Total Water Connections : 1,194 Total Active Connections : 1,194 Total Water Kiosk/Standpipe : 20 Metering Ratio : 100% NRW : 28% Total Staff : 9 Staff/1000 connections : 7.5 Annual O&M Costs : Tzs 113,222,698 Annual Water Collections (Arrears included) : Tzs 140,662,799 Annual Water Billings : Tzs 173,386,909					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	750	850	900	NA	
	Flat rate charge (TZS/month)	NA	NA	NA	NA	
	<b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.					
<b>Challenges</b>	1. Institutional customers do not settle their bills on time. 2. Water weeds at Uchama dam. 3. Lack of sufficient income to cover Investment.					

ORKESUMET		PROFILE AS PER 2007/08 DATA			
<b>General Description About the Utility</b>	Orkesumet Urban Water Supply and Sanitation Authority (OUWSSA) was declared a fully autonomous public water utility in 2008, is responsible for the overall operation and management of water supply and sanitation services in Orkesumet Town which is the headquarters of Simanjiro District, Manyara Region. OUWSSA is classified as Category C water authority. Its area of responsibility has a total population of 6,830 people in which 3,210 persons are currently served. The utility depends on 5 borehole sources for water production and have combined installed yield capacity of 643.2m3/day. The average production from the sources is 174m3/day .The production capacity is very low to meet the estimated water demand of 600m³/day. The town has no sewerage system; onsite sanitary facilities are in use under the Simanjiro District Council. OUWSSA has 5 employees with deficiency of 15 employees of different qualifications and professions.				
<b>General Data About Water Utility</b>	Total Water Connections : 17 Total Active Connections : 17 Metering Ratio : NA Total Staff : 5 Staff/1000 connections : 294 Annual O&M Costs : Tzs 851,000 Annual Water Collections (Arrears included) : Tzs 567,600 Annual Water Billings : Tzs 908,160				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)	1000	NA	NA	NA
	<b>Note:</b> The Charges at water Kiosks are TZS 50 per 20 litres jerry can.				
<b>Challenges</b>	1. Inadequate water sources and water supply to meet the demand. 2. The customer base is very low. 3. Lack of office building and transport. 4. Lack of sufficient and qualified staffs.				

PANGANI		PROFILE AS PER 2008/09 DATA		
<b>General Description About the Utility</b>	Pangani Urban Water Supply and Sanitation Authority (PAUWASA) a declared a fully autonomous public water utility in 2004 is responsible for the overall operation and management of water supply and sanitation services within the Pangani urban area which is the headquarters of Pangani District, Tanga Region. PACWASA is classified as Category C water authority. Its area of responsibility has a total population of 16,250 people in which 7,800 persons are currently served. The utility draws water from three borehole ( <i>BH<sub>1</sub></i> , <i>BH<sub>2</sub></i> , and <i>BH<sub>3</sub></i> ) with combined installed production capacity of 1,350m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 2,250m <sup>3</sup> /day. The total length of the distribution system is 60.4 km and water is supplied through rationing at an average of 10 hrs. The system has 2 storage tanks not in use owing to location problems with combined capacity of 135m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Pangani District Town Council. PACWASA has 19 employees with deficiency of 3 employees of different qualifications and professions.			
<b>General Data About Water Utility</b>	Total Water Connections : 1,150 Total Active Connections : 990 Total Water Kiosk/Standpipe : 7 Metering Ratio : 75% NRW : 44% Total Staff : 19 Staff/1000 connections : 17 Annual O&M Costs : Tzs 171,574,944 Annual Water Collections (Arrears included) : Tzs 49,346,000 Annual Water Billings : Tzs 65,400,000			
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>
	Consumption charge (TZS/m3)	400	400	400
	Flat rate ( Medium density ) TZS/month	4,300	4,300	8,900
	Flat rate (High density) TZS/month	2,900		
	<b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.			
<b>Challenges</b>	1. Unreliability of water sources and low production. 2. Dilapidated distribution network and low coverage. 3. Unwillingness of customers to pay their water bills. 4. Lack of authority office building and transport. 5. Lack of sufficient and qualified staff.			

RUANGWA		PROFILE AS PER 2007/08 DATA																		
<b>General Description About the Utility</b>	Ruangwa Urban Water Supply and Sanitation Authority Water Board is yet to be established. Water supply for Ruangwa town is still managed by the District Water Engineer (DWE) as a department. The water department is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Ruangwa township which is headquarters of Ruangwa District in Lindi Region. Ruangwa town has a current population of about 11,000 people. The water supply scheme for Ruangwa town comprise of one borehole that pumps its water to three storage tanks with total capacity of 225m <sup>3</sup> . From these storage tanks water is supplied to the township through a distribution. The water supply scheme with almost all the appurtenances is in a fairly good working condition. The current water production is about 120m <sup>3</sup> /day caters only 14% of the daily estimated water demand of 870m <sup>3</sup> /day in the service area. Although the low water production is highly attributed by insufficient source capacity, which was reported to be 15m <sup>3</sup> /hr, unreliable electricity supply posed a great obstacle to the water production, causing the pump to be operated at an average of only less than 5 hours per day. The utility has no water treatment facilities and also water quality monitoring plan is not in place although periodic quality monitoring is done by testing for water quality twice a year. The total length of the distribution system is 10km and water is supplied at an average of 5hrs/day. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use are under the monitoring of the Ruangwa of District Council.																			
<b>General Data About Water Utility</b>	Total Water Connections : 209 Total Active Connections : 209 Total Water Kiosk/Standpipe : 0 Metering Ratio : 57% NRW : 55% Total Staff : 0 Staff/1000 connections : 0 Annual Water Collections (Arrears included) : Tzs 6,000,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industries</th></tr><tr><td>Metered customers (TShs/m3)</td><td>300</td><td>350</td><td>500</td><td>800</td></tr><tr><td>Flat rate (TShs/month)</td><td>2,500</td><td>10,000</td><td>10,000</td><td>10,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industries	Metered customers (TShs/m3)	300	350	500	800	Flat rate (TShs/month)	2,500	10,000	10,000	10,000
	Category of customer	Domestic	Institutions	Commercial	Industries															
	Metered customers (TShs/m3)	300	350	500	800															
	Flat rate (TShs/month)	2,500	10,000	10,000	10,000															
<b>Note1:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.																				
<b>Challenges</b>	1) Delay in establishment of the Urban Water Supply Authority which hampered commercial operations. (2) Failure to access the funds is attributed to the absence of town water board (authority). (3) Few connections and low metering. (4) Insufficient water source capacity to cater for the town’s water demand coverage. (5) Treatment facilities. (6) Inadequate qualified staff .(7) Transport facilities																			

RUJEW A		PROFILE AS PER 2007/08 DATA				
General Description About the Utility	Rujewa Township Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services for the Rujewa Township area which is the headquarters for Mbarali District, Mbeya Region. Rujewa UWSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 25,872 people in which 11,642 persons are served with water. The utility draws water from Mbarali River (gravity scheme) located in Igomelo Village, Mbarali District about 14km from Rujewa, town and two boreholes MB 277/2001 and MB 21/2002(drilled in 2001 and 2002 respectively) located at Uhamila area, Rujewa town. The sources produces an average of 2,370m3/day, which is above the estimated daily water demand of 2,616 m3/day. Water supply is through rationing and the average hours of service are 6 hours.					
	The source installed production capacity is 2,736m <sup>3</sup> /day. The utility has no water treatment facilities; as well as no water quality monitoring plan in use. The total length of the pipe network including the main and distribution lines is 40.536km. The Rujewa-UWSA has six storage tanks with total water storage capacity of 450m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Rujewa Township Authority. Rujewa UWSA has 17 employees with manning level of 16.7 staff per 1000 connections.					
General Data About Water Utility	Total Water Connections : 926					
	Total Water Kiosk/Standpipe : 94					
	Metering Ratio : 9.8%					
	NRW : 67%					
	Total Staff : 17					
	Staff/1000 connections : 16.7					
	Annual O&M Costs : Tzs 33,600,000					
	Annual Water Collections (Arrears included) : Tzs 6,849,996					
	Annual Water Billings : Tzs NIL					
Tariff Structure	Category of customer	Band	Domestic	Institutions	Commercial	Kiosk
	Consumption rate (TZS/m <sup>3</sup> )	0– 4.5	250	500	500	250
		4.5-11	300	NA	NA	NA
		>11	500	NA	NA	NA
	Flat rate (TZS/month)	NA	2500	10000	10000	NA
Challenges	1. Inadequate water storage tanks.					
	2. Old and worn-out pipe network resulting into frequent burst and leakages.					
	3. Low water service coverage.					
	4. Lack of capital fund for rehabilitation and expansion of water supply services.					
	5. Lack of sufficient and qualified staff.					

SAME		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Same Urban Water Supply and Sanitation Authority (SAUWASA) was declared fully autonomous public water utility in 2003 is responsible for the overall operation and management of water supply and sanitation services within the Same urban area which is the headquarters of Same District, Kilimanjaro Region. SAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 25,000 people in which 17,000 persons are currently served. The utility draws water from two small spring sources of <i>Same</i> and <i>Mahuu</i> and three deep boreholes. The installed production capacity is 2,544m <sup>3</sup> /day. Maximum production from the sources is experienced during the rainy season. The average production of 1980m <sup>3</sup> /day is far below the estimated demand for the township of 4,200m <sup>3</sup> /day. The total length of the distribution system is 150 km and water is supplied at an average of 6 hrs. There is no water treatment plant in place, however the quality of the produced water is claimed to be safe owing to high protection of the sources. The distribution system has 10 storage tanks with total capacity of 1013m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Same District Town Council. SAUWASA has 27 employees with deficiency of 5 employees of different professions and qualifications.					
<b>General Data About Water Utility</b>	Total Water Connections : 1,072 Total Active Connections : 932 Total Water Kiosk/Standpipe : 30 Metering Ratio : 71% NRW : 40% Total Staff : 27 Staff/1000 connections : 25 Annual O&M Costs : Tzs 142,413,240 Annual Water Collections (Arrears included) : Tzs 138,877,467 Annual Water Billings : Tzs 251,368,200					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption (TZS/m3)	750	1,500	1000	1,500	
	Flat rate TZS/month	5,000	NA	NA	NA	
	Service TZS/month	1,000	2,000	2,000	2,000	
<b>Note:</b> The Charges at water Kiosks are TZS 14 per 20 litres jerry can.						
<b>Challenges</b>	1. Inadequate water sources to meet the growing population and increasing water demand; 2. High number of illegal connections. 3. Attainment of universal metering. 4. Lack of capital fund for extension and rehabilitation of pipe networks. 5. Lack of office building and transport for the authority. 6. Lack of sufficient and qualified staff.					

SENGEREMA		PROFILE AS PER 2007/08 DATA				
General Description About the Utility	Sengerema Urban Water Supply & Sewerage Authority (SEUWASA) was declared a fully autonomous public water utility in 2003 responsible for overall operation and management of water supply and sanitation services within the Sengerema Urban area, which is the headquarters of Sengerema District, Mwanza Region. SEUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 58,744. The utility draws water from Lake Victoria, with a total production capacity of 1,840m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 4,831m <sup>3</sup> /day. Water is supplied through rationing at an average of 4 hrs. The system has 4 storage tanks with a storage capacity of about 2,000m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Sengerema District Town Council. SEUWASA has 23 employees.					
General Data About Water Utility	Total Water Connections : 2,040 Total Active Connections : 2,040 Total Water Kiosk/Standpipe : 62 Metering Ratio : 31% NRW : 30% Total Staff : 23 Staff/1000 connections : 10.9					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m3)	500	500	500	NA	
	Flat rate charge (TZS/month)	5,000	50,000-180,000	25,000	NA	
	NOTE: The Charges at water Kiosks are TZS 10per 20 litres jerry can					
Challenges	1. Lack of qualified, experienced and adequate staff. 2. Low metering as most of the customers are not metered. 3. High UFW. 4. Lack of funds for rehabilitation of old and worn-out infrastructure.					



SIKONGE		PROFILE AS PER 2007/08 DATA			
<b>General Description About the Utility</b>	Sikonge Urban Water Supply & Sewerage Authority (Sikonge-UWSA) was declared a fully autonomous public water utility in 2004, is responsible for overall operation and management of water supply and sanitation services within the Sikonge township, Sikonge District, Tabora Region. Sikonge-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 12,640. The utility draws water from two kinds of water sources, shallow wells and an earth fill dam called Utyatya dam which at the time of construction in 1959, it had a total production capacity of 1,890.4m <sup>3</sup> /day very sufficient compared with the estimated water demand of 516m <sup>3</sup> /day, but currently the production is 120 m <sup>3</sup> /day . From six shallow wells production is 96 m <sup>3</sup> /day. Raw water from Utyatya dam is pumped using Low lift pumps into the water treatment plant, which has a capacity of 340 m <sup>3</sup> /day. The total length of the distribution pipeline system is 10.785km. Water is supplied through rationing at an average of 10 hrs. The system has 4 storage tanks with a storage capacity of about 225m <sup>3</sup> , but one storage tank of 45m <sup>3</sup> is underutilized. The town has no sewerage system; onsite sanitary facilities are in use under the Sikonge District Council. The utility is served by 13 employees.				
<b>General Data About Water Utility</b>	Total Water Connections : 241 Total Active Connections : 196 Total Water Kiosk/Standpipe : 2 Metering Ratio : 30.3% NRW : 33 Total Staff : 13 Staff/1000 connections : 52.8 Annual O&M Costs : Tzs 68,660,000 Annual Water Collections (Arrears included) : Tzs 17,965,350				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)	850	800	675	NA
	Flat rate charge (TZS/month)	5,500	6,750	6,750	NA
<b>Challenges</b>	1. High production cost associated with diesel driven engines. 2. Low production capacity in comparison with the town demand. 3. Low metering, only 30.3% of customers are metered. 4. Low coverage.				

SONGE		PROFILE AS PER 2008/09 DATA			
<b>General Description About the Utility</b>	Songe Township Water Supply and Sanitation Authority (SOWASA) was declared a fully autonomous public water utility in 2004 is responsible for the overall operation and management of water supply and sanitation services in the Songe Township which is the headquarters of Kilindi District, Tanga Region. SOWASA is classified as Category C water authority. Its area of responsibility has a total population of 14,000 people in which 9,225 persons are currently served. The utility draws water from two ring wells, located near Songe River valley, and the Kwidibuti springs originating from Nkama Mountain. Both sources have combined installed production capacity of 265m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 494m <sup>3</sup> /day. The total length of the pipe network is 12.7 km and water is supplied at an average of 7 hrs. There are 3 storage tanks which have combined storage volume of 187.5m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Kilindi District Town Council. SOWASA has 8 employees and deficiency of 10 employees.				
<b>General Data About Water Utility</b>	Total Water Connections : 37 Total Water Kiosk/Standpipe : 25 Metering Ratio : 63% NRW : 74% Total Staff : 8 Staff/1000 connections : 189 Annual O&M Costs : Tzs 30,000,000 Annual Water Collections (Arrears included) : Tzs 33,600,000 Annual Water Billings : Tzs 40,992,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	
	Consumption rate (TZS/M <sup>3</sup> )	1200	1500	2000	
	Flat rate(TZS/month)	1500	1500	1500	
	<b>Note:</b> The Charges at water Kiosks are TZS 30 per 20 litres jerry can.				
<b>Challenges</b>	1. Lack of sufficient water sources and production to meet demand. 2. Capital fund for major rehabilitation of old and dilapidated distribution network. 3. Lack of qualified and competent staffs. 4. Lack of transport facilities for operation and maintenance activities.				

TARIME		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Tarime Urban Water Supply and Sewerage Authority (TARUWASA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within Tarime Urban area which is the headquarters of Tarime District, Mara Region. TARUWASA is classified as Category C water authority. Its area of responsibility has a total population of 30,937 people in which 11,750 persons are currently served. The utility draws water from two water sources, a spring named Nyandurumo and a dam named Tagota. The sources have altogether, total installed production capacity of 8,502m <sup>3</sup> /day .The present production capacity is sufficient compared with the estimated water demand of 4,142.5m <sup>3</sup> /day. The total length of the pipeline system is 17.6km out of which 12.38km is distribution and the remaining is rising/gravity lines. Water is supplied through rationing at an average of 9 hrs. The system has 4 storage tanks with a combined capacity of 675m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Tarime District Town Council. TARUWASA has 3 employees and 13 daily paid staff of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 676 Total Active Connections : 415 Total Water Kiosk/Standpipe : 1 Metering Ratio : 34.3% NRW : 50.6% Total Staff : 3 Staff/1000 connections : 4.4 Annual O&M Costs : Tzs 57,662,891 Annual Water Collections (Arrears included) : Tzs 58,619,500 Annual Water Billings : Tzs 69,801,500					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	500	500	800	NA	
	Flat rate charge (TZS/Month)	4,500	6,000	8,000	NA	
	<b>Note:</b> The Charges at water Kiosks are TZS 10 per 20 litres jerry can.					
<b>Challenges</b>	1. Revenue collections do not meet operation costs. 2. Lack of office building. 3. Distribution network coverage is small, no network for 75% of the town. 4. Lack of transport facilities. 5. High UFW. 6. The Authority is understaffed.					

TUKUYU		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Tukuyu Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2003,is responsible for the overall operation and management of water supply and sanitation services within Tukuyu Town which is the headquarters of Rungwe District in Mbeya Region. Tukuyu UWSA is classified as Category C water authority which started its operation in 2004. Its area of responsibility has a total population of 28,855 people in which 21,484 persons are served with water. The main water sources for Tukuyu town are Maslala River and Mlagala spring (gravity scheme) located about 7km and 12km respectively from the town. The Maslala River water sources cater for water demand of most of the Tukuyu town and sub-urban areas while Mlagala spring supply water to Katumba village only. The sources produced an average of 4840m <sup>3</sup> /day during the reporting period 2008/09 which is above the present estimated water demand of 3,330 m <sup>3</sup> /day.					
	The combined installed production capacity is 3,545m <sup>3</sup> /day .The present production capacity exceed the estimated water demand by 6%. However, owing to water losses the amount of water reaching the end consumers is not sufficient. The utility has no water treatment facilities. However, water quality monitoring is done but not regularly and the water sources are well protected. The total length of the entire pipe network is 81.192 km and water is supplied through rationing at an average of 18 hrs. The network has 5 storage tanks with combined storage volume of 990m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Rungwe District Council. Tukuyu UWSA has 22 employees with deficiency of 3 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 3,385 Total Active Connections : 3,319 Total Water Kiosk/Standpipe : 3 Metering Ratio : 71% NRW : 50% Total Staff : 22 Staff/1000 connections : 7 Annual O&M Costs : TZs 129,991,516 Annual Water Collections (Arrears included) : TZs 122,035,600 Annual Water Billings : TZs 124,113,021					
Tariff Structure	Category of customer	Domestic	Large Institutions	Small Institutions	Commercial	Industrial
	Metered Rate (TZS/m3)	200	300	250	300	300
	Flat rate charge (TZS/month)	2,000 – 6,000	NA	6000	5,000	NA
Challenges	Note: Tariff at Kiosk is TZS 20 per 20 litre jerry can. 1. Old pipe networks leading to high leakages and frequent burst. 2. Low water tariff currently in use. 3. Lack of capital fund for expansion of water supply services. 4. Lack of transport facilities. 5. Lack of sufficient and qualified staff..					

TUNDURU		PROFILE AS PER 2007/08 DATA																												
<b>General Description About the Utility</b>	Tunduru Urban Water Supply and Sanitation Authority (TUWASA) was established by Act No. 8 of 1997 on 30 <sup>th</sup> January 2004. TUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Tunduru township which is the headquarters of Tunduru District in Ruvuma Region. TUWASA is classified as Category C water authority. Currently its area of responsibility has a total population of 52,035. The TUWASA water supply scheme has its sources from springs, streams and boreholes. The first scheme was constructed in the year 1953 with water from the Mlingoti pumping station which is still in use. Later, new sources were constructed to meet the growing demand of the town. The current scheme has three types of sources, Nanjoka Spring source, five boreholes sources, and Mlingoti Stream sources. The current average water demand for this town is estimated to be 3,122m <sup>3</sup> per day while the total water production is 2,304m <sup>3</sup> /day from all its sources (When there is electricity) and 348m <sup>3</sup> /day only when there is no electricity (from gravity scheme source only). This capacity it is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes. The utility does not have its own office, but is assigned two rooms in DWE’s office building. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 23.1km and water is supplied at an average of 8 hrs/day. They have 5 storage tanks with a total capacity of 370m <sup>3</sup> . There is no water quality monitoring done. This town has no sewerage network. The sanitation facilities in this town include pit latrines and septic tanks that are monitored by the District Health Officers.																													
<b>General Data About Water Utility</b>	Total Water Connections : 597 Total Active Connections : 597 Total Water Kiosk/Standpipe : 10 Metering Ratio : 22% NRW : 73% Total Staff : 12 Staff/1000 connections : 20 Annual O&M Costs : Tzs 23,023,988 Annual Water Collections (Arrears included) : Tzs 22,402,055 Annual Water Billings : Tzs 20,402,055																													
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered: 0 – 5m3 (TShs/month)</td><td>500</td><td>500</td><td>550</td><td>700</td></tr><tr><td>Metered: 5 – 10m3 (TShs/month)</td><td>550</td><td>500</td><td>550</td><td>700</td></tr><tr><td>Metered: above 10m3 (TShs/month)</td><td>600</td><td>500</td><td>550</td><td>700</td></tr><tr><td>Flat rate (TShs/month)</td><td>3,500</td><td>10,000</td><td>10,000</td><td>15,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered: 0 – 5m3 (TShs/month)	500	500	550	700	Metered: 5 – 10m3 (TShs/month)	550	500	550	700	Metered: above 10m3 (TShs/month)	600	500	550	700	Flat rate (TShs/month)	3,500	10,000	10,000	15,000
Category of customer	Domestic	Institutions	Commercial	Industrial																										
Metered: 0 – 5m3 (TShs/month)	500	500	550	700																										
Metered: 5 – 10m3 (TShs/month)	550	500	550	700																										
Metered: above 10m3 (TShs/month)	600	500	550	700																										
Flat rate (TShs/month)	3,500	10,000	10,000	15,000																										
<b>Note:</b> The Charges at water Kiosks are TZS 10 per 20 litres jerry can.																														
<b>Challenges</b>	1) Inadequate qualified staff. (2) Rehabilitation and replacement of pipeline network. (3) Low metering ratio. (4) Lack of reliable transport facilities. (5) High NRW																													

USHIROMBO		PROFILE AS PER 2008/09 DATA			
<b>General Description About the Utility</b>	Ushirombo Urban Water Supply and Sewerage Authority (Ushirombo-UWSA) was declared a fully autonomous public water utility in 2003 responsible for the overall operation and management of water supply and sanitation services within the Ushirombo Urban area which is the headquarters of Bukombe District, Shinyanga Region. Ushirombo-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 7,200 out of which 2,510 persons are currently served. The utility draws water from one borehole with a production capacity of 71m3/day which is insufficient compared with the estimated water demand of 3,253m <sup>3</sup> /day. The total length of the pipeline system is 1.24km. Water is supplied through rationing at an average of 10 hrs. The system has 1 storage tank with a storage capacity of 45m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Bukombe District Town Council. Ushirombo-UWSA has 9 employees, 3 permanent and 6 on contract.				
<b>General Data About Water Utility</b>	Total Water Connections : 9 Total Active Connections : 8 Total Water Kiosk/Standpipe : 5 Metering Ratio : 0% NRW : 30% Total Staff : 9 Staff/1000 connections : 1,000 Annual O&M Costs : Tzs 3,984,990 Annual Water Collections (Arrears included) : Tzs 1,545,120 Annual Water Billings : Tzs 1,769,283				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)	750	850	900	NA
	Flat rate charge (TZS/Month)	-	-	-	-
	<b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.				
<b>Challenges</b>	1. High production cost associated with generators running cost (diesel cost). 2. Bill settlement, customers not paying on time. 3. Lack of transport. 4. Low coverage, only 16% of the town is covered/has network.				

UTETE		PROFILE AS PER 2008/09 DATA		
General Description About the Utility	Utete Township Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2002, is responsible for the overall operation and management of water supply and sanitation services for the Utete Township area which is the headquarters of Rufigi District, Coast Region. Utete UWSA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 9,335 people in which 7,001 persons are served with water. The utility draws water from Lugongwe lake which is recharged by Rufiji River when flooded. The design capacity of the source is 612.7m <sup>3</sup> /day. The average water abstraction from the sources during the reporting period was 405 m <sup>3</sup> /day			
	The present production capacity is not yet sufficient to meet the estimated water demand of 611m <sup>3</sup> /day owing to high losses and low production efficiency. The utility has no water treatment facilities; thus water from the source is pumped direct to the distribution system. The total length of the entire pipe network is 10.046 km and water is supplied at an average of 10 hrs. The distribution network has 2 storage tanks of different size and combined storage volume of 175m3. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of the Utete Township Authority. Utete UWSA has 12 employees and the actual number of staff requirement has not been established.			
General Data About Water Utility	Total Water Connections : 428			
	Total Active Connections : 196			
	Total Water Kiosk/Standpipe : 32			
	Metering Ratio : 0%			
	NRW : 50%			
	Total Staff : 12			
	Staff/1000 connections : 26			
	Annual O&M Costs : TZs 50,682,240			
	Annual Water Collections (Arrears included) : TZs 12,055,500			
	Annual Water Billings : TZs 5,450,000			
Tariff Structure	Category of customer	Domestic	Institutions	Commercial
	Flat rate (TZS/month)	5000 – 30,000	30,000 – 60,000	15,000- 60,000
Note ; A kiosk TZS 10 per 20 litre jerry can				
Challenges	1. Inadequate water sources to meet the estimated water demand. 2. Lack of water treatment facilities. 3. Metering of all customer connections. 4. High Non- revenue water.			



URAMBO		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Urambo Urban Water Supply and Sewerage Authority (URUWASA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Urambo Urban area which is the headquarters of Urambo District, Tabora Region. URUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 35,936 out of which 10,062 persons are currently served. The utility draws water from three deep boreholes, with a total production capacity of 145.6m3/day which is insufficient compared with the estimated water demand of 1,261m3/day. The total length of the pipeline system is 32.2km. Water is supplied through rationing at an average of 3.25 hrs. The system has 3 storage tanks with a storage capacity of 322m3. The township has no sewerage system; onsite sanitary facilities are in use under Urambo District Town Council.					
<b>General Data About Water Utility</b>	Total Water Connections : 105 Total Active Connections : 105 Total Water Kiosk/Standpipe : 13 Metering Ratio : 62% NRW : 61.4% Total Staff : 9 Staff/1000 connections : 85.7 Annual O&M Costs : Tzs 12,942,320 Annual Water Collections (Arrears included) : Tzs 11,477,635 Annual Water Billings : Tzs 11,477,635					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	700	500	700	-	
	Flat rate charge (TZS/month)	5,000	10,000	10,000	-	
	<b>Note:</b> The Charges at water Kiosks are TZS 25per 20 litres jerry can.					
<b>Challenges</b>	1. Low coverage of distribution network. 2. Lack of qualified staff. 3. Small customer base. 4. Low production as compared to demand.					

VWAWA		PROFILE AS PER 2008/09 DATA			
General Description About the Utility	Vwawa Urban Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services for Vwawa Town which is the headquarters of Mbozi District in Mbeya Region. Vwawa UWSA is classified as Category C water authority. Its area of responsibility has a total population of 45,406 people in which 18,253 persons are served with water. The utility draws water from three river/stream sources, Panahalanga pumping scheme, Mantengu pumping scheme and Mgombezi/Nalaba gravity scheme. The average water abstraction from the sources during the reporting period was 1,184m3/day.				
	The combined installed production capacity is 1,429.1m3/day .The present production capacity is not sufficient to meet the estimated water demand of 2820m3/day. The utility has no water treatment facilities as well as water quality monitoring programme in place. The total length of the entire pipe network is 45 km and water is supplied through rationing at an average of 10hrs. The network has 6 storage tanks with combined capacity of 575m3. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mbozi District Council. Vwawa UWSA has 9 employees with deficiency of 6 employees of different qualifications and professions.				
General Data About Water Utility	Total Water Connections : 826				
	Total Active Connections : 750				
	Total Water Kiosk/Standpipe : 98				
	Metering Ratio : 19%				
	NRW : 36%				
	Total Staff : 9				
	Staff/1000 connections : 10				
	Annual O&M Costs : Tzs 49,103,362				
	Annual Water Collections (Arrears included) : Tzs 32,282,273				
Annual Water Billings : Tzs 33,896,386					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	
	Consumption charge (TZS/m3)	200	200	250	
	Flat rate charge (TZS/month)	4,500 -12,000			
Challenges	1. Inadequate water production to meet the demand.				
	2. Unwillingness of the customers to pay for the services and on time.				
	3. Low metering ratio.				
	4. Insufficient production capacities.				
	5. High Non-revenue water				

BASHNET		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>BASHANET is one of the small towns in Babati district council located about 47km from Babati Town along Babati-Mbulu Road. BASHNET township was gazetted and declared an area of urban water supply in, 2004. To date, the Town Water Board is yet to be established. There is no any recognized water committee/group responsible for the provision of water supply services of the township. However, the villages' governments are responsible for protection of the water sources and water supply infrastructures located in their respective villages. The township covers three villages, namely Bashanet, Long and Gabadau which have a population of 10,557 people with an estimated water demand of 422.3m<sup>3</sup>/day.</p> <p>The township water supply depends on 7 spring sources which were developed by the Catholic Diocese of Mbulu Development Department (DMDD) in 1997. The yields of these springs' have dropped significantly owing to agricultural activities and livestock keeping currently taking place within the catchment areas. 5 springs sources supply water to villages through the gravity and distribution lines, and 2 small springs were developed as point sources in the respective villages with small tank and a public standpipe. The production capacities of the sources have not being established, the length of the gravity main and distribution line is estimated at 10km. The town has one 90m<sup>3</sup> blockwork storage tank located in Bashanet center and 4 small storage tanks of 5m<sup>3</sup> each with public taps along gravity main. Water is considered as a gift from God and, therefore ,a free social service</p>	
<b>General Data About Water Utility</b>	NIL	
<b>Tariff Structure</b>	Water Service is Free	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. Lack of skilled staff (technicians) in the District Council to establish Town Water Board.</li> <li>2. Changing the community's traditional belief of recognizing water as gift from God and a free social service.</li> <li>3. Inadequate water supply sources for the increasing water demand.</li> <li>4. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of uncovered areas.</li> </ol>	

BONGA		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>BONGA is a small town located within the Babati Town Council about 16km from Babati Town center. Bonga township was gazetted and declared an area of urban water supply in 2004. To date, the Town Water Board is yet to be established. There is no any recognized water committee/group responsible for the provision of water supply services of the township. The establishment of the Town Water Board had been delayed owing to acute water shortage in the township due to unavailability of reliable water sources while the existing water supply infrastructures is inadequate, old and dilapidated. Water is considered as a free social service in the township. The total population of the township is approximately 7,494 people while demand is estimated to be 299.7m<sup>3</sup>/day.</p> <p>The Township water supply depends on one gravity scheme and two shallow wells. The gravity scheme receives water from Yaer Matse intake constructed in 1964 on Dawar stream. Dawar is a perennial stream formed by springs originating from Bereko hills. The source capacity is not yet established. Further, the town has three shallow wells of which only two are functioning. The yields of these shallow wells are not known owing to absence of its historical data in Babati Town Council.</p> <p>The township has one blockwork storage tank (90m<sup>3</sup>) located at the Bonga town center. The tank was seriously leaking thus it has not been in use since April, 2008. The tank used to receive water from Yaer Matse intake and distribute it to Bonga, Dawar and Waang-Boo streets.</p>	
<b>General Data About Water Utility</b>	NIL	
<b>Tariff Structure</b>	Water Service is Free	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. Lack of reliable water sources and associated water supply infrastructures.</li> <li>2. Lack of fund for rehabilitation of the existing scheme as well as expansion to uncovered areas.</li> <li>3. Lack of competence staff.</li> <li>4. Lack of the community know-how of the functioning of the Town Water Board and the water supply authority.</li> </ol>	

CHALA		PROFILE AS PER 2007/08 DATA	
General Description About the Utility	Chala Township Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services for the Chala township area which is located in Nkasi District, Rukwa region. Despite being gazette, the utility water board and management is not yet established. Process for the establishment of the board is still ongoing .Management of water services in the town is under village water committees for the three villages which form Chala Town (Chala A, Chala B and Chala C). Each committee is responsible for operation of water supply services in its respective village. The water committees are generally not active. According to the 2002 Population census, Chala town had a population of 10,048.The current population is estimated to be 13,952 while the number of people receiving water services is 6,976.The estimated water demand is 439.66m <sup>3</sup> /day.		
	Water sources for Chala town are Chala earth dam which is a gravity scheme and three boreholes. The three (3) boreholes are fitted with hand-pumps and there is no data on the yield from the operating borehole. The average water production from the dam is estimated to be 956m <sup>3</sup> /day while the average water demand for this town is estimated to be 440m <sup>3</sup> /day. Water production during the dry season occurring in the months of October and November, fall to approximately 64m <sup>3</sup> /day.		
	The distribution network has 1 storage tank of capacity 225m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under with supervision of the Nkasi District Council.		
General Data About Water Utility	Total Water Connections	:	62
	Total Water Kiosk/Standpipe	:	29
	Metering Ratio	:	0%
	Total number of staff	:	1
Tariff Structure			
	Water service is provided for free		
Challenges	1. Establishment of water board and management to run the utility.		
	2. Poor management of the existing water infrastructure.		
	3. Addition of water storage tanks.		
	4. High water losses.		

DAREDA		PROFILE AS PER 2007/08 DATA			
General Description About the Utility	DAREDA is a small town in Babati District Council located about 26km from Babati Town along the Babati-Mbulu Road. DAREDA township was gazetted and declared an area of urban water supply in January, 2004. To date, the Town Water Board is yet to be established. The day-to-day activities of water supply services are under the water committees. There are no formal organization structures in place for the water committees; however, they are responsible to the respective village government through the Villages Executive Officers (VEO). The township has total population of 17,166 people and an estimated water demand of 686.6m <sup>3</sup> /day.				
	The main water supply sources are Galau intake located at Galau River in Seloto village, Endalaa river intake located in Dareda Kati village, and Hantsi spring intake located in Belmi village. Other small sources are Kwambrosy and Sagday springs located in Belmi and Seloto villages respectively. The production capacities of the sources have not being established; however, rough estimation indicated that the sources have sufficient production to meet the water demand of the township. The town has five blocks storage tanks which have combined capacities of 427.5m <sup>3</sup> . There are 292 private water connections and 33 public water points in the town, all being un-metered. Water is for free at all public water points.				
General Data About Water Utility	Total Water Connections : 292				
	Total Water Kiosk/Standpipe : 33				
	Metering Ratio : 0%				
	NRW : Unknown				
Tariff Structure	Village Name	Dareda Kati	Haysam	Belimi	Seloto and Loto
	Flat rate charge (TZS/month)	2000	2000	1500	3000
	Note: The Charges at water Kiosks: Free				
Challenges	1. Establishment of the Town Water Board. 2. Lack of skilled staff (technicians) in the District Council to establish the Town Water Board. 3. Changing the community’s traditional belief of recognizing water as gift from God and a free social service.				

DIDIA		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Didia Urban Water Supply &amp; Sewerage Authority (Didia-UWSA) was declared a fully autonomous public water utility in 2005, responsible for overall operation and management of water supply and sanitation services within the Didia township Ward, Itwangi Division, Shinyanga rural District, Shinyanga Region. Didia-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 2,136. The water board and management have not been established. People in the service area are getting water through 3 shallow wells fitted with hand pumps and one borehole owned by the Don Bosco Secondary School. The sources yield had not be established; the estimated water demand of Didia township Ward is <math>148.6m^3/day</math>. These shallow wells are managed and operated by Private owners. There is no water supply infrastructure with the exception of shallow wells.</p>	
<b>General Data About Water Utility</b>	No operational data has been established to date.	
<b>Tariff Structure</b>	<p><b>NOTE:</b> Water vendors sell water to consumers at a price of TZS 200- 300 per 20 litre bucket.</p>	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. No operational water Board and management in place.</li> <li>2. With the exception of shallow wells, no water supply infrastructure in place.</li> <li>3. The water supplied from the shallow wells is of poor quality.</li> <li>4. Vendors re-sell water at an expensive price of Tshs 200-300 per 20 litre bucket.</li> </ol>	



GAIRO		PROFILE AS PER 2007/08 DATA																		
<b>General Description About the Utility</b>	Gairo Urban Water Supply and Sanitation Authority (Gairo-UWSA) was established by Act No. 8 of 1997 and was gazetted on 17/12/2003. The Authority became operational in August, 2004. GAIRO-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Gairo township which is the small town in Kilosa District in Morogoro Region. Gairo-UWSA is classified as Category C water authority. Its area of responsibility has an estimated total population of 23,381 people but the utility supplies water to a total of 35,680 people including villagers residing along the main pipeline from the spring source located at Mahelo to Gairo town. The town water supply depends on only one water source for Gairo town which is Mahelo spring intake (gravity scheme), originating from Ukaguru mountains range. The source produces an average of between 734.4m3/day during wet season, and 302.4m3/day, during dry season (September, October and November) which is 12.1% - 29.4% of the present estimated daily water demand of 2,495m3/day. The present average production capacity is very low compared with the estimated water demand of Gairo township and villages along the transmission pipeline. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 61km and water is supplied at an average of 8 hrs/day. The system has seven storage tanks with total capacity of 545 m³ out of which 4 tanks are in bad condition with a lot of leakages. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use under the monitoring of the Kilosa District Council.																			
<b>General Data About Water Utility</b>	Total Water Connections : 19 Total Active Connections : 19 Total Water Kiosk/Standpipe : 97 Metering Ratio : 0% NRW : 55% Total Staff : 13 Staff/1000 connections : 112 Annual O&M Costs : Tzs 21,327,650 Annual Water Collections (Arrears included) : Tzs 27,826,415 Annual Water Billings : Tzs 30,000,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industries</th></tr><tr><td>Metered customers (TShs/m3)</td><td>300</td><td>350</td><td>500</td><td>800</td></tr><tr><td>Flat rate (TShs/month)</td><td>2,500</td><td>10,000</td><td>10,000</td><td>10,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industries	Metered customers (TShs/m3)	300	350	500	800	Flat rate (TShs/month)	2,500	10,000	10,000	10,000
	Category of customer	Domestic	Institutions	Commercial	Industries															
	Metered customers (TShs/m3)	300	350	500	800															
	Flat rate (TShs/month)	2,500	10,000	10,000	10,000															
Note1: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.																				
<b>Challenges</b>	1) High NRW. (2) Low production capacity. (3) Low metering. (4) Few number of connections and network coverage. (5) Treatment facilities. (6) Inadequate qualified staff. (7) Transport facilities. (8) substantial investment is required for better performance of the Authority																			

GALLAPO		PROFILE AS PER 2007/08 DATA			
General Description About the Utility	GALLAPO is a small town in Babati district council located about 22km from Babati Town. The township includes all villages in the Gallapo ward which are Ayamango, Gallapo, Endanoga and Gedamar. The total population of the township is 19,013 people with an estimated water demand of 475.3m3/day.				
	GALLAPO town was gazetted and declared an area of urban water supply since 2004. The Town Water Board is yet to be established and the water supply services of the township are still under the two water committees of Gallapo and Endanoga villages which are covered by the existing water supply system.				
	The township water supply depends on one water source, Hala intake, located at Oim stream which receive water from the springs originating from Kwaraa hills. The production capacity of the source is not established. The same source is also utilized by Hala village which is not part of Gallapo Township. The entire water supply network has approximately 13km comprising G.S, uPVC and HDPE pipes of diameter ranging from 150mm to 25mm. Gallapo Water Supply Scheme has two block work storage tanks with combined storage volume of 360m3.				
	The network has a total of 190 domestic connections and 34 public taps. About 50% of the public taps are not in operational due to inadequate water supply and poor management. All house connections pay 1,000/= per month while water is for free at the public kiosks.				
General Data About Water Utility	Total Water Connections : 190 Total Water Kiosk/Standpipe : 34 Metering Ratio : 0%				
Tariff Structure	Category	Domestic	Institutional	Commercial	Kiosk
	Flat rate charge (TZS/month)	1000	NA	NA	Free
Challenges	1. Lack of skilled staff (technicians) in the District Council to establish Town Water Board. 2. Community acceptability of universal metering. 3. Inadequate water supply to meet the growing population and increasing water demand. 4. Lack of fund for investigation of new sources and expansion of the same to uncovered areas.				

ILULA		PROFILE AS PER 2007/08 DATA				
<b>General Description About the Utility</b>	<p>Ilula Urban Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2007, is responsible for the overall operation and management of water supply and sanitation services for Ilula township area which is located in Kilolo District, Iringa region. Despite being gazette the water utility board and management in Ilula town is not yet established. Process for the establishment of the board is ongoing .The day-to-day operational activities of water supply to Ilula town are managed by a water committee with backstopping from the Kilolo District Water Engineer’s office. The Water Committee has identified four individuals who are working on full time basis for operation of the water supply scheme. These are the committee secretary who acts like a manager, Accounts clerk, Plumber and Billing Clerk. The Water Committee has an office located within Ilula town. Ilula town had a population of 32,155 and the number of people living in area with water service is 28,000.The estimated water demand for the town is 1,700m3/day.</p> <p>Ilula utility draws water from two water sources, namely Idemule and Ilombe, which both are streams. Idemule stream intake is located in Mazombe Village which is about 15kms from Ilula Town, while Ilombe stream intake is located in Imarutwa Village which is about 11kms from Ilula Town. The combined installed production capacity is 52 m<sup>3</sup>/day. Water from Idemule and Ilomba intake is transmitted by gravity to the storage tanks.</p> <p>There are six (6) storage tanks for Ilula Town Water Supply with total storage capacity of 360m3. Four(4) of the storage tanks have a capacity of 45m3 each while one(1) has capacity of 75m3 and the remaining one(1) has a capacity of 105m3. The average hours of service is estimated at 8.5 hrs. Water is supplied to Ilula town residents without any form of treatment.</p> <p>The town has no sewerage system; onsite sanitary facilities are in use under with the support of Kilolo District Council.</p>					
	<b>General Data About Water Utility</b>	Total Water Connections : 326 Total Water Kiosk/Standpipe : 20 Metering Ratio : 0% Annual O&M costs : TZS 12,008,870 Annual collection from water sales : TZS 38,425,000 Annual water billing : TZS 34,980,000				
	<b>Tariff Structure</b>					
		<b>Category of Customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Kiosk</b>
	Flat rate (TZS/Month)	3,000	10,000	7,000 – 40,000	30	
<b>Challenges</b>	1. Establishment of water board and management to run the utility. 2. Poor management of the existing water infrastructure. 3. Metering customers. 4. High water losses.					

ISAKA		PROFILE AS PER 2007/08 DATA				
<b>General Description About the Utility</b>	Isaka Urban Water Supply & Sewerage Authority (Isaka-UWSA) was declared a fully autonomous public water utility in 2006, responsible for overall operation and management of water supply and sanitation services within the Isaka township, Kahama District, Shinyanga Region. Isaka-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 21,596. The utility draws water from Nhumbi deep borehole which has a total production capacity of 480m <sup>3</sup> /day which was insufficient compared with the estimated water demand of 1,137m <sup>3</sup> /day, but the daily production is 128 m <sup>3</sup> /day. The total length of the distribution pipeline system is 2.22km. Water is supplied through rationing at an average of 8 hrs. The system has 1 storage tank with storage capacity of about 90m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the Kahama District Council. The utility has 1 employee, of District Council. The day-to-day water supply operations have been contracted to WEDECO, a private company.					
<b>General Data About Water Utility</b>	Total Water Connections : 79 Total Active Connections : 67 Total Water Kiosk/Standpipe : 4 Metering Ratio : 100% NRW : 26% Total Staff : 1 Staff/1000 connections : NA Annual O&M Costs : Tzs 15,963,000. Annual Water Billings : Tzs 14,016,000					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	1,000	NA	1,000	NA	
	<b>NOTE:</b> The Charges at water Kiosks are TZS 25per 20 litres jerry can					
<b>Challenges</b>	1. Lack of staff, only one staff. 2. Small customer base. 3. Small storage capacity. 4. Low coverage.					

ISELAMAGAZI		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Iselamagazi Urban Water Supply &amp; Sewerage Authority (Iselamagazi-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Iselamagazi township ward, Shinyanga District, Shinyanga Region. Iselamagazi-UWSA is classified as Category C water authority. There is neither Water Authority nor Water Board at Iselamagazi. The area has an estimated total population of 5,031 people. People in the service area are getting water through 2 storage tanks with capacity <math>160m^3</math> each, which receives water from Kahama-Shinyanga Water Supply Project. The estimated water demand of Iselamagazi township is <math>273m^3/day</math>. These storage tanks are managed and operated by Water Committees each with seven members. There is no water supply infrastructure with the exception of storage tanks.</p>	
<b>General Data About Water Utility</b>	No operational data has been established to date.	
<b>Tariff Structure</b>	<p><b>NOTE:</b> The water tariff is <i>Tshs</i> 20 per 20 litres bucket.</p>	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. No operational Water Board and Authority in place.</li> <li>2. With the exception of storage tanks, no water supply infrastructure in place.</li> </ol>	

JOMU/TINDE		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Jomu/Tinde Urban Water Supply &amp; Sewerage Authority (Jomu-UWSA) was declared a fully autonomous public water utility in 2005, responsible for overall operation and management of water supply and sanitation services within the Tinde Ward, Shinyanga rural District, Shinyanga Region. Jomu-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 5,900 people. The water board and management have not being established. People in the service area are getting water through 7 shallow wells fitted with hand pumps of which the yield is not yet established. The estimated water demand of Tinde Ward is <math>340m^3/day</math>. These shallow wells are managed by Water User Groups (WUGs). There is no water supply infrastructure with the exception of shallow wells, although Glinaker, the contractors for Shinyanga-Nzega road, drilled four boreholes of which one was developed and found to have a yield of <math>6.6m^3/hr</math>. The borehole will be used by a secondary school, and of the remaining three, one was observed to have ground water utilization potential but the other two did not.</p>	
<b>General Data About Water Utility</b>	No operational data has been established to date	
<b>Tariff Structure</b>	<p><b>NOTE:</b> Water is charged to water vendors who collect water from the shallow wells by using pushcarts, the price ranging from <i>Tshs/day</i> 500-Tshs 700 per one pushcart, according to the size of the pushcart.</p>	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. No operational Water Board and Authority in place.</li> <li>2. With the exception of shallow wells, no water supply infrastructure in place.</li> <li>3. The water supplied from the shallow wells is of poor quality.</li> <li>4. Vendors re-sell water at an expensive price of <i>Tshs</i> 200 per 20 litre bucket.</li> <li>5. WUGs undermine efforts to utilize the boreholes drilled by Glinaker Contractors for their own benefit.</li> </ol>	

KASUMULU		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Kasumulu Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2005, is responsible for the overall operation and management of water supply and sanitation services within the Kasumulu township area which is a small town in Kyela District in Mbeya Region. Kasumulu UWSA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 10,954 people in which 5,990 persons are served with water. The utility draws water from the gravity scheme, Mwega intake located at Landani village in Ileje District about 15km from Kasumulu town. The same scheme also serves other several villages which are located downstream of the source. Water from the source gravitates to the served villages including Kasumulu whereby each village has its own tank and about 50% of water that is produced is supplied to Kasumulu town. The average water abstraction from the sources during the reporting period was 526.88m <sup>3</sup> /day.					
	The source installed production capacity is 1,156.4 m <sup>3</sup> /day .Water supplied to Kasumulu town is not sufficient to meet the estimated water demand of 945m <sup>3</sup> /day. No treatment is done as the water source is well protected and believed to be clean and safe. The total length of the entire pipe network is 20.97 km and water is supplied at an average of 6 hrs per day. The network has 1 storage tank with storage volume of 90m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Kasumulu township Authority. Kasumulu UWSA has 8 employees with deficiency of 2 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 541					
	Total Active Connections : 504					
	Total Water Kiosk/Standpipe : 25					
	Metering Ratio : 0%					
	NRW : 33%					
	Total Staff : 8					
	Staff/1000 connections : 14					
	Annual O&M Costs : Tzs 15,434,200					
	Annual Water Collections (Arrears included) : Tzs 15,030,000					
	Annual Water Billings : Tzs 18,934,000					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosks	
	Flat rate charge (TZS/month)	3,000	6,000	9,500	NA	
Challenges	1. The utility have no its own sustainable water source since the existing ones is shared and has conflict. 2. Low water production 3. Metering of customer connections. 4. Lack of office building and transport. 5. Lack of sufficient and qualified staff.					



LAELA		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Laela Township Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services for the Laela township area in Sumbawanga rural district, Rukwa Region. Laela UWSA is classified as Category C water authority. The Water Board and management for running the utility in Laela town are not yet established. The management of water services is currently under the village water committee. The water committee is not active, there is no activity done by this committee. However, the District Council has assigned one technician to be the manager of water utility in this town but he is still working in the District Water Engineer's office which is situated in Sumbawanga town which is about 95km from Laela. The town has a total population of 15,108 people. The average water demand for this town is estimated to be 533m<sup>3</sup>/day while the production capacity of water sources is 1,218m<sup>3</sup>/day. The water produced serves other villages upstream of Laela town and the amount of water that reaches Laela is approximately 194m<sup>3</sup>/day.</p> <p>The utility draws water from two streams (Kuchena and Mpona) that supply water to Laela town. The maximum water production from these streams are estimated as 1,218m<sup>3</sup>/day. This amount is attained during the rainy season. During the dry season one stream (Kachena stream) dries up and the other stream (Mpona stream) yield drops to 50% of its capacity. Water from these sources is transmitted by gravity to Laela town through uPVC 75 – 150mm diameter pipes of about 23km. The source installed production capacity is 1,123m<sup>3</sup>/day.</p> <p>The system has three storage tanks with total storage capacity of 315m<sup>3</sup>. The distribution network consists of uPVC and PE pipe of total length of 7.2 kilometers. The water supply in this town is very small and water is available at an average of three (3) hours a day. The utility has no water treatment facilities as well as water quality monitoring programme. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Sumbawanga District Council. Laela UWSA has 1 employee who is still working at the District Water Engineer's office.</p>	
<b>General Data About Water Utility</b>	<p>Total Water Connections : 144</p> <p>Total Active Connections : 11</p> <p>Total Water Kiosk/Standpipe : 28</p> <p>Metering Ratio : NIL</p> <p>NRW : NIL</p> <p>Total Staff : 1</p> <p>Staff/1000 connections : NIL</p>	
<b>Tariff Structure</b>	<b>Water is provided for free</b>	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. Establishment of water board and management to take over the operational activities.</li> <li>2. Inadequate water sources to meet the estimated water demand.</li> <li>3. Lack of water treatment facilities.</li> <li>4. Lack of capital funds for expansion of water supply services and alternative water sources.</li> <li>5. Lack of staff.</li> </ol>	

MAGANZO		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Maganzo Urban Water Supply &amp; Sewerage Authority (Maganzo-UWSA) was declared a fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within the Maganzo township, Kishapu District, Shinyanga Region. Maganzo-UWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 10,972 people and there are 4,183 households. The water authority board has not yet established and the district regards Maganzo as a village and not a declared township area. People in the service area are getting water services through 5 shallow wells whose capacity is yet to be established, as well as the Songwa dam which dries during the dry season. Formerly, there was a small scheme which used to serve the Maganzo township, it consisted of a borehole and a raised steel storage tank but then the scheme has been abandoned due to water being more saline. Also there was a pipeline which was serving Maganzo from the Mwadui Diamond Mines but then the pipeline has been vandalized.</p>	
<b>General Data About Water Utility</b>	No operational data has been established to date.	
<b>Tariff Structure</b>	<p><b>NOTE:</b> Vendors sell water drawn from the Mwadui Diamond Mine at Tshs 250 – 300 /20 litre bucket while that from the Songwa dam is being sold at TZS 150 – 200 /20 litre bucket</p>	
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. No operational water Board and Authority in place.</li> <li>2. With the exception of storage tanks and shallow wells, no water supply infrastructure in place.</li> </ol>	

MAGUGU		PROFILE AS PER 2008/09 DATA		
<b>General Description About the Utility</b>	Magugu Urban Water Supply and Sanitation Authority (MAWASA) was declared a fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services to the Magugu township located in Babati District, Manyara Region. MAWASA is classified as Category C water authority. Its area of responsibility has a total population of 29,585 people in which 4,408 persons are served. The utility draws water from Dalakuta intake at Kou River formed by the springs originating from Haisadi hills in Mbulu District. Pretreatment of water is done through the sedimentation tank and gravitates to Magugu town. The installed production capacity is 864m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 1688m <sup>3</sup> /day. The total length of the pipe network is 30 km and water is supplied at an average of 3 hrs. There are 2 storage tanks which have combined storage volume of 100m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Babati District Town Council. MAWASA has 7 employees and deficiency of 2 employees.			
<b>General Data About Water Utility</b>	Total Water Connections : 202 Total Active Connections : 196 Total Water Kiosk/Standpipe : 22 Metering Ratio : 0% NRW : 76% Total Staff : 7 Staff/1000 connections : 35 Annual O&M Costs : Tzs 17,880,169 Annual Water Collections (Arrears included) : Tzs 15,268,410 Annual Water Billings : Tzs 28,168,000			
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>
	Consumption charges (TZS/M <sup>3</sup> )	4000	12,500 - 21,000	6,500 – 10,500
	<b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.			
<b>Challenges</b>	1. Old and worn-out existing water infrastructures. 2. Inadequate water sources. 3. Lack of office building and transport. 4. Lack of transport facilities for operation and maintenance activities.			

MAKAMBAKO		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Makambako Urban Water Supply and Sanitation Authority (MAKUWASA), declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services for the Makambako Small Township area situated in Njombe District, Iringa Region. MAKUWASA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 64,256 people in which 40,738 persons are served with water. The utility draws water from one source, Fukulwa river, which is gravity scheme, located 20km from the town centre. The average water abstraction from the sources during the reporting period was 2,590m3/day.					
	The source installed production capacity is 2,960m3/day .The present production capacity is not sufficient to meet the estimated water demand of 5,954m3/day. The utility has no water treatment facilities; however, water quality monitoring is done though not regularly. The total length of the entire pipe network is 75.455 km and water is supplied at an average of 9 hrs. The network has 5 storage tanks with different capacities of combined storage volume of 782m3. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Makambako Township Authority. Makambako UWSA has 24 employees with deficiency of 3 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 2,913					
	Total Active Connections : 2816					
	Total Water Kiosk/Standpipe : 59					
	Metering Ratio : 76%					
	NRW : 35%					
	Total Staff : 24					
	Staff/1000 connections : 8					
	Annual O&M Costs : Tzs 175,077,079					
	Annual Water Collections (Arrears included) : Tzs 176,726,750					
	Annual Water Billings : Tzs 172,008,545					
Tariff Structure	Category of customer	Band	Domestic	Institutions	Commercial	Industrial
	Minimum tariff (TZS/month)	1-10m <sup>3</sup>	3,000	NA	NA	NA
		1-20m <sup>3</sup>	NA	NA	8,000	NA
		1-25m <sup>3</sup>	15,000	10,000	NA	15,000
	Consumption rate (TZS/m <sup>3</sup> )	>10m3	350	NA	NA	NA
		>20m3	NA	NA	450	NA
		>25m3	NA	450	NA	650
	Flat rate (TZS/month)	NA	3,500	12,000	10,000	NA
	Kiosk tariff is at TZS 7 per 20 litre jerry can.					
	Challenges	1. Inadequate water sources to meet the estimated water demand.				
2. Lack of water treatment facilities.						
3. Lack of capital funds for expansion of water supply services.						
4. Lack of sufficient and qualified staffs.						
5. Insufficient installed capacity.						

MBALIZI		PROFILE AS PER 2008/09 DATA																																																										
General Description About the Utility	<p>Mbalizi Urban Water Supply and Sanitation Authority (MBUWASA), declared a fully autonomous public water utility in 2005,is responsible for the overall operation and management of water supply and sanitation services within the Mbalizi Township area in Mbeya Rural District, Mbeya Region. MBUWASA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 52,315 people in which 11,614 person are served with water. The utility draws water from two gravity streams, namely Mfwizimo stream of capacity of 220m<sup>3</sup>/day, Lunji from Nsawala stream of capacity 220m3/day, both originating from Mbeya Peak Mountain. The utility also purchase water in bulk from Mbeya UWSA through two gravity stream sources of Lyeya (60m<sup>3</sup>/day) and Nzovwe (800m<sup>3</sup>/day) .The average water abstraction from the sources during the reporting period was 726m<sup>3</sup>/day.</p> <p>The source installed production capacity is 890m<sup>3</sup>/day .The present production capacity is not sufficient to meet the estimated water demand of 4,490m<sup>3</sup>/day. Water supplied is disinfected through chlorine dosing and water quality testing is being carried out. The total length of the entire pipe network is 99 km and water is supplied at an average of 8 hrs. The distribution network has 5 storage tanks of different size and combined storage volume of 352.5m<sup>3</sup>. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mbalizi Township Authority. Mbalizi UWSA has 19 employees with deficiency of 7 employees of different qualifications and professions.</p>																																																											
	<table><tr><td rowspan="8">General Data About Water Utility</td><td>Total Water Connections</td><td colspan="5">: 2,325</td></tr><tr><td>Total Water Kiosk/Standpipe</td><td colspan="5">: 35</td></tr><tr><td>Metering Ratio</td><td colspan="5">: 7%</td></tr><tr><td>NRW</td><td colspan="5">: 45%</td></tr><tr><td>Total Staff</td><td colspan="5">: 19</td></tr><tr><td>Staff/1000 connections</td><td colspan="5">: 8</td></tr><tr><td>Annual O&amp;M Costs</td><td colspan="5">: Tzs 181,505,530</td></tr><tr><td>Annual Water Collections (Arrears included)</td><td colspan="5">: Tzs 191,124,920</td></tr><tr><td>Annual Water Billings</td><td colspan="5">: Tzs 112,371,030</td></tr></table>						General Data About Water Utility	Total Water Connections	: 2,325					Total Water Kiosk/Standpipe	: 35					Metering Ratio	: 7%					NRW	: 45%					Total Staff	: 19					Staff/1000 connections	: 8					Annual O&M Costs	: Tzs 181,505,530					Annual Water Collections (Arrears included)	: Tzs 191,124,920					Annual Water Billings	: Tzs 112,371,030			
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosk																																																							
	Consumption rate (TZS/M <sup>3</sup> )	300	350	400	1,250																																																							
	Flat rate (TZS/Month)	3,000 – 5,000	10,000	14,000	NA																																																							
Challenges	<ol style="list-style-type: none"><li>1. Inadequate water sources to meet the estimated water demand.</li><li>2. Small distribution pipe network compared with the area need to be covered.</li><li>3. High water losses due to high leakages and frequent pipes burst.</li><li>4. Low number of metered connections.</li><li>5. Lack of its own office building and transport.</li><li>6. Lack of sufficient and qualified staffs.</li></ol>																																																											

MIKUMI (MIKUMI WATER SUPPLY CO. LTD )		PROFILE AS PER 2007/08 DATA														
<b>General Description About the Utility</b>	Mikumi Urban Water Supply and Sanitation Authority Water Board (Mikumi UWSA) is yet to be commissioned and, therefore, water supply for the Mikumi township is still managed by the Mikumi Water Company. The company was declared a water supply company 31/07/1997 under the Companies Ordinance (Cap. 212). Mikumi Water Supply Co. Ltd has 10 Boards of Directors. The company is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Mikumi township which is a small town in Kilosa District in Morogoro Region. Mikumi town water supply mainly depends on Madibila river intake and one borehole located at Tambuka reli area. The Madibila intake is located in Madibila Hills about 13km from the town centre, where water gravitates into storage tanks located at 7km from the intake. The borehole on the other hand is not yet installed with pump and therefore not functional. The Madibila gravity scheme was constructed in 1975. The intake consists of 7km gravity main pipes. The company was granted provisional water right under the Water Utilization (Control and Regulation) Act, 1974 for abstracting 902,000 liters per day for domestic use. The daily water production from the intake is estimated to be 720m³/day, while the estimated demand is 834m³/day. This estimated production is 86% of the daily water requirement. The average daily supply is around eighteen (18) hours a day. The utility has no water treatment facility and also water quality monitoring plan is not in place. The total length of the distribution system is 18.3km and water is supplied at an average of 18 hrs/day. The water supply authority has no sewerage network. The sanitation facilities in this town are mainly pit latrines with few septic tanks in use under the monitoring of the Kilosa District Council															
<b>General Data About Water Utility</b>	Total Water Connections : 320 Total Active Connections : 320 Total Water Kiosk/Standpipe : 18 Metering Ratio : 0% NRW : 35% Total Staff : 5 Staff/1000 connections : 15 Annual O&M Costs : Tzs 3,239,400 Annual Water Collections (Arrears included) : Tzs 3,024,000 Annual Water Billings : Tzs 5,171,040															
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered customers (TShs/m3)</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>Flat rate (TShs/month)</td><td>3,000</td><td>2,000</td><td>3,000</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Metered customers (TShs/m3)	NA	NA	NA	Flat rate (TShs/month)	3,000	2,000	3,000
	Category of customer	Domestic	Institutions	Commercial												
	Metered customers (TShs/m3)	NA	NA	NA												
	Flat rate (TShs/month)	3,000	2,000	3,000												
<b>Note:</b> The Charges at water Kiosks are TZS 20 per 20 litres jerry can.																
<b>Challenges</b>	1) Delay in establishment of the Urban Water Supply Authority which has hampered commercial operations. (2) Failure to access the funds is attributed to the absence of town water board (authority) (3). Few connections and low metering. (4) Insufficient water source capacity to cater for the town’s water demand coverage. (5) Treatment facilities.															

MLOWO		PROFILE AS PER 2007/08 DATA
<b>General Description About the Utility</b>	<p>Mlowo Urban Water Supply and Sewerage Authority was established on 17<sup>th</sup> June, 2005, with the responsibility of providing water supply and sanitations services within the Mlowo township located in Mbozi District, Mbeya Region. Mlowo UWSA has a Board of Directors which started its operation on 18<sup>th</sup> January, 2007. The utility is not yet active hence water supply operations had not commenced in the town owing to lack of reliable water sources. Its area of operation has total population of 14,980 and the population with water services is 4,500 people.</p> <p>Water sources for the Mlowo town are mainly three (3) protected springs located at Litumbi. The springs were developed (protected) in 2007 by using funds set aside by the District Council. The total yield of the springs is approximately 238m<sup>3</sup>/day. People in the Mlowo Town fetch water directly from the springs. The District council has also financed drilling of a borehole at the Mlowo Primary School. The borehole has a yield of 2.84m<sup>3</sup>/hr. The town has a distribution network with a total length of approximately 2.432 km. Mlowo town has no sewerage network. The sanitation facilities in this town are mainly pit latrines and septic tanks.</p> <p>There is one (1) storage tank for Mlowo Town Water Supply called Majengo Tank with total storage capacity of 45m<sup>3</sup>. The tank is on the ground and was designed to receive water from Mlowo river and serves Mlowo town through a distribution network which had five (5) domestic points. The tank is not functioning because of the collapse of the scheme which was utilizing Mlowo River.</p> <p>Ongoing Project:</p> <p>There is a project named Mlowo Water Supply Project which is progressing. The project is financed by the Central Government and the District council. The project involved borehole drilling, pump installation, construction of pump house, construction of raiser tank and a public kiosk at the Mlowo Primary School area.</p>	
<b>General Data About Water Utility</b>	Total Water Connections : 0 Total Water Kiosk/Standpipe : 5 Metering Ratio : 0% Total Staff : 1	
<b>Tariff Structure</b>	The tariff has not been set as there are no water services.	
<b>Challenges</b>	1. Lack of reliable water sources. 2. Lack of management to run the utilities daily activities. 3. Lack of water treatment facilities. 4. Lack of sufficient and qualified staff.	



MOMBO		PROFILE AS PER 2008/09 DATA				
<b>General Description About the Utility</b>	Mombo Urban Water Supply and Sanitation Authority (MOUWSA) was declared a fully autonomous public water utility in 2004 is responsible for the overall operation and management of water supply and sanitation services within the Mombo Township area located in Korogwe District, Tanga Region. MOUWASA is classified as Category C water authority. Its area of responsibility has a total population of 17,382 people in which 7,702 persons are currently served. The utility draws water from two river sources, <i>Mbokoi</i> and <i>Soni</i> which are connected to the common gravity main supplying water to storage reservoirs. The combined installed production capacity is 576m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 1,200m <sup>3</sup> /day. The utility has no water treatment facilities as well as no water quality monitoring in place. The total length of the distribution system is 12.319 km and water is supplied through rationing at an average of 4 hrs. The system has 2 storage tanks not in use owing to location problems with combined capacity of 135m <sup>3</sup> . The township has no sewerage system; presently, onsite sanitary facilities are in use under the Mombo Township Authority. MOUWASA has 7 employees with deficiency of 10 employees of different qualifications and professions.					
<b>General Data About Water Utility</b>	Total Water Connections : 511 Total Active Connections : 280 Total Water Kiosk/Standpipe : 19 Metering Ratio : 45% NRW : 48% Total Staff : 7 Staff/1000 connections : 13.7 Annual O&M Costs : Tzs 125,227,559 Annual Water Collections (Arrears included) : Tzs 25,626,030 Annual Water Billings : Tzs 29,409,800					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m3)	300	300	300	300	
	Flat rate charge (TZS/month)	2,000	15,000	5000	NA	
	<b>Note:</b> The Charges at water Kiosks are TZS 7 per 20 litres jerry can.					
<b>Challenges</b>	1. Low production from the available water sources 2. Low network coverage. 3. Lack of water treatment facilities. 4. Insufficient storage tanks. 5. Lack of authority office building and transport. 6. Lack of sufficient and qualified staff.					

TUNDUMA		PROFILE AS PER 2008/09 DATA				
General Description About the Utility	Tunduma Township Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004, is responsible for the overall operation and management of water supply and sanitation services for the Tunduma Small Township area in Mbozi District, Mbeya Region. Tunduma UWSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 41,399 people in which 15,127 persons are served with water. The utility draws water from two boreholes of MB.No. 237/98 with capacity of 432m <sup>3</sup> /day, and MB. No. 264/08 of capacity 469m <sup>3</sup> /day. Water from boreholes is pumped to the booster station about 300m from boreholes then, from, the booster station, water is pumped to two storage tanks located at Mwaka area through DN 100 uPVC pipes. The average water abstraction from the sources during the reporting period was 247m <sup>3</sup> /day					
	The source installed production capacity is 1,358m3/day .The present production capacity is not sufficient to meet the estimated water demand of 2,898m <sup>3</sup> /day. The utility has no water treatment facilities; however, water quality from the boreholes is believed to be of good quality. The total length of the entire pipe network is 29.7 km and water is supplied at an average of 5 hrs. The distribution network has 2 storage tanks of different size and combined storage volume of 175m3. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Tunduma Township Authority. Tunduma UWSA has 31 employees with deficiency of 4 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections		: 321			
	Total Active Connections		: 312			
	Total Water Kiosk/Standpipe		: 23			
	Metering Ratio		: 45%			
	NRW		: 37%			
	Total Staff		: 31			
	Staff/1000 connections		: 90			
	Annual O&M Costs		: Tzs 64,872,678			
	Annual Water Collections (Arrears included)		: Tzs 20,582,170			
Annual Water Billings		: Tzs 13,728,000				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosk	
	Consumption rate (TZS/m <sup>3</sup> )	375	450	600	1,000	
	Flat rate (TZS/month)	4,700	6,000	8,000	NA	
Challenges	1. Inadequate water sources to meet the estimated water demand. 2. Lack of water treatment facilities. 3. Lack of capital funds for expansion of water supply services. 4. Lack of sufficient and qualified staff.					

CHALINZE NATIONAL WATER SUPPLY PROJECT				PROFILE AS PER 2008/09 DATA		
General Description About the Utility	Chalinze Water Supply is a National Project implemented in 2001 and commissioned in December, 2003. The project offices are located at Wami Bridge, along Chalinze-Segera Road about 160 km from Dar es Salaam. During project implementation, the community were involved and mobilized to form the Chalinze Water User Association (WAMACHA), which is a registered legal entity. However, owing to the size and complexity of the Water Supply Scheme, the operational services are currently under a team of experts from MoWI in collaboration with Bagamoyo District Council (BDC). The Ministry of Water is expecting to establish Water Supply Authority to operate the project in preference to WAMACHA. Chalinze Water Supply Project target to cover 20 villages with population of 105,000, by the year 2015. The current total population in the intended project area is 75,994 people with an estimated water demand of 2,915.5m <sup>3</sup> /day, and the population served are 45,500 which is equivalent to 60%.					
	The project draws water from Wami intake (pumping scheme) which receives water directly from Wami river located near Chalinze Bridge along Chalinze-Segera Road. The intake is designed to abstract 7,180m <sup>3</sup> /day; however, the source is yet to be fully utilized as the current actual abstraction is 3172m <sup>3</sup> /day. This is due to the reason that the population currently depending on the source is small compared to the targeted population of 105,000 by 2015. The abstracted water is well treated and chlorinated before being distributed to end consumers. The project has 5 booster stations. The project has 11 ground storage tanks with combined storage volume of 5,900m <sup>3</sup> . The Chalinze Water Supply Project has 124km main pipeline and 48km of distribution lines. The estimated Non Revenue Water (NRW) for Chalinze water supply project is 30%, of which 12% is technical water loss. The average monthly collection is TZS 31million. No bulk meters installed within the supply network. However, all customers’ connections are metered. Availability of water is for 24 hrs for all connections.					
General Data About Water Utility	Total Water Connections : 806					
	Total Water Kiosk/Standpipe : 335					
	Metering Ratio : 100%					
	NRW : 30%					
	Total Staff : 71					
	Staff/1000 connections : 62					
	Annual O&M Costs : Tzs 1,104,056,417					
	Annual Water Collections (Arrears included) : Tzs 371,906,428					
	Annual Water Billings : Tzs 285,282,477					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk Agent
	Consumption Rate (TZS/m3)	800	800	1000	1000	850
Challenges	Note: Tariff at Kiosk is TZS 20 per 20 litre jerry can.					
	1. Unwillingness to pay water bills. 2. Underutilization of the installed capacity due to uneven distribution of pipe network. 3. Low water sales collection compared with high operation and maintenance costs.					

HANDENI TRUNK MAIN (HTM) NATIONAL PROJECT			PROFILE AS PER 2008/09 DATA		
General Description About the Utility	Handeni Trunk Main (HTM) Water Supply Authority is autonomous public water utilities which become operational in 2004, and is responsible for providing water supply services to Handeni District. HTM is located in Korogwe District and Handeni district, Tanga region and serves 6 small towns including Handeni Urban, 56 registered villages and 3 camps. HTM water supply authority is classified as Category C. Its area of responsibility has a total population of 196,622 people in which 184,431 people are receiving service from the authority. The project comprised gravity and pumping systems with two intakes both drawing water from Pangani River. The installed production capacity is 9,035m <sup>3</sup> /day which is sufficient to meet the estimated water demand of 6,400m3/day. Owing to high NRW of 81% and low production at an average of 4,457m <sup>3</sup> /day, the supply cannot meet the demand. The total length of the pipe network is 456km and water is supplied at an average of 6 hrs. Water is being treated through the conventional treatment plant before distributed to the consumers. The distribution system has 56 storage tanks with total capacity of 5269.5m <sup>3</sup> .HTM water supply authority has 110 employees.				
General Data About Water Utility	Total Water Connections		: 1,044		
	Total Active Connections		: 1,023		
	Total Water Kiosk/Standpipe		: 193		
	Metering Ratio		: 98%		
	NRW		: 81%		
	Total Staff		: 110		
	Staff/1000 connections		: 89		
	Annual O&M Costs		: Tzs 642,491,478		
	Annual Water Collections (Arrears included)		: Tzs 213,049,079		
	Annual Water Billings		: Tzs 211,680,012		
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m3)	750	800	850	1100
	Service Charges (TZS/month)	1000	1000	1000	1000
	Note: The Charges at water kiosks are TZS 10 per 20 litres jerry can.				
Challenges	1. Reduction of NRW to increase water supply.				
	2. Metering of all customers.				
	3. Major rehabilitation of the existing old infrastructure.				

KASHWASA NATIONAL PROJECT			PROFILE AS PER 2008/09 DATA		
<b>General Description About the Utility</b>	Kahama-Shinyanga Water Supply & Sewerage Authority (KASHWASA) was declared a fully autonomous public water utility in 2007 responsible for supplying bulk water to other water entities located in the urban and rural areas around Lake Zone. KASHWASA is classified as Category C water authority. KASHWASA supplies bulk water to water entities in the urban towns of Shinyanga and Kahama plus 54 villages scattered within 5km from the transmission main pipeline in the districts of Misungwi, Kwimba, Shinyanga Rural and Kahama. The utility draws water from Lake Victoria at a location called Smith Sound bay, Misungwi District. It has a present production capacity of 40,000m <sup>3</sup> /day which is well above when compared with the estimated water demand of 31,344m <sup>3</sup> /day. The current average production is 10,421m <sup>3</sup> /day. The total length of pipeline system is 203km. Water is supplied at an average of 24hrs. The system has 4 storage tanks with a storage capacity of 71,700m <sup>3</sup> . KASHWASA has 30 employees of which 6 permanent and 24 contracted.				
<b>General Data About Water Utility</b>	Total Water Connections : 21 Total Active Connections : 21 Total Water Kiosk/Standpipe : N/A Metering Ratio : 100% NRW : 19% Total Staff : 30 Staff/1000 connections : NA Annual O&M Costs : Tzs 539,064,554. Annual Water Sales Collections : Tzs 103,160,220 Annual Water billing : Tzs 168,615,060				
<b>Tariff Structure</b>	<b>Bulk customer</b>	<b>SHUWASA</b>	<b>KUWASA</b>	<b>VILLAGES</b>	<b>INDUSTRIES</b>
	Bulk rate (TZS/m3)	223	223	210	400
	NOTE: Mining tariff is 600TZS/m <sup>3</sup>				
<b>Challenges</b>	1. Inadequate staff 2. Vandalism of water infrastructure causing high UFW 3. Failure by some customers to pay their debts				

MAKONDE NATIONAL PROJECT		PROFILE AS PER 2008/09 DATA														
<b>General Description About the Utility</b>	Makonde Water Supply Authority Urban Water Supply and Sanitation Authority (MAKONDE-UWSA)) was established by Act No. 8 of 1997 on 17th December, 2003. MAKONDE-UWSA started its operations in January, 2004, and is responsible for the overall operation and management of water supply and sanitation services within the three districts of Newala, Tandahimba and parts of Mtwara Rural District, Mtwara Region. MAKONDE-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 418,578 people in which 266,328 persons are currently served. Makonde Water Supply Scheme was an old scheme that was commissioned in 1957 and draws water from two main types of water sources, spring and boreholes. They started by constructing a water source at Mkunya spring in 1955 - 1957 and later construction of more sources continued by constructing a source at Mahuta in 1972, Nanyamba in 1976, Mitema-Mtongwele (Kitangari) in 1982, Chiwambo in 1986, Mbwinji in 1986, Luchemo in 1977 and Tandahimba in 2000. Currently they have eight sources in which four of the sources are well fields with deep boreholes, and the remaining four are spring sources. The combined production capacity is approximately 13,560m3/day, if all the pumps were operational. This capacity is not fully utilized owing to dilapidated infrastructure and unreliable power supply. The current production capacity of 4,180m3/day is very low compared with the reported estimated water demand of 13,604m <sup>3</sup> /day. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the transmission and distribution system is 886km and water is supplied through rationing at an average of 8 hrs/day. The system has 169 storage tanks, in which 83 are in Newala, 15 are in Nanyamba and 71 are in Tandahimba. Onsite sanitary facilities are in use under the monitoring of the District Councils of the respective Districts.															
<b>General Data About Water Utility</b>	Total Water Connections : 2,082 Total Active Connections : 1,982 Total Water Kiosk/Standpipe : 15 Metering Ratio : 37% NRW : 67% Total Staff : 76 Staff/1000 connections : 36 Annual O&M Costs : Tzs 177,121,150 Annual Water Collections (Arrears included) : Tzs 59,977,500 Annual Water Billings : Tzs 85,542,234															
<b>Tariff Structure</b>	<table><tr><td>Category of customer</td><td>Domestic</td><td>Institutions</td><td>Commercial</td></tr><tr><td>Metered customers (TShs/month)</td><td>Not yet set</td><td>Not yet set</td><td>Not yet set</td></tr><tr><td>Flat rate (TShs/month)</td><td>4,000</td><td>6,000</td><td>12,000</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Metered customers (TShs/month)	Not yet set	Not yet set	Not yet set	Flat rate (TShs/month)	4,000	6,000	12,000
	Category of customer	Domestic	Institutions	Commercial												
	Metered customers (TShs/month)	Not yet set	Not yet set	Not yet set												
	Flat rate (TShs/month)	4,000	6,000	12,000												
<b>Note:</b> The Charges at water Kiosks are TZS 10 per 20litres jerry can.																
<b>Challenges</b>	1) Inadequate qualified staff. (2) Rehabilitation and replacement of pumps/plants (3). Low metering ratio (4). Lack of reliable transport facilities (5). Training in billing section (6). High NRW															

MASWA NATIONAL PROJECT			PROFILE AS PER 2007/08 DATA		
<b>General Description About the Utility</b>	Maswa Urban Water Supply & Sewerage Authority (MAUWSA) was declared a fully autonomous public water utility in 1998, responsible for overall operation and management of water supply and sanitation services within the Maswa Urban area, which is the headquarters of Maswa District, Shinyanga Region. MAUWSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 65,000 out of which 45,000 persons are currently served. The utility draws water from an earth fill dam called New Solwa, with a total production capacity of 10,368m <sup>3</sup> /day which is very sufficient compared with the estimated water demand of 7,005.4m <sup>3</sup> /day, but only 5,184 m <sup>3</sup> /day is currently being produced. Also, there are other several boreholes with a total production of 157 m <sup>3</sup> / day, used as standby sources. The total length of the distribution pipeline system is 88.01km. Water is supplied through rationing at an average of 12 hrs. The system has 2 storage tanks with a storage capacity of about 400m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Maswa District Town Council. MAUWSA has 49 employees, 8 permanent and 41 on contract.				
<b>General Data About Water Utility</b>	Total Water Connections : 1,278 Total Active Connections : 1,278 Total Water Kiosk/Standpipe : 33 Metering Ratio : 21.6% NRW : 78% Total Staff : 49 Staff/1000 connections : 37.3 Annual O&M Costs : 189,733,499 Annual Water Collections (Arrears included) : 22,339,980 Annual Water Billings : 36,240,980				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)	375	500	500	500
	Flat rate charge (TZS/month)	2,000-4,200	5,000	7,000	50,000
	<b>NOTE:</b> The Charges at water Kiosks are TZS 10 per 20 litres jerry can				
<b>Challenges</b>	1. Very high UFW. 2. Small storage capacity. 3. High electricity cost as a result of direct pumping. 4. Low metering as most of the customers are not metered. 5. Unrealistic production figures due to lack of bulk meters at production points.				



MUGANGO/KIABAKARI NATIONAL PROJECT			PROFILE AS PER 2008/09 DATA		
<b>General Description About the Utility</b>	Mugango/Kiabakari/Butiama Water Authority was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply services within 13 villages in Mara Region. The Authority is classified as Category C water authority. Its area of responsibility has a total population of 72,040 people in which 43,224villagers are currently served. The utility draws water from Lake Victoria at the intake located at Mugango. The sources has total installed production capacity of 8,568m <sup>3</sup> /day .The present production of 1752m <sup>3</sup> /day is sufficient compared with the estimated water demand of 5,576m <sup>3</sup> /day. The total length of the pipeline system is 103 km and water is supplied through rationing at an average of 12 hrs. The system has 6 storage tanks with a combined capacity of 1,000.2m <sup>3</sup> . Mugango/Kiabakari Water Authority has 16 employees and 10 daily paid staff of different qualifications and professions.				
<b>General Data About Water Utility</b>	Total Water Connections : 429 Total Active Connections : 429 Total Water Kiosk/Standpipe : 1 Metering Ratio : 51% NRW : 57% Total Staff : 16 Staff/1000 connections : 37.3 Annual O&M Costs : Tzs 277,613,500 Annual Water Collections (Arrears included) : Tzs 38,623,302 Annual Water Billings : Tzs 5,563,913				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m3)	300	300	420	-
	Flat rate charge (TZS/month)	5,400-6,000	25,000	15,000	-
	<b>Note:</b> The Charges at water Kiosks are TZS 10 per 20 litres jerry can.				
<b>Challenges</b>	1. Water bills areas are too high 2. Old and dilapidated infrastructure. 3. Distribution network coverage is small. 4. Lack of transport facilities.				

WANGINGOMBE NATIONAL WATER SUPPLY PROJECT				PROFILE AS PER 2008/09 DATA		
General Description About the Utility	Wangingombe National Water Supply Project is one of the National Water Supply Schemes constructed in 1978 located in Njombe district, Iringa region, covering an area of 1000 km <sup>2</sup> . The scheme supplied water to 60 villages located in the three divisions of Mdandu, Wanging’ombe and Makambako.The project is classified as Category C water authority. The organization set of the project is now at the stage of being transformed into Water Supply Authority to take over the existing structure which is under Resident Engineer instead of Managing Director. The project area has a total population of 105,000 people in which 97,650 persons are served with water. The utility draws water from two gravity schemes of Mbukwa river intakes, and Mtitafu river intakes with capacities of 6700m <sup>3</sup> /day and 544m <sup>3</sup> /day respectively. Water from these sources is transmitted through DN 500mm to DN100mm pipes of total length of 106km to 59 different tanks of capacities ranging from 25 to 136m <sup>3</sup> , of total storage capacity of 4,277m <sup>3</sup> .					
	The average production is 6,908 m <sup>3</sup> /day .Water production capacities is slightly below the estimated water demand in the project area, of 7,724m3/day. No treatment is done despite that water produced contains high turbidity especially during the rainy season. The total length of the water mains is 87km while the distribution network has 272. Water is supplied at an average of 24 hrs per day. The network has 59 storage tanks with combined storage volume of 4,277m <sup>3</sup> . The project area has no sewerage system; onsite sanitary facilities are in use. Wangingombe has 46 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 2548					
	Total Active Connections : 1500					
	Total Water Kiosk/Standpipe : 725					
	Metering Ratio : 47%					
	NRW : 40%					
	Total Staff : 46					
	Staff/1000 connections : 18					
	Annual O&M Costs : Tzs 62,231,165					
	Annual Water Collections (Arrears included) : Tzs 53,825,950					
	Annual Water Billings : Tzs 29,674,400					
Tariff Structure	Category of	Band	Domestic	Institutions	Commercial	Kiosks
	Consumption rate TZS/m <sup>3</sup>	0 - 10	200	NA	NA	NA
		➤ 10	250	NA	NA	NA
		0-50	NA	NA	250	NA
		>50	NA	NA	280	NA
		0-500	NA	200	NA	NA
		>500	NA	250	NA	NA
	Flat rate TZS/m <sup>3</sup> /month	Minimum	3,000	15,000	15,000	5,000
Challenges	1. Human encroachment at the water sources catchment areas.					
	2. High water losses due to aged pipe network.					
	3. Unwillingness of the people to pay for the services.					
	4. Low billing as well as collection efficiency.					

**TABLE A<sub>2</sub> : SUMMARY OF KEY PERFORMANCE INDICATORS**

		Utility name	Installed capacity (m3/day)	Water production (m3/day)	Total customers	Metering ratio (%)	Population	Population served	Water demand m3/day	Non revenue water (%)	Hours of service (hrs/day)	Total staff	Proportion of vacant post%	Revenue collection (TZS)	Expenditure (TZS)
		<b>District Urban Water Supply And Sewerage Authority</b>													
Data from Annual Report Submitted 2008/09	1	Bariadi	744	223	291	5%	53,232	10,870	2,874	61	18	18	60	16,602,170	22,486,000
	2	Biharamulo	515	342	612	34%	18,000	11,000	4,246	41	1.5	25	12	47,222,000	63,495,941
	3	Bunda	1604	930	1,133	66%	45,881	11,929	5,000	55	9	11	46	56,295,594	216,501,758
	4	Chunya	722	164	647	32%	14,225	6,370	996	37	3	13	20	36,432,860	65,889,975
	5	Geita	523	166	167	98%	80,813	23,000	5,171	38	6	11	60	389,675,150	21,758,505
	6	Handeni	1,220	145	583	65%	44,407	11,102	2,186	40	10	13	71	57,357,450	82,993,000
	7	Ifakara	1,600	632	510	0%	66,390	13,450	1,691	40	4	15	29	31,564,900	105,649,740
	8	Igunga	4149	710	696	9%	19,000	7,100	1,900	15	13	11	58	38,547,106	43,972,686
	9	Itumba-Isongole	1,287	1,222	927	21%	13,420	8,991	859	35	15	14		20,384,670	26,535,994
	10	Kahama	10,000	3,053	4,428	100%	128,312	55,775	9,000	66	24	30	48	59,863,000	48,034,148
	11	Karagwe	792	220	331	98%	25,976	4,031	1250	41	6	9	NA	78,298,515	87,480,718
	12	Kasulu	2,893	2,853.4	2,324	9%	44,319	32,512	4,133	78	15	16	83	60,705,020	43,623,800
	13	Katesh/Hanang'	3,216	1,943	1,078	9%	29,300	14,845	1,352	67	4	11	-	44,846,915	38,974,217
	14	Kibaya	272	269	317	4%	20,,000	12,000	7,101	26	5	4	1	9,290,417	8,163,000
	15	Kibondo	371	317	599	21%	27,864	12,856	1,000	36	1	28	NA	NA	26,174,411
	16	Kilwa Masoko	2,832	1,184	882	69%	17,534	7,151	2,466	44	6	22	19	52,463,544	51,560,923
	17	Kiomboi	962	154	172	15%	12,480	4,368	1,510	50	3	NA	NA	NA	30,009,457
	18	Kisarawe	1,042	468	179	0%	10,592	7,054	888	50	6	13	43	16,098,400	66,872,440
	19	Kondoa	4,592	3,207	1,716	40%	27,789	24,255	4,500	25	10	29	12	174,402,104	158,402,104
	20	Kongwa	1,780	1,780	310	39%	25,770	7,550	1,438	45	8	20	NA	61,159,342	55,201,423
	21	Korogwe	2,700	1,255	2,185	97%	54,157	37,152	4,243	17	7	18	53	150,178,889	182,376,636
	22	Ngudu	NA	979	375	32%	20,431	8,202	1,155	29	4	13	NA	29,420,000	52,352,063
	23	Kyela	4,130	3610	1,842	6%	44,905	39,076	3,143	44	12	15	17	136,907,809	122,072,129

**TABLE A<sub>2</sub> : SUMMARY OF KEY PERFORMANCE INDICATORS**

		Utility name	Installed capacity (m3/day)	Water production (m3/day)	Total customers	Metering ratio (%)	Population	Population served	Water demand m3/day	Non revenue water (%)	Hours of service (hrs/day)	Total staff	Proportion of vacant post%	Revenue collection (TZS)	Expenditure (TZS)
	24	Liwale	1,800	1,160	926	91%	27,352	19,283	1,915	30	9	20	20	109,492,650	104,698,026
	25	Ludewa	384	332	300	11%	9,963	5,281	663	74	8	11	0	110,312,500	27,488,000
	26	Lushoto	1,350	890	932	58%	21,740	15,060	2,236	39	8	9	36	61,412,697	62,150,200
Data from Annual Report Submitted 2008/09	27	Mafinga	2,641	1,569	1,582	31%	29,255	13,458	3,266	30	11	22	16	87,553,391	178,484,873
	28	Magu	1,085	197	1,473	NA	30,000	12,600	7,085	40	6	21	0	135,200,000	28,487,500
	29	Makete	3,050	2,800	724	35%	16,907	5,411	1,850	58	12	11	27	16,660,780	28,584,000
	30	Masasi	7000	2,136	750	5%	110,647	23,336	7,745	80	2	18	14	55,678,300	56,174,400
	31	Mbinga	2,049	1,041	1,258	64%	32,392	18,140	3,180	54	6	10	23	52,072,760	49,864,072
	32	Mbulu	1,264	979	860	98%	22,656	16,992	1,921	52	18	8	0	90,062,785	91,860,369
	33	Misungwi	419	97	284	58%	30,000	7,552	2,100	30	5	11	10	2,121,000	16,968,000
	34	Monduli	108	192	478	0%	5,129	2,462	910	55	12	8	20	3,192,000	3,660,000
	35	Mpanda	4,100	2,290	2,275	6%	56,699	34,501	4,750	52	8	25	20	176,027,631	169,866,868
	36	Mpwapwa	1,844	1,272	1,086	39%	50,941	21,775	7,500	38	10	23	21	77,746,719	86,069,228
	37	Muheza	1,920	1,425	1,968	53%	26,000	13,260	3,430	30	7	8	50	51,329,645	60,738,340
	38	Muleba	473	69	268	61%	17,402	11,200	1,881	45	9	12	75	18,615,870	13,705,006
	39	Mwanga	632	648	1,224	22%	15,620	7,536	2,072	29	3	27	0	168,426,612	281,636,932
	40	Nachingwea	3,096	702	744	63%	23,092	11,407	5,640	48	2	25	14	35,583,335	97,927,973
	41	Namanyere	2,700	10	214	0%	25,787	3,868	1,020	-	9	5	92	2,858,400	4,258,000
	42	Namtumbo	1,211	600	476	26%	20,704	10,559	1,200	62	8	11	40	19,191,400	18,809,700
	43	Nansio-Ukerewe	NA	700	529	7%	59,747	7,890	2,499	47	7	6	NA	25,272,355	22,492,200
	44	Ngara	1,440	1,047	1,424	100%	21,761	18,672	1,523	59	10	18	25	158,374,305	157,723,104
	45	Njombe	2,800	2729	2,719	43%	50,100	30,060	4,800	30	8	24	0	290,346,494	272,762,215
	46	Nzega	13,229	827	1,194	100%	32,232	19,436	2,000	28	18	9	4	140,662,799	132,952,533
	47	Pangani	1,350	1350	1,150	75%	16,250	7800	2,250	44	10	19	14	177,542,505	171,574,944
	48	Same	2,544	1,980	1,102	71%	25,000	17,000	4,200	40	6	27	29	152,809,042	142,413,240

**TABLE A<sub>2</sub> : SUMMARY OF KEY PERFORMANCE INDICATORS**

		Utility name	Installed capacity (m3/day)	Water production (m3/day)	Total customers	Metering ratio (%)	Population	Population served	Water demand m3/day	Non revenue water (%)	Hours of service (hrs/day)	Total staff	Proportion of vacant post%	Revenue collection (TZS)	Expenditure (TZS)
	49	Songe	265	265	62	46%	14,000	9,225	494	74	7	1	59	33,600,000	30,000,000
	50	Tarime	8,502	1,208	677	51%	30,937	11,750	4,143	57	9	16	NA	58,619,500	57,662,891
	51	Tukuyu	3,545	4,841	3,359	71%	28,855	21,484	3,330	44	18	22	12	129,115,100	129,991,517
	52	Urambo	146	109	105	71%	35,936	10,062	1,261	50	3	9	NA	11,477,635	12,942,320
	53	Ushirombo	71	3	9	0%	7,200	2,510	3,253	30	10	9	NA	1,545,121	3,984,900
	54	Utete	613	405	460	0%	9,335	7,001	611	50	10	12	50	12,055,500	50,682,240
	55	Vwawa	1,429	1,184	924	19%	45,406	18,253	2,820	0	10	9	40	46,822,404	40,523,300
Data from Rapid Assessment Report 2007/08	56	Chamwino	1,368	1,012	827	38%	24,340	16,210	1,534	40	24	15	NA	35,877,220	117, 276,750
	57	Dakawa -	1,296	NA	NA	NA	2,152	NA	NA	-	NA	1	NA	NA	NA
	58	Isikizya(Uyui)	NA	NA	NA	NA	6,428	NA	1,500	-	NA	NA	NA	NA	NA
	59	Kilindoni	265	158	172	0%	9,617	4,809	641	-	5	1	NA	2,400,000	10,800,000
	60	Kilolo	1,468	1,122	67	0%	17,369	10,143	2,898	--	22	3	NA	20,150,200	20,150,200
	61	Kilosa	1,752	1,252	857	13%	26,648	14,428	2,364	40	12	22	29	38,418,000	33,902,063
	62	Kishapu	NA	NA	106	28%	18,054	9,511	NA	NA	NA	3	NA	6,480,105	2,061,761
	63	Loliondo	1,147	166	68	0%	10,950	NA	548	NA	NA	NA	NA	NA	NA
	64	Mahenge	870	402	626	4%	16,224	9,720	2,490	45	5	8	NA	13,252,000	17,956,000
	65	Manyoni	NA	396	316	92%	20,000	4,400	1,000	57	5	13	NA	NA	NA
	66	Mkuranga	11	11	NA	NA	10,778	2,750	270	-	4	1	Na	1,016,610	11,660,000
	67	Mugumu	NA	264	225	18%	20,433	NA	1,330	50	2	17	NA	NA	NA
	68	Mwanhuizi	NA	4,315	NA	NA	24,250	NA	2,084	-	NA	NA	NA	NA	NA
	69	Orkesumet	643	174	NA	NA	6,830	3,210	600	-	NA	5	74	567,600	851,000
	70	Ruangwa	360	120	209	57%	11,000	1,540	870	-	5	13	NA	6,000,000	NA
	71	Rujewa	2,736	2,370	1,020	13%	25,872	11,642	2,616	-	6	17	NA	6,200,000	33,106,000
	72	Sengerema	NA	1,840	2,102	30%	58,744	NA	4,831	30	4	23	NA	NA	NA
	73	Sikonge	NA	1,890	243	30%	12,640	NA	516	33	10	13	NA	NA	68,660,000

**TABLE A<sub>2</sub> : SUMMARY OF KEY PERFORMANCE INDICATORS**

		Utility name	Installed capacity (m3/day)	Water production (m3/day)	Total customers	Metering ratio (%)	Population	Population served	Water demand m3/day	Non revenue water (%)	Hours of service (hrs/day)	Total staff	Proportion of vacant post%	Revenue collection (TZS)	Expenditure (TZS)
	74	Tunduru	2,696	2,304	607	22%	52,035	6,192	3,122	73	8	12	95	20,402,055	23,023,988
	<b>National Water Projects</b>														
Data from Annual report 2008/09	75	Chalinze	7,180	3,172	1,141	100%	75,994	45,500	2,916	30	24	71	8	371,906,428	1,104,056,417
	76	HTM	9,035	4,457	1,237	98%	196,622	184,431	6,400	81	6	110	0	517,474,699	683,140,125
	77	KASHWASA	40,000	10,421	21	100%	500,000		31,344	19	24	30	63	67,959,210	248,472,415
	78	Makonde	13,560	4,180	2,097	36%	418,578	266,328	13,604	67	8	76	42	91,779,360	177,121,150
	79	Mugango-Kyabakari	8,568	610	430	34%	72,040	43,224	5,576	60	12	16	66	38,623,302	277,613,500
	80	Wanging'ombe	7,300	7,300	2,548	47%	105,000	97,650	7,724	40	24	46	48	54,000,000	63,000,000
Rapid Assessment report	81	Maswa	NA	10,368	1,311	21%	65,000	NA	7,005	78	12	49	NA	NA	NA
	<b>Small Town Water Supply Authorities</b>														
Data From Annual Report 2008/09	82	Kasumulu	1,156	527	566	0%	10,954	5,990	945	33	6	8	2	15,030,000	15,434,200
	83	Magugu	864	639	225	0%	29,585	4,408	1,688	76	3	7	22	15,268,410	17,880,169
	84	Makambako	3000	2989	2,972	76%	64,256	40,738	5,954	35	9	24	11	186,511,350	175,077,079
	85	Mbalizi	890	726	2,360	7%	52,315	11,614	4,490	45	8	19	24	191,203,920	181,505,530
	86	Mombo	576	483	511	45%	17,382	7,702	1,184	48	4	7	56	25,626,030	125,227,559
	87	Tunduma - Mbozi	1,358	247	344	45%	41,399	15,127	2,898	13	5	31	11	239,126,230	64,872,678
Data from Rapid Assessment	88	Bashnet	NA	NA	NA	NA	10,557	NA	422	NA	NA	NA	NA	NA	NA
	89	Bonga	NA	NA	NA	NA	7,494	NA	300	NA	NA	NA	NA	NA	NA
	90	Chala	1,800	956	91	0%	13,952	6,976	440	NA	22	1	NA	NA	1,587,000
	91	Dareda	NA	NA	325	0%	17,166	NA	687	NA	NA	NA	NA	NA	NA

**TABLE A<sub>2</sub> : SUMMARY OF KEY PERFORMANCE INDICATORS**

		Utility name	Installed capacity (m3/day)	Water production (m3/day)	Total customers	Metering ratio (%)	Population	Population served	Water demand m3/day	Non revenue water (%)	Hours of service (hrs/day)	Total staff	Proportion of vacant post%	Revenue collection (TZS)	Expenditure (TZS)
	92	Didia	NA	NA	NA	NA	2,136	NA	149	NA	NA	NA	NA	NA	NA
	93	Gairo	734	518	116	0%	23,381	NA	2,495	55	8	13	NA	27,826,415	21,327,650
	94	Galapo	NA	NA	224	NA	19,013	NA	475	NA	NA	NA	NA	NA	NA
	95	Ilula	52	31	346	0%	32,155	NA	1,700	NA	9	-	NA	38,425,000	12,008,870
	96	Isaka	480	128	83	100%	21,596	NA	1,137	26	8	1	NA	14,016,000	15,963,000
	97	Iselamagazi	NA	NA	NA	NA	5,031	NA	273	NA	NA	NA	NA	NA	NA
	98	Jomu (Tinde)	NA	NA	NA	NA	5,900	NA	340	NA	NA	NA	NA	NA	NA
	99	Laela	1,218	194	144	0%	15,108	NA	533	NA	3	1	NA	3,800,000	3,800,000
	100	Maganzo	NA	NA	NA	NA	10,972	NA	NA	NA	NA	NA	NA	NA	NA
	101	Mikumi	902	720	338	0%	16,200	NA	834	NA	18	5	NA	3,024,000	3,239,000
	102	Mlowo - Mbozi	238	NA	5	0%	14,980	4,500	NA	NA	NA	1	NA	NA	NA
	<b>TOTAL /AVERAGE</b>		193,598	115,575	75,667	37	3,972,178	1,604,104	287,670	NA	9	1,428		6,675,475,537	8,128,948,509



**Table A<sub>3</sub>: SUMMARY OF PERFORMANCE 2007/08 AND 2008/09.**

S/N	Description	Water production (m <sup>3</sup> /day)	Water demand (m <sup>3</sup> /day)	Water production litres/capita/day		Water demand litres/capita/day		Hours of service (hrs)		Metering (%)		Staff/1000 connections	Revenue collection
	Utility Name	2008/09	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2008/09	2008/09
<b>District Urban Water Supply and Sewerage Utilities</b>													
1	Bariadi	223	2,874	6	4	30	54	10	18	0%	5%	63.4	16,602,170
2	Biharamulo	342	4,246	22	19	70	70	2	1.5	38%	34%	41	47,222,000
3	Bunda	930	5,000	12	20	51	109	4	9	40%	66%	10	56,295,594
4	Chunya	164	996	8	12	60	70	2	3	4%	32%	20	36,432,860
5	Geita	166	5,171	3	2	86	64	6	6	47%	98%	66	389,675,150
6	Handeni	145	2,186	16	3	51	49	11	10	55%	65%	22	57,357,450
7	Ifakara	632	1,691	12	10	55	25	4	4	0%	0%	29	31,564,900
8	Igunga	710	1,900	46	25	97	100	14	13	20%	9%	14.4	38,547,106
9	Itumba-Isongole	1,222	859	99	91	61	64	15	15	17%	22%	15	20,384,670
10	Kahama	3,053	9,000	1	24	60	70	8	24	0%	100%	7	59,863,000
11	Karagwe	792	1,250	20	5	47	29	1	6	96%	98%	28	78,298,515
12	Kasulu	2,853.4	4,133	68	65	95	93	15	15	7%	9%	7	60,705,020
13	Katesh/Hanang'	1,943	1,352	114	66	70	46	7	4	10%	8%	10	44,846,915
14	Kibaya	269	7,101	23	13	60	592	5	5	42%	4%	13	9,290,417
15	Kibondo	317	1,000	18	11	78	36	2	1	38%	21%	47	26,040,288
16	Kilwa Masoko	1,184	2,466	100	68	184	141	12	6	36%	69%	25	52,463,544
17	Kiomboi	154	1,510	20	12	79	121	2	3	14%	15%	93	6,189,400
18	Kisarawe	468	888	51	44	75	84	6	6	0%	0%	73	16,098,400
19	Kondoa	3,207	4,500	95	115	195	162	10	10	32%	40%	17	174,402,104
20	Kongwa	1,780	1,438	45	69	87	56	10	8	21%	39%	65	61,159,342
21	Korogwe	1,255	4,243	137	23	140	78	6	7	100%	98%	8	161,422,774
22	Ngudu	979	1,155	20	48	70	57	5	4	32%	32%	35	136,907,809
23	Kyela	3,610	3,143	68	80	56	70	12	12	5%	6%	8	109,492,650
24	Liwale	1,160	1,915	42	42	60	70	12	9	100%	91%	22	110,312,500

S/N	Description	Water production (m3/day)	Water demand (m <sup>3</sup> /day)	Water production litres/capita/day		Water demand litres/capita/day		Hours of service (hrs)		Metering (%)		Staff/1000 connections	Revenue collection
25	Ludewa	332	663	41	33	91	67	5	8	0%	11%	37	61,412,697
26	Lushoto	890	2,236	46	41	105	103	8	8	57%	58%	10	87,553,391
27	Mafinga	1,569	3,266	48	54	89	112	17	11	21%	31%	14	135,200,000
28	Magu	197	7,085	68	7	239	236	6	6	0%	0%	14	16,660,780
29	Makete	2,800	1,850	242	166	140	109	12	12	39%	35%	15	55,678,300
30	Masasi	2,136	7,745	20	19	80	70	12	2	7%	5%	24	52,072,760
31	Mbinga	1,041	3,180	24	32	128	98	3	6	17%	64%	8	90,062,785
32	Mbulu	979	1,921	42	43	93	85	18	18	9%	93%	9	2,121,000
33	Misungwi	97	2,100	7	3	70	70	10	5	30%	58%	39	3,192,000
34	Monduli	192	910	20	37	79	177	8	12	0%	0%	17	176,027,631
35	Mpanda	2,290	4,750	52	40	80	84	8	8	6%	6%	11	77,746,719
36	Mpwapwa	1,272	7,500	21	25	69	147	10	10	73%	40%	21	51,329,645
37	Muheza	1,405	3,431	42	54	83	132	7	7	41%	53%	4	18,615,870
38	Muleba	69	1,881	10	4	120	108	1	9	96%	61%	45	168,426,612
39	Mwanga	648	2,072	44	41	123	133	6	3	21%	23%	22	35,583,335
40	Nachingwea	702	5,640	119	30	222	244	8	2	16%	63%	34	2,858,400
41	Namanyere	10	1,020	9	0	54	40	6	9	0%	0%	23	19,191,400
42	Namtumbo	600	1,200	28	29	56	58	8	8	23%	26%	23	25,272,355
43	Nansio-Ukerewe	700	2,499	8	12	42	42	5	7	11%	7%	11	158,374,305
44	Ngara	1,047	1,523	44	48	49	70	10	10	100%	100%	12.9	29,420,000
45	Njombe	2,729	4,800	54	54	96	96	8	8	28%	43%	9	290,346,494
46	Nzega	827	2,000	18	26	72	62	18	18	100%	100%	7.5	140,662,799
47	Pangani	1,350	1,936	84	83	140	119	14	10	49%	75%	17	177,542,505
48	Same	1,980	4,200	39	79	175	168	6	6	65%	70%	11	152,809,042
49	Songe	265	494	19	19	35	35	7	7	NA	46%	10	33,600,000
50	Tarime	1,208	4,143	27	39	93	134	10	9	79%	51%	24	58,619,500
51	Tukuyu	4,841	3,330	174	180	122	124	18	18	24%	38%	7	129,115,100
52	Urambo	109	1,261	3	3	30	35	8	3	41%	71%	86	11,477,635
53	Ushirombo	3	3,253	0	0	50	452	12	10	100%	0%	1,000	1,545,121

S/N	Description	Water production (m3/day)	Water demand (m <sup>3</sup> /day)	Water production litres/capita/day		Water demand litres/capita/day		Hours of service (hrs)		Metering (%)		Staff/1000 connections	Revenue collection
54	Utete	405	611	15	43	24	65	5	10	0%	0%	26	12,055,500
55	Vwawa	1,184	2,820	22	26	62	62	10	10	20%	21%	10	46,822,404
	<b>Total / Average 1</b>		<b>157,853</b>	<b>44</b>	<b>39</b>	<b>88</b>	<b>102</b>	<b>9</b>	<b>9</b>	<b>34%</b>	<b>40.15%</b>	<b>39</b>	<b>4,116,781,263</b>
<b>National Projects Water Authorities</b>													
56	KASHWASA	10,421	31,344	NA	NA	NA	NA	24	24	100%	100%	NA	67,959,210
57	MAKONDE	4180	13,604	14	10	36	33	6	8	100%	98%	36	91,779,360
58	Mugango-	610	5,576	59	8	231	77	18	12	100%	100%	37	38,623,302
59	CHALINZE	3,172	2,916	41	42	41	38	14	12	36%	34%	62	371,906,428
60	HTM	4,457	6,400	23	23	25	33	NA	NA	NA	NA	89	517,474,699
61	Wanging'ombe	7,300	7,724	66	70	81	74	NA	NA	26%	47%	18	38,623,302
	<b>Total/Average 2</b>	<b>26,968</b>	<b>67,564</b>	<b>41</b>	<b>30</b>	<b>83</b>	<b>51</b>	<b>16</b>	<b>14</b>	<b>58</b>	<b>62</b>	<b>47</b>	<b>1,141,742,999</b>
<b>Small Town Water Supply Authorities</b>													
62	Kasumulu	527	945	53	48	98	86	24	6	26	0%	14	15,030,000
63	Magugu	639	1,688	NA	NA	NA	NA	NA	NA	NA	0%	35	19,501,660
64	Makambako	2,989	5,954	52	47	100	93	12	3	0%	0%	8	186,511,350
65	Mbalizi	890	4,490	13	14	85	86	10	9	56%	76%	8	191,203,920
66	Mombo	483	1,184	36	28	75	68	6	8	2%	7%	14	110,129,830
67	Tunduma -	247	2,898	13	6	68	70	8	4	0%	45%	90	239,126,230
	<b>Total /Average</b>	<b>5,775</b>	<b>17,158</b>	<b>33</b>	<b>28</b>	<b>85</b>	<b>77</b>	<b>11</b>	<b>6</b>	<b>4%</b>	<b>29%</b>	<b>28</b>	<b>517,474,699</b>
<b>Total/ Average</b>		<b>93,319</b>	<b>242,574</b>	<b>39</b>	<b>32</b>	<b>85</b>	<b>77</b>	<b>12</b>	<b>9</b>	<b>32%</b>	<b>45%</b>	<b>38</b>	<b>6,015,794,002</b>

**Table A4: WATER UTILITIES BOARD STATUS AND REGULATORY OBLIGATIONS**

S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2008/09	S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2008/09	S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2008/09
<b>District Urban Water Supply Authority</b>												<b>Small Town Water Supply Authorities</b>					
1	Bariadi	No	Yes	Yes	Yes	45	Njombe	Yes	Yes	Yes	Yes	82	Kasumulu	No	Yes	Yes	Yes
2	Biharamulo	Yes	Yes	Yes	Yes	46	Nzega	No	Yes	Yes	Yes	83	Magugu	No	Yes	No	Yes
3	Bunda	Yes	Yes	Yes	Yes	47	Pangani	Yes	Yes	Yes	Yes	84	Makambako	Yes	Yes	Yes	Yes
4	Chunya	No	Yes	No	Yes	48	Same	Yes	Yes	Yes	Yes	85	Mbalizi	Yes	Yes	Yes	Yes
5	Geita	No	Yes	Yes	Yes	49	Songe	No	Yes	No	Yes	86	Mombo	Yes	Yes	Yes	Yes
6	Handeni	Yes	Yes	Yes	Yes	50	Tarime	Yes	Yes	Yes	Yes	87	Tunduma	No	Yes	No	Yes
7	Ifakara	No	Yes	No	Yes	51	Tukuyu	Yes	Yes	No	Yes	88	Bashnet	No	No	No	No
8	Igunga	No	Yes	Yes	Yes	52	Urambo	No	Yes	Yes	Yes	89	Bonga	No	No	No	No
9	Itumba-Isongole	No	Yes	No	Yes	53	Ushirombo	No	Yes	Yes	Yes	90	Chala	No	No	No	No
10	Kahama	No	Yes	No	Yes	54	Utete	No	Yes	No	Yes	91	Dareda	No	No	No	No
11	Karagwe	Yes	Yes	Yes	Yes	55	Vwawa	Yes	Yes	No	Yes	92	Didia	No	No	No	No
12	Kasulu	Yes	Yes	Yes	Yes	56	Chamwino	No	Yes	No	No	93	Gairo	No	Yes	Yes	No
13	Katesh/Hana ng'	Yes	Yes	No	Yes	57	Dakawa - Mvomero	No	Yes	No	No	94	Galapo	No	No	No	No
14	Kibaya	Yes	Yes	Yes	Yes	58	Isikizya (Uyui)	No	No	No	No	95	Ilula	No	No	No	No
15	Kibondo	Yes	Yes	Yes	Yes	59	Kilindoni	No	No	No	No	96	Isaka	No	Yes	No	No
16	Kilwa Masoko	No	Yes	Yes	Yes	60	Kilolo	No	Yes	No	No	97	Iselamagazi	No	No	Yes	No
17	Kiomboi	No	Yes	No	Yes	61	Kilosa	No	Yes	Yes	No	98	Jomu (Tinde)	No	No	No	No
18	Kisarawe	Yes	Yes	Yes	Yes	62	Kishapu	No	No	No	No	99	Laela	No	No	No	No
19	Kondoa	Yes	Yes	No	Yes	63	Loliondo	No	No	No	No	100	Maganzo	No	No	No	No
20	Kongwa	No	Yes	No	Yes	64	Mahenge	No	Yes	No	No	101	Mikumi	No	No	Yes	No
21	Korogwe	Yes	Yes	Yes	Yes	65	Manyoni	No	Yes	No	No	102	Mlowo - Mbozi	No	Yes	No	No
22	Ngudu	Yes	Yes	Yes	Yes	66	Mkuranga	No	No	No	No						
23	Kyela	No	Yes	No	Yes	67	Mugumu	No	Yes	No	No						
24	Liwale	Yes	Yes	Yes	Yes	68	Mwanhuzi	No	Yes	No	No						

S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2008/09		S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2008/09		S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2008/09
25	Ludewa	No	Yes	No	Yes		69	Orkesumet	Yes	Yes	No	No							
26	Lushoto	Yes	Yes	Yes	Yes		70	Ruangwa	No	No	No	No							
27	Mafinga	Yes	Yes	No	Yes		71	Rujewa	No	Yes	No	No							
28	Magu	No	Yes	No	Yes		72	Sengerema	No	Yes	Yes	No							
29	Makete	Yes	Yes	Yes	Yes		73	Sikonge	No	Yes	Yes	No							
30	Masasi	No	Yes	Yes	Yes		74	Tunduru	No	Yes	No	No							
31	Mbinga	Yes	Yes	Yes	Yes		<b>National Projects Water Authorities</b>												
32	Mbulu	Yes	Yes	Yes	Yes		75	Chalinnze	No	Yes	No	Yes							
33	Misungwi	Yes	Yes	Yes	Yes		76	HTM	Yes	Yes	No	Yes							
34	Monduli	No	Yes	Yes	Yes		77	KASHWASA	No	Yes	No	Yes							
35	Mpanda	No	Yes	No	Yes		78	Makonde	No	Yes	No	Yes							
36	Mpwapwa	Yes	Yes	Yes	Yes		79	Mugango-Kyabakari	No	Yes	No	Yes							
37	Muheza	Yes	Yes	Yes	Yes		80	Wanging'ombe	No	Yes	No	Yes							
38	Muleba	Yes	Yes	Yes	Yes		81	Maswa	No	Yes	No	No							
39	Mwanga	No	Yes	No	Yes														
40	Nachingwea	Yes	Yes	Yes	Yes														
41	Namanyere	No	Yes	No	Yes														
42	Namtumbo	No	Yes	No	Yes														
43	Nansio-Ukerewe	Yes	Yes	Yes	Yes														
44	Ngara	Yes	Yes	Yes	Yes														