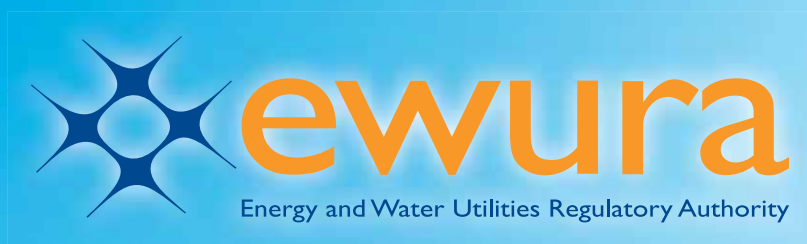


THE UNITED REPUBLIC OF TANZANIA



**WATER UTILITIES PERFORMANCE
REVIEW REPORT 2010/2011**

**DISTRICT, SMALL TOWNS & NATIONAL
PROJECTS WATER UTILITIES**

May 2012



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FOREWORD

Water Utilities Performance Review Report of 2010/11 is the third in the series of the annual reports aimed at highlighting and informing the public and interested parties on the performance of Water Supply and Sanitation Authorities (WSSAs) at the District, Small Town and National Project (DSNP) levels in Tanzania. This Report is prepared pursuant to the requirement set in section 28(1) of the Water Supply and Sanitation Act, 2009.

During the period 2010/11, EWURA carried out various regulatory activities geared at improving the delivery of water services in the country. The regulatory activities included the establishment of regulatory tools for the purpose of transparently monitoring the performance of the regulated entities. Particularly, EWURA established the Water and Sanitation Rules 2011, which guide the licensing of water utilities, and developed the Tariff Setting Guidelines 2011, which provide for less information requirements from the DSNP WSSAs than would have been required through the Tariff Application Guidelines 2009.

These regulatory activities coupled with contributions by various stakeholders in the Water Sector including the Ministry of Water (MoW) and Development Partners resulted into the improvement of services delivery by DSNP WSSAs. In particular, additions of new water sources and rehabilitations of the existing water supply infrastructure played a key part in the improvement in services delivery during 2010/11.

Despite this improvement, DSNP WSSAs continued facing enormous challenges, including poor water infrastructures; low financial and human capacity; unqualified staff; and lack of Boards of Directors in some DSNP WSSAs either because the Boards had not been established or because they had expired. EWURA is working closely with the Ministry of Water and various institutions to see that these challenges are addressed. I thank all stakeholders for making the year 2010/11 a success, and wish them the very best for the year 2011/12.

Haruna Masebu
DIRECTOR GENERAL,

May 2012

ABBREVIATIONS AND ACRONYMS

DSNP	Districts, Small Towns and National Projects
EWURA	Energy and Water Utilities Regulatory Authority
HTM	Handeni Trunk Main
KASHWASA	Kahama Shinyanga Water Supply Authority
Mill.	Millions
MoW	Ministry of Water
NBS	National Bureau of Statistics
NRW	Non-revenue Water
TBS	Tanzania Bureau of Standards
WSSA	Water Supply and Sanitation Authority
WSDP	Water Sector Development Programme

MEASUREMENT UNITS AND SYMBOLS

cfu/100ml	colony forming units per 100 millilitres
km	kilometre
km ²	square kilometre
kWh/m ³	Kilowatts hour per cubic metre
m	metre
m ³	cubic metre
m ³ /day	cubic metre per day
nr/km	number per kilometre
%	per cent
TZS	Tanzania Shillings

DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
WATER SUPPLY			
1	Average hours of supply.	Average hours of supply are defined as the hours per day a consumer can draw drinking water from the tap at his/her household connection or the public stand pipe. This number of hours is not necessarily identical with the operation time of treatment plants or wells. The target is 18 hours per day for Category C authorities.	Hours
2	Metering ratio	The number of connections that have operating meters as a percentage of the total number of connections. The target is 80% for category C.	(%)
3	Non- Revenue Water (NRW)	NRW is the amount of water produced (or purchased), minus the amount that is sold to consumers or distributed for free (e.g. Firefighters), presented as a percentage of water produced. NRW can be the result of physical (e.g. leaks, overflow) and commercial losses (e.g. illegal connections, collection of revenue). The recommended value is less than 20%.	(%)
4	Revenue collection efficiency	This indicator measures the ratio of revenue collection to billings during the year. That is, Revenue Collection Efficiency = Amount Collected /Amount billed x 100.	(%)
5	Staff per 1000 connections	This indicator measures the staffing level; it is defined as the ratio of total employees to the total active water and sewerage connections/1000.	Number

EXECUTIVE SUMMARY

This report provides the assessment of the performance of DSNP WSSAs for the year 2010/11 as well as individual utility performance profiles. The assessment of performance for 2010/11 has been conducted for 91 out of 109 DSNP WSSAs, which submitted their reports. Data and information in this report were derived from quarterly and annual progress reports submitted by utilities and from inspection visits. The performance data for 2010/11 was compared to the performance data submitted in 2009/10.

The profiles of individual water utilities and detailed comparative data have been appended to this report. The assessment of the performance for the 91 DSNP WSSAs was based on a few selected indicators owing to irregularity of submitted data and information. The indicators selected include; daily average per capita water consumption and demand, average hours of service, metering ratio, average staff per 1000 connections and Non-revenue water (NRW). The major finding of the performance analysis shows that water production is still very low compared to water demand. In 2010/11 water production covered only 50% of water demand. The analysis of DSNP WSSAs based on the selected key performance indicators indicated the following trend of performance:

- daily water production per capita per day has decreased from 42.2 litres/ capita/day in 2009/10 to 37.5 litres /capita/day in 2010/11;
- average hours of service has decreased from 9.5 hours per day in 2009/10 to 9.0 hours per day in 2010/11
- average metering ratio increased from 42.9% in 2009/10 to 48.8% in 2010/11;
- average ratio of staff per 1000 connections improved from 39.9 staff per 1000 connections in 2009/2010 to 28.7 staff per 1000 connections in 2010/11;
- average Non-Revenue Water (NRW) improved from 43.3% in 2009/2010 to 41.2% in 2010/2011;
- revenue collection increased from TZS 7.4 billion in 2009/10 to 9.97 billion in 2010/11. At the same time, the total expenditure has also increased from TZS 10.6 billion in 2009/10 to TZS 14.53 billion in 2010/11;
- By June, 2011, twenty three (23) utilities had not established Boards of Directors. At the same time, the tenure of Board of Directors for sixty five (65) water authorities had expired and only twenty one (21) water authorities were operational with active water Boards; and
- Seventy four (74) utilities out of 109, submitted their 2010/2011 annual performance reports. This is a drop in performance compared to the previous year, when 84 utilities submitted their annual performance reports

It was generally observed that the performance of DSNP WSSAs was still unsatisfactory with a lot of challenges which require appropriate interventions. The following are the key recommendations:

- i. DSNP WSSAs need substantial investment in developing water sources, water infrastructures and capacity building;
- ii. DSNP WSSAs need to recruit qualified staff;
- iii. Twenty three (23) DSNP WSSAs which have not established the Boards of Directors and sixty five (65) DSNP WSSAs which have their Boards expired should have their Boards in place;

1.0 INTRODUCTION

This report provides the performance analysis of 91 DSNP WSSAs for the year 2010/11. The report aims at assisting WSSAs in identifying their strengths and weaknesses, and comparing their performance in order to uncover potential areas for improving performance.

The report also provides the MoW, Development Partners and other stakeholders with an overview of the current status of water supply in the DSNP WSSAs that will assist in the development of effective and efficient investment projects in the sector. According to the Water Supply and Sanitation Act, 2009, the provision of water supply and sanitation services in any declared water utility service area is carried out by financially and administratively autonomous WSSAs.

Annexed to this report are the performance profiles of each of the 91 DSNP WSSAs.

1.1 Methodology

Data and information for this report were derived from the quarterly progress reports submitted by the utilities, Annual Performance Reports and site inspection which were conducted to sixty three (63) DSNP WSSAs. In cases where the data showed unusual trends as compared to previous reports or where the data or information seemed to be unrealistic, inconsistent or incorrect; clarifications were sought from the relevant utilities. However, most of DSNP WSSAs did not have sufficient capacity to produce the required reports in terms of format and content.

2.0 PERFORMANCE OVERVIEW

The primary aim of this Chapter is to analyze the performance of DSNP WSSAs in selected key areas and to highlight the progress obtained. Specifically, this Chapter analyzes WSSAs' performance in areas of water production, water demand, hours of service, metering ratio, staff per 1000 connections, Non Revenue water, revenue collection, expenditure and the status of the Boards of Directors.

2.1 Water Production and Demand

2.1.1 Daily Water Production per Capita.

The average daily water production per capita for 91 DSNP WSSAs is presented in **Table A3** of **Appendix 3** and is illustrated in **Figure 2.1** below.



Figure 2.1: Average water production (litres per capita per day)

- The average daily water production per capita for DSNP WSSAs has decreased in 2010/11 as compared to 2009/10 as shown on figure 2.1.
- Overall, the average daily water production per capita has decreased from 42.2 litres/ capita/day in 2009/10 to 37.5 litres/capita/day in 2010/11 (Table A3) due to unreliable electricity supply and droughts.
- Average daily water production per capita for DSNP WSSAs is even less than the recommended minimum water consumption of 70 litres/capita /day¹ for small and medium townships.
- DSNP WSSAs which produced more than 70 litres/capita /day are Itumba-Isongole, Katesh/Hanang, Kilwa Masoko, Kondoa, Kyela, Mafinga, Makete, Monduli, Mpwapwa, Mwanga, Pangani, Tukuyu, and Wanging'ombe.

2.1.2 Daily Water Demand per Capita

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 by the total population in the service area and the number of days in a year.

The computed average daily water demand per capita is compared to the computed average daily water production per capita to indicate whether the water production is sufficient to meet the water demand. In most of DSNP WSSAs water demand data were not based on detailed water demand studies.

The summary of results for the computed average daily water demand per capita is presented in **Table A3** of **Appendix 3** and is illustrated in **Figure 2.2** below.

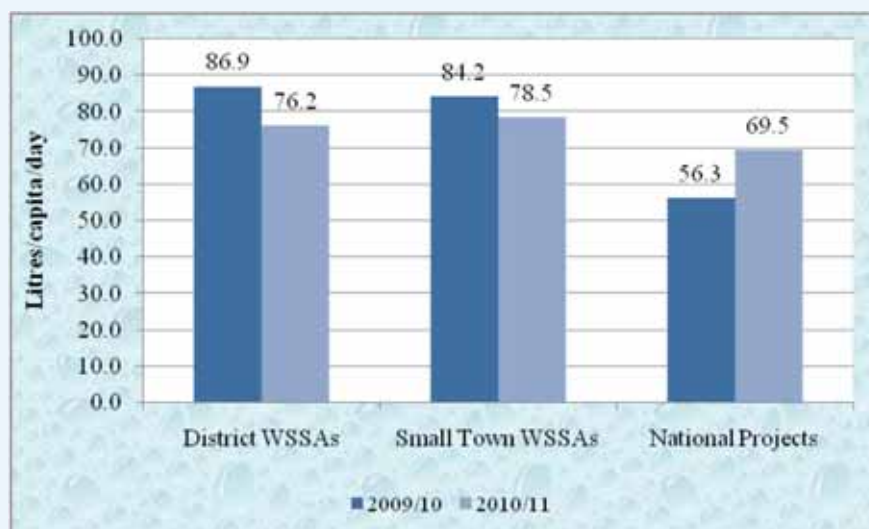


Figure 2.2: Average water demand (litres per capita per day)

The overall average water demand per capita per day has been reported to be 73.8 litres/capita/day in 2010/11.

The overall trend of water demand per capita in Districts and Small Towns WSSAs is decreasing. In District WSSAs the amount decreased from 86.9 litres per capita reported in 2009/10 to 76.2 litres per capita in 2010/11. For Small Town WSSAs the amount decreased from 79.7 litres per capita in 2009/10 to 73.8 litres per capita in 2010/11. At the same time the water demand per capita per day increased for the National Projects from 56.3 litres per capita in 2009/10 to 69.5 litres per capita in 2010/11.

The comparison of the computed average daily water production per capita to the computed average daily water demand per capita in 2010/11 as shown in **Figure 2.3** below indicates a wide gap between water production and water demand.

The gap between the actual water produced and water demand is widest for 36 DSNP WSSAs of: Bariadi, Bunda, Chunya, Dakawa, Gairo, Gallapo, Geita, Handeni, Ifakara, Ilula, Isaka, Karagwe, Kibaya, Kilolo, Kiomboi, Kishapu, Magu, Mangaka, Mbalizi, Misungwi, Mkuranga, Mlowo, Mougango-Kyabakai, Mugumu, Muheza, Mwanhuzi, Namanyere, Nansio-Ukerewe, Ngudu, Same, Sikonge, Tarime, Tunduma-Mbozi, Urambo, Ushirombo and Utete.

On average, water production in DSNP WSSAs is only 50% of the water demand. This shows the need for investment in water production facilities to meet the demand.

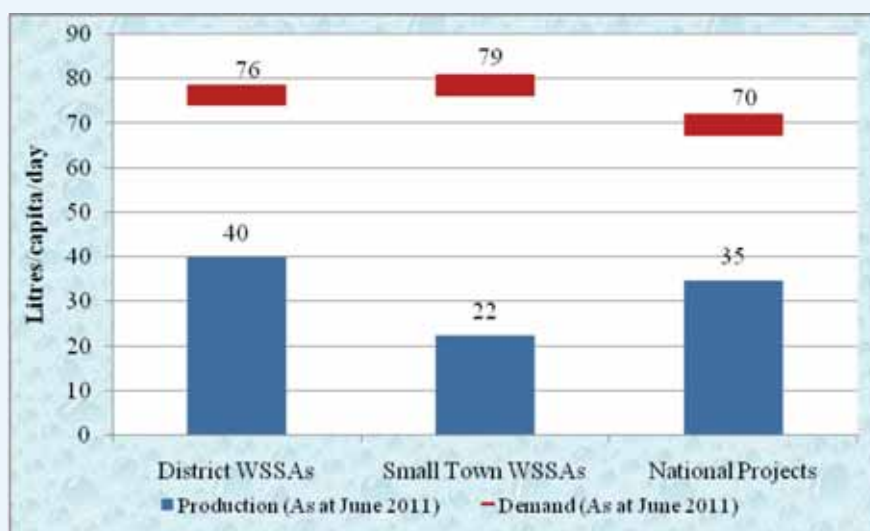


Figure 2.3: Water Production and Demand (litre/per capita/day)

2.1.3 Average Hours of Service

The average hours of service during the reporting period for the 91 utilities are indicated in **Table A3 of Appendix 3** and summarized in **Figure 2.4** below. The overall average hours of service for DSNP WSSAs during the reporting period has decreased from 9.5 hours per day in 2009/10 to 9.0 hours per day in 2010/11.

The data further indicates that only Ngudu, Kahama and Kashwasa WSSAs reported 24 hours of service. Utilities with the lowest level of service hours were Ushirombo, Mugumu, Kibondo, Biharamulo, Karagwe and Sikonge WSSA with one to two hours a day.

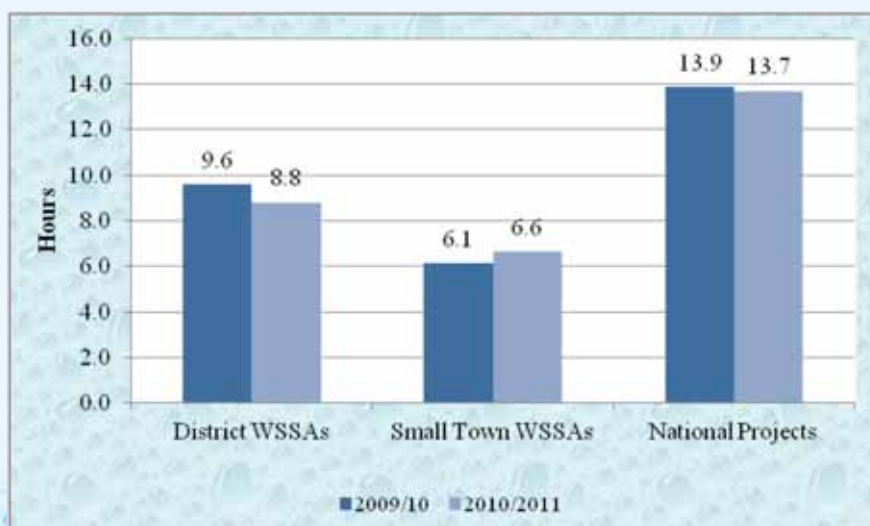


Figure 2.4: Average Hours of Services

2.1.4 Metering Ratio

Metering ratio for DSNP WSSAs is shown in **Table A3 of Appendix 3** and summarized in **Figure 2.5 below**. The overall metering ratio for DSNP WSSAs was reported to have increased from 42.9% in 2009/10 to 48.8% in 2010/11.

There was an appreciable increase in metering ratio for District and Small Town WSSAs while the metering ratio for National Project WSSAs has almost remained the same. Utilities that managed to meter all their customers are Chalinze, Handeni, HTM, Isaka, Kahama, KASHWASA, Kishapu, Mbinga, Misungwi, Ngara, Nzega, Orkesumet and Ushirombo. Nevertheless, metering ratio is still very low, with the majority of the utilities having a metering ratio of below 50%. Some of the utilities have zero metering ratio including Gallapo, Utete, Mangaka, Magu, Kilosa and Ifakara.

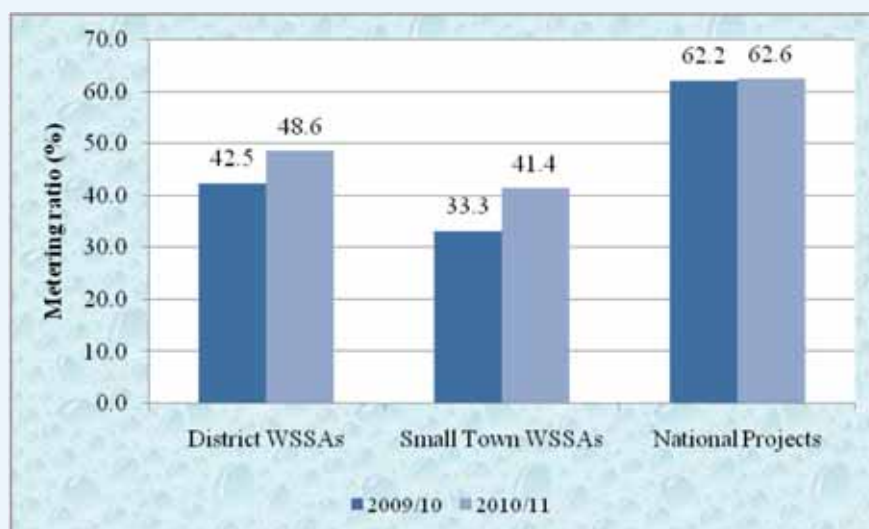


Figure 2.5: Metering Ratio

2.1.5 Staff per 1000 connections

The average staff per 1000 connections for DSNP WSSAs is as shown in **Table 3 of Appendix 3** and illustrated in **Figure 2.6 below**. In 2010/11 the overall average ratio of staff per 1000 connections for DSNP WSSAs improved from 39.9 staff per 1000 connections reported in 2009/10 to 28.6 staff per 1000 connections reported in 2010/2011. This figure is high due to the fact that the customer base for most of DSNP WSSAs is small.

WSSAs with the highest ratio of above 50 staff per 1000 connections are Chalinze, Dakawa, Geita, HTM, Kibaya, Kibondo, Kilolo, Kisarawe, Mkuranga, Mugango-Kyabakari, Mugumu, Orkesumet, Sikonge, Songe, Urambo and Ushirombo.

The lowest ratio of staff per 1000 connections was reported by the WSSAs of Kahama, Kasulu, Katesh/Hanang, Kyela, Mafinga, Makambako, Mbalizi, Mbulu, Misungwi, Muheza, Nansio-Ukerewe, Ngara, Njombe, Tukuyu, Tunduma and Vwawa. They all reported 10 or less staff per 1000 connections.

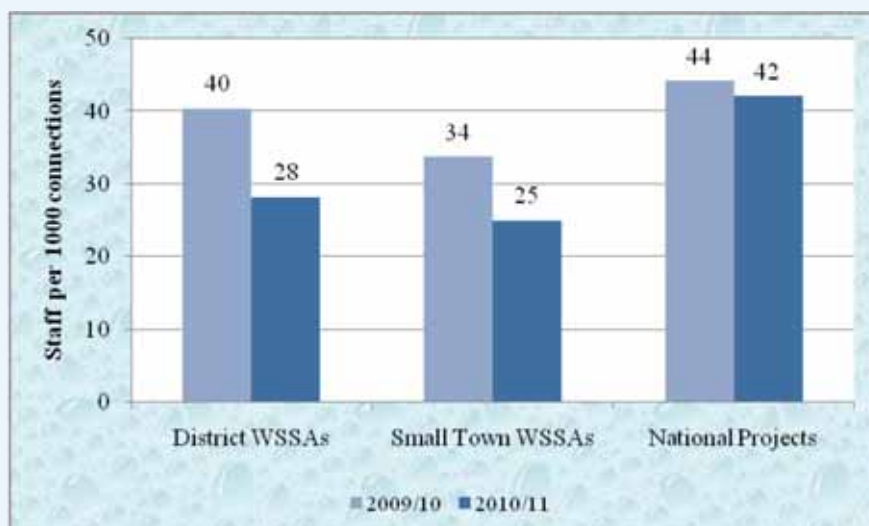


Figure 2.6: Average Staff per 1000 connections

2.1.6 Non-Revenue Water

Non Revenue Water (NRW) for DSNP WSSAs is shown in **Table 3 of Appendix 3** and illustrated in **Figure 2.7 below**. In 2010/11 the overall average NRW for DSNP WSSAs has decreased from 43.3% reported in 2009/10 to 41.2% in 2010/11.

WSSAs with NRW above 50% are Chalinze, Chunya, Gallapo, HTM, Ifakara, Ilula, Katesh/Hanang, Kibaya, Kishapu, Liwale, Magu, Magugu, Makete, Makonde, Manyoni, Maswz, Mpanda, Mugango-Kyabakari, Mwanga, Sengerema, Tarime, Urambo and Wanging'ombe.

WSSAs which reported NRW of below 20% are: Isaka, Kahama, KASHWASA, Kasulu, Kibondo, Kilosa, Korogwe, Mahenge, Mbalizi, Mkuranga, Mpwapwa, Mwanhuji, Namanyere, Ngudu, Orkesumet, Songe and Ushirombo.

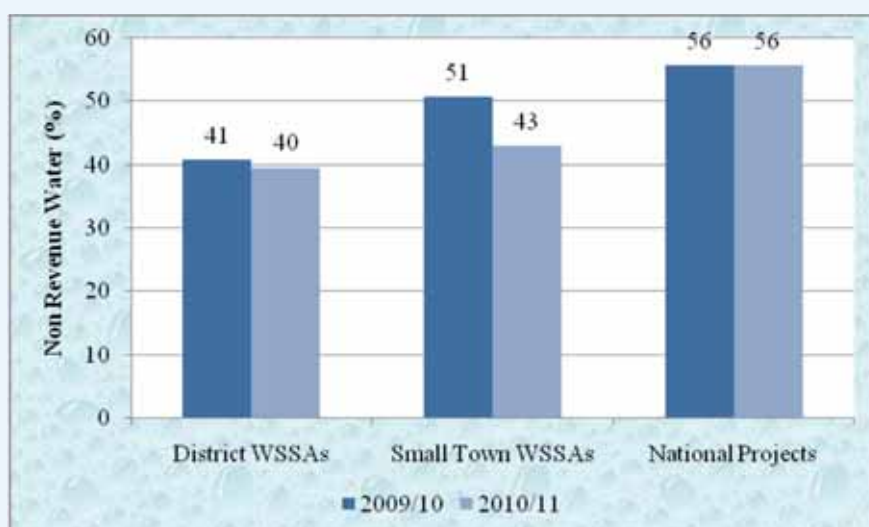


Figure 2.7: Non Revenue Water

2.1.7 Revenue Collection and Expenditure

In 2010/11, a total of TZS 9.91 billion was collected from 91 District WSSAs, National Projects and Small Town WSSAs which is an improvement compared to TZS 7.381 collected in 2009/10. During the same period the total expenditure increased from TZS 10.6 billion reported in 2009/10 to TZS 14.53 billion in 2010/11. Kahama WSSA had the highest annual water sales collections of TZS 1,624 billion while Mangaka

had the lowest annual collections of TZS 281,662. The expenditure includes subsidies and grants from the Central and Local Government. This signifies that most utilities could not meet their operational cost from their revenue collections.

2.1.8 DSNP WSSAs Institutional Status

It was observed that some of the declared water authorities had not yet established with boards and management. It was further observed that for most of the utilities with established boards and management, the terms for their Boards of Directors had expired and the processes for new appointments were ongoing. By June, 2011, twenty three (23) utilities had no established Boards of Directors. This applies to the WSSAs of Jomu/Tinde, Didia, Isikizya, Iselamagazi, Loliondo, Bashnet, Bonga, Chala, Dareda, Galapo, Laela, Maganzo, Mikumi, Lalago, Malampaka, Sangamwalugesha, Mlowo, Turiani, Longido, Dakawa-Mvomero, Sanya, Chalinze and Wangingombe WSSAs. At the same time, sixty five (65) water authorities required new appointments as the tenure of their Boards had expired. By June 2011 only twenty one (21) water authorities were operational with active water boards. **Table 4 of Appendix 4** depicts the status of the establishment of the WSSAs' Boards of Directors by the end of 2010/11.

2.1.9

3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS

3.1 Tariff Review

During the year under review, EWURA issued new Tariff Setting Guidelines for DSNP WSSAs offered 'light handed' regulatory requirements during the tariff review process. These guidelines offered tariff adjustments based on indexation of tariff and charges of DSNP WSSAs with those of Regional WSSAs in similar customer categories based on the guidelines, EWURA approved automatic tariff adjustment for 89 DSNP WSSAs.

3.2 Reporting Obligations

District, Small Town and National Project WSSAs have an obligation to submit their annual technical report, and draft financial statements at the latest by 30th September; and their respective final reports at the latest by 31st December every year. During the reporting period, 74 utilities out of 109, submitted their 2010/2011 comprehensive annual performance reports. Others submitted isolated data and information. This is a drop in performance compared to last year, when 84 utilities submitted their annual performance reports. Most of the utilities which did not submit their annual reports were those utilities without a Board of Directors and management structure in place. Table 4 in Appendix 4 summarizes the status of report submission from the DSNP WSSAs for 2010/2011.

4.0 COMPARATIVE PERFORMANCE FOR DSNP WSSAs

This chapter compares the performance of DSNP WSSAs based on water productions versus water demand, population served, hours of service, metering ratio and NRW. In this analysis, good performing DSNP WSSAs were considered to be those utilities whose performance exceeded the average performance of the Regional WSSAs for 2010/2011.

4.1. Ratio of water production to demand

Good performers under this indicator were WSSAs with ratio of water production to demand of more than 60 % as shown on **table 4.1** below.

Table 4.1: Good performers in satisfying water demand

Category of WSSA	Good Performing WSSAs	Performance
Small Towns WSSAs	NIL	≤60%
District WSSAs	Monduli, Rujewa, Katesh, Tukuyu, Kyela, Mpwapwa, Itumba-Isongole, Makete, Chamwino, Ngara, Igunga, Kilosa, Kongwa, Mafinga, Utete, Kasulu, Mwanga, Kondoa, Sengerema, and Lushoto.	≥60%
National Project WSSAs	KASHWASA, Wangingombe, Chalinze and Maswa	≥60%

4.2. Population Coverage

Good performers under this indicator were WSSAs with percentage of population served of more than 62 % as shown on **table 4.2** below.

Table 4.2: Good performers' in population coverage

Category of WSSA	Good Performing WSSAs	Performance
Small Towns WSSAs	Makambako	≥62%
District WSSAs	Utete, Kyela, Ngara, Same, Kondoa, Liwale, Kiomboi, Katesh, Tukuyu, Monduli, Mwanga, Kibaya, Manyoni, Kilwa Masoko, Njombe, Itumba-Isongole, Songe, Kasulu, Igunga, Chamwino, Nzega, Ludewa, Mbulu, Kilolo and Lushoto.	≥62%
National Project WSSAs	Maswa, HTM, Chalinze, KASHWASA, Mugango-Kiabakari and Makonde.	≥62%

4.3. Hours of Service

Good performers under this indicator were WSSAs with average hours of service of more than 18 hours per day as shown on **table 4.3** below.

Table 4.3: Good performers in hours of service

Category of WSSA	Good Performing WSSAs	Performance
Small Towns WSSAs	Mombo	≥18 hours
District WSSAs	Kahama, Ngudu, Tukuyu, Chamwino and Kyela	≥18 hours
National Project WSSAs	KASHWASA and Chalinze	≥18 hours

4.4. Metering Ratio

Good performers under this indicator were WSSAs with metering ratio of more than 83% as shown on **table 4.4** below.

Table 4.4: Good performers in metering ratio

Category of WSSA	Good Performing WSSAs	Performance
Small Towns WSSAs	Isaka and Makambako	≥83%
District WSSAs	Handeni, Kahama, Kishapu, Mbinga, Misugwi, Ngara, Nzega, Orkesumet, Ushirombo, Mpwapwa, Urambo, Karagwe, Mkuranga, Mwanhuzi, Mbulu, Korogwe, Kiomboi, Muleba, Liwale, Songe, Kilwa Masoko and Manyoni.	≥83%
National Project WSSAs	Chalinze, HTM and KASHWASA	≥83%

4.5. Non Revenue Water (NRW)

Good performers under this indicator were WSSAs with Non Revenue Water of less than 33.23% as shown on **table 4.5** below.

Table 4.5: Good performers in Non Revenue Water

Category of WSSA	Good Performing WSSAs	Performance
Small Towns WSSAs	Kasumulu, Mbalizi and Isaka	≤33.23%
District WSSAs	Mafinga, Bariadi, Chamwino, Dakawa, Vwawa, Nzega, Pangani, Utete, Mahenge, Mpwapwa, Ngudu, Kibondo, Mwanhuzi, Namanyere, Kilosa, Ushirombo, Korogwe, Songe, Kahama, Kasulu, Orkesumet and Mkuranga	≤33.23%
National Project WSSAs	KASHWASA	≤33.23%

4.6. Overall Performance

Based on the above analysis the good performing DSNP WSSAs were Tukuyu, Mpwapwa, Kyela, Chamwino, Ngara, Utete, Kasulu, Kahama, Nzega, KASHWASA and Chalinze which appeared as good performers in at least three indicators.

5.0 GENERAL CONCLUSION AND RECOMMENDATIONS

General Conclusion

The overall performance of the DSNP WSSAs is still unsatisfactory and low. Improvement in water supply services is required through investment in additional new water sources and rehabilitation of the existing dilapidated infrastructure in order to meet the current demand. Most of the utilities have old and worn-out infrastructure, no bulk meters at their water production points, and low metering ratios. Most of the DSNP WSSAs are operating without boards of directors and they are not being audited.

Some common problems and challenges faced by most utilities are insufficient and unqualified staff, insufficient water sources, high operational costs, inadequate working tools and equipment, lack of office accommodation and transport facilities. Also, there are no proper records of daily operations.

Twenty-three (23) utilities had not established their boards of directors. Some of the utilities were still unable to compile regular reports to EWURA and MoW as per the provided format. These shortcomings are summarized in **Appendix 4**.

Recommendations

It was generally observed that the performance of DSNP WSSAs was still unsatisfactory with many challenges which require appropriate interventions. The following are the key recommendations:

- DSNP WSSAs need substantial investment in developing water sources, water infrastructure and capacity building;
- DSNP WSSAs need to recruit qualified staff
- Twenty three (23) DSNP WSSAs which had not established the Boards of Directors and sixty five (65) DSNP WSSAs which had their Boards expire should put their Boards in place;

APPENDICES

APPENDIX 1:

WATER UTILITIES PROFILE

BARIADI		PROFILE AS PER 2010/2011 DATA				
General Description About the Utility	Bariadi Urban Water Supply and Sewerage Authority (Bariadi-WSSA) was declared fully autonomous public water utility in 2002. The Authority is 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 town has a current population of 31,173 people, of which only 37.18% are being served by Bariadi WSSA. Bariadi-WSSA is classified as Category C water authority. The utility draws water from four deep boreholes. The boreholes are located at Majahida (2) Sima (1), Mahaha (1) and Somanda (1) with a total yield capacity of 840m ³ /day. However, the service provision was crippled by break down of submersible pumps for some boreholes, drying out of Bariadi dam and the continuous rationing of electric power supply, which led to reduction of water production to an average of 290.06m ³ / day. Water is supplied through rationing at an average of 14hrs per day The water supply system has 5 storage tanks with a storage capacity of 205m ³ and the total length of the pipeline system is 20.21km. The township has no sewerage system; therefore, onsite sanitary facilities are used under Bariadi District Town Council. Bariadi UWSA has 18 employees, out of whom 4 are permanent and 14 are contract employees.					
General Data About Water Utility	Total Water Connections : 422 Total Active Connections : 422 Total Water Kiosk/Standpipe : 7 Metering Ratio : 12% NRW : 34.6% Total Staff : 18 Staff/1000 connections : 43 Annual O&M Costs : TZS 82,745,217 Annual Water Collections (Arrears included) : TZS 26,998,262 Annual Water Billings : TZS 4,186,060					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosk	
	Consumption charge (TZS/m ³)	585	690	795	20/- per 20lts bucket	
	Flat rate charge (TZS/month)	6,000	13,500	17,000	-	
	New Connection Charges (TZS/connection)	32,000	33,000	33,000		
	Re-connection charges (TZS/connection)	10,500	16,000	21,000		
	Service Charges (TZS/month)	2,000	2,000	2,000		
	Meter Rental Charges (TZS/month)	500	500	500		
Challenges	1. Low production capacity, searching for alternative water sources; 2. Low metering ratio; 3. Combating the high NRW; 4. Extension of the distribution network to areas without water service.					

BIHARAMULO		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Biharamulo Urban Water Supply and Sewerage Authority (BUWSA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Biharamulo Urban area, which is the headquarters of the 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 people are currently served. The utility draws water from two water sources, namely Kagango and Runyinya. The sources have altogether a total production capacity of 515m ³ /day .The present production capacity is insufficient, compared with the estimated water demand of 1,260m ³ /day. Water is supplied through rationing at an average of 1.2 hrs per day. The water supply system has 7 storage tanks with a combined capacity of 725m ³ with a total length of 22.5km pipeline. The township has no sewerage system; therefore, onsite sanitary facilities are used under the Biharamulo District Town Council. BUWSA has 9 permanent employees and 18 contracted staff, of different qualifications and professions paid on daily basis.					
General Data About Water Utility	Total water connections : 662 Total active connections : 608 Total water kiosk/standpipe : 4 Metering ratio : 64% NRW : 37.9% Total staff : 27 Staffs/1000 connection : 40.8 Annual O&M costs : TZS 93,162,778.77 Annual water collections (Arrears included) : TZS 71,084,100.00 Annual water billings : TZS 76,426,850.00					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	800	1,000	1,025	1,500	
	Flat rate charge (TZS/month)	7,000	16,500	16,500	27,000	
	Note: The charges at water Kiosks are TZS 30 per 20 litres bucket.					
Challenges	1. Insufficient production capacity; 2. Inefficient staff to connections ratio; 3. Low metering ratio; 4. Low customer base.					

BUNDA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Bunda Urban Water Supply and Sanitation Authority (BUWSA) was declared a fully autonomous public water utility in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Bunda urban area which is the headquarters of the Bunda District, Mara Region. BUWSA is classified as Category C water authority. Its area of responsibility has a total population of 83,769 people in which 22,885 people are currently served. The utility draws water from Lake Victoria, with a total production capacity of 1,260m ³ /day .The present production capacity is low compared with the estimated water demand of 5,000m ³ /day. The total length of the distribution system is 72 km and water is supplied through rationing at an average of 9.5 hrs. The water supply system has 13 storage tanks with a combined capacity of 2,029.5m ³ . The township has no sewerage system; therefore, onsite sanitary facilities are used under the Bunda District Town Council. BUWSA has 9 permanent employees and 14 staff of different qualifications and professions daily paid.					
General Data About Water Utility	Total water connections : 1,231 Total active connections : 950 Total water kiosk/standpipe : 28 Metering ratio : 69.5% NRW : 43.7% Total staff : 23 Staff/1000 connection : 18.7 Annual O&M Costs : TZS 202,163,103 Annual Water Collections (Arrears included) : TZS 101,983,360.00 Annual Water Billings : TZS 109,054,895.00					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	800	1,200	1,200	-	
	Flat rate charge (TZS/month)	7,500	30,000	16,500	-	
	Note: The Charges at water Kiosks are TZS 20 per 20 litres bucket.					
Challenges	1. Insufficient production capacity; 2. Low metering; 3. High Non Revenue Water; 4. Inefficient staff to connection ratio.					

CHAMWINO		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Chamwino Urban Water Supply and Sanitation Authority (CHAMWINO-UWSA) was declared a fully autonomous public water utility on 17 th June 2005, and its board became fully operational on 24 th 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 29,340 people in which 19,594 people are served. The utility draws water from two productive boreholes, out of seven drilled boreholes. The present production capacity of 1,440m ³ /day is very low compared with the estimated water demand of 1,533m ³ /day. The utility has no water treatment facilities and also water quality monitoring plan was not in place and no quality test has been conducted. The total length of distribution system is 47.8km and water is supplied at an average of 18hrs/day. The system has seven storage tanks with total capacity of 395 m ³ out of which six are functioning. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Chamwino District Council.																			
General Data About Water Utility	Total Water Connections : 976 Total Active Connections : 796 Total Water Kiosk/Standpipe : 7 Metering Ratio : 39% NRW : 31% Total Staff : 20 Staff/1000 connections : 22 Annual O&M Costs : TZS 53,653,044 Annual Water Collections (Arrears included) : TZS 59,873,250 Annual Water Billings : TZS 80,444,960																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institution</th></tr><tr><td>Flat rate and Minimum charge: (Domestic 0 – 14m³; Institution 0 – 28m³, Commercial 0 – 28m³ (TZS/month)</td><td>4,500</td><td>21,500</td><td>20,500</td></tr><tr><td>Metered customers: (Domestic 15-28m³ Institution 29 – 42m³, Commercial 29 – 42m³) (TZS/m³)</td><td>345</td><td>390</td><td>335</td></tr><tr><td>Metered customers: (Domestic: 29m³ and above; Institution: 43m³ and above; Commercial: 43m³ and above) (TZS/m³)</td><td>625</td><td>655</td><td>335</td></tr></table> <p>Note: The Charges at water Kiosks are TSHS. 10 per 20 litres bucket.</p>				Category of customer	Domestic	Commercial	Institution	Flat rate and Minimum charge: (Domestic 0 – 14m ³ ; Institution 0 – 28m ³ , Commercial 0 – 28m ³ (TZS/month)	4,500	21,500	20,500	Metered customers: (Domestic 15-28m ³ Institution 29 – 42m ³ , Commercial 29 – 42m ³) (TZS/m ³)	345	390	335	Metered customers: (Domestic: 29m ³ and above; Institution: 43m ³ and above; Commercial: 43m ³ and above) (TZS/m ³)	625	655	335
Category of customer	Domestic	Commercial	Institution																	
Flat rate and Minimum charge: (Domestic 0 – 14m ³ ; Institution 0 – 28m ³ , Commercial 0 – 28m ³ (TZS/month)	4,500	21,500	20,500																	
Metered customers: (Domestic 15-28m ³ Institution 29 – 42m ³ , Commercial 29 – 42m ³) (TZS/m ³)	345	390	335																	
Metered customers: (Domestic: 29m ³ and above; Institution: 43m ³ and above; Commercial: 43m ³ and above) (TZS/m ³)	625	655	335																	
Challenges	1) Increase metering ration from 25% to 100%; (2) Improve billing system and training of revenue collectors; (3) Rehabilitation and extension of the pipeline network and infrastructures; (4) reduce the current high NRW from 37 to less than 20 ; and (5) Low production as compared with demand																			

CHUNYA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Chunya Urban Water Supply and Sanitation Authority (CHUWSSA) was declared a fully autonomous public water utility in 2002. CHUWSSA is 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. CHUWSSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 22,953 people in which 10,937 people are served with water. The utility draws water from three boreholes, namely BH. 2566/2009, BH.533/2007 and BH 2567/2009. The average water production from these sources during the reporting period was 460m ³ /day.					
	The source installed production capacity is 631m ³ /day. The utility has no water treatment facilities. The total length of the entire pipe network is 14.7km and water is supplied at an average of 5hrs/day. The network has 4 storage tanks with different capacities of combined storage volume of 355m ³ . The town has no sewerage system; therefore, onsite sanitation facilities are used under the supervision of the Chunya District Council. CHUWSSA has 11 employees with a deficiency of 5 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 789					
	Total Active Connections : 620					
	Total Water Kiosk/Standpipe : 5					
	Metering Ratio : 71%					
	NRW : 51%					
	Total Staff : 11					
	Staff/1000 connections : 14					
	Annual O&M Costs : TZS 125,245,600					
	Annual Water Collections (Arrears included) : TZS 79,828,000					
Tariff Structure	Category of customer		Domestic	Institutions	Commercial	Industrial
	Metered (TZS/m ³)	1-20m ³	1,000	N/A	1,500	2,500
		>20m ³	1500	N/A	1,500	2,500
		1-50m ³		1,500	1,500	2,500
		>50m ³		2,000	1,500	2,500
	Flat rate (TZS/month)		7,000	11,500	19,000	32,000
	Kiosk tariff is at TZS 50 per 20 litre bucket.					
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.					

DAKAWA		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Dakawa Urban Water Supply and Sanitation Authority Water Board was published as an Urban Water Authority on 17 th of June, 2005 by Government notice No.353. The first board members were approved by MoW on 30 th April, 2008, and were supposed to commence work on 12 th May, 2008. During the reporting period, the utility did not have a board. The utility is responsible for overall provision of water within the urban area of Dakawa, the headquarters of Mvomero District. Dakawa is located 35km from Morogoro Municipality along Morogoro - Dodoma Highway. Dakawa Urban Water and Sanitation Authority covers two wards namely Dakawa Sokoine East and Dakawa Sokoine West, these two wards comprise of 11 sub-villages. Its area of responsibility has a total population of 29,312 people in which 5,348 people are served. Dakawa Urban Water and Sanitation Authority acquired borehole sources from the former community based schemes at Wami Dakawa which include the three boreholes. The boreholes are all located at Wami Dakawa village and in accordance with the borehole completion reports, the present production capacity of 377m ³ /day is very low compared with the estimated water demand of 1,466m ³ /day, while the annual water production was 315m ³ /day. The total length of the distribution system is 10km and water is supplied at an average of 10hrs/day. The Authority has a total of 12 staff (The manager is the only staff with degree level). The utility has no water treatment facilities and all other operational plans are not in place. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Mvomero District Council.																			
General Data About Water Utility	Total Water Connections : 200 Total Active Connections : 150 Total Water Kiosk/Standpipe : 3 Metering Ratio : 11% NRW : 31% Total Staff : 12 Staff/1000 connections : 60 Annual O&M Costs : TZS 30,443,880 Annual Water Collections (Arrears included) : TZS 26,658,000 Annual Water Billings : TZS nm																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>800</td><td>945</td><td>910</td><td>1080</td></tr><tr><td>Flat rate (TZS/month)</td><td>7,500</td><td>16,500</td><td>16,500</td><td>17,000</td></tr></table> <p>Note: The Charges at water Kiosks are TSHS. 20 per 20 litres bucket.</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m ³)	800	945	910	1080	Flat rate (TZS/month)	7,500	16,500	16,500	17,000
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/m ³)	800	945	910	1080																
Flat rate (TZS/month)	7,500	16,500	16,500	17,000																
Challenges	(1) Management should make efforts to facilitate the new Board to become operational; (2) Capacity building aspects should aim at providing necessary skills, tools and equipment for staff ; (3) Management should take steps to fence all its potential water sources and seek for title deeds and water rights; (4) Lack of enough meters; (5) No water quality monitoring programme and lack of fund for quality check; (6) Lack of funds for rehabilitation of old pipelines; and (7) Low production as compared to the demand																			

GEITA		PROFILE AS PER 2009/10 DATA				
General Description About the Utility	Geita Urban Water Supply and Sewerage Authority (GEUWASA), was declared fully autonomous public water utility in 2006. The Authority is responsible for the overall operation and management of water supply and sanitation services within Geita Urban area, which is the headquarter 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 36,152 people are currently served. The utility draws water from four water sources, namely Kagera Spring, Kambarage, Bomani and Tambukareli boreholes. The sources have altogether,a total production capacity of 522.7m ³ /day .The present production capacity is very low compared to the estimated water demand of 5,599.7m ³ /day. Water is supplied through rationing at an average of 6hrs/day. The water supply system has 8 storage tanks with a combined capacity of 685m ³ and a pipeline whose length is 16km. The township has no sewerage system; thus, onsite sanitary facilities are used under monitoring of Geita District Town Council. GEUWASA has 5 employees and 6 temporary staff of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 172 Total Active Connections : 160 Total Water Kiosk/Standpipe : 27 Metering Ratio : 55.8% NRW : 38% Total Staff : 11 Staffs/1000 connection : 18.1 Annual O&M Costs : TZS 34,155,942.9 Annual Water Collections (Arrears included) : TZS 11,193,385 Annual Water Billings : TZS 12,073,977					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m ³)	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 20litres bucket.					
Challenges	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 2010/11 DATA				
General Description About the Utility	Handeni Urban Water Supply and Sanitation Authority (HUWASA), declared a fully autonomous public water utility in 2003. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Handeni urban area which is the headquarters of the Handeni District, Tanga Region. HUWASA is classified as Category C water utility. Its area of responsibility (Handeni Township) has a total population of 74,077 people of which 26,749 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 the Handeni Trunk Main Water Supply Authority. The three types of sources have combined installed production capacity of 3,121m ³ /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 4,438m ³ /day. The total length of the distribution system is 37.442 km and water is supplied at an average of 6 hrs /day. There are 7 storage tanks which have combined storage volume of 720m ³ . The township has no sewerage system; thus onsite sanitary facilities used under the monitoring of Handeni District Town Council. HUWASA has 18 employees and has a deficiency of 32 employees.					
General Data About Water Utility	Total water connections : 497 Total water kiosk/standpipe : 59 Metering ratio : 100% NRW : 43% Total staff : 18 Staff/1000 connections : 36.2 Annual O&M costs : TZS 53,220,830 Annual water collections (Arrears included) : TZS 50,226,943 Annual water billings : TZS 61,506,988					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Kiosk	
	Consumption charges (TZS/m ³)	1,250	1,500	2,000	1,500	
	Flat rate(TZS/month)	11,500	12,500	12,500	NA	
	Note: The charges at water Kiosks are TZS 30 per 20 litres bucket.					
Challenges	1. Inadequate water sources and supply; 2. Capital fund for major rehabilitation of old and dilapidated distribution network; 3. Lack of treatment plant; 4. Lack of office building and transport for the authority; 5. Lack of sufficient and competent staff.					

IFAKARA		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Ifakara Urban Water Supply and Sanitation Authority (IFUWASA) was established by Act No. 8 of 1997 in 2005. IFUWASA started its operations on 1 st 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 50,200 people of which 13,681 people are served. The utility draws water from only one type of water source comprising five boreholes which are fairly protected and equipped with submersible pumps that are operational for an average of 8 hours per day on daily water production. The combined production capacity is approximately 1,392m3/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 water production of 689m ³ /day is low compared to the estimated water demand of 3,312m ³ /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 the distribution system is 26.2km and water is supplied through rationing at an average of 4 hrs /day. The water supply system has four storage tanks with total capacity of 422m ³ . The town has no sewerage system.																			
General Data About Water Utility	Total Water Connections : 420 Total Active Connections : 4000 Total Water Kiosk/Standpipe : 12 Metering Ratio : 0% NRW : 60% Total Staff : 20 Staff/1000 connections : 48 Annual O&M Costs : TZS 29,352,227 Annual Water Collections (Arrears included) : TZS 28,484,216 Annual Water Billings : TZS 39,084,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>300</td><td>390</td><td>335</td><td>500</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>13,500</td><td>10,000</td><td>-</td></tr></table> <p>Note: The Charges at water Kiosks are TSHS. 10 per 20 litres bucket.</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m ³)	300	390	335	500	Flat rate (TZS/month)	4,500	13,500	10,000	-
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/m ³)	300	390	335	500																
Flat rate (TZS/month)	4,500	13,500	10,000	-																
Challenges	1) Management should make efforts to facilitate the new Board to become operational; (2) Aged pipeline distribution system leading to high losses; (3) Lack of enough qualified staff to manage the utility; (4) Lack of transport facilities to facilitate daily operations; (5) Lack of working tools including communication; (6) Lack of customer meters (0% metering ratio); and (7) Low collection efficiency																			

IGUNGA		PROFILE AS PER 2010/2011 DATA				
General Description About the Utility	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 56,948 people out of which 38,091 persons are served (about 67%). The utility draws water from Bulenya earthfill dam. The dam has the production capacity of $4,725m^3/day$ which is sufficient compared with the estimated water demand of $3,743m^3/day$. Following intervention of the Government under WSDP, the water production has increased from 710 to $2,800m^3/day$. The total length of the pipeline system is 31.68km, composed of 11.8km of 315mm diameter PVC main pipeline and 19.88km of distribution network. Water is supplied through rationing at an average of 13 hrs/day. The system has 12 storage tanks with a combined capacity of $1,259m^3$. The township has no sewerage system;therefore, onsite sanitary facilities are used under the Igunga District Town Council. IGUWASA has 14 employees, 5 permanent and 9 on contract.					
General Data About Water Utility	Total Water Connections : 748 Total Active Connections : 529 Total Water Kiosk/Standpipe : 7 Metering Ratio : 12% NRW : 46% Total Staff : 14 Staff/1000 connections : 19 Annual O&M Costs : TZS 52,344,219.92 Annual Water Collections (Arrears included) : TZS 50,109,446.00 Annual Water Billings : TZS 55,677,162.22					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Domestic - Agents
	Consumption charge (TZS/m ³)	625	820	935	1,035	1,000
	Flat rate charge (TZS/month)	6,000	48,500	36,000	210,000	63,000
	New Connection Fee (TZS/month)	22,500	28,000	28,000	33,500	
	Reconnection Fee (TZS/month)	5,000	5,500	5,500	11,000	
	Meter Rental Fee (TZS/month)	600	1,200	2,500	4,000	
	Note: The Charges at water Kiosks are TZS 15 per 20 litres bucket.					
Challenges	1. Achieving universal metering; 2. Extension of the distribution network to the uncovered areas; 3. Protection of Bulenya dam against human pollution; 4. Timely completion of the on-going water project.					

ISIKIZYA		PROFILE AS PER 2007/08 DATA
General Description About the Utility	<p>Isikizya Urban Water Supply & Sewerage Authority (Isikizya-WSSA), 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-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 6,428. 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, rather Uyui refers to District with Isikizya as the name of the town and District Headquarters. The estimated water demand of the Isikizya township is $1,500m^3/day$. These shallow wells are managed and operated by Water User Groups. There is no water supply infrastructure with the exception of shallow wells. There is a project which is currently being implemented under the Local Government Development Grant of upgrading Mwanaligi spring source, laying of $4.5km$ rising main, construction of $100m^3$ concrete storage tank on a $6m$ riser, and laying of $6km$ distribution pipeline..</p>	
General Data About Water Utility	No operational data has been established to date.	
Tariff Structure	<p>NOTE: The water tariff is <i>Tshs</i> 500-800 per month per household</p>	
Challenges	<ol style="list-style-type: none"> 1. No operational Water Board and Authority is in place; 2. With the exception of shallow wells, no water supply infrastructure is in place; 3. The water supplied from the shallow wells is of poor quality. 	

ITUMBA-ISONGOLE		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Itumba-Isongole Urban Water Supply and Sanitation Authority (Itumba-Isongole WSSA) was declared a fully autonomous public water utility in 2004. Itumba-Isongole WSSA 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-Isongole WSSA is classified as Category C water authority. Its area of responsibility has a total population of 14,571 people of which 10,054 persons are served with water. The utility draws water from three stream sources; Iyela stream, Ilumba stream and Itinginya stream. Water from these sources is abstracted by intake wells constructed across the streams and gravitates to the town. The sources produced an average of 1,201m ³ /day during the financial year 2010/11.					
	The combined installed production capacity is 1,310m ³ /day, this production capacity is sufficient to meet the estimated water demand of 1,021m ³ /day. However, due to limitations of the distribution network in Isongole area and low yield of Itinginya Stream the water production cannot meet the water demand. The utility has no water treatment facilities. The total length of the entire pipe network is 47.4 km and water is supplied through rationing at an average of 17hrs/day. The network has 6 storage tanks with combined capacity of 465m ³ . The town has no sewerage system; thus, onsite sanitary facilities are used under supervision of the Ileje District Council. Itumba –Isongole WSSA has 15 employees with deficiency of 6 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections		:1,036			
	Total Active Connections		:875			
	Total Water Kiosk/Standpipe		:67			
	Metering Ratio		:25%			
	NRW		:40%			
	Total Staff		:15			
	Staff/1000 connections		:14			
	Annual O&M Costs		: TZS 30,806,941			
	Annual Water Collections (Arrears included)		: TZS 21,266,500			
Annual Water Billings		: TZS 32,956,000				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosk	
	Metered (TZS/m ³)	300	335	390	NA	
	Flat rate (TZS/month)	4,500	10,000	9,500		
	Kiosk tariff is TZS 5 per 20 litre bucket					
Challenges	1. Lack of sufficient and qualified staffs; 2. Effectively utilizing the existing water production from Ilumba and Iyela to serve Isongole area; 3. Low metering ratio; 4. Lack of capital fund for expansion of water supply services; 5. Lack of office building and transport; 6. Lack of working facilities – vehicle and motorcycle.					

KAHAMA		PROFILE AS PER 2010/2011 DATA						
General Description About the Utility	Kahama Urban Water Supply and Sanitation Authority (KUWASA), was declared a fully autonomous public water utility in 2002. The Authority is 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 of which 72,520 persons are served. The utility draws water from two sources, from Lake Victoria through Kahama-Shinyanga Water Supply Authority and from the earth filled dam. KASHWASA receives water from the 18,000m ³ storage tank. The combined installed capacity is 13,077m ³ /day. Water production of 6,458m ³ /day is insufficient compared with the estimated water demand of 14,500m ³ /day. The total length of the pipeline system is 214km and water is supplied through rationing at an average of 24 hrs. The system has 5 storage tanks with a combined capacity of 18,695m ³ . The township has no sewerage system;thus onsite sanitary facilities are used under the Kahama District Town Council. KUWASA has 53 employees, 8 permanent and 45 on contract.							
General Data About Water Utility	Total Water Connections : 8,429 Total Active Connections : 8,053 Total Water Kiosk/Standpipe : 27 Metering Ratio : 100% NRW : 14% Total Staff : 53 Staff/1000 connections : 6 Annual O&M Costs : TZS 978,120,078.57 Annual Water Collections (Arrears included) : TZS 1,624,021,746 Annual Water Billings : TZS 1,010,344,229							
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Mining	Car Wash	Kiosks
	Consumption charge (TZS/m ³)	595	720	760	820	1,100	1,150	720
	Service Charge (TZS/month)	2,500	4,000	4,500	4,500	80,000	4,500	500
	Reconn. Fee (TZS/connect.)	10,000	20,000	20,000	20,000	200,000	20,000	10,000
	Meter Deposit (TZS/connect.)	20,000	60,000	60,000	60,000	300,000	60,000	20,000
Note: Flat rate charges from domestic customers is TZS 5,950 per month								
Challenges	1. Rehabilitation of the Kahama dam and the old infrastructure to serve as standby water supply system; 2. Control of illegal connections, vandalism; 3. Increasing the rate of debt collection; 4. Extension of the water supply distribution network to areas not covered.							

KARAGWE		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Karagwe Urban Water Supply and Sanitation Authority (KAUWASA), was declared fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the urban area of Karagwe Town Council which is the headquarter of Karagwe District in Kagera Region. KAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 34,843 people in which 5,123 people are currently 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 266m ³ /day .The present production capacity is very low compared with the estimated water demand of 2,005m ³ /day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of distribution system is 21.6 km and water is supplied through rationing at an average of 1.5hrs/day. The system has 5 storage tanks, out of which only 2 are functioning. The functioning tanks have a storage capacity of 120m ³ . The town has no sewerage system; therefore, onsite sanitary facilities are used under the Township Authority. KAUWASA has 14 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 375 Total Active Connections : 336 Total Water Kiosk/Standpipe : 11 Metering Ratio : 97% NRW : 34% Total Staff :14 Staffs/1000 connection : 37 Annual O&M Costs TZS 84,530,811.82 Annual Water Collections (Arrears included) TZS 31,553,509.00 Annual Water Billings TZS 29,966,700.00					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m ³)	500	500	500	NA	
	Flat rate charge (TZS/month)	6,500	10,000	9,500	NA	
	Note: The Charges at water Kiosks are TZS 50 per 20litres bucket..					
Challenges	1. Low customer base; 2. Inadequate water supply due to low water sources capacity; 3. High Non Revenue Water; 4. Lack of sufficient and qualified staffs.					

KASULU		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Kasulu Urban Water Supply and Sewerage Authority (KUWSA), was declared fully autonomous public water utility in 2003. The Authority is responsible for the overall operation and management of water supply and sanitation services within Kasulu Urban area which is the headquarter of Kasulu District, Kigoma Region. KUWSA is classified as Category C water authority. Its area of responsibility has a total population of 51,012 people of which 34,790 people are currently served. The utility draws water from three water sources, namely Nyanka Stream, Nyakatoke Stream and Misemo Stream. The sources have altogether, a total production capacity of 3,447m ³ /day .The present production capacity is insufficient compared with the estimated water demand of 5,054m ³ /day. The total length of pipeline system is 8.61km and water is supplied through rationing at an average of 15hrs/day. The system has 3 storage tanks with a combined capacity of 452m ³ . The township has no sewerage system; thus, onsite sanitary facilities are used under Kasulu District Town Council. KUWSA has 17 employees, 6 are permanent and 11 temporary staff of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 2,542 Total Active Connections : 2,194 Total Water Kiosk/Standpipe : 0 Metering Ratio : 14.4% NRW : 12.5% Total Staff : 17 Staffs/1000 connection : 6.7 Annual O&M Costs TZS 108,121,380 Annual Water Collections (Arrears included) TZS 62,688,704 Annual Water Billings TZS 77,188,566					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m ³)	300	400	510	NA	
	Flat rate charge (TZS/month)	4,500	-	-	NA	
Note: No Kiosk and therefore no tariff for Kiosk.						
Challenges	1. The installed water production capacity is insufficient compared to the existing demand; 2. Turbid water nevertheless 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 2010/11 DATA																		
General Description About the Utility	Katesh Urban Water Supply and Sanitation Authority (KAWASA), was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Katesh urban area which is the headquarters of the Hanang District, Manyara Region. KAWASA is classified as Category C water authority. Its area of responsibility has a total population of 15,558 people of which 11,296 persons are served. The utility draws water from the gravity scheme, Hamiti streams, which receive water from the several springs originating from the Hanang hills. The installed production capacity is 3,217m ³ /day .This is sufficient to meet the present estimated demand for the township which is 1,749m ³ /day. The total length of the distribution system is 32.59 km and water is supplied through rationing at an average of 6 hrs/day. There is no treatment plant in place however; water quality monitoring had been conducted on quarterly bases. The system has 6 storage tanks with combined total storage capacity of 720m ³ . The township has no sewerage system; therefore onsite sanitary facilities are used under the Katesh Town Authority. KAWASA has 12 employees and the total number of staff required has not been established.																			
General Data About Water Utility	Total water connections : 1,330 Total active connections : 1,312 Total water kiosk/standpipe : 24 Metering ratio : 15% NRW : 69.2% Total staff : 12 Staff/1000 connections : 9 Annual O&M costs : TZS 73,054,898 Annual water collections (Arrears included) : TZS 79,854,660 Annual water billings : TZS 68,917,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Water Booser</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>445</td><td>450</td><td>655</td><td>600</td></tr><tr><td>Flat rate TZS/month</td><td>4500</td><td>9500</td><td>10,000</td><td>NA</td></tr></table> <p>Note: The charges at water kiosks are TZS 10 per 20 litres bucket.</p>					Category of customer	Domestic	Institutional	Commercial	Water Booser	Consumption charge (TZS/m ³)	445	450	655	600	Flat rate TZS/month	4500	9500	10,000	NA
Category of customer	Domestic	Institutional	Commercial	Water Booser																
Consumption charge (TZS/m ³)	445	450	655	600																
Flat rate TZS/month	4500	9500	10,000	NA																
Challenges	<div>1. High NRW due to dilapidated pipe network and many unmetered customers;</div> <div>2. Lack of water treatment facilities;</div> <div>3. Unwillingness of customers to pay their water bills;</div> <div>4. Lack of authority office building and transport;</div> <div>5. Misuse of water for irrigations.</div>																			

KIBAYA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Kibaya Urban Water Supply and Sanitation Authority (KIUWASA) was declared fully a autonomous public water utility in 2002 and came into operations in 2007. The Authority is responsible for the overall operation and management of water supply and sanitation services in Kibaya Town which is the headquarters of Kiteto District, Manyara Region. KIUWASA is classified as Category C water authority. Its area of responsibility has a total population of 15,656 people of which 10,960 persons are served. The utility draws water from 3 deep boreholes and the Chemchem spring source. The spring source contributes about 18% of the actual total water production. The combined installed production capacity is 495m ³ /day .This is very low compared to the estimated water demand of 1093m ³ /day. The utility has neither water treatment facilities nor water quality monitoring in place. The total length of the distribution system is 28.11 km and water is supplied at an average of 6 hrs/day. There are 6 water storage tanks with combined storage capacity of 443.5m ³ . The town has no sewerage system; therefore onsite sanitary facilities are used under the Kiteto District Council. KIUWASA has 16 employees with shortfall of 18 employees of different qualifications and professions.					
General Data About Water Utility	Total water connections : 328 Total active connections : 292 Total water kiosk/standpipe : 18 Metering ratio : 13% NRW : 89% Total staff : 18 Staff/1000 connections : 54.9 Annual O&M costs : TZS 67,007,814 Annual water collections (Arrears included) : TZS 20,884,250 Annual water billings : TZS 15,334,500					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	1000	1025	1000	NA	
	Flat rate charge (TZS/month)	4500	9500	11,500	NA	
	Note: The charges at water Kiosks are TZS 20 per 20 litres bucket.					
Challenges	1. Inadequate water sources and water supply to meet the demand; 2. Low metering ratio.;; 3. High NRW due to old and dilapidated pipe network; 4. Lack of office building and transport; 5. Lack of sufficient and qualified staff;					

KIBONDO		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Kibondo Urban Water Supply & Sewerage Authority (Kibondo-UWSA) was declared fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within 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 33,999 out of which 19,039 people are currently served. The utility draws water from one stream, five springs, and five boreholes, with a total production capacity of 1,200 m^3/day and an average production of 761 m^3/day which is insufficient compared with the estimated town water demand of 1,360 m^3/day . The total length of distribution pipeline system is 30.5km and water is supplied through rationing at an average of 1hour/day. The system has 7 storage tanks with a storage capacity of about 780 m^3 . The town has no sewerage system; presently, onsite sanitary facilities are in use under Kibondo District Council. The utility is served by 34 employees, 7 are permanent while 27 are contracted.					
General Data About Water Utility	Total Water Connections : 714 Total Active Connections : 664 Total Water Kiosk/Standpipe : 8 Metering Ratio : 16.1 NRW : 23.8 Total Staff : 37 Staffs/1000 connection : 58.5 Annual O&M Costs : TZS42,601,410 Annual Water Collections (Arrears included) : TZS41,653,410 Annual Water Billings : TZS 54,602,710					
Tariff Structure	Category of customer	Domestic	Institution	Commercial	Industrial	
	Consumption charge (TZS/ m^3)	850	860	890	NA	
	Flat rate charge (TZS/month)	7,500	11,500	11,500	NA	
NOTE: The Charges at water Kiosks are TZS 20per 20litres bucket						
Challenges	1. Water pollution especially from Mgoboka source; 2. Infrastructure is old and worn-out, more than 25 years; 3. Customers’ un-willingness to pay; 4. Low metering ratio; 5. High UFW.					

KILINDONI		PROFILE AS PER 2010/11 DATA					
General Description About the Utility	Kilindoni Water Supply and Sanitation Authority (Kilindoni WSSA) was declared a fully autonomous public water utility in 2002. Kilindoni WSSA is responsible for the overall operation and management of water supply and sanitation services within the Kilindoni Town in Mafia District in Coast Region. Kilindoni WSSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 15,300 people of which 5,190 people are served with water. The Kilindoni town gets water from natural springs, shallow wells and boreholes. There are three sources that produce water for the town, being at Bomani, Kigamboni and Kilimahewa. The estimated average water produced from the sources during the reporting period was 282m ³ /day.						
	The production capacity is 282m ³ /day and this amount is not sufficient to meet the estimated water demand of 2,450m ³ /day. There are neither water treatment facilities nor water quality monitoring programme. The total length of the main pipe network is 3.8 km and water is supplied at an average of 4 hrs per day. The network at Kilindoni has 4 storage tanks with a total storage volume of 140m ³ . The town has no sewerage system; thus, onsite sanitation facilities are used under supervision of the Kilindoni township Authority. Kilindoni WSSA has 3 employees with deficiency of 9 employees of different qualifications and professions.						
General Data About Water Utility	Total Water Connections : 257						
	Total Active Connections : 213						
	Total Water Kiosk/Standpipe : 1						
	Metering Ratio : 0%						
	NRW : 33%						
	Total Staff : 3						
	Staff/1000 connections : 11.6						
	Annual O&M Costs : TZS						
	Annual Water Collections (Arrears included) : TZS						
	Annual Water Billings : TZS						
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	
	Metered (TZS/m ³)	300	335	390	500	NA	
	Flat rate charge (TZS/month)	5500-15,000	10,000	11,500-13,500	NA	NA	
	Kiosk Tariff is TZS 20 for 20 litres bucket						
Challenges	1. Lack of metered customers; 2. High Non Revenue Water; 3. Insufficient water production as compared to the current and future water demand; 4. Limited network coverage; 5. Lack of office building and transport; 6. Lack of sufficient and qualified staff.						

KILOLO		PROFILE AS PER 2010/11 DATA					
General Description About the Utility	Kilolo Urban Water Supply and Sanitation Authority (KIUWASA) was declared as 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. KIUWASA is classified as Category C water authority and it started its operation in July, 2009. Its area of responsibility has a total population of 23,087 people in which 14,314 persons are accessing water services provided by the utility. The total water demand for the town is estimated at 2,142m ³ /day while water produced is estimated as 326m ³ /day. The utility draws water from four protected springs located in Lusinga village about 25km from the town center. The water supply network is 63km long with ten storage tanks of total capacity of 477.5m ³ .						
	The source installed production capacity is 330m ³ /day .The present production capacity is not sufficient to meet the estimated water demand of 2,142m ³ /day. The utility has no water treatment facilities. Water is supplied for 12 hours only. The town has no sewerage system; thus, onsite sanitary facilities are used under supervision of the Kilolo District Council..						
General Data About Water Utility	Total Water Connections : 201						
	Total Water Kiosk/Standpipe : 53						
	Metering Ratio : 26%						
	NRW : 43%						
	Total Staff : 10						
	Staff per 1000 connections : 50						
	Annual O&M costs : TZS 28,116,052						
	Annual collection from water sales : TZS 21,986,890						
	Annual water billing : TZS 37,442,078						
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	
	Metered (TZS/m ³)	445 - 505	450 - 510	475 - 520	500	1,000	
	Flat rate charge (TZS/month)	4,500 – 5,500	12,000 – 22,000	9,400 – 17,000	13,000 – 22,500		
Challenges	1. Insufficient water production to meet the water demand; 2. Lack of qualified and sufficient staff; 3. Lack of office building and transport facilities; 4. High level of Non Revenue Water; 5. Lack of water treatment facilities.						

KILOSA		PROFILE AS PER 2010/11 DATA																			
General Description About the Utility	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 40,185 based on the 2002 census of which 20,093 people 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 20%. The Mkadage intake was constructed in 1952 and later rehabilitated in late 70’s. Water from the Mkadage intake is pumped into 1000 m ³ storage tank located about 246m away. Water from Azimio boreholes on the other hand, is pumped directly, into the distribution system, while that from Manzese is pumped into 225m ³ storage tanks at the Manzese area. The present production capacity of 1,752 m ³ /day is very low compared with the estimated water demand of 2,240m ³ /day while the actual production is 1,652 m ³ /day. The utility has no water treatment facilities except for chlorination done at the 1000m ³ storage tank receiving water from the Mkadage intake. The total length of distribution system is 22.96km and water is supplied at an average of 6hrs/day. The system has three storage tanks with total capacity of 1,360 m ³ that are functioning. The water supply authority has no sewerage network.																				
General Data About Water Utility	Total Water Connections : 1,359 Total Active Connections : 1,359 Total Water Kiosk/Standpipe : 1 Metering Ratio : 0% NRW : 20% Total Staff : 24 Staff/1000 connections : 18 Annual O&M Costs : TZS 32,400,000 Annual Water Collections (Arrears included) : TZS 36,000,00																				
Tariff Structure	<table><tr><td>Category of customer</td><td>Domestic</td><td>Commercial</td><td>Institutions</td><td>Industrial</td></tr><tr><td>Metered customers (TZS/m³)</td><td>395</td><td>655</td><td>500</td><td>500</td></tr><tr><td>Flat rate (TZS/month)</td><td>4500 - 5500</td><td>9,500</td><td>-</td><td>290,000</td></tr></table> <p>Note1: Industries in this case included contractors Note 2: The Charges at water Kiosks are TZS 20 per 20 litres bucket.</p>						Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m ³)	395	655	500	500	Flat rate (TZS/month)	4500 - 5500	9,500	-	290,000
Category of customer	Domestic	Commercial	Institutions	Industrial																	
Metered customers (TZS/m ³)	395	655	500	500																	
Flat rate (TZS/month)	4500 - 5500	9,500	-	290,000																	
Challenges	1) Lack of Transport facilities; (2) High NRW due to aged network; (3) Low production capacity as compared to high demand; (4) Low metering ratio; (5) Few number of kiosks and network coverage; (6) Lack of Treatment facilities for Mkadage river source; (7) Frequent breakdown of pumps; and (8) Inadequate qualified staff to manage the utility.																				

KILWA MASOKO		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Kilwa Urban Water Supply and Sanitation Authority (KMUWASA) was established by Act No. 8 of 1997 and came into operation on 28 th 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. Its area of responsibility has a total population of 17,534 people of which 12,190 people 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 90% and Mtanga spring located 11km from the Masoko township along Masoko – Nangurukuru road which contributes the remaining 10% of the daily water production. The combined production capacity is approximately 3,361m ³ /day, but it is not fully utilized owing to worn out transmission line and non-working boreholes. The present production is 1,282 m ³ /day is very low compared with the estimated water demand of 2,466m ³ /day. The utility has no water treatment facilities and also water quality is monitored by quality check done by regional lab at Mtwara. The total length of the distribution system is 20.4km and water is supplied through rationing at an average of 16hrs/day. The system has three storage tanks with total capacity of 364m ³ functioning. The town has no sewerage system; instead onsite sanitation used under the monitoring of the Kilwa District Council																			
General Data About Water Utility	Total Water Connections : 1,149 Total Active Connections : nm Total Water Kiosk/Standpipe : 3 Metering Ratio : 84% NRW : 35% Total Staff : 25 Staff/1000 connections : 22 Annual O&M Costs : TZS 109,839,686 Annual Water Collections (Arrears included) : TZS 109,281,257 Annual Water Billings : TZS 287,273,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>445</td><td>560</td><td>550</td><td>570</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>9,500</td><td>10,000</td><td>13,000</td></tr></table> <p>Note: The Charges at water Kiosks are TSHS. 10 per 20 litres bucket.</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m ³)	445	560	550	570	Flat rate (TZS/month)	4,500	9,500	10,000	13,000
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/m ³)	445	560	550	570																
Flat rate (TZS/month)	4,500	9,500	10,000	13,000																
Challenges	1) High silt level in the boreholes resulting into failure of some boreholes; (2) Low pipeline network coverage with 48% of built-up areas with no network; (3) Need of additional boreholes to solve problem of low production capacity; (4) High NRW caused by low metering; and (5) Lack of sufficient qualified staff (especially accounts section)																			

KIOMBOI		PROFILE AS PER 2010/2011 DATA				
General Description About the Utility	Kiomboi Urban Water Supply and Sewerage Authority (KIUWASA) was declared a fully autonomous public water utility in 2005 and is 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 whom 9,360 people are served (equivalent to 75%). The utility draws water from five operating boreholes out of the existing 7 boreholes. The total production capacity from the boreholes is <i>1,202.4m³/day</i> which is insufficient compared with the estimated water demand of <i>1,510m³/day</i> . In 2009/2010 an average of <i>276m³/day</i> was produced. The total length of the distribution system is 11.6km and water is supplied through rationing at an average of 3 hrs/day. The newly constructed storage tank has made the system to have 4 storage tanks with a total storage capacity of 485m ³ . The township has no sewerage system; instead, onsite sanitary facilities are used under the Iramba District Town Council. KIUWASA has 14 employees, all permanent and seconded by the District Council.					
General Data About Water Utility	Total Water Connections : 596 Total Active Connections : 596 Total Water Kiosk/Standpipe : 20 Metering Ratio : 96% Average Service Hours : 10 NRW : 47% Total Staff : 14 Staff/1000 connections : 23 Annual O&M Costs : TZS 76,633,041.91 Annual Water Collections (Arrears included) : TZS 37,183,533					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m ³)	625	645	655	670	
	Flat rate charge (TZS/month)	4,500	10,000	9,500	NA	
	New Connection Fee (TZS/month)	37,000	37,500	38,000	38,500	
	Reconnection Fee (TZS/month)	8,000	8,500	8,500	8,500	
	Service Charge (TZS/month)	500	500	1,000		
	Meter Rental Fee (TZS/month)	500	500	500	500	
	Note: The Charges at water Kiosks are TZS 50 per 20 litres bucket.					
Challenges	1. Insufficient water production capacity to cater for the estimated demand; 2. Inadequate water distribution network; 3. Lack of sufficient number of qualified personnel;					

KISARAWA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Kisarawe Town as headquarter of Kisarawe district was declared an area of urban water supply authority by order of the Minister responsible for water affairs in January 2004 (Government notice No. 24) and charged with the overall responsibility of provision of water supply to the population of Kisarawe township. KIUWASA is classified as Category C water authority and started its operation in July, 2005. Its area of responsibility has a total population of 9,158 people of which 5,190 people are accessing water services provided by the utility. The total water demand for the town is estimated at 900m ³ /day, while water produced is estimated as 450m ³ /day. The Authority has two intakes i.e Minaki and Dallu intake.The water supply main network is 4.64km long with six storage facilities of a total capacity of 64,767.50 m ³					
	The source production capacity is 916m ³ /day and this production capacity is sufficient to meet the estimated water demand of 450m ³ /day. The utility has no water and waste water treatment facilities. Water is supplied for 6 hours per day. The town has no sewerage system instead; onsite sanitary facilities are in use under supervision of the Kisarawe District Council. .					
General Data About Water Utility	Total Water Connections : 220					
	Total Water Kiosk/Standpipe : 7					
	Metering Ratio : 9%					
	NRW : 40%					
	Total Staff : 13					
	Staff per 1000 connections : 59					
	Annual O&M costs : TZS 14,386,850					
	Annual collection from water sales : TZS 9,932,120					
	Annual water billing : TZS 37,442,078					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk
	Metered (TZS/m ³)	300	335	390	500	1,000
	Flat rate charge (TZS/month)	4,500 –	10,000 – 22,000	9,500	13,000	
Challenges	1. Lack of qualified and sufficient staff; 2. Lack of office building; 3. High level of Non Revenue Water; 4. Lack of water treatment facilities; and 5. Unreliable electricity.					

KISHAPU		PROFILE AS PER 2010/2011 DATA			
General Description About the Utility	Kishapu Urban Water Supply & Sanitation Authority (Kishapu-WSSA) was declared a fully autonomous public water utility in 2006. The Authority is responsible for overall operation and management of water supply and sanitation services within the Kishapu ward which comprise 8 villages in Kishapu District, Shinyanga Region. Kishapu-WSSA 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 people are currently served. However, since its establishment, it has never been under the management of a water board but under the water users association; and currently, under the District Water Engineer. The utility draws water from the 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 ³ . The ward has no sewerage system; presently, onsite sanitary facilities are in use under the Kishapu District Council. The utility is served by 3 employees, under the District Water Engineer.				
General Data About Water Utility	Total water connections : 114 Total active connections : 114 Total water kiosk/standpipe : 9 Metering ratio : 100% Total staff : 3 Staffs/1000 connection : 28.3 Average Hours of Service : 5 Hrs				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	
	Metered Customers (TZS/month)	540 - 665	820 - 900	845 - 935	
	New Connection Charges (TZS/connection)	22,000	22,500	22,500	
	Reconnection Charges (TZS/connection)	5,500	5,500	5,500	
	The charges at water kiosks are TZS 30 per 20 litres bucket				
Challenges	1. Unreliability of water sources and supply; 2. Board of Directors never appointed since establishment of the utility; 3. Insufficient qualified personnel.				

KONDOA		PROFILE AS PER 2010/11 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 in November, 2004. The Authority 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. Its area of responsibility has an approximate total population of 32,471 people out of which 24,255 people 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 3,334m ³ /day which does not meet the daily demand of the Kondoa township and Bicha, village of 4,500m ³ /day (while daily production is 2,776 m ³ /day). This is due to inadequate production network coverage which needs extension. The utility has water quality monitoring plan and quality checks are done on quarterly basis. The total length of the distribution system is 54km and water is supplied through rationing at an average of 8hrs/day. The utility has eight storage tanks with total capacity of 1,350m ³ in which seven tanks are working. The town has no sewerage system and onsite sanitation is monitored by Kondoa District Council.																			
General Data About Water Utility	Total Water Connections : 2,228 Total Active Connections : 2,063 Total Water Kiosk/Standpipe : 17 Metering Ratio : 45% NRW : 35% Total Staff : 36 Staff/1000 connections : 16 Annual O&M Costs : TZS 168,803,900 Annual Water Collections (Arrears included) : TZS 169,176,255 Annual Water Billings : TZS 376,809,046																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th></tr><tr><td>Cons: 1 – 50m3 (Domestic: 1 -10m3) (TZS/m³)</td><td>540</td><td>655</td><td>645</td></tr><tr><td>Above 50m3 (Domestic: 11 – 25 and above 25m3) (TZS/m³)</td><td>625 - 665</td><td>700</td><td>690</td></tr><tr><td>Flat rate (TZS/month)</td><td>6,500</td><td>26,000</td><td>15,000 – 240,000</td></tr></table> <p>Note: i) The Charges at water Kiosks are TShs. 15 per 20 litres bucket.</p>				Category of customer	Domestic	Commercial	Institutions	Cons: 1 – 50m3 (Domestic: 1 -10m3) (TZS/m ³)	540	655	645	Above 50m3 (Domestic: 11 – 25 and above 25m3) (TZS/m ³)	625 - 665	700	690	Flat rate (TZS/month)	6,500	26,000	15,000 – 240,000
Category of customer	Domestic	Commercial	Institutions																	
Cons: 1 – 50m3 (Domestic: 1 -10m3) (TZS/m ³)	540	655	645																	
Above 50m3 (Domestic: 11 – 25 and above 25m3) (TZS/m ³)	625 - 665	700	690																	
Flat rate (TZS/month)	6,500	26,000	15,000 – 240,000																	
Challenges	1) Increase coverage to some areas like Maji ya shamba and Tura; (2) Increase metering ratio from current 40% to 100%; (3) Increase production of water to meet increased population demand; (4) Lack of working tools and transport so as to allow the Authority to attain the intended objective; (5) Lack of proper working office space also lowers the customer care process hence complicate the process of records and data storage; and (6) Limited number of trained personnel’s with different qualifications limits the service delivery efficiency.																			

KONGWA		PROFILE AS PER 2010/11 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 30 th 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. Its area of responsibility, Kongwa urban area, has an approximate total population of 36,252 people of which 19,327 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 1,152m ³ /day which does not meet the daily demand for Kongwa township approximated at 1,479 m ³ /day and four villages in the areas along the transmission line from Sagara hills. The water produced which is 1,068m ³ /day is not fully utilized owing to worn-out transmission line and breakdown of boreholes. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 79.7km and water is supplied through rationing at an average of 9hrs/day. The system has two storage tanks with total capacity of 335m ³ . The town has no sewerage system, thus, onsite sanitation is monitored by Kongwa District Council.																				
General Data About Water Utility	Total Water Connections : 549 Total Active Connections : 406 Total Water Kiosk/Standpipe : 22 Metering Ratio : 78% NRW : 37% Total Staff : 21 Staff/1000 connections : 38 Annual O&M Costs : TZS 79,306,323 Annual Water Collections (Arrears included) : TZS 72,578,413 Annual Water Billings : TZS79,505,800																				
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>625</td><td>655</td><td>645</td><td>-</td></tr><tr><td>Flat rate (TZS/month)</td><td>10,500</td><td>30,000</td><td>30,000</td><td>32,000</td></tr></table> <p>Note: i) The Charges at water Kiosks are TSHS. 20 per 20 litres bucket.</p>						Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m ³)	625	655	645	-	Flat rate (TZS/month)	10,500	30,000	30,000	32,000
Category of customer	Domestic	Commercial	Institutions	Industrial																	
Metered customers (TZS/m ³)	625	655	645	-																	
Flat rate (TZS/month)	10,500	30,000	30,000	32,000																	
Challenges	1) Lack of adequate qualified personnel; (2) Lack / shortage of working tools; (3) Poor quality of supplied water that requires treatment; (4) Low metering ratio; (5) Aged water supply infrastructure; (6) Need for new water sources to meet the demand; and (7) Lack of transport facilities.																				

KOROGWE		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Korogwe Urban Water Supply and Sanitation Authority (KUWASA) was declared a fully autonomous public water utility in 2002, and 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 62,028 people of which 36,743 persons are served with water. The utility draws water from two main types of water sources, namely <i>Mbeza Stream (gravity scheme)</i> contributing about 35% of the daily water production, and three boreholes (<i>Kilole, Old Korogwe and Mtonga</i>) contributing the about 65%. The combined installed production capacity is 2,700m ³ /day .The present production capacity is very low compared with the estimated water demand of 4,243 m ³ /day. The utility has no water treatment facilities but water quality monitoring was conducted on quarterly bases. The total length of the distribution system is 45.286 km and water is supplied through rationing at an average of 7 hrs/day. The system has 6 storage tanks with combined capacity of 1755m ³ . The town has no sewerage system; onsite sanitary facilities are in use under the Township Authority. KUWASA has 33 employees with a deficiency of 14 employees of different qualifications and professions.				
General Data About Water Utility	Total water connections : 2,405 Total active connections : 1,799 Total water kiosk/standpipe : 50 Metering ratio : 93% NRW : 18.1% Total staff : 33 Staff/1000 connections : 13.7 Annual O&M costs : TZS 211,614,338.90 Annual water collections (Arrears included) : TZS 188,535,089.85 Annual water billings : TZS 184,021,270.00				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	445	455	450	500
	Flat rate charge (TZS/month)	4500 to 5500	9,500	10,000	13,000
Note: The charges at water kiosks are TZS 8 per 20 litres bucket.					
Challenges	1. Aged pipe network; 2. Lack of water treatment plant at Mbeza River Source; 3. Lack of adequate water source; 4. Lack of office building and transport; 5. Lack of sufficient and qualified staff.				

KYELA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Kyela Urban Water Supply and Sanitation Authority (KYUWSA) was declared a fully autonomous public water utility in 2004. KYUWSA is 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. KYUWSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 47,086 people of which 43,319 persons are served with water. The main water source for Kyela town is Mambwe River (Kanga group gravity scheme) located in 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 4,020m ³ /day during the financial year 2010/11.					
	The combined installed production capacity is 4,330m ³ /day while the estimated water demand for Kyela town is 3,296m ³ /day. The present production capacity exceeds the estimated water demand for Kyela town. However, this extra capacity is not available for Kyela town since water from Kanga group also serves other villages in Rungwe district that are designated to be served by the scheme. The total length of the entire pipe network is 53.64 km and water is supplied at an average of 18 hrs/day. The network has 2 storage tanks with combined storage volume of 315m ³ . The town has no sewerage system; thus, onsite sanitary facilities are used under supervision of Kyela District Council. KYUWSA has 21 employees with deficiency of 7 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 2,545					
	Total Active Connections : 1,845					
Tariff Structure	Total Water Kiosk/Standpipe : 67					
	Metering Ratio : 16%					
	NRW : 40%					
	Total Staff : 21					
	Staff/1000 connections : 8					
	Annual O&M Costs : TZS 84,654,816					
	Annual Water Collections (Arrears included) : TZS 86,767,363					
	Annual Water Billings : TZS 138,827,781					
	Kiosk tariff is TZS 10 for 20litres bucket					
Challenges	Category of customer					
	Domestic					
	Institutions					
Commercial						
Industrial						
Metered (TZS/m ³)						
300						
335						
390						
500						
Flat rate (TZS/month)						
4,500						
10,000						
9,500						
13,000						
1. Low metering ratio;						
2. High Non Revenue Water;						
3. Lack of sufficient and qualified staff;						
4. Insufficient storage capacity; and						
5. Low revenue collection efficiency.						

LIWALE		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Liwale Urban Water Supply and Sanitation Authority (LIUWASA) was established by Act No. 8 of 1997 and came into operation on 30 th 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 28,325 people of which 21,022 people 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 1,160m3/day. The present water production capacity of 1,044m3/day is low compared with the estimated water demand of 1,982m³/day. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 27.84km and water is supplied through rationing at an average of 9hrs/day. The system has three storage tanks with a total capacity of 405m³. The town has no sewerage system and onsite sanitation is monitored by Liwale District Council.																			
General Data About Water Utility	Total Water Connections : 1,304 Total Active Connections : 1,149 Total Water Kiosk/Standpipe : 2 Metering Ratio : 88% NRW : 60% Total Staff : 24 Staff/1000 connections : 18 Annual O&M Costs : TZS103,430,501 Annual Water Collections (Arrears included) : TZS 89,971,123 Annual Water Billings : TZS 62,889,576																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>540</td><td>700</td><td>550 - 780</td><td>-</td></tr><tr><td>Flat rate (TZS/month)</td><td>4500 - 6000</td><td>16,500</td><td>10000 - 11500</td><td>17,000</td></tr></table> <p>Note: i) The Charges at water Kiosks are TSHS. 50 per 20 litres bucket.</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m³)	540	700	550 - 780	-	Flat rate (TZS/month)	4500 - 6000	16,500	10000 - 11500	17,000
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/m³)	540	700	550 - 780	-																
Flat rate (TZS/month)	4500 - 6000	16,500	10000 - 11500	17,000																
Challenges	1) Inadequate and unreliable water supply from Liwale River as a main source of water; (2) Lack of an alternative source of water; (3) High Non revenue water attributed by leakages and bust due to old aged pipes; (4) Low revenue collections attributed by unwillingness to pay by the community; (5) Low storage capacity of the aged existing storage tanks; (6) Rapid population growth of Liwale Town; (7) Lack of enough water meters for new customers (Connections); and (8) Vandalism to the water infrastructures																			

LOLIONDO		PROFILE AS PER 2007/08 DATA				
General Description About the Utility	Loliondo town is the headquarters of the Ngorongoro District, Arusha region. The service area of the Town Water Board covers Loliondo, Wasso and Sakara villages all of which have a total population of 10,950 people and an estimated water demand of 547.5m ³ /day.					
	Loliondo town was declared an area of urban water supply authority in 2004, and was 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 ³ /day and the average actual production of 55m ³ /day .The Kisamisi spring has average water production of 67.5m ³ /day while, regarding Engejuondare the estimated water production is 43m ³ /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 ³ 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					
Tariff Structure	Metering ratio : 0%					
	Category	Domestic	Institutional	Commercial	Kiosk	
	Flat rate charge (TZS/month)	10,000	12,000	10,000	50 per 20 litres bucket	
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; and					
	3. Small customer database.					

LUDEWA		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Ludewa Urban Water Supply and Sanitation Authority (LUDUWASA) was declared a fully autonomous public water utility in 2004. LUDUWASA is 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 7,382 people in which 4,798 people are served with water. The water sources for Ludewa Township are from three gravity stream sources, abstracted by concrete intake weirs which are Luisa A stream, Luisa B and Mkondachi streams. The estimated average water production from the sources during the reporting period was 268m ³ /day				
	The combined production capacity is 891m ³ /day, while the estimated water demand is 663m ³ /day. The utility has no water treatment facilities. The total length of the entire pipe network is 31.7km and water is supplied at an average of 6hrs. The town has 3 storage tanks with combined storage volume of 515m ³ . The town has no sewerage system; presently, onsite sanitary facilities are in use under supervision of the Ludewa District Council. Ludewa UWSA has 7 employees with a deficiency of 3 staff of various qualification and professions				
General Data About Water Utility	Total Water Connections		: 437		
	Total Active Connections		: 300		
	Total Water Kiosk/Standpipe		: 3		
	Metering Ratio		: 17%		
	NRW		: 38%		
	Total Staff		: 7		
	Staff/1000 connections		: 16		
	Annual O&M Costs		: TZS 16,948,890		
	Annual Water Collections (Arrears included)		: TZS 7,937,964		
Annual Water Billings		: TZS 12,858,000			
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	
	Metered (TZS/m ³)	540	550	560	
	Flat rate (TZS/month)	4,500	11,500	9,500	
Challenges	1. Lack of sufficient and qualified staff to manage technical, commercial and financial operations of water utilities; 2. Low metering ratio; 3. Lack of sufficient funds for rehabilitation of the existing scheme and construction of new schemes; 4. Low water production due to decreasing yield of water sources and dilapidated infrastructure; 5. High Non Revenue Water.				

LUSHOTO		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Lushoto Urban Water Supply and Sanitation Authority (LUWASA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the Lushoto urban area which is the headquarters of the Lushoto District, Tanga Region. LUWASA is classified as Category C water authority. Its area of responsibility has a total population of 24,418 people of which 15,050 persons are served. The utility draws water from three (3) water streams namely Kwembago, Kibohelo and Kamfa. Both streams supply water by gravity to the Lushoto town and originate from the Lushoto mountain catchment area. The installed production capacity is 2000m ³ /day. The production capacity is below the estimated demand for the township requirement of 2,300m ³ /day. The total length of the distribution system is 53 km and water is supplied at an average of 8 hrs/day. No water treatment plant is in place. The distribution system has 7 storage tanks with a total capacity of 429m ³ . The township has no sewerage system;thus, onsite sanitary facilities are used under the supervision of Lushoto District Town Council. LUWASA has 19 employees with shortfall of 6 employees of different professions and qualifications.				
General Data About Water Utility	Total water connections : 1129 Total active connections : 860 Total water kiosk/standpipe : 15 Metering ratio : 54% NRW : 39.8% Total staff : 19 Staff/1000 connections : 16.8 Annual O&M costs : TZS 103,551,644 Annual water collections (Arrears included) : TZS 76,635,180 Annual water billings : TZS 81,270,776				
Tariff Structure	Category of customer	Band	Domestic	Institutional	Commercial
Minimum charge (TZS/month)	1-15m ³	3000	NA	NA	
	1-20m ³	NA	8000	8000	
Consumption charge (TZS/m ³)	16-30m ³	300	NA	NA	
	31-50m ³	300	NA	NA	
	≥51m ³	395	NA	NA	
	21- 100	NA	450	455	
	≥100	NA	550	550	
Note: The charges at water kiosks are TZS 20 per 20 litres bucket.					
Challenges	1. Inadequate water sources and supply to meet demand; 2. Lack of water treatment facilities; 3. Aged distribution pipes; 4. Lack of office building and transport for the authority; 5. Lack of sufficient and qualified staff; 6. Low metering ratio.				

MAFINGA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Mafinga Urban Water Supply and Sanitation Authority (MAUWASA) was declared a fully autonomous public water utility in 1999. MAUWASA is 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. The utility became operational since May, 2001. MAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 34,114 people of which 21,300 people are served with water. The utility draws water from two stream sources, namely the Ikangafu pumping scheme and Mkombwe gravity scheme. The average water production from the sources during the reporting period was 2,466m ³ /day while the estimated water demand was 3,514m ³ /day.					
	The combined installed production capacity is 2,900m ³ /day and water treatment is done by chlorination; water testing is done quarterly. The total length of the entire pipe network is 202.54 km and water is supplied through rationing at an average of 16 hrs/day. The network has 8 storage tanks with combined storage volume of 2,195m ³ . The town has no sewerage system; onsite sanitary facilities in use are under supervision of the Mufindi District Council. MAUWASA has 22 employees with shortfall of 2 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections		: 2,253			
	Total Active Connections		: 2,187			
	Total Water Kiosk/Standpipe		: 5			
	Metering Ratio		: 27%			
	NRW		: 33%			
	Total Staff		: 22			
	Staff/1000 connections		: 10			
	Annual O&M Costs		: TZS 293,282,343			
	Annual Water Collections (Arrears included)		: TZS 164,661,681			
Annual Water Billings		: TZS 369,945,320				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Metered (TZS/m ³)	445	450	455	500	
	Flat rate (TZS/month)	4,500	21,500	21,500	32,000	
	Kiosk Tariff is TZS 500/m ³ (TZS 10 per 20 liters bucket)					
Challenges	1. Low metering ratio; 2. Lack of water treatment facilities; 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. Insufficient funds released by the government for paying electricity bills; 7. Manual billing system.					

MAGU		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Magu Urban Water Supply and Sanitation Authority (Magu-UWSA), was declared fully autonomous public water utility in 1999, responsible for the overall operation and management of water supply and sanitation services within Magu Township located in Magu District, Mwanza Region. Magu-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 37,770 people of which 10,089 people are currently served. The utility draws water at the intake called Busulwa located on the Lake Victoria shore. The current combined installed production capacity is 2,012m ³ /day .The present production capacity is low compared with the estimated water demand of 7,084.6m ³ /day. The utility has neither water treatment facilities nor water quality monitoring program in place. The total length of distribution system is 40km and water is supplied through rationing at an average of 6hrs/day. The system has 3 storage tanks with a combined capacity of 450m ³ . The township has no sewerage system; therefore, onsite sanitary facilities are used under Magu Township Authority. Magu-UWSA has 20 employees of different qualifications and professions.				
General Data About Water Utility	Total Water Connections : 1,425 Total Active Connections : 864 Total Water Kiosk/Standpipe : 59 Metering Ratio : 0% NRW : 51.5% Total Staff : 20 Staffs/1000 connection : 14.0 Annual O&M Costs : TZS 88,245,550 Annual Water Collections (Arrears included) : TZS 15,332,900 Annual Water Billings : TZS 38,680,000				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Flat rate charge (TZS/month)	4,500	11,500	11,500	100,000
	Note: The Charges at water Kiosks are TZS 50 per 20litres bucket. No metred customer				
Challenges	1. Low production from the available water sources; 2. Low network coverage; 3. Lack of bulk metres at production points; 4. High Non Revenue Water.				

MAHENGE		PROFILE AS PER 2010/11 DATA														
General Description About the Utility	Mahenge Urban Water Supply and Sanitation Authority (Mahenge-UWSA) was established by Act No. 8 of 1997 on 13 th 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 an approximate total population of 16,240 people out of which 9,744 people are served with water. Mahenge-UWSA depends on 6 spring intakes and one ring well fitted with diesel engine which drives the pump. Most of these schemes were constructed in the late 70's. The combined installed production capacity is approximately 420m ³ /day. The present water production capacity of 409m ³ /day is low compared with the estimated water demand of 2,111m ³ /day. Water is supplied through rationing at an average of 4hrs/day. This network capacity is not fully utilized owing to aged condition and un-rehabilitated schemes. The utility has no water treatment facilities and water quality is monitored annually through the regional water laboratory. The total length of the transmission and distribution system is not established and daily operations are conducted through experience of the available staff. There are four (4) storage tanks in place located at Mawenge, Vigoi, and Mzenga areas with a total capacity of 450m ³ . There are no any means of transport for the utility's operation and maintenance activities in which case the utility hires vehicles when in need. The town has no sewerage system and onsite sanitation is monitored by Mahenge District Council.															
General Data About Water Utility	Total Water Connections : 668 Total Active Connections : 585 Total Water Kiosk/Standpipe : 1 Metering Ratio : 5% NRW : 25% Total Staff : 10 Staff/1000 connections : 15 Annual O&M Costs : TZS 7,914,000 Annual Water Collections (Arrears included) : TZS 10,621,300 Annual Water Billings : TZS 10,042,695															
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th></tr><tr><td>Metered customers (TZS/month)</td><td>395</td><td>560</td><td>450</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>16,500</td><td>16,500</td></tr></table> <p>Note: The Charges at water Kiosks are TSHS. 10 per 20 litres bucket.</p>				Category of customer	Domestic	Commercial	Institutions	Metered customers (TZS/month)	395	560	450	Flat rate (TZS/month)	4,500	16,500	16,500
Category of customer	Domestic	Commercial	Institutions													
Metered customers (TZS/month)	395	560	450													
Flat rate (TZS/month)	4,500	16,500	16,500													
Challenges	1) Inadequate qualified staff to manage utility operations; (2) Need for Rehabilitation and replacement of pipeline network; (3) Low metering ratio (4%); (4) Lack of reliable transport facilities and tools; (5) High NRW; and (7) High water demand as compared to production															

MAKETE		PROFILE AS PER 2010/11 DATA																																																																																						
General Description About the Utility	<p>Makete Urban Water Supply and Sanitation Authority (MUWASA) was declared a fully autonomous public water utility in 2002. MUWASA is responsible for the overall operation and management of water supply and sanitation services within Makete Town, which is the headquarters of Makete District in Iringa Region. MUWASA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 12,957 people of which 7,774 people are served with water. The water supply for the Makete Town is from three major sources of Ivalalila stream, Kidwiva stream and Ludihani.. The average water production from the sources during the reporting period was estimated to be 1,479m³/day.</p> <p>The combined installed production capacity is 2,240m³/day. The water demand for the town is estimated at 1,278m³/day and the utility has no water treatment facilities. During the reporting year water quality testing was done twice. The total length of the entire pipe network is 35km and water is supplied at an average of 14hrs per day. The network has 3 storage tanks with combined storage volume of 255m³. However, two of the storage tanks are in poor condition, requiring major rehabilitation. The town has no sewerage system; thus, onsite sanitary facilities are used under supervision of Makete District Council. MUWASA has 10 employees with a shortfall of 3 employees of different qualifications and professions.</p>																																																																																							
	<table><tr><td rowspan="9">General Data About Water Utility</td><td>Total Water Connections</td><td colspan="7">: 932</td></tr><tr><td>Total Active Connections</td><td colspan="7">: 750</td></tr><tr><td>Total Water Kiosk/Standpipe</td><td colspan="7">: 2</td></tr><tr><td>Metering Ratio</td><td colspan="7">: 26%</td></tr><tr><td>NRW</td><td colspan="7">: 52%</td></tr><tr><td>Total Staff</td><td colspan="7">: 10</td></tr><tr><td>Staff/1000 connections</td><td colspan="7">: 11</td></tr><tr><td>Annual O&M Costs</td><td colspan="7">: TZS 46,149,950</td></tr><tr><td>Annual Water Collections (Arrears included)</td><td colspan="7">: TZS 32,839,384</td></tr><tr><td>Annual Water Billings</td><td colspan="7">: TZS 40,048,029</td></tr></table>								General Data About Water Utility	Total Water Connections	: 932							Total Active Connections	: 750							Total Water Kiosk/Standpipe	: 2							Metering Ratio	: 26%							NRW	: 52%							Total Staff	: 10							Staff/1000 connections	: 11							Annual O&M Costs	: TZS 46,149,950							Annual Water Collections (Arrears included)	: TZS 32,839,384							Annual Water Billings	: TZS 40,048,029					
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Tariff Structure	Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk																																																																																	
	Minimum tariff (TZS/month)	0-10m ³	3,000																																																																																					
		0-20m ³				7,500																																																																																		
		0-50m ³			15,000		15,000																																																																																	
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>100m ³				335																																																																																				
Challenges	<div>1. Limited water network coverage as well as insufficient storage capacity;</div> <div>2. High Non Revenue Water;</div> <div>3. Low metering ratio;</div> <div>4. Lack of sufficient and qualified staff.</div>																																																																																							

MANGAKA		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Mangaka is a newly established Authority gazetted in 2008 (GN. 163) and became operational in 2009 with inadequate staffing. Mangaka Township has reported a population of about 10,373. The Authority has eight wells fitted with hand pumps that extract water from the wells. Some of the wells usually dry during drought. There is no pipeline network around the township. The available wells are able to serve 1,750 people which is 17% of total population. The Authority is not capable of serving its population as it has eight hand pumps out of which seven are operational. These hand pumps are installed at public kiosks some of which, as explained above, dry out during drought.				
	The Authority sells water at kiosks at a cost of 20/= per bucket of 20lts with an average reported collection of TZS 281,662 per year. The Authority has four employees only, including the Manager who oversees the operations at kiosks and all other issues under the supervision of the Authority. Currently, there is no any ongoing project.				
General Data About Water Utility	Total Water Connections		: 7 kiosks		
	Total Active Connections		: 7 kiosks		
	Total Water Kiosk/Standpipe		: 7 kiosks		
	Metering Ratio		: 0%		
	NRW		: No Data		
	Total Staff		: 4		
	Staff/1000 connections		: No Data		
	Annual O&M Costs		: TZS 981,662		
	Annual Water Collections (Arrears included)		: TZS 281,662		
Tariff Structure					
	Category of customer	Domestic	Institutions	Commercial	
	Metered customers (TZS/month)	none	none	none	
	Flat rate (TZS/month)	none	none	none	
	Note: i) The Charges at water Kiosks are TShs. 20 per 20 litres bucket.				
Challenges	1) Need to have major investment in water infrastructures and water sources for supply to Mangaka township; (2) Management should make efforts to facilitate new Board becomes operational; (3) Rehabilitation and replacement of hand pumps at the existing wells; (4) Lack of reliable transport facilities; (5) Lack of office building for the utility; and (6) Need of exploring new water sources				

MANYONI		PROFILE AS PER 2010/2011 DATA				
General Description About the Utility	Manyoni Urban Water Supply & Sanitation Authority (Manyoni-WSSA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Manyoni township, Manyoni District, Singida Region. Manyoni-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 21,544 out of which 15,080 persons are served. The utility draws water from seven boreholes, with a total production capacity of $4,845m^3/day$ which is adequate enough to cater for the town water demand of $2,369m^3/day$. The boreholes and the main pipeline up to the booster station were jointly constructed by the Government (through WSDP) and the Roman Catholic Mission (CPPS). Manyoni WSSA entered into bulk water purchase agreement with CPPS, who took the responsibility of water production, while Manyoni WSSA was liable for water distribution activities. Water produced in the year 2010/2011 was at an average of $998.6m^3/day$. The total length of the distribution pipeline system is 45km and water is supplied through rationing at an average of 13 hrs/day. The water supply system has 3 storage tanks with a storage capacity of about $365m^3$. Manyoni WSSA has no sewerage system; thus, onsite sanitary facilities are used under the Manyoni District Council. The utility is served by 14 employees out of whom, 13 are permanent employees and 1 contract employee.					
General Data About Water Utility	Total water connections : 791 Total active connections : 757 Total water kiosk/standpipe : 37 Metering ratio : 83% NRW : 47% Total staff : 14 Staff/1000 connections : 18 Annual O&M costs : TZS 37,472,740.06 Annual water collections (Arrears included) : TZS 22,641,265.00 Annual water billing : TZS 20,707,760.00					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	500	500	500	NA	
	Flat rate charge (TZS/month)	3,000	3,000	3,000	NA	
	NOTE: The charges at water kiosks are TZS 20 per 20 litres bucket					
Challenges	1. Insufficient water storage capacity, leading to low service hours; 2. Extension of the distribution network to reach the uncovered areas; 3. Lack of competent staff to run the water supply system; 4. Conclusion of the Agreement with the water supplier, CPPS.					

MASASI		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Masasi Urban Water Supply and Sanitation Authority (MAUWASA) was established by Act No. 8 of 1997 and came into operation on 2003. The Authority 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. Its area of operation has an approximate total population of 130,000 people of which 42,460 people are served with water. The utility draws water from two main types of water sources, Mwena Spring (gravity scheme) contributing about 60% of the daily water production, and seven boreholes (of which only four are working) contributing the remaining 40%. The combined production capacity is approximately 1,824m ³ /day, but it is not fully utilized owing to worn-out transmission lines, and frequent breakdown of borehole pumps. The present production of approximately 1,815m ³ /day is very low compared to the estimated water demand of 9,100m ³ /day. The utility has no proper water quality monitoring plan and no water treatment facilities. The total length of the distribution system is 82.3km and water is supplied through rationing at an average of 12hrs/day. The system has six storage tanks with capacity of 1,170m ³ . The town has no sewerage system; and onsite sanitation is monitored by Masasi District Council																			
General Data About Water Utility	Total Water Connections : 882 Total Active Connections : 267 Total Water Kiosk/Standpipe : 20 Metering Ratio : 19% NRW : 44% Total Staff : 20 Staff/1000 connections : 23 Annual O&M Costs : TZS 130,152,406 Annual Water Collections (Arrears included) : TZS 118,531,490 Annual Water Billings : TZS 92,188,390																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/month)</td><td>1000</td><td>2000</td><td>1500</td><td>2,500</td></tr><tr><td>Flat rate (TZS/month)</td><td>10,500</td><td>40,000</td><td>30,000</td><td>1,000,000</td></tr></table> <p>Note: i) The Charges at water Kiosks are TSHS. 50 per 20 litres bucket. ii) The flat rate Industrial customer is having bottling plant (NDANDA spring water).</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/month)	1000	2000	1500	2,500	Flat rate (TZS/month)	10,500	40,000	30,000	1,000,000
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/month)	1000	2000	1500	2,500																
Flat rate (TZS/month)	10,500	40,000	30,000	1,000,000																
Challenges	1) Frequent Electricity cut-offs resulting into low production; (2) Aged pipeline network that needs major repair; (3) Inadequate water sources to meet the huge demand; (4) Low network coverage (network is concentrated at CBD area only and most built up areas do not have pipeline network; (5) Lack of sufficient and qualified staff; (6) Utility does not have an office (shares DWE offices) (7); High reported NRW of 44% and (8) Lack of reliable transport facilities.																			

MBINGA		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	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 on 1 st 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 operation has a total population of 35,133 people of which 19,575 people receive water services. The utility draws water from two main types of water sources; Ndegue river stream which is the main source contributing about 80% of the daily water production and Mhekela and Utiri springs contributing the remaining 20%. 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 ³ /day, but it is not fully utilized owing to worn out transmission line and low network coverage. The present production of 1,483m ³ /day is very low compared to the estimated water demand of 2,8120m ³ /day. The utility has no proper water treatment facilities, apart from a settling tank basin into which Alum is added and thereafter, chlorination. The total length of the distribution system is 39.5km and water is supplied through rationing at an average of 6 hrs/ day. The system has three storage tanks with capacity of 500m ³ . The town has no sewerage system instead,onsite sanitation is monitored by Mbinga District Council.																			
General Data About Water Utility	Total Water Connections : 1,400 Total Active Connections : 1,341 Total Water Kiosk/Standpipe : 2 Metering Ratio : 100% NRW : 47% Total Staff : 16 Staff/1000 connections : 12 Annual O&M Costs : TZS 115,346,247 Annual Water Collections (Arrears included) : TZS 133,919,400 Annual Water Billings : TZS 97,983,800																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th></tr><tr><td>Cons: 0 – 10m³ (TZS/m³)</td><td>345</td><td>390</td><td>335</td></tr><tr><td>Above 10 m³ (TZS/m³)</td><td>395</td><td>390</td><td>400</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>15,000</td><td>15,000</td><td>15,000</td></tr></table> <p>Note: The Charges at water Kiosks are TSHS. 20 per 20 litres bucket.</p>				Category of customer	Domestic	Commercial	Institutions	Cons: 0 – 10m ³ (TZS/m ³)	345	390	335	Above 10 m ³ (TZS/m ³)	395	390	400	Flat rate charge (TZS/month)	15,000	15,000	15,000
Category of customer	Domestic	Commercial	Institutions																	
Cons: 0 – 10m ³ (TZS/m ³)	345	390	335																	
Above 10 m ³ (TZS/m ³)	395	390	400																	
Flat rate charge (TZS/month)	15,000	15,000	15,000																	
Challenges	1) Low production as compared to the water demand; (2) Lack of adequate office equipment and tools including motor vehicle; (3) Insufficient and unqualified staff; (4) A worn-out pipeline network which needs repair; (5) Inadequate capacity of intake at the water sources (low production); (6) Low network coverage; (7) Lack of water treatment plant at gravity scheme; and (8) High NRW of 47%																			

MBULU		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Mbulu Urban Water Supply and Sanitation Authority (MBUWASA) was declared a fully autonomous public water utility in 2004, and is responsible for the overall operation and management of water supply and sanitation services within the Mbulu urban area, which is the headquarters of the Mbulu District, Manyara Region. MBUWASA is classified as Category C water authority. Its area of responsibility has a total population of 36,899 people of which 23,925 persons receive water services. The utility draws water from four spring sources, namely Endere and Indirim springs, Endagikoti artesian well and Endagikot spring. The first two springs supply water by gravity to the Mbulu town and originate from the Mbulu mountain catchment area. The combined installed production capacity is 1264m ³ /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 2583m ³ /day. The total length of the distribution system is 68.3 km and water is supplied at an average of 12 hrs per day. There are 7 storage tanks which have combined storage volume of 630m ³ . The township has no sewerage system; therefore, onsite sanitary facilities are used under the Mbulu District Town Council. MBUWASA has 9 employees and the number of actual staff required has not been established.				
General Data About Water Utility	Total water connections : 1156 Total active connections : 1110 Total water kiosk/standpipe : 31 Metering ratio : 95% NRW : 43% Total staff : 9 Staff/1000 connections : 6.9 Annual O&M costs : TZS 119,066,989 Annual water collections (Arrears included) : TZS 99,041,100 Annual water billings : TZS 114,466,500				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charges (TZS/m ³)	540	560	550	570
	Flat rate(TZS/month)	4500	9500	10,000	NA
	Note: The Charges at water Kiosks are TZS 10 per 20 litres bucket.				
Challenges	1. Capital fund for major rehabilitation of old and dilapidated distribution network; 2. Reduction of high figures of NRW; 3. Lack of transport facilities for operation and maintenance activities;and 4. Lack of equipment as well as office working tools.				

MISUNGWI		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Misungwi Urban Water Supply and Sanitation Authority (MIUWASA), was declared fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within Misungwi urban area, which is the headquarter of Misungwi District, Mwanza Region. MIUWASA is classified as Category C water authority. Its area of responsibility has a total population of 41,224 people out of which 11,475 people are currently served. The utility draws water from Mitindo dam with a combined installed production capacity of 419.2m ³ /day .The present production capacity is low compared with the estimated water demand of 2,885m ³ /day. The total length of distribution system is 22.15 km and water is supplied through rationing at an average of 11hrs/day. The system has 5 storage tanks with a combined capacity of 410m ³ . The township has no sewerage system; therefore, onsite sanitary facilities are used under Misungwi District Town Council. MIUWASA has 18 employees with a shortfall of 3 employees of different qualifications and professions.				
General Data About Water Utility	Total Water Connections : 651 Total Active Connections : 601 Total Water Kiosk/Standpipe : 6 Metering Ratio : 100% NRW : 34% Total Staff : 18 Staffs/1000 connection : 6.8 Annual O&M Costs : TZS 129,945,756 Annual Water Collections (Arrears included) : TZS 90,028,828 Annual Water Billings : TZS 76,317,260				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m ³)	800	1,000	1,025	-
	Note: The Charges at water Kiosks are TZS 30 per 20litres bucket.				
Challenges	1. The production of water is not according to the installed pumping capacity due to using rising main as a distribution main; 2. Inadequate production capacity; 3. Lack of water treatment facilities; 4. Low network coverage; and 5. High Non Revenue Water.				

MKURANGA		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Mkuranga Urban Water Supply and Sanitation Authority (Mkuranga WSSA) was declared a fully autonomous public water utility in 2004. Mkuranga WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mkuranga Town, which is the headquarters of Mkuranga District in the Coast Region. Mkuranga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 15,353 people of which 3,300 persons are served with water. The utility draws water from one borehole located at Kilungu area. The water is pumped to 2 storage tanks with a total capacity of 157.5m ³ . The source produced an average of 67.5m ³ /day during the financial year 2010/11.				
	The water demand of the Mkuranga Town is 600m ³ /day; this production is not sufficient to meet the estimated water demand, but can only cater for 21% of the population. The total length of the main pipe network is only 1.5km and the distribution network covers 8.9km. The network has 2 storage tanks with combined capacity of 157.5m ³ located at the District hospital. The town has no sewerage system; therefore, onsite sanitary facilities are used under supervision of the Mkuranga District Council. Mkuranga WSSA has a total of 6 employees.				
General Data About Water Utility	Total Water Connections		: 65		
	Total Active Connections		: 65		
	Total Water Kiosk/Standpipe		: 1		
	Metering Ratio		: 96%		
	NRW		: 8%		
	Total Staff		: 6		
	Staff/1000 connections		: 92.3		
	Annual O&M Costs		: TZS 5,800,000		
Annual Water Collections (Arrears included)		: TZS 6,256,685			
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosk
	Metered (TZS/m ³)	300	335	390	NA
	Flat rate (TZS/month)	4,500	10,000- 20,000	9,500	
Kiosk tariff is TZS 5 per 20 litre Bucket					
Challenges	1. Low network coverage; 2. Inadequate water sources to cater for demand; 3. Insufficient water storage tanks; 4. Lack of sufficient and qualified staffs; 5. Lack of office building; and 6. Poor collection efficiency				

MONDULI		PROFILE AS PER 2010/11 DATA		
General Description About the Utility	Monduli Urban Water Supply and Sanitation Authority (MOUWASA) was declared a fully autonomous public water utility in 2004, and is responsible for the overall operation and management of water supply and sanitation services in the Monduli Town, which is the headquarters of Monduli District, Arusha Region. MOUWASA is classified as Category C water authority. Its area of responsibility has a total population of 14,586 people of which 10,252 persons are currently served. The utility draws water from two sources; namely, Lolomsikio stream which originates from a spring source within the Monduli mountain forest reserve; and three boreholes situated at Ngaramtoni well field. The production capacity is 4,258.8m ³ /day. The production capacity is sufficient to meet the estimated water demand of 1000m ³ /day. The utility has neither water treatment facilities nor water quality monitoring programme in place. The total length of the distribution system is 100 km and water is supplied at an average of 12 hrs/day. There are 7 water storage tanks with combined storage capacity 1,245 m ³ . The town has no sewerage system; thus, onsite sanitary facilities are used under the Monduli District Council. MOUWASA has 24 employees with a shortfall of 6 employees of different qualifications and professions.			
General Data About Water Utility	Total water connections : 549 Total active connections : 491 Total water kiosk/standpipe : 17 Metering ratio : 30% NRW : 40% Total staff : 24 Staff/1000 connections : 43.7 Annual O&M costs : TZS 135,084,511 Annual water collections (Arrears included) : TZS 124,652,220 Annual water billings : TZS 120,900,925			
Tariff Structure	Category of customer	Domestic	Institutional	Commercial
	Metered (TZS/m ³)	1,500	1,500	2,000
	Flat rate charge (TZS/month)	10,500	-	-
	Note: The charges at water kiosks are TZS 20 per 20 litres bucket.			
Challenges	1. Inadequate power supply (low voltage) to run all borehole pumps; 2. Low metering ratio; 3. Capital fund for expansion of distribution network and replacement of dilapidated pipe network at town centre; 4. Lack of office building and transport;and 5. Insufficient and unqualified staff.			

MPANDA		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Mpanda Urban Water Supply and Sanitation Authority (MUWASA) was declared a fully autonomous public water utility in 2002. MUWASA is responsible for the overall operation and management of water supply and sanitation services in 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 67,000 people of which 38,430 people are served with water. The utility draws water from three types of sources which are Milala dam pumping scheme, Manga stream which is a gravity scheme, and 29 deep and shallow wells. The average water production from the sources during the reporting period was 2,873m ³ /day.				
	The source installed production capacity is 4,100m ³ /day and this production capacity is not sufficient to meet the estimated water demand of 5,500m ³ /day. The utility has no water treatment facilities. The total length of the entire pipe network is 75.5km and water is supplied at an average of 8 hrs/day. The network has 12 storage tanks with different capacities of combined storage volume of 542m ³ . The town has no sewerage system; thus, onsite sanitary facilities are used under supervision of the Mpanda District Council. MUWASA has 30 employees.				
General Data About Water Utility	Total Water Connections		: 2,515		
	Total Active Connections		: 2,021		
	Total Water Kiosk/Standpipe		: 49		
	Metering Ratio		: 9%		
	NRW		: 50%		
	Total Staff		: 30		
	Staff/1000 connections		: 12		
	Annual O&M Costs		: TZS 148,979,000		
	Annual Water Collections (Arrears included)		: TZS 152,598,405		
Annual Water Billings		: TZS 153,868,000			
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Metered (TZS/m ³)	445	550	510	670
	Flat rate (TZS/month)	5,500	11,500	9,500	50,000
	Kiosk tariff is at TZS 30 per 20 litre bucket.				
Challenges	1. High Non Revenue Water; 2. Low metering ratio; 3. Lack of water treatment facilities; 4. Old and dilapidated water supply infrastructure; 5. Lack of funds for rehabilitation and expansion of water supply services; 6. Low Capacity of existing staff; and 7. Unreliable electricity power supply.				

MPWAPWA		PROFILE AS PER 2010/11 DATA																																			
General Description About the Utility	Mpwapwa Urban Water Supply and Sanitation Authority (MPWUWSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21 st 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. Its area of operation has a total population of 50,941 people of which 28,000 people receive water services. The utility draws water from two main types of water sources, Mayawile Stream (gravity scheme) contributing about 37% of the daily water production and boreholes located at Kikombo and Mjimpya areas contributing 63%. The combined installed production capacity is approximately 5,784m ³ /day; but it is not fully utilized due to worn-out transmission line and non-working boreholes. The present production of 4,387m ³ /day is sufficient to meet the estimated water demand of 3,696m ³ /day. The utility has no proper water treatment facilities, apart from de-silting tank at Mayawile stream intake; and also water quality monitoring plan is not in place. The total length of the distribution system is 87km and water is supplied through rationing at an average of 10 hrs /day. The system has three storage tanks with capacity of 2,225m ³ . The town has no sewerage system, and therefore onsite sanitation is monitored by Mpwapwa District Council																																				
General Data About Water Utility	Total Water Connections : 1,423 Total Active Connections : 1,400 Total Water Kiosk/Standpipe : 15 Metering Ratio : 99% NRW : 25% Total Staff : 39 Staff/1000 connections : 27 Annual O&M Costs : TZS 180,981,135 Annual Water Collections (Arrears included) : TZS. 188,018,309 Annual Water Billings : TZS 228,429,050																																				
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th><th>Religious</th></tr><tr><td>Cons: 0 – 10m3 (Religious 0 - 15m3) minimum charge</td><td>4,000</td><td>15,000</td><td>15,000</td><td>15,000</td><td>4,000</td></tr><tr><td>Above 10 m3 (Religious 15m3) (TZS/m³)</td><td>665</td><td>845</td><td>820</td><td>850</td><td>820</td></tr><tr><td>Above 25m³ domestic, religious and others above 50m³ (TZS/m³)</td><td>665</td><td>1025</td><td>1000</td><td>1035</td><td>332</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>7,500</td><td>7,500</td><td>7,500</td><td>7,500</td><td>7,500</td></tr></table> <p>Note: The Charges at water Kiosks are TSHS. 10 per 20 litres bucket.</p>							Category of customer	Domestic	Commercial	Institutions	Industrial	Religious	Cons: 0 – 10m3 (Religious 0 - 15m3) minimum charge	4,000	15,000	15,000	15,000	4,000	Above 10 m3 (Religious 15m3) (TZS/m³)	665	845	820	850	820	Above 25m ³ domestic, religious and others above 50m ³ (TZS/m³)	665	1025	1000	1035	332	Flat rate charge (TZS/month)	7,500	7,500	7,500	7,500	7,500
Category of customer	Domestic	Commercial	Institutions	Industrial	Religious																																
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Flat rate charge (TZS/month)	7,500	7,500	7,500	7,500	7,500																																
Challenges	1) Aged pipeline network which needs rehabilitation/replacement; (2) Rehabilitation or replacement of pumps; (3) Low network coverage hinders available installed capacity operation and distribution of water; (4) Lack of water treatment plant at Mayawile gravity scheme; (5) Lack of sufficient and qualified staff to manage operations; and (6) Lack of transport and working tools																																				

MUGUMU		PROFILE AS PER 2007/08 DATA				
General Description About the Utility	Mugumu Urban Water Supply and Sanitation 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 Mugumu Urban area, which is the headquarter 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 $264m^3/day$ which is insufficient compared with the estimated water demand of $1,330m^3/day$. The total length of the pipeline system is 32km and water is supplied through rationing at an average of 2hrs/day. The water supply system has 3 storage tanks with a storage capacity of about $750m^3$. The township has no sewerage system; therefore, onsite sanitary facilities are used under Serengeti District Town Council. MUGUWASA has 17 employees, 6 permanent and 11 temporary.					
General Data About Water Utility	Total Water Connections : 222 Total Active Connections : 222 Total Water Kiosk/Standpipe : 3 Metering Ratio : 18.5% NRW : 50% Total Staff : 17 Staffs/1000 connection : 76.6					
Tariff Structure	Category of customer	Domestic	Institution	Commercial	Industrial	
	Consumption charge (TZS/m ³)	1,000	1,000	1,000	NA	
	Flat rate charge (TZS/month)	4,000	5,000-10,000	10,000	NA	
	NOTE: The Charges at water Kiosks are TZS 20per 20litres bucket					
Challenges	1. No meter has been installed at any production borehole; 2. Low metering as most of the customers are not metered; 3. High Non Revenue Water; and 4. The pumps and infrastructure in general is old and worn-out.					

MUHEZA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Muheza Urban Water Supply and Sanitation Authority (MUHUWASA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the Muheza township 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 27,895 people of which 13,260 persons are currently served. The utility draws water from the Mkulumuzi stream, which collects water from several springs originating from the Manga and Magoroto hills. The installed production capacity of the intake is 1,920m ³ /day. However, maximum actual production of 1,425m ³ /day is experienced during the rainy season. The installed production capacity is insufficient to meet the present estimated demand for the township which is 4,831m ³ /day. The total length of the distribution system is 11 km and water is supplied through rationing at an average of 6 hrs/day. There is no treatment plant in place and water quality monitoring is not being conducted. The system has 2 storage tanks with storage capacity of 270m ³ . The township has no sewerage system; thus, onsite sanitary facilities are used under the Muheza District Town Council. MUHUWASA has 15 employees and the total number of staff required has not been established.					
General Data About Water Utility	Total water connections : 1,746 Total active connections : 1,632 Total water kiosk/standpipe : 20 Metering ratio : 39% NRW : 38.3% Total staff : 15 Staff/1000 connections : 8.6 Annual O&M costs : TZS 68,214,229 Annual water collections (Arrears included) : TZS 61,111,315 Annual water billings : TZS 61,674,122					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	495	500	510	500	
	Flat rate (TZS/month)	4500	10,000	9500	13,000	
	Note: The charges at water kiosks are TZS 10 per 20 litres bucket.					
Challenges	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; 6. Reduction of high NRW; and 7. Water meter theft.					

MULEBA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	MulebaUrban Water Supply and Sanitation Authority (MLUWASA), was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within Muleba urban area, which is the headquarter of Muleba District, Kagera Region. MLUWASA is classified as Category C water authority. Its area of responsibility has a total population of 18,822 people of which 8,490 people currently receive water services. The utility draws water from two springs namely Kaigara and Nyamwala. Both sources have a total installed production capacity of 726m ³ /day .The present production capacity is low compared with the estimated water demand of 1,317m ³ /day. The total length of pipeline system is 45.5 km and water is supplied through rationing at an average of 16hrs/day. The system has 6 storage tanks with a combined capacity of 1,417m ³ . The township has no sewerage system; presently, onsite sanitary facilities are in use under Muleba District Town Council. MLUWASA has 9 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 561 Total Active Connections : 514 Total Water Kiosk/Standpipe : 20 Metering Ratio : 91.6% NRW : 49.2% Total Staff : 9 Staffs/1000 connection : 16 Annual O&M Costs : TZS 153,397,314 Annual Water Collections (Arrears included) : TZS 76,788,710 Annual Water Billings : TZS 92,808,810					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m ³)	800	1,000	1,200	1,210	
	Flat rate charge (TZS/month)	20,000	21,500	21,500	22,000	
	Note: The Charges at water Kiosks are TZS 20 per 20litres bucket.					
Challenges	1. Water Bills arrears are too high; 2. Distribution network is old and worn-out; and 3. Illegal connection and un-metered customers.					

MWANGA		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Mwanga Urban Water Supply and Sanitation Authority (MWANGUWASA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the Mwanga urban area which is the headquarters of the Mwanga District, Kilimanjaro Region. MWANGUWASA is classified as Category C water authority. Its area of responsibility has a total population of 15,700 people of which 9,263 persons are currently served. The utility draws water from two boreholes and they have two standby streams of Chang’ombe and Mbochiro. The combined installed production capacity for the two boreholes stood at 3,168m ³ /day. The installed production capacity is sufficient to meet the estimated demand for the township of 2,700m ³ /day. The total length of the distribution system is 61.5 km and water is supplied at an average of 4 hrs /day. There are 8 storage tanks which have combined storage volume of 1,057.5m ³ . The township has no sewerage system; thus, onsite sanitary facilities are used under the Mwanga District Council. MWANGUWASA has 26 employees.				
General Data About Water Utility	Total water connections : 1420 Total active connections : 1127 Total water kiosk/Standpipe : 8 Metering ratio : 39% NRW : 67.6% Total staff : 26 Staff/1000 connections : 18.3 Annual O&M costs : TZS 196,659,790 Annual water collections (Arrears included) : TZS 89,744,290 Annual water billings : TZS 69,017,060				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charges (TZS/m ³)	345	500	700	NA
	Flat rate(TZS/month)	4500	10,000	9,500	N/A
	Note: The charges at water kiosks are TZS 35 per 20 litres bucket.				
Challenges	1. Capital fund for major rehabilitation of old and dilapidated distribution network; 2. Lack of office building and transport; 3. Lack of transport facilities for operation and maintenance activities.				

MWANHUZI		PROFILE AS PER 2010/2011 DATA				
General Description About the Utility	Mwanhuzi Urban Water Supply & Sanitation Authority (Mwanhuzi-WSSA) was declared a fully autonomous public water utility in 1998, and is responsible for the overall operation and management of water supply and sanitation services within the Mwanhuzi township, Meatu District, Shinyanga Region. Mwanhuzi-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 24,250. The utility draws raw water from the Mwanyahina Dam, which is then conveyed to a conventional treatment plant.. The total production capacity is on average 4,315m ³ /day which is very sufficient compared with the estimated water demand of 1,667m ³ /day. Since 2005, the Meatu District Council has been implementing a water supply project under the WSDP and in 2010; the project was inaugurated by the President of the United Republic of Tanzania. The project involved the construction of a gravity main from the Mwanyahina dam to the treatment plant about 2.8km, the construction of a treatment plant, construction of three elevated storage tanks of 710m ³ capacity, and the construction of a distribution network. The town has no sewerage system; therefore, onsite sanitary facilities are used under the Meatu District Council. The utility is served by 29 employees, 5 are permanent and 24 are on contract.					
General Data About Water Utility	Total water connections : 933 Total active connections : 933 Total water kiosk/standpipe : 25 Metering ratio : 100% NRW : 49.6% Total staff : 29 Staff/1000 connections : 31 Annual O&M costs : TZS. 101,117,343 Annual water collections (Arrears included) : TZS 23,691,195 Annual water billings : TZS 34,576,265					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Metered Customers (TZS/m ³)	1,000	1,250	1,500	1,500	
	Flat rate (TZS/month)	4,500	-	-	-	
	New Connection Charges (TZS/connection)	42,000	42,500	42,500	43,500	
	Reconnection Charges (TZS/connection)	10,500	11,000	11,000	11,000	
	Service Charges (TZS/month)	500	500	1,000	1,500	
	Application Forms	2,000	2,000	2,000	2,000	
Challenges	1. Increasing the volume of water production; 2. Extension of water distribution network to uncovered areas; 3. Insufficient qualified personnel.					

NACHINGWEA		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Nachingwea Urban Water Supply and Sanitation Authority (NAUWASA) was established by Act No. 8 of 1997 and came into operation on 16 th 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 Lindi Region. Its area of operation has an approximate total population of 28,300 people of which 7,445 people 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 the daily production while those in Mkumba Pacha contribute the remaining 25%. The combined installed production capacity is approximately 3,096m3/day, but it is not fully utilized owing to worn-out transmission line, unreliable electricity power and low pipeline network coverage. The present production of 1,691m ³ /day is very low compared with the estimated water demand of 5,247m ³ /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 28.9km and water is supplied through rationing at an average of 5hrs/day. The utility has two storage tanks and three sump tanks with total capacity of 3,754m ³ . The town has no sewerage system; and an onsite sanitation is monitored by Nachingwea District Council.																			
General Data About Water Utility	Total Water Connections : 895 Total Active Connections : 693 Total Water Kiosk/Standpipe : 2 Metering Ratio : 31% NRW : 48% Total Staff : 13 Staff/1000 connections : 15 Annual O&M Costs : TZS 60,321,003 Annual Water Collections (Arrears included) : TZS 32,315,994 Annual Water Billings : TZS 24,228,500																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/Month)</td><td>540</td><td>560</td><td>550</td><td>-</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>9,500</td><td>10,000</td><td>-</td></tr></table> <p>Note: i) The Charges at water Kiosks are TZS. 20 per 20 litres jerry can.</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/Month)	540	560	550	-	Flat rate (TZS/Month)	4,500	9,500	10,000	-
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/Month)	540	560	550	-																
Flat rate (TZS/Month)	4,500	9,500	10,000	-																
Challenges	1) High electricity costs compared to overall collection; (2) High NRW leading to low billing; (3) Low income growth because of unwillingness by customers to pay their bills; (4) Unreliable electricity supply from TANESCO; (5) Inadequate qualified staff; (6) Lack of potential water sources; (7) Problems of saline water from the boreholes; (8) Lack of investment funds for expansion; and (9) Low metering ratio.																			

NAMANYERE		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Namanyere Urban Water Supply and Sanitation Authority (NAUWASA) was declared a fully autonomous public water utility in 2004. NAUWASA is 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. NAUWASA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 27,517 people of which 4,403 people are served with water. The main water sources for Namanyere town are 15 medium depth boreholes and Mfili dam. Mfili was not in use during the reporting period due to lack of funds to operate the pumping units (diesel operated) and repair of breakdowns in the transmission main. During the reporting period the average water production from the 15 boreholes was 24m ³ /day.					
	The installed water production capacity of Mfili dam which is rarely used is 2,400m ³ /day while the combined installed capacity for the 15 boreholes is 39.5m ³ /day. The present production capacity of the sources under utilization is not sufficient to meet the estimated water demand of 1,376m ³ /day. The utility has no water treatment facilities. The total length of entire pipe network is 19.7 km and water is supplied at an average of 6 hrs per day. The network has 2 storage tanks with combined storage volume of 360m ³ . The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Nkasi District Council. NAUWSA has 5 employees and 10 vacant posts					
General Data About Water Utility	Total Water Connections : 204					
	Total Water Kiosk/Standpipe : 14					
	Metering Ratio : 4					
	Total Staff : 5					
	Staff/1000 connections : 25					
	Annual O&M Costs : TZS 36,905,703					
	Annual Water Collections (Arrears included) : TZS 8,193,103					
	Annual Water Billing :TZS 9,721,925					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption Rate (TZS/m ³)	720	900	1,170	1,260	
	Flat rate (TZS/month)	5,500	10,000	11,500	13,000	
	Note :Tariff at Kiosk is TZS 25 per 20 litre jerry can					
Challenges	1. Lack of fund for operating diesel pumps at Mfili dam; 2. Lack of funds for metering their customers; 3. High water leakages; 4. Lack of transport facilities; 5. Lack of sufficient and qualified staff; 6. Lack of funds for rehabilitation and extension of the existing water supply infrastructures; 7. Lack of water treatment facilities.					

NAMTUMBO		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Namtumbo Urban Water Supply and Sanitation Authority was established by Act No. 8 of 1997 and came into operation on 8 th 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. Its area of operation has an approximate total population of 30,000 people of which 17,000 people are currently served. The utility draws water from one main water source of Namikiga stream located at Libango village (gravity scheme). The installed production capacity of Namikiga stream is approximately 1,211m ³ /day which does not meet the daily demand of the Namtumbo township (comprising three sub-villages) and four other villages in the along the transmission line from Namikiga stream, which is worn-out with frequent breakdown during rainy season. The present production (water reaching Namtumbo) of approximately 680m ³ /day is very low compared with the estimated water demand (for Namtumbo only) of 1,771m ³ /day. The utility has no water treatment facilities and water quality is monitored annually using regional laboratory. The total length of the distribution system is 13.3km and water is supplied through rationing at an average of 10hrs/day. The system has three storage tanks with a total capacity of 225m ³ . The town has no sewerage system and an onsite sanitation is monitored by Namtumbo District Council.																			
General Data About Water Utility	Total Water Connections : 715 Total Active Connections : 500 Total Water Kiosk/Standpipe : 52 Metering Ratio : 28% NRW : 44% Total Staff : 11 Staff/1000 connections : 15 Annual O&M Costs : TZS 46,871,550 Annual Water Collections (Arrears included) : TZS 31,862,284 Annual Water Billings : TZS 42,600,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>540</td><td>1025</td><td>1000</td><td>-</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>21,500</td><td>21,500</td><td>-</td></tr></table> <p>Note: i) The Charges at water Kiosks are TZS. 20 per 20 litres jerry can.</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m ³)	540	1025	1000	-	Flat rate (TZS/month)	4,500	21,500	21,500	-
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/m ³)	540	1025	1000	-																
Flat rate (TZS/month)	4,500	21,500	21,500	-																
Challenges	1) Low production compared to the demand; (2) Lack of transport and working facilities; (3) Low metering ratio; (4) Need of improving intake at the source and construction of treatment plant; (5) Lack of office building; (6) Inadequate qualified personnel; (7) Poor quality of supplied water; and (6) Aged water supply infrastructure.																			

NANSIO		PROFILE AS PER 2009/10 DATA			
General Description About the Utility	Nansio Urban Water Supply and Sewerage Authority (NAUWASA) was declared a fully autonomous public water utility in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Nansio Urban area which is the headquarter of the Ukerewe District, Mwanza Region. NAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 61,659 people of which 5,646 people are currently served. The utility draws water from Lake Victoria. The source has a total installed production capacity of 4,800m ³ /day .The present production capacity is sufficient compared with the estimated water demand of 2,499.6m3/day. The total length of the pipeline system is 40km and water is supplied through rationing at an average of 7 hrs per day. The system has 4 storage tanks with a combined capacity of 193m ³ . The township has no sewerage system; presently the onsite sanitary facilities are used under the Nansio Town Council. NAUWASA has 6 employees, all are permanent.				
General Data About Water Utility	Total water connections : 663 Total water kiosk/standpipe : 3 Metering ratio : 8.1% NRW : 45.7% Total staff : 6 Staffs/1000 connection : 4.5 Annual O&M costs : TZS 35,629,292 Annual water collections (Arrears included) : TZS 34,511,314 Annual water billings : TZS 39,163,475				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	300	350	500	600
	Flat rate charge (TZS/month)	5,000	10,000	15,000	NA
Note: The Charges at water Kiosks are TZS 20 per 50 litres bucket.					
Challenges	1. Low customer base; 2. Low metering and lack of funds for new metre installation; 3. High NRW; 4. Inadequate staff.				

NGARA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Ngara Urban Water Supply and Sanitation Authority (NGUWASA) was declared a fully autonomous public water utility in 2003. The utility is responsible for the overall operation and management of water supply and sanitation services within the Ngara urban area which is the headquarters of the Ngara District, Kagera Region. NGUWASA is classified as Category C water authority. Its area of responsibility has a total population of 21,761 people of which 19,346people are currently served. The utility draws water from three (3) boreholes located in different areas Ngara Town. The boreholes have a combined installed production capacity of 2,184m ³ /day .The present production capacity is sufficient compared with the estimated water demand of 1,519m ³ /day. The total length of the distribution system is 50.03 km and water is supplied through rationing at an average of 10 hrs per day. The system has 5 storage tanks with a combined capacity of 691m ³ . The township has no sewerage system; presently, onsite sanitary facilities are in use under the Ngara District Town Council. NGUWASA has 17 employees of different qualifications and professions.					
General Data About Water Utility	Total water connections : 1,758 Total active connections : 1,722 Total water kiosk/standpipe : 34 Metering ratio : 100% NRW : 446% Total staff : 17 Staffs/1000 connection : 9.7 Annual O&M costs : TZS 131,114,145.58 Annual water collections (Arrears included) : TZS 95,245,941.00 Annual water billings : TZS 128,764,572.00					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	570	740	755	NA	
Note: The charges at water kiosks are TZS 10 per 20 litres bucket.						
Challenges	1. High NRW; 2. Lack of competent/qualified staff; 3. Manual system in billing; 4. Low collection efficiency.					

NGUDU		PROFILE AS PER 2009/10 DATA				
General Description About the Utility	Ngudu Urban Water Supply & Sewerage Authority (Ngudu-WSSA), was declared fully autonomous public water utility in 1999. The utility is responsible for overall operation and management of water supply and sanitation services within the Ngudu Urban area, which is the headquarters of the Kwimba District, Mwanza Region. Ngudu-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 18,715 of which 8,362 people are currently served. The utility draws water from six boreholes, with a total production capacity of 840m ³ /day, the estimated water demand is 1,292m ³ /day. The total length of the pipeline system is 11.4km and water is supplied through rationing at an average of 4 hrs per day. The system has 3 storage tanks with a storage capacity of about 240m ³ . The township has no sewerage system; presently, onsite sanitary facilities are in use under the Kwimba District Town Council. Ngudu-WSSA has 10 employees.					
General Data About Water Utility	Total water connections : 413 Total active connections : 376 Total water kiosk/standpipe : 1 Metering ratio : 39.9% NRW : 25% Total staff : 10 Staffs/1000 connection : 24.2 Annual O&M costs : TZS 90,123,494.23 Annual water collections (Arrears included) : TZS 30,660,220.00 Annual water billings : TZS 29,420,000.00					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	700	900	700	-	
	Flat rate charge (TZS/Month)	4,000	4,000	N/A	-	
NOTE: The charges at water kiosks are TZS 20 per 20litres jerry can						
Challenges	1. Inadequate storage capacity; 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 are old and worn-out.					

NJOMBE		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Njombe Urban Water Supply and Sanitation Authority (NJUWASA) was declared a fully autonomous public water utility in 1999. NJUWASA is responsible for the overall operation and management of water supply and sanitation services within 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 56,329 people of which 38,922 people are directly served with water. Water supply for Njombe Township is mainly from Magoda and Wikichi spring sources that contribute approximately 86% of the total water production. There are also other small springs of Kihesa A&B, Kwaulaya, Joshoni and Lunyanyu that add to the remaining 14% of the total daily production. All sources supply water to the Njombe town through gravity system. The estimated average water production from the sources during the reporting period was 2,897m ³ /day.				
	The combined installed production capacity is 3,467m ³ /day; this production capacity is not sufficient to meet the estimated water demand of 5,491m ³ /day. The utility has no water treatment facilities; however, water quality tests are conducted quarterly. The total length of the entire pipe network is 84.9 km and water is supplied at an average of 8hrs per day. The network has 11 storage tanks with a combined storage volume of 685m ³ . The town has no sewerage system; onsite sanitation facilities are in use under supervision of the Njombe District Council. NJUWASA has 26 employees.				
General Data About Water Utility	Total Water Connections		: 3,554		
	Total Active Connections		: 3,315		
	Total Water Kiosk/Standpipe		: 30		
	Metering Ratio		: 58%		
	NRW		: 41%		
	Total Staff		: 26		
	Staff/1000 connections		: 7		
	Annual O&M Costs		: TZS .281,261,847		
Annual Water Collections		: TZS 271,903,220			
Annual Water Billings		: TZS 336,240,890			
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Kiosks
	Metered (TZS/m ³)	395	550	560	
	Flat rate (TZS/month)	4,500 – 5,500	10,000	9,500	
Challenges	1. Inadequate water supply to meet the water demand;				
	2. Lack of funds for financing construction of new Water Supply projects, rehabilitation and extension of distribution networks from existing scheme;				
	3. Lack of water supply in the newly developed areas in the town with high demand;				
	4. High Non Revenue Water;				
	5. Insufficient storage facilities;				
	6. Lack of water treatment facilities;				
	7. Lack of competent and qualified staff.				

NZEGA		PROFILE AS PER 2010/2011 DATA				
General Description About the Utility	NzegaUrban Water Supply and Sewerage Authority (Nzega-UWASA) was declared a fully autonomous public water utility in 1999. The utility is 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 21,492 persons are currently served. The utility draws water from Uchama and Kilimi earthfill dams. The dams have combined production capacity of 10,137 m ³ /day which is sufficient compared with the estimated water demand of 2,071m ³ /day. However, water production during the year 2010/2011 was at an average of 1,215 m ³ /day. The total length of the pipeline system is 62.6km and water is supplied through rationing at an average of 16.5 hrs per day. The system has 4 storage tanks with a combined capacity of 595m ³ . The township has no sewerage system; onsite sanitary facilities are in use under the Nzega District Town Council. Nzega-UWSA has 31 employees, 3 permanent and 28 on contract.					
General Data About Water Utility	Total Water Connections : 1,900 Total Active Connections : 1,900 Total Water Kiosk/Standpipe : 26 Metering Ratio : 100% NRW : 29% Total Staff : 31 Staff/1000 connections : 16 Annual O&M Costs : TZS 252,459,480.00 Annual Water Collections (Arrears included) : TZS 212,096,004.00 Annual Water Billings : TZS 249,276,857.00					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m ³)	750	860	935	-	
	New Connection Fees (TZS/connection)	15,000	17,000	17,000	17,000	
	Reconnection Fees (TZS/connection)	10,500	11,000	11,000	11,000	
	Service Charges (TZS/month)	500	1,000	1,000	1,500	
	Meter Rental Fees (TZS/month)	500	500	500	500	
	Note: The Charges at water Kiosks are TZS 20 per 20 litres jerry can.					
Challenges	1. Extension of the distribution network to uncovered areas; 2. Increasing the water production capacity to cater for the town’s demand; 3. Lowering and controlling the level of NRW.					

ORKESUMET		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Orkesumet Urban Water Supply and Sanitation Authority (OUWSSA) was declared a fully autonomous public water utility in 2008. The Authority is responsible for the overall operation and management of water supply and sanitation services in the Orkesumet Town which is the headquarters of the Simanjiro District, Manyara Region. OUWSSA is classified as Category C water authority and its area of responsibility has a total population of 13,291 people of which 6,380 persons are currently served. The utility depends on 3 operational borehole sources for water production and have a combined installed capacity of 535.7 m ³ /day by assuming 24 pumping hours. The average production from the sources is 181m ³ /day .The production is extremely low to meet the estimated water demand of 600m ³ /day. The town has no sewerage system thus onsite sanitary facilities are in use under the Simanjiro District Council. OUWSSA has 5 employees with a short fall of 15 employees of different qualifications and professions.				
General Data About Water Utility	Total water connections : 29 Total active connections : 11 Total kiosks : 11 Metering ratio : 100% Total staff : 5 Staff/1000 connections : 172 Annual O&M costs : TZS 20,230,196 Annual water collections (Arrears included) : TZS 19,991,400 Annual water billings : TZS 21,303,400				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Kioks
	Consumption charge (TZS/m ³)	300	335	390	TZS 50 per 20 litres bucket
Challenges	1. Inadequate water sources and water supply to meet the demand; 2. The customer base is very low; 3. Insufficient and unqualified staff; 4. Lack of storage tanks; 5. Small water supply network.				

PANGANI		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Pangani Commercial Water Supply and Sanitation Authority (PACWASA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Pangani urban area which is the headquarters of the Pangani District, Tanga Region. PACWASA is classified as Category C water authority. Its area of responsibility has a total population of 17,900 people of which 10,550 persons are currently served. The utility draws water from three boreholes (BH ₁ , BH ₂ , and BH ₃) with a combined installed production capacity of 1,404m ³ /day .The present production capacity is low compared with the estimated water demand of 2,600m ³ /day. The total length of the distribution system is 64 km and water is supplied through rationing at an average of 6 hrs per day. The system has 5 storage tanks with combined capacity of 922.5m ³ . The township has no sewerage system thus onsite sanitary facilities are in use under the Pangani District Town Council. PACWASA has 15 employees with a short fall of 4 employees of different qualifications and professions.				
General Data About Water Utility	Total water connections : 1111 Total active connections : 892 Total water kiosk/Standpipe : 8 Metering ratio : 56.25% NRW : 27.69% Total staff : 15 Staff/1000 connections : 13.7 Annual O&M costs : TZS 148,884,645 Annual water collections (Arrears included) : TZS 66,350,793 Annual water billings : TZS 117,925,899				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	
	Consumption charge (TZS/m ³)	445 - 585	610 - 645	615 - 655	
	Flat rate (Medium density) TZS/month	5,500	9,500	10,000	
	Flat rate (High density) TZS/month	4,500			
	Note: The charges at water kiosks are TZS 20 per 20 litres bucket .				
Challenges	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’s office building and transport; 5. Lack of sufficient and qualified staff.				

RUANGWA		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	Ruangwa Urban Water Supply and Sanitation Authority was established by Act No. 8 of 1997 and came into operation in 2007. The utility 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 12,000 people of which 4,920 people are currently served. The water supply scheme for Ruangwa town comprises of one borehole that pumps its water to three storage tanks with a total capacity of 225m ³ . From these storage tanks water is supplied to the township through a distribution network. The water supply scheme with almost all the appurtenances is aged pipeline network. The current installed capacity is 324m3/day while the actual water production is about 300m ³ /day which does not meet daily estimated water demand that stands at 1,012m ³ /day. Although the low daily water production is strongly associated to insufficient source capacity, which was reported to be 15m ³ /hr, unreliable electricity supply also lowers water production, causing the pump to be operated at an average of 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 the water quality twice a year. The total length of the distribution system is 11.9km and water is supplied at an average of 3hrs/day. The town has no sewerage system and onsite sanitation is monitored by Ruangwa of District Council.																			
General Data About Water Utility	Total Water Connections : 415 Total Active Connections : 211 Total Water Kiosk/Standpipe : 5 Metering Ratio : 35% NRW : 40% Total Staff : 12 Staff/1000 connections : 29 Annual O&M Costs : TZS 16,328,674 Annual Water Collections (Arrears included) : TZS 9,764,000 Annual Water Billings : TZS. 18,371,900																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industries</th></tr><tr><td>Metered customers (TShs/m³)</td><td>540</td><td>560</td><td>550</td><td>500</td></tr><tr><td>Flat rate (TShs/month)</td><td>4,500</td><td>9,500</td><td>10,000</td><td>NA</td></tr></table>					Category of customer	Domestic	Commercial	Institutions	Industries	Metered customers (TShs/m ³)	540	560	550	500	Flat rate (TShs/month)	4,500	9,500	10,000	NA
	Category of customer	Domestic	Commercial	Institutions	Industries															
	Metered customers (TShs/m ³)	540	560	550	500															
	Flat rate (TShs/month)	4,500	9,500	10,000	NA															
Note1: The Charges at water Kiosks are TZS. 20/= to 30/= per 20 litres jerry can.																				
Challenges	1) Insufficient water sources (1 borehole) lead to inadequate and unreliable water supply; (2) Poor billing system; (3) High NRW as a result of aged pipeline network; (4) Inadequate qualified staff to manage operations; (5) Lack of transport facilities; and (6) Few connections but with low metering ratio.																			

RUJEWA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Rujewa Urban Water Supply and Sanitation Authority (RUWASA) was declared a fully autonomous public water utility in 2004. RUWASA 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. RUWASA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 35,367 people of which 20,513 persons are served with water. The utility draws water from Mbarali River (gravity scheme) located in Igomelo Street, 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. During the reporting period the sources produced an average of 2,500m ³ /day. The estimated daily water demand for the town is 1,873m ³ /day. Water supply is through rationing at the average of 6hours per day.					
	The source installed production capacity is 2,752m ³ /day. The utility has no water treatment facilities. The total length of the pipe network including the main and distribution lines is 53km. The RUWASA has 9 storage tanks with total water storage capacity of 680m ³ . The town has no sewerage system thus onsite sanitary facilities are used under supervision of the Rujewa Township Authority. RUWASA has 20 employees with manning level of 14 staff per 1000 connections.					
General Data About Water Utility	Total Water Connections		: 1,400			
	Total Active Connections		: 1,090			
	Total Water Kiosk/Standpipe		: 79			
	Metering Ratio		: 3%			
	NRW		: 45%			
	Total Staff		: 20			
	Staff/1000 connections		: 14			
	Annual O&M Costs		: TZS 40,760,152.03			
	Annual Water Collections (Arrears included)		: TZS 48,678,200			
Annual Water Billings		: TZS 61,269,600				
Tariff Structure	Category of customer	Band	Domestic	Institutions	Commercial	Kiosk
	Consumption rate (TZS/m ³)	1– 4.5	300	550	560	250
		4.5-11	345	NA	NA	NA
		>11	540	NA	NA	NA
	Flat rate (TZS/month)	NA	4,500	11,500	11,500	NA
Challenges	1. Old and worn-out pipe network resulting into frequent burst and leakages; 2. Limited network coverage; 3. High Non Revenue Water; 4. Lack of sufficient and qualified staff; 5. Lack of water treatment facilities.					

SAME		PROFILE AS PER 2010/11 DATA																								
General Description About the Utility	Same Urban Water Supply and Sanitation Authority (SAUWASA) was declared a fully autonomous public water utility in 2003. The Authority is responsible for the overall operation and management of water supply and sanitation services within Same urban area, which is the headquarters of the Same District, Kilimanjaro Region. SAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 25,000 people of which 19,550 persons are currently served. The utility draws water from two small spring sources of Same and Mahuu and six boreholes. The installed production capacity is 2,315m ³ /day. Maximum production from the sources is experienced during the rainy season. The average production of 1,110m ³ /day is far below the estimated demand for the township, of 4,500m ³ /day. The total length of the distribution system is 160 km and water is supplied at an average of 3 hrs per day. 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 storage tanks with total capacity of 1048m ³ . The township has no sewerage system; onsite sanitary facilities are in use under the Same District Town Council. SAUWASA has 20 employees with a deficiency of 17 employees of different professions and qualifications.																									
General Data About Water Utility	Total water connections : 1,281 Total active connections : 1,246 Total water kiosk/standpipe : 36 Metering ratio : 62.5% NRW : 40% Total staff : 20 Staff/1000 connections : 15.6 Annual O&M costs : TZS 218,721,346 Annual water collections (Arrears included) : TZS 134,246,651 Annual water billings : TZS 238,888,000																									
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption (TZS/m³)</td><td>750</td><td>1,500</td><td>1025</td><td>1,500</td></tr><tr><td>Flat rate TZS/month</td><td>5,000</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>Service TZS/month</td><td>1,000</td><td>2,000</td><td>2,000</td><td>2,000</td></tr></table>	Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption (TZS/m ³)	750	1,500	1025	1,500	Flat rate TZS/month	5,000	NA	NA	NA	Service TZS/month	1,000	2,000	2,000	2,000	Note: The charges at water kiosks are TZS 20 per 20 litres bucket.				
Category of customer	Domestic	Institutional	Commercial	Industrial																						
Consumption (TZS/m ³)	750	1,500	1025	1,500																						
Flat rate TZS/month	5,000	NA	NA	NA																						
Service TZS/month	1,000	2,000	2,000	2,000																						
Challenges	<ol style="list-style-type: none">1. Inadequate water sources to meet the growing population and increasing water demand;2. Unstable power supply from TANESCO;3. Lack of capital fund for extension and rehabilitation of pipe networks;4. Lack of office building and transport for the authority;5. Insufficient and unqualified staff.																									

SENGEREMA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Sengerema Urban Water Supply & Sewerage Authority (SEUWASA) was declared a fully autonomous public water utility in 2003. The Authoriry is responsible for overall operation and management of the water supply and sanitation services within the Sengerema urban area, which is the headquarters of the Sengerema District, Mwanza Region. SEUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 85,577. The utility draws water from Lake Victoria, with a total production capacity of 8,400m ³ /day which is insufficient compared with the estimated water demand of 7,734m ³ /day. Water is supplied through rationing at an average of 10.2 hrs per day. The system has 4 storage tanks with a storage capacity of about 2,175m ³ . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Sengerema District Town Council. SEUWASA has 26 employees.					
General Data About Water Utility	Total water connections : 2,256 Total active connections : 1,890 Total water kiosk/standpipe : 69 Metering ratio : 34.7% NRW : 53% Total staff : 26 Staffs/1000 connections : 11.5					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	500	500	500	NA	
	Flat rate charge (TZS/month)	5,500	35,000	35,000	NA	
	NOTE: The charges at water kiosks are TZS 10 per 20 litres bucket.					
Challenges	1. Low metering as most of the customers are not metered; 2. High NRW; 3. Insufficient water production as compared to demand; 4. Inadequate service hours.					

SIKONGE		PROFILE AS PER 2009/2010 DATA			
General Description About the Utility	Sikonge Urban Water Supply & Sewerage Authority (Sikonge-WSSA) was declared fully autonomous public water utility in 2004 and is responsible for overall operation and management of water supply and sanitation services within the Sikonge township, Sikonge District, Tabora Region. Sikonge-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 12,640 of which only 3,480 people are served by the Sikonge WSSA. The utility draws water from two kinds of water sources, namely shallow wells and an earth fill dam called Utyatya dam, which at the time of construction in 1959, had a total production capacity of 1,890.4m ³ /day, very sufficient compared to the estimated water demand of 526m ³ /day. In the year 2009/2010, the water production from the dam and the shallow well averaged 180 m ³ /day . Raw water from the Utyatya dam is pumped using low lift pumps into the water treatment plant, which has a capacity of 340 m ³ /day. The total length of the distribution pipeline system is 10.785km and water is supplied through rationing at an average of 5 hrs per day. The system has 3 storage tanks, but only one tank is in use, the capacity of which is 135m ³ . The town has no sewerage system thus onsite sanitary facilities are in use under the Sikonge District Council. The utility is served by 15 employees; 9 permanent and 5 daily paid labourers.				
General Data About Water Utility	Total water connections : 259 Total active connections : 259 Total water kiosk/standpipe : 12 Metering ratio : 33% NRW : 40 Total staff : 15 Staff/1000 connections : 58 Annual O&M costs : TZS 60,248,597.25 Annual water collections (Arrears included) : TZS 35,530,407.00				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	800	900	900	NA
	Flat rate charge (TZS/month)	5,500	25,125	6,750	NA
Challenges	1. Low Metering ratio; 2. Lack of adequate working tools and equipment; 3. Low coverage.				

SONGE		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Songe Township Water Supply and Sanitation Authority (SOWASA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services in the Songe Township which is the headquarters of the Kilindi District, Tanga Region. SOWASA is classified as Category C water authority. Its area of responsibility has a total population of 16,000 people of which 11,040 persons are currently served. The utility draws water from two ring wells, located near the Songe River valley, and the Kwidibuti springs originating from the Nkama Mountain. Both sources have combined installed production capacity of 265m ³ /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 494m ³ /day. The total length of the pipe network is 17.713 km and water is supplied at an average of 7 hrs per day. There are 3 storage tanks which have combined storage volume of 192m ³ . The township has no sewerage system thus onsite sanitary facilities are in use under the Kilindi District Council. SOWASA has 8 employees and a shortfall of 8 employees.				
General Data About Water Utility	Total water connections : 146 Total water kiosk/standpipe : 34 Metering ratio : 95% NRW : 18% Total staff : 8 Staff/1000 connections : 55 Annual O&M costs : TZS 22,140,000 Annual water collections (Arrears included) : TZS 24,962,100 Annual water billings : TZS 33,620,000				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	
	Consumption rate (TZS/m ³)	1200	1500	2000	
	Flat rate(TZS/month)	6,500	16,500	11,500	
	Note: The charges at water kiosks are TZS 30 per 20 litres bucket.				
Challenges	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 staff; 4. Lack of transport facilities for operation and maintenance activities.				

TARIME		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Tarime Urban Water Supply and Sewerage Authority (TARUWASA), was declared a fully autonomous public water utility in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within Tarime Urban area, which is the headquarter of Tarime District, Mara Region. TARUWASA is classified as Category C water authority. Its area of responsibility has a total population of 55,000 people of which 20,900 people 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 ³ /day .The present production capacity is sufficient compared with the estimated water demand of 5,020.3m ³ /day. The total length of pipeline system is 26.6km out of which 12.38km is distribution and remaining is rising/gravity lines. Water is supplied through rationing at an average of 9hrs per day. The system has 4 storage tanks with a combined capacity of 900m ³ . The township has no sewerage system thus onsite sanitary facilities are in use under Tarime District Town Council. TARUWASA has 2 employees and 13 daily paid staff of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 826 Total Active Connections : 626 Metering Ratio : 44.9% NRW : 64% Total Staff : 15 Staffs/1000 connection : 18.2 Annual O&M Costs : TZS 54,560,300 Annual Water Collections (Arrears included) : TZS 59,367,000 Annual Water Billings : TZS 86,687,000					
Tariff Structure	Category of customer		Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m ³)		540	550	560	NA
	Flat rate charge (TZS/month)		4,500	10,000	9,500	NA
	Note: The Charges at water Kiosks are TZS 10 per 20litres jerry can.					
Challenges	1. Low collection efficiency; 2. Distribution network coverage is small; 3. High NRW; 4. The Authority is understaffed.					

TUKUYU		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Tukuyu Water Supply and Sanitation Authority (Tukuyu WSSA) was declared a fully autonomous public water utility in 2002. Tukuyu WSSA 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 WSSA is classified as Category C water authority which started its operation in 2004. Its area of responsibility has a total population of 47,028 people of which 33,254 people are served with water. The main water sources for Tukuyu town are Masalala spring and Mlagala stream (gravity schemes) located about 9km and 12km respectively from the town. During the reporting period the average daily water production was 5,183m ³ /day which is above the estimated daily water demand of 4,243m ³ /day. However, the excess production does not benefit the population of Tukuyu town due to insufficient storage facilities, leakage in the network and direct tapping from the gravity main.					
	The combined installed production capacity is 5,442m ³ /day. The utility has no water treatment facilities. The total length of the entire pipe network is 81.65km and water is supplied through rationing at an average of 19 hrs per day. The network has 4 storage tanks with combined storage volume of 810m ³ . The town has no sewerage system thus onsite sanitation facilities are used under supervision of the Rungwe District Council. Tukuyu WSSA has 19 employees with deficiency of 3 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections : 3,641					
	Total Active Connections : 3,459					
	Total Water Kiosk/Standpipe : 1					
	Metering Ratio : 57%					
	NRW : 44%					
	Total Staff : 19					
	Staff/1000 connections : 5					
	Annual O&M Costs : TZS 173,205,254					
	Annual Water Collections (Arrears included) : TZS 163,846,257					
	Annual Water Billings : TZS 164,808,000					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Metered (TZS/m ³)	300	335	390	500	
	Flat rate (TZS/month)	4,500	10,000	9,500	13,000	
	Kiosk Tariff is TZS 10 per 20 litres jerry can					
Challenges	1. High Non Revenue Water; 2. Old pipe networks leading to high leakages and frequent bursts; 3. Insufficient storage facilities; 4. Lack of transport facilities; 5. Lack of sufficient and qualified staff.					

TUNDURU		PROFILE AS PER 2010/11 DATA																													
General Description About the Utility	Tunduru Urban Water Supply and Sanitation Authority (TUWASA) was established by Act No. 8 of 1997 on 30 th 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. Currently its area of operation has a total population of 38,384 while population served is 23,031 people. 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 2,941m ³ per day while the total water production is 869m ³ /day from all its sources (When there is electricity) and 348m ³ /day only when water is from gravity scheme source. The production capacity of 1,600m ³ /day is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes. The utility does not have its own office, but is using 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 6hrs/day. They have 5 storage tanks with a total capacity of 370m ³ . There is no water quality monitoring done and the town has no sewerage system.																														
General Data About Water Utility	Total Water Connections : 839 Total Active Connections : 630 Total Water Kiosk/Standpipe : 8 Metering Ratio : 28% NRW : 48% Total Staff : 7 Staff/1000 connections : 8 Annual O&M Costs : TZS 22,657,422 Annual Water Collections (Arrears included) : TZS 22,290,200 Annual Water Billings : TZS 54,004,200																														
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered: 0 – 5m³ (TZS/month)</td><td>540</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: 5 – 10m³ (TZS/month)</td><td>585</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: above 10m³ (TZS/month)</td><td>625</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>9,500</td><td>16,500</td><td>13,000</td></tr></table> <p>Note: The Charges at water Kiosks are TZS. 20 per 20 litres jerry can.</p>						Category of customer	Domestic	Commercial	Institutions	Industrial	Metered: 0 – 5m ³ (TZS/month)	540	605	550	760	Metered: 5 – 10m ³ (TZS/month)	585	605	550	760	Metered: above 10m ³ (TZS/month)	625	605	550	760	Flat rate (TZS/month)	4,500	9,500	16,500	13,000
Category of customer	Domestic	Commercial	Institutions	Industrial																											
Metered: 0 – 5m ³ (TZS/month)	540	605	550	760																											
Metered: 5 – 10m ³ (TZS/month)	585	605	550	760																											
Metered: above 10m ³ (TZS/month)	625	605	550	760																											
Flat rate (TZS/month)	4,500	9,500	16,500	13,000																											
Challenges	1) Insufficient and unreliable water sources; (2) Old and worn out infrastructure resulting into high losses; (3) Low network coverage; (4) High NRW caused by leakages; (5) Lack of reliable transport facilities; (6) High electricity costs although electricity is not reliable; (7) Inadequate qualified staff to manage the operations; (8) Low billing and collection efficiency due to low metering ratio; and (9) Need for rehabilitation and replacement of pipeline network.																														

USHIROMBO		PROFILE AS PER 2010/2011 DATA			
General Description About the Utility	Ushirombo Urban Water Supply and Sanitation Authority (Ushirombo-WSSA) was declared a fully autonomous public water utility in 2003. The Authority is 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-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 43,570 people out of which 7,200 persons are currently served. The utility draws water from one borehole with a production capacity of 71m ³ /day which is insufficient compared with the estimated water demand of 3,253m ³ /day. Ushirombo WSSA has 8 other boreholes which are not yet developed to start producing water. The total length of the pipeline system is 4km; rising main – 1km and distribution lines – 2km. Water is supplied through rationing at an average of 24 hrs per day. The system has 1 storage tank with a storage capacity of 45m ³ . The township has no sewerage system thus onsite sanitary facilities are in use under the Bukombe District Town Council. Ushirombo-UWSA has 7 employees, 4 of whom are permanent while 3 are on contract.				
General Data About Water Utility	Total Water Connections : 53 Total Active Connections : 53 Total Water Kiosk/Standpipe : 6 Metering Ratio : 100% NRW : 20% Total Staff : 7 Staff/1000 connections : 132 Annual O&M Costs : TZS 21,802,000.00 Annual Water Collections (Arrears included) : TZS 22,854,776.00 Annual Water Billings : TZS 16,545,198.96				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m ³)	1,500	1,500	-	-
	New Connection Fees (TZS/connection)	15,000	11,000	-	-
	Note: The Charges at water Kiosks are TZS 30 per 20 litres bucket.				
Challenges	1. High production cost associated running diesel-engine electricity generator for water pumping; 2. Development of the existing 8 boreholes to increase water production; 3. Insufficient water supply distribution network; 4. Extension of the distribution network to uncovered areas; 5. Insufficient qualified staff.				

UTETE		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	The Utete Urban Water Supply and Sanitation Authority (UTEUWASA) were declared an Authority in Government Gazette Notice No. 371 in 2002. UTEUWASA is responsible for the overall operation and management of water supply and sanitation services for Utete Town which is located in Rufiji District, Coast Region. UTEUWASA is classified under Category C water authority and started its operation in December, 2003. Its area of responsibility has a total population of 9,335 people of which 9,240 people are accessing water services provided by the utility. The total water demand for the town is estimated at 810m ³ /day while water produced is estimated as 550m ³ /day.				
	UTEUWASA draws water from a borehole namely Rugongwe borehole that has installed production capacity of 960m ³ /day. The utility system as a total storage capacity of 550m ³ . The water main is 23.02km to which a total of 299 customers are connected. UTEUWASA supply water to its customers for 24hours in a day. The town has no sewerage system thus onsite sanitary facilities are in use under the support of Utete District Council.				
General Data About Water Utility	Total Water Connections	:	299		
	Total Active Connections	:	299		
	Total Water Kiosk/Standpipe	:	0		
	Metering Ratio	:	0%		
	NRW	:	26%		
	Total Staff	:	13		
	Staff per 1000 connections	:	43.4		
	Annual O&M costs	:	TZS 21,699,669		
	Annual collection from water sales	:	TZS 37,227,130		
Annual water billing	:	TZS 37,277,130			
Tariff Structure					
	Category of Customer	Domestic	Institutions	Commercial	Kiosk
	Metered Customers (TZS/m ³)	540 – 1,000	335 – 1,000	655 – 1,500	1,000
	Flat rate (TZS/month)	5,500	37,000-60,000	60,000	
Challenges	1. Inadequate qualified staff; 2. Low network coverage; 3. Lack of transport facilities; 4. Inadequate water source; 5. Lack of sewerage network; 6. Lack of water laboratory for water quality monitoring.				

URAMBO		PROFILE AS PER 2010/2011 DATA				
General Description About the Utility	Urambo Urban Water Supply and Sewerage Authority (URUWASA) was declared a fully autonomous public water utility in 2005. The Authority is 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 31,583 out of which 10,162 persons are currently served. The utility draws water from four deep boreholes, with a total production capacity of 436.8m ³ /day which is insufficient compared with the estimated water demand of 1,264m ³ /day. An average of 159m ³ /day of water was produced in the year 2010/2011. The total length of the pipeline system is 44km and water is supplied through rationing at an average of 4hrs per day. The system has 4 storage tanks with a total storage capacity of 570m ³ . The township has no sewerage system thus onsite sanitary facilities are in use under Urambo District Town Council. URUWASA has a total of 8 staff; 3 of them are permanent employees and 5 are temporary or contract employees.					
General Data About Water Utility	Total Water Connections : 145 Total Active Connections : 145 Total Water Kiosk/Standpipe : 13 Metering Ratio : 98 NRW : 20 Total Staff : 8 Staff/1000 connections : 57 Annual O&M Costs : TZS 104,373,140.00 Annual Water Collections (Arrears included) : TZS 19,708,776.00 Annual Water Billings : TZS 36,300,000.00					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Consumption charge (TZS/m ³)	705	735	750	760	
	Flat rate charge (TZS/month)	5,500	15,000	15,000	15,000	
	New Connection Fees (TZS/Connection)	10,500	11,000	11,000	11,000	
	Meter Rental Fees (TZS/month)	500	500	500	500	
	Note: The Charges at water Kiosks are TZS 25per 25 litres bucket.					
Challenges	1. Low water production capacity; 2. Inadequate water distribution network; 3. Lack of qualified staff; 4. Water sources protection against human pollution.					

VWAWA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	<p>Vwawa Urban Water Supply and Sanitation Authority (VUWSA) was declared fully autonomous public water utility in 2004. VUWSA 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. VUWSA is classified as Category C water authority. Its area of responsibility has a total population of 49,920 people in which 29,453 people are served with water. The utility draws water from three river/stream sources, Haloli pumping scheme, Mantengu pumping scheme and Mgombezi/Nalaba gravity scheme. The average water production from the sources during the reporting period was 1,681m³/day.</p> <p>The combined installed production capacity is 2,134m³/day and this present production capacity is not sufficient to meet the estimated water demand of 3,124m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 53km and water is supplied through rationing at an average of 8hrs per day. The network has 9 storage tanks with combined capacity of 738m³. The town has no sewerage system thus onsite sanitation facilities are in use under the supervision of Mbozi District Council. VUWSA has 10 employees with shortfall of 5 employees of different qualifications and professions.</p>					
General Data About Water Utility	Total Water Connections		: 1,016			
	Total Active Connections		: 967			
	Total Standpipes		: 98			
	Metering Ratio		: 26%			
	NRW		: 35			
	Total Staff		: 10			
	Staff/1000 connections		: 10			
	Annual O&M Costs		: TZS 70,731,077			
	Annual Water Collections (Arrears included)		: TZS 46,012,300			
Annual Water Billings		: TZS 48,737,000				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosks
	Metered (TZS/m ³)	395	400	390	500	
	Flat rate (TZS/month)	4,500 – 12,500	11,500	11,500	13,000	12,000
Challenges	1. Inadequate water production to meet the water demand;					
	2. Low metering ratio;					
	3. Lack of water treatment facilities;					
	4. Limited pipe network coverage and carriage capacity;					
	5. Old infrastructure causing frequent breakdown;					
	6. Diminishing yield of water sources during the dry season;					
	7. High Non Revenue Water.					

BASHNET		PROFILE AS PER 2009/10 DATA			
General Description About the Utility	BASHNET is one of the small towns in the Babati district council located about 47km from the Babati Town along the 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 recognized water committee established in March 2010 responsible for the provision of water supply services to the township. The committee is responsible for the protection of water sources and water supply infrastructure. 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 ³ /day. The township water supply depends on 3 spring sources which were developed by the Catholic Diocese of Mbulu Development Department (DMDD) in 1997. The spring includes Bashnet Saria, Dawite and Tlagami. Only one spring source of Bashnet Saria is operational while the rest have technical problems. The three sources of operation have combined capacity of 334.785m ³ /day. The current water production from operating Bashnet Saria spring stood at 274.992m ³ /day. The length of the gravity main and distribution line is estimated at 13.896km. The town has one 90m ³ blockwork storage tank located at the Bashnet center and 4 small storage tanks of 5m ³ each with public taps along the gravity main. Water was previously considered as a gift from God and was provided as a free social service. Currently, the established water committee has started charging for water services.				
General Data About Water Utility	Total water connections		: 40		
	Total active connections		: 40		
	Total water kiosk/standpipe		: 2		
	Metering ratio		: 100%		
	Total staff		: 6		
	Staff/1000 connections		: 143		
	Average monthly expenditure		: TZS 1,300,000		
	Average monthly collections		: TZS 550,000		
Tariff Structure	Category of customer	Domestic	Institutional	Kiosk	
	Consumption charge (TZS/m ³)	1000	1000	2500	
Challenges					
	1. Unwillingness of the people to establish water board that will charge for water service; 2. Changing the community’s traditional belief of recognizing water as gift from God and a free social service; 3. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of uncovered areas.				

BONGA		PROFILE AS PER 2007/08 DATA
General Description About the Utility	<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 not any recognized water committee/group responsible for the provision of water supply services for 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 299.7m³/day.</p> <p>The Township water supply depends on one gravity scheme and two shallow wells. The gravity scheme receives water from the Yaer Matse intake constructed in 1964 on the Dawar stream. Dawar is a perennial stream formed by springs originating from the 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 the absence of its historical data in the Babati Town Council.</p> <p>The township has one blockwork storage tank (90m³) located at the Bonga town center. The tank was serious leakage, thus, it has not been in use since April, 2008. The tank used to receive water from the Yaer Matse intake and distribute it to the Bonga, Dawar and Waang-Boo streets.</p>	
General Data About Water Utility	NIL	
Tariff Structure	Water service is free	
Challenges	<ol style="list-style-type: none"> 1. Lack of reliable water sources and associated water supply infrastructure; 2. Lack of fund for rehabilitation of the existing scheme as well as expansion to uncovered areas; 3. Lack of competent staff; 4. Lack of the community know-how of the functioning of the Town Water Board and the water supply authority. 	

CHALA		PROFILE AS PER 2007/08 DATA	
General Description About the Utility	<p>Chala Township Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2004, and is responsible for the overall operation and management of water supply and sanitation services for the Chala township area, which is located in the Nkasi District, Rukwa region. Despite being gazetted, the utility water board and management are not yet established. The process of establishing the board is still ongoing. The Management of water services in the town is under village water committees for the three villages which form the 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, the 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 439.66m³/day.</p> <p>Water sources for the Chala town are the 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 956m³/day while the average water demand for this town is estimated to be 440m³/day. Water production during the dry season, occurring in the months of October and November, is approximately 64m³/day.</p> <p>The distribution network has 1 storage tank with capacity of 225m³. The town has no sewerage system thus onsite sanitary facilities are in use under the supervision of the Nkasi District Council.</p>		
	General Data About Water Utility	Total water connections	: 62
		Total water kiosk/standpipe	: 29
		Metering ratio	: 0%
	Total number of staff	: 1	
Tariff Structure	<div>Water service is provided for free</div>		
Challenges	<div>1. Establishment of water board and management to run the utility;</div> <div>2. Poor management of the existing water infrastructure;</div> <div>3. Addition of water storage tanks;</div> <div>4. High water losses.</div>		

DAREDA		PROFILE AS PER 2007/08 DATA				
General Description About the Utility	DAREDA is a small town in the Babati District Council located about 26km from the 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 governments through the Village Executive Officers (VEO). The township has a total population of 17,166 people and an estimated water demand of 686.6m ³ /day.					
	The main water supply sources are the Gilau intake located at the Gilau River in Seloto village, Endalah river intake located in Dareda Kati village, and Antsi spring intake located in Bermi village. Other small sources are the Kwambrosy and Sagday springs located in the Belmi and Seloto villages respectively. The production capacities of the sources have not been 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 ³ . 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%					
Tariff Structure	Village Name	Dareda Kati	Haysam	Bermi	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 a gift from God and a free social service.					

DIDIA		PROFILE AS PER 2007/08 DATA
General Description About the Utility	<p>Didia Urban Water Supply & Sewerage Authority (Didia-WSSA) was declared a fully autonomous public water utility in 2005. The Authority is 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-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 2,136. Currently, 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 the Didia township Ward is 148.6m³/day. These shallow wells are managed and operated by Private owners. There is no water supply infrastructure with the exception of shallow wells.</p>	
General Data About Water Utility	No operational data has been established to date.	
Tariff Structure	<p>NOTE: Water vendors sell water to consumers at a price of TZS 200- 300 per 20 litres bucket</p>	
Challenges	<ol style="list-style-type: none"> 1. No operational Water Board and Management in place; 2. With the exception of shallow wells, no water supply infrastructure in place; 3. The water supplied from the shallow wells is of poor quality; 4. Vendors re-sell water at an expensive price of TZS 200-300 per 20 litre bucket. 	

GAIRO		PROFILE AS PER 2010/11 DATA																		
General Description About the Utility	The Gairo Urban Water Supply Authority is a small town Water Supply Utility under category C located at Gairo Township in Kilosa District that was established and gazetted on 17/12/2003 by then Ministry of Water and Livestock Development. The Authority became operational in August, 2004. After the establishment of the utility, the management had set the objective to ensure production and delivery of clean, safe, and reliable water supply and sanitation services to people. The scheme has an estimated population of 85,615 (including villages and town centre) but the utility supplies water to a total of 12,082 people residing along the main pipeline from the source to Gairo town. There is 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 reported Un-accounted for water is 40% while water supply is through rationing where as the average hours of service are 8 hours per day. Water supply system to the storage tanks from Mahelo spring intake is gravity system through raising main of PVC and Galvanized steel Pipe of 3”-8” diameter range. There are 7 concrete blocks tanks with total storage capacity of 545m3 located at various locations along the main pipeline from the Mahelo source to Gairo town. Four tanks are not in good condition as they are leaking due to aging and in additions they are insufficient for the present supply. The distribution network for water supply at the township is not in very good condition due to old pipes, constructed between 1965 and 1972 thus frequent leakages and bursts are common events.																			
General Data About Water Utility	Total Water Connections : 174 Total Active Connections : 174 Total Water Kiosk/Standpipe : 149 Metering Ratio : 2% NRW : 50% Total Staff : 14 Staff/1000 connections : 80.5 Annual O&M Costs : TZS. 25,479,590/= Annual Water Collections (Arrears included) : TZS 28,190,000/=																			
Tariff Structure	<table><tr><td>Category of customer</td><td>Domestic</td><td>Institutions</td><td>Commercial</td><td>Industries</td></tr><tr><td>Metered customers (TShs/m³)</td><td>300</td><td>1,500</td><td>-</td><td>-</td></tr><tr><td>Flat rate (TZS/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/m ³)	300	1,500	-	-	Flat rate (TZS/month)	2,500	10,000	10,000	10,000
	Category of customer	Domestic	Institutions	Commercial	Industries															
	Metered customers (TShs/m ³)	300	1,500	-	-															
	Flat rate (TZS/month)	2,500	10,000	10,000	10,000															
Note: The Charges at water Kiosks are TZS. 20 per 20 litres jerry can.																				
Challenges	1) The top Managerial vacancies and other professional posts to be filled with qualified personnel so as to rise staffing to the required level; (2) The Utility should allocate in their budget some funds for procurement and installation of manual chlorine dosing equipment to rectify the poor bacteriological conditions of water supplied; (3) To install bulk meters at the intake source and storage reserves to measure the amount of water produced; (4) A substantial investment is required for a better performance of the Authority; (5) Water quality monitoring program should be practiced; and (6) Preventive and corrective maintenance schedule and guidelines to be instituted.																			

GALLAPO		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	GALLAPO is a small town in the Babati district council located about 22km from the Babati Town. The township includes all villages in the Gallapo ward which are Ayamango, Gallapo, Endanoga and Giyedamar. The total population of the township is 29,100 persons while the number of people receiving water services is 8,002.The estimated water demand is 2900m ³ /day.The GALLAPO town was gazetted and declared an area of urban water supply since 2004. The Town Water Board is yet to be established. However, water supply services of the township are currently under temporary Water Board. Nominees for the permanent Water Board had been forwarded to the responsible Ministry for approvals.					
	The township water supply depends on three water sources, namely the Halla, Giyedamar and Enganoga streams. The production capacity of the sources is estimated at 1250m ³ /day. The installed capacity is not sufficient to meet the estimated water demand of 2900m ³ . The same sources are also utilized by the Hala village which is not part of the Gallapo Township. The entire water supply network has approximately 89km comprising G.S, uPVC and HDPE pipes of diameter ranging from 150mm to 25mm. The Gallapo Water Supply Scheme has two block work storage tanks with combined storage volume of 360m ³ .					
General Data About Water Utility	Total water connections : 771					
	NRW : 60%					
Tariff Structure	Annual water collection : TZS 13,066,550					
	Annual Operation and Maintenance : TZS 10,252,700					
	Annual water billing revenue :TZS 23,756,000					
Challenges	Category	Domestic	Institutional	Commercial	Kiosk	
	Flat rate charge (TZS/month)	3,000	5000	8,000	TZS 10 for 20litres	
Challenges	1. Unwillingness of the people 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 establishing new sources and expansion of the same to uncovered areas;					
	5. Old and dilapidated pipe network.					

ILULA		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Ilula Urban Water Supply and Sanitation Authority (IUWASSA) was declared fully autonomous public water utility in 2002. IUWASSA is responsible for the overall operation and management of water supply and sanitation services for Ilula Small Town which is located in Kilolo District, Iringa region. IUWASSA is classified as Category C water authority and started its operation in August, 2009. Its area of responsibility has a total population of 39,994 people of which 16,398 people are accessing water services provided by the utility. The total water demand for the town is estimated at 2,800m ³ /day while water produced is estimated as 821m ³ /day.					
	IUWASSA draws water from two water sources, namely Idemule and Ilomba, both being springs. Idemule spring intake is located in Mazombe Village which is about 15kms from Ilula Town, while Ilomba spring intake is located in Imarutwa Village which is about 11kms from Ilula Town. The combined installed production capacity is 821m ³ /day. There are six (6) storage tanks for Ilula Town Water Supply with total storage capacity of 350m ³ . Water from Idemule and Ilomba intake is transmitted by gravity to the storage tanks. The town has no sewerage system; onsite sanitary facilities are in use under the support of Kilolo District Council.					
General Data About Water Utility	Total Water Connections : 545					
	Total Water Kiosk/Standpipe : 52					
	Metering Ratio : 26%					
	NRW : 78%					
	Total Staff : 14					
	Staff per 1000 connections : 26					
	Annual O&M costs : TZS 28,116,052					
	Annual collection from water sales : TZS 21,986,890					
	Annual water billing : TZS 37,442,078					
Tariff Structure	Category of Customer					
	Domestic					
	Institutions					
	Commercial					
	Kiosk					
	Metered Customers (TZS/m ³)					395 - 495
	450 - 550					455 - 560
	455 - 560					1,000
	Flat rate (TZS/month)					4,500
	10,000 – 21,500					9,500 – 30,000
Challenges	7. High Non Revenue Water;					
	8. Development of additional water sources due to low capacity of the existing water sources;					
	9. Rehabilitation and extension of the existing water supply infrastructure;					
	10. Few professional staff;					
	11. Lack of transport facilities – motor vehicle;					
	12. Vandalism of the water supply infrastructure.					

ISAKA		PROFILE AS PER 2010/2011 DATA				
General Description About the Utility	Isaka Urban Water Supply & Sewerage Authority (Isaka-WSSA) was declared a fully autonomous public water utility in 2006, and is responsible for the overall operation and management of water supply and sanitation services within the Isaka township, Kahama District, Shinyanga Region. Isaka-WSSA 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 the Nhumbi deep borehole which has a total production capacity of 480m ³ /day which was insufficient compared with the estimated water demand of 1,137m ³ /day. However, during the year 2010/2011, the water source could not function properly following breakdown of the pump, such that daily water production averaged only at 15.6 m ³ /day. The total length of the distribution pipeline system is 6km. Water is supplied through rationing at an average of 10 hrs. The system has 1 storage tank with a storage capacity of about 90m ³ . The town has no sewerage system; presently, onsite sanitary facilities are in use under the Kahama District Council. The utility is served by 2 employee seconded by the District Council.					
General Data About Water Utility	Total water connections : 86 Total active connections : 72 Total water kiosk/standpipe : 7 Metering ratio : 100% NRW : 16% Total staff : 2 Staffs/1000 connection : NA Annual O&M costs : TZS 3,756,600.00 Annual revenue collections : TZS 4,119,280.00					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	1,000	1,000	-	-	
	Reconnection charge (TZS/connection)	5,000	5,000	-	-	
	Meter Rental Fee (TZS/Month)	1,000	1,000			
	NOTE: The charges at water kiosks are TZS 20 per 20litres bucket.					
Challenges	1. Insufficient water production sources – need to get more water sources; 2. Inadequate water distribution network, leading to very low customer base; 3. Insufficient storage capacity, leading to very low hours of service; 4. Lack of sufficient qualified personnel to run the scheme.					

ISELAMAGAZI		PROFILE AS PER 2007/08 DATA
General Description About the Utility	Iselamagazi Urban Water Supply & Sewerage Authority (Iselamagazi-WSSA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for overall operation and management of water supply and sanitation services within the Iselamagazi township ward, Shinyanga District, Shinyanga Region. Iselamagazi-WSSA is classified as Category C water authority. Currently, 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 160m ³ each, which receive water from the Kahama-Shinyanga Water Supply Project. The estimated water demand of the Iselamagazi township is 273m ³ /day. 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.	
General Data About Water Utility	No operational data has been established to date.	
Tariff Structure	NOTE: The water tariff is TZS 20 per 20 litres bucket.	
Challenges	<ol style="list-style-type: none"> 1. No operational water Board and Authority is in place; 2. With the exception of storage tanks, no water supply infrastructure is in place. 	

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

KASUMULU		PROFILE AS PER 2010/11 DATA					
General Description About the Utility	Kasumulu Water Supply and Sanitation Authority (Kasumulu WSSA) was declared a fully autonomous public water utility in 2005. Kasumulu WSSA 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 WSSA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 14,647 people of which 8,495 people are served with water. The utility draws water from the gravity scheme - Mwega intake located at Landani village in Ileje District about 15kms from Kasumulu town. The same scheme also serves other several villages which are located downstream of the source before reaching Kasumulu town. The estimated average water produced from the sources during the reporting period was 746m ³ /day.						
	The installed production capacity is 1,202 m ³ /day .Water supplied to Kasumulu town is not sufficient to meet the estimated water demand of 2,140m ³ /day. There are neither water treatment facilities nor water quality monitoring programme. The total length of the entire pipe network is 23 km and water is supplied at an average of 4 hrs per day. The network at Kasumulu has 1 storage tank with storage volume of 90m ³ . The town has no sewerage system thus onsite sanitation facilities are in use under supervision of the Kasumulu township Authority. Kasumulu WSSA has 10 employees with deficiency of 3 employees of different qualifications and professions.						
General Data About Water Utility	Total Water Connections : 742						
	Total Active Connections : 610						
	Total Water Kiosk/Standpipe : 25						
	Metering Ratio : 17%						
	NRW : 33%						
	Total Staff : 10						
	Staff/1000 connections : 13						
	Annual O&M Costs : TZS 19,709,140						
	Annual Water Collections (Arrears included) : TZS 19,548,350						
	Annual Water Billings : TZS 25,845,000						
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	
	Metered (TZS/m ³)	395	450	560	670	NA	
	Flat rate charge (TZS/month)	4,500	10,000	9,500	13,000	NA	
	Kiosk Tariff is TZS 20 for 20 litres jerry can						
Challenges	7. Low metering ratio; 8. High Non Revenue Water; 9. Insufficient water production as compared to the current and future water demand; 10. Limited network coverage; 11. Lack of office building and transport; 12. Lack of sufficient and qualified staff.						

LAELA		PROFILE AS PER 2007/08 DATA	
General Description About the Utility	<p>Laela Township Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services for the Laela township area in the Sumbawanga rural District, Rukwa Region. Laela WSSA is classified as Category C water authority. The Water Board and management for running the utility in the Laela town are not yet established. The management of water services is, currently, under the village water committee. There is no activity done by this committee. However, the District Council has assigned one technician to be the manager of the water utility in this town but he is still working in the District Water Engineer’s office which is situated in Sumbawanga town 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 533m³/day while the production capacity of water sources is 1,218m³/day. The water produced serves other villages upstream of the Laela town and the amount of water that reaches Laela is approximately 194m³/day.</p> <p>The utility draws water from two streams (Kuchena and Mpona) that supply water to the Laela town. The maximum water production from these streams is estimated at 1,218m³/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 the Laela town through uPVC 75 – 150mm diameter pipes of about 23km. The source installed production capacity is 1,123m³/day.</p> <p>The system has three storage tanks with total storage capacity of 315m³. The distribution network consists of uPVC and PE pipes of total length of 7.2 kilometres. 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 neither water treatment facilities nor water quality monitoring programme. The town has no sewerage system thus onsite sanitary facilities are in use under supervision of the Sumbawanga District Council. Laela WSSA has 1 employee who is still working at the District Water Engineer’s office.</p>		
	General Data About Water Utility	Total water connections	: 144
		Total active connections	: 11
	Total water kiosk/standpipe	: 28	
	Metering ratio	: NIL	
	NRW	: NIL	
	Total staff	: 1	
	Staff/1000 connections	: NIL	
Tariff Structure	Water is provided for free		
Challenges	<div>1. Establishment of water board and management to take over the operational activities;</div> <div>2. Inadequate water sources to meet the estimated water demand;</div> <div>3. Lack of water treatment facilities;</div> <div>4. Lack of capital funds for expansion of water supply services and alternative water sources;</div> <div>5. Lack of staff.</div>		

MAGANZO		PROFILE AS PER 2007/08 DATA
General Description About the Utility	<p>Maganzo Urban Water Supply & Sewerage Authority (Maganzo-WSSA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for overall operation and management of water supply and sanitation services within the Maganzo township, Kishapu District, Shinyanga Region. Maganzo-WSSA 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. Currently the water authority board has not yet been 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 the capacity of which is yet to be established, as well as from the Songwa dam, which dries during the dry season. Formerly, there was a small scheme which used to serve the Maganzo township, it consists of a borehole and a raised steel storage tank but now the scheme has been abandoned owing to water being more saline. Also, there was a pipeline which was serving Maganzo from the Mwadui Diamond Mines but, currently, the pipeline has been vandalized.</p>	
General Data About Water Utility	No operational data has been established to date.	
Tariff Structure	<p>NOTE: Vendors sell water drawn from the Mwadui Diamond Mine at Tshs/20 litres bucket 250-300, while that from the Songwa dam is being sold at Tshs/20 litres bucket 150-200.</p>	
Challenges	<ol style="list-style-type: none"> 1. No operational water Board and Authority is in place; 2. With the exception of storage tanks and shallow wells, no water supply infrastructure is in place. 	

MAGUGU		PROFILE AS PER 2010/11 DATA			
General Description About the Utility	Magugu Urban Water Supply and Sanitation Authority (MAWASA) was declared a fully autonomous public water utility in 2007. The Authority is responsible for the overall operation and management of water supply and sanitation services to the Magugu township located in the Babati District, Manyara Region. MAWASA is classified as Category C water authority. Its area of responsibility has a total population of 29,846 people of which 6,239 persons are served. The utility draws water from the Darakuta intake at the Kou River formed by the springs originating from the Haysali hills in the Mbulu District. Pretreatment of water is done through the sedimentation tank and gravitates to the Magugu town. The installed production capacity is 864m ³ /day. The installed production capacity is not sufficient to meet the estimated demand of the township of 1500m ³ /day. The total length of the pipe network is 30 km and water is supplied at an average of 2 hrs. There are 2 storage tanks which have combined storage volume of 100m ³ . The township has no sewerage system; onsite sanitary facilities are in use under the Babati District Town Council. MAWASA has 7 employees and a deficiency of 2 employees.				
General Data About Water Utility	Total water connections : 269 Total active connections : 243 Total water kiosk/standpipe : 19 Metering ratio : 2.9% NRW : 53% Total staff : 7 Staff/1000 connections : 26.02 Annual O&M costs : TZS 19,262,720 Annual water collections (Arrears included) : TZS 17,948,000 Annual water billings : TZS 21,148,000				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charges (TZS/M ³)	540	550	560	570
	Flat rates (TZS/month)	5,500	12,000 –22,500	9500 – 24,000	NA
	Note: The charges at water kiosks are TZS 10 per 20 litres bucket.				
Challenges	1. Old and worn out existing water infrastructures; 2. Fund for construction of modern treatment plants and new transmission line; 3. Lack of office building and transport; 4. Lack of transport facilities for operation and maintenance activities; 5. Lack of funds for expanding the distribution mains.				

MAKAMBAKO		PROFILE AS PER 2010/11 DATA					
General Description About the Utility	Makambako Urban Water Supply and Sanitation Authority (MAKUWASA) was declared a fully autonomous public water utility in 2002. MAKUWASA is 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 65,456 people of which 41,518 people are served with water. The utility draws water from Fukulwa river, which is gravity scheme. located 20km from the town centre as well as Mizani and Bwawani boreholes. The average water production from the sources during the reporting period was 2,793m ³ /day.						
	The source installed production capacity is 3,164m ³ /day .The present production capacity is not sufficient to meet the estimated water demand of 6,040m ³ /day. The utility has no water treatment facilities. Water quality testing is done quarterly. The total length of the entire pipe network is 75.455 km and water is supplied at an average of 9hrs. The network has 5 storage tanks with different storage capacities which amount to 795m ³ . The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Makambako Township Authority. MAKUWASA has 27 employees with deficiency of 7 employees of different qualifications and professions.						
General Data About Water Utility	Total Water Connections : 3,348						
	Total Active Connections : 3,303						
	Total Water Kiosk/Standpipe : 43						
	Metering Ratio : 90%						
	NRW : 38%						
	Total Staff : 27						
	Staff/1000 connections : 8						
	Annual O&M Costs : TZS 213,234,850						
	Annual Water Collections (Arrears included) : TZS 220,361,270						
	Annual Water Billings : TZS 235,098,270						
Tariff Structure	Category of customer	Band	Domestic	Institutions	Commercial	Industrial	
	Minimum tariff (TZS/month)	0-10m ³	3,000	NA	NA	NA	
		0-20m ³	NA	NA	8,000	NA	
		0-25m ³	NA	10,000	NA	15,000	
	Consumption rate (TZS/m ³)	>10m3	395	NA	NA	NA	
		>20m3	NA	NA	510	NA	
		>25m3	NA	500	NA	715	
	Flat rate (TZS/month)	NA	4,500	13,500	11,500	17,000	
	Kiosk tariff is at TZS 10 per 20 litre bucket.						
	Challenges	1. Inadequate and aged water supply infrastructure;					
2. Lack of water treatment facilities;							
	3. Lack of sufficient and qualified staffs;						
	4. Insufficient storage facilities;						
	5. Limited funds for investing in new water sources and extension of distribution system;						
	6. Inadequate office and working equipment.						

MBALIZI		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Mbalizi Urban Water Supply and Sanitation Authority (MBUWASA) was declared a fully autonomous public water utility in 2005. MBUWASA 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 of which 27,276 people are served with water. The utility draws water from two gravity streams, namely Mfwizimo stream of capacity of 220m ³ /day, Lunji from Nsalala stream of capacity 220m ³ /day both originating from Mbeya Peak Mountain. The utility also purchase water in bulk from Mbeya WSSA through two gravity stream sources of Iyela (60m ³ /day) and Nzovwe (800m ³ /day). The average water production from the sources during the reporting period was 646m ³ /day (including supply from Mbeya WSSA).					
	The source installed production capacity is 890m ³ /day. The present production capacity is not sufficient to meet the estimated water demand of 4,428m ³ /day. The total length of the entire pipe network is 90 km and water is supplied at an average of 5 hrs. The distribution network has 5 storage tanks of different size and combined storage volume of 352.5m ³ . The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mbalizi Township Authority. Mbalizi UWSA has 24 employees with shortfall of 25 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections		: 2,945			
	Total Active Connections		: 2,042			
	Total Water Kiosk/Standpipe		: 32			
	Metering Ratio		: 28%			
	NRW		: 39%			
	Total Staff		: 24			
	Staff/1000 connections		: 8			
	Annual O&M Costs		: TZS 207,211,940			
	Annual Water Collections (Arrears included)		: TZS 214,895,350			
Annual Water Billings		: TZS 430,479,827				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industries	Kiosk
	Metered (TZS/m ³)	345 - 440	450	510	695	NA
	Flat rate (TZS/month)	5,500 – 8,000	11,500	19,000	-	NA
	Kiosk tatiff is TZS 20 per 20 litres jerry can					
Challenges	1. Inadequate water sources to meet the estimated water demand; 2. Small distribution pipe network compared with the area need to be covered; 3. Management of billing and revenue collection including recovery of arrears; 4. High Non Revenue Water; 5. Low metering ratio; 6. Lack of own office building and transport; 7. Lack of sufficient and qualified staff.					

MIKUMI (MIKUMI WATER SUPPLY CO. LTD)		PROFILE AS PER 2007/08 DATA		
General Description About the Utility	Mikumi Urban Water Supply and Sanitation Authority Water Board (Mikumi WSSA) 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 members of the Board 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 small town in the Kilosa District, Morogoro Region. Mikumi town water supply mainly depends on the Madibila river intake and one borehole located at the Tambuka reli area. The Madibila intake is located in the 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 a 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 litres per day for domestic use. The daily water production from the intake is estimated to be 720m ³ /day, while the estimated current demand is 834m ³ /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 no water quality monitoring plan is 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 and are under the monitoring of the District Council			
General Data About Water Utility	Total water connections : 320 Total active connections : 320 Total water kiosk/standpipe : 18 Metering ratio : 0% NRW : 35% Total staff : 5 Staffs/1000 connection : 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			
Tariff Structure				
	Category of customer	Domestic	Institutional	Commercial
	Metered customers (TZS/m ³)	NA	NA	NA
	Flat rate (TZS/month)	3,000	2,000	3,000
	Note: The charges at water kiosks are TZS 20 per 20 litres bucket.			
Challenges	(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; and (5) Treatment facilities.			

MLOWO		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Mlowo Water Supply and Sanitation Authority (Mlowo WSSA) was established on 17 th June, 2005. Mlowo WSSA is responsible to provide water supply and sanitation services within Mlowo township located in Mbozi District, Mbeya Region. Its area of operation has total population of 16,417 and the population with water services is 4,800 people.					
	The main water source at Mlowo is Mlowo River. Water from Mlowo river is abstracted from a weir intake that was constructed during the financial year 2009/10. The average water production from the sources during the reporting period was 77m ³ /day The source installed production capacity is 1400m ³ /day. The town has a distribution network with a total length of approximately 3.9km. Mlowo WSSA has a semi-conventional treatment plant which includes the processes of flocculation, sedimentation and chlorination. However, due to lack of funds to purchase chemicals, the water treatment process was not effective since there were no chemicals applied to facilitate coagulation. The distribution network consists of only one storage tank whose capacity is 90m ³ . Mlowo town has no sewerage network. The sanitation facilities in this town are mainly pit latrines and septic tanks under supervision of Mbozi District Council. Mlowo WSSA has 2 employees with shortfall of 6 employees of different qualifications and professions.					
General Data About Water Utility	Total Water Connections		: 45			
	Total Water Kiosk/Standpipe		: 16			
	Metering Ratio		: 31%			
	NRW		: 100%			
	Total Staff		: 2			
	Staff/1000 connections		: 44			
	Annual O&M Costs		: TZS 15,287,486			
	Annual Water Collections (Arrears included)		: TZS 0			
Annual Water Billings		: TZS 0				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	
	Metered (TZS/m ³)	395	450	560	670	
	Flat rate (TZS/month)	5,500	11,500	16,500	22,000	
	Kiosk Tariff is TZS 20 per 20litres Jerry Can					
Challenges	1. Implementing billing and revenue collection; 2. Lack qualified and sufficient staff to manage operations of the utility; 3. Lack of office and working tools; 4. Insufficient water storage facilities; 5. Limited network coverage;					

MOMBO		PROFILE AS PER 2010/11 DATA				
General Description About the Utility	Mombo Urban Water Supply and Sanitation Authority (MOUWSA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Mombo Township area located in the Korogwe District, Tanga Region. MOUWSA is classified as Category C water authority. Its area of responsibility has a total population of 19,194people of which 8,440persons are currently served. The utility draws water from two intake river sources, the Mbokoi and Soni which are connected to the common gravity main supplying water direct to customers. The combined installed production capacity is 620m ³ /day .The present production capacity is low compared with the estimated water demand of 1,200m ³ /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 18 hrs per day. The system has 2 storage tanks not in use owing to location problems, with combined capacity of 135m ³ . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Mombo Township Authority. MOUWSA has 7 employees with a shortfall of 9 employees of different qualifications and professions.					
General Data About Water Utility	Total water connections : 551 Total active connections : 387 Total water kiosk/standpipe : 22 Metering ratio : 63.7% NRW : 45% Total staff : 7 Staff/1000 connections : 16.33 Annual O&M costs : TZS 73,215,135 Annual water collections (Arrears included) : TZS 41,542,900 Annual water billings : TZS 39,628,085					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m ³)	395	400	390	500	
	Flat rate charge (TZS/month)	4500	16,500	9,500	NA	
	Note: The charges at water kiosks are TZS 10 per 20 litres bucket.					
Challenges	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 2010/11 DATA			
General Description About the Utility	Tunduma Township Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004.Tunduma WSSA 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 WSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 45,167 people of which 14,348 persons are served with water. The utility draws water from four boreholes of MB. No. 237/98, MB. No. 264/08, MB.No. 265/09 and MB. No. 158/10. The average water production from the sources during the reporting period was 526m ³ /day				
	The installed water production capacity is 1,596m ³ /day .The present production capacity is not sufficient to meet the estimated water demand of 3,162m ³ /day. The utility has no water treatment facilities. The total length of the entire pipe network is 39.374 km and water is supplied at an average of 5 hrs. The distribution network has 3 storage tanks of different size and combined storage volume of 275m ³ . The town has no sewerage system thus onsite sanitation facilities are in use under supervision of the Tunduma Township Authority. Tunduma WSSA has 14 employees.				
General Data About Water Utility	Total Water Connections : 548				
	Total Active Connections : 426				
	Total Water Kiosk/Standpipe : 33				
	Metering Ratio : 55%				
	NRW : 31%				
	Total Staff : 14				
	Staff/1000 connections : 26				
	Annual O&M Costs : TZS 52,926,101				
	Annual Water Collections (Arrears included) : TZS 18,438,224				
	Annual Water Billings : TZS 30,286,159				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	
	Metered (TZS/m ³)	420	500	655	
	Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500	
	Kiosk Tariff is TZS 50 per 20litres Jerry Can				
Challenges	1. Inadequate water sources to meet the estimated water demand; 2. Low pipe network coverage; 3. Lack of capital funds for expansion of water supply services; 4. Lack of sufficient and qualified staff; 5. Lack of office building and transport facilities; 6. Unreliable power supply to operate the boreholes.				

CHALINZE		PROFILE AS PER 2010/11 DATA					
General Description About the Utility	Chalinze National Water Project has not yet been gazetted as WSSA. Currently,it operate its business under the Chalinze Water Association (WAMACHA) while in the process of being gazetted and form a board of Directors. Chalinze National Water Project is responsible for the overall operation and management of water supply services in the project area including: Chalinze town, some parts of Bagamoyo and Mbwewe, however upon completion of phase II of the project it will serve also some parts of Morogoro Region. Chalinze started its operation with twenty villages in the year 2003. Its area of responsibility has a total population of 156,820 people of which 10,937 people are served with water. The utility draws water from river Wami through an intake located along Wami bridge. The average water production from the source during the reporting period was 3,500m ³ /day.						
	The source installed production capacity is 7200m ³ /day. The utility has convectional water treatment facilities. The total length of the main water network is 126km and water is supplied at an average of 20hrs per day. The network has a total of 10 storage tanks with different capacities ranging from 300 m ³ to 2000 m ³ of combined storage volume of 5,900m ³ . The service area has no sewerage system. Chalinze WSSA has 80 employees of different qualifications and professions.						
General Data About Water Utility	Total Water Connections : 1,602						
	Total Active Connections : 1,602						
	Total Water Kiosk/Standpipe : 369						
	Metering Ratio : 100%						
	NRW : 51%						
	Total Staff : 80						
	Staff/1000 connections : 49.9						
	Annual O&M Costs : TZS 1,266,355,700.79						
	Annual Water Collections (Arrears included) : TZS 715,731,798.00						
	Annual Water Billings : TZS 594,529,690						
Tariff Structure	CUSTOMER CATEGORY	METERED	NON METERED		NEW CONNECTION	RECONNECTION	SERVICE CHARGE
		CONSUMPTION (m3)	TZS/m ³				
	Domestic		800		29,000	20,000	1,000
	Commercial		1,025		29,500	21,000	1,000
	Institution		820		29,500	21,000	1,000
	Industry		1,035		29,500	21,500	1,500
	Kiosk	20Lt bucket	20			20,000	1,000
	Others					20,000	1,000
Challenges	1. High electricity cost; 2. High turbidity especially during rainy season; 3. High Non Revenue Water.						

HANDENI TRUNK MAIN (HTM) NATIONAL PROJECT			PROFILE AS PER 2010/11 DATA		
General Description About the Utility	Handeni Trunk Main (HTM) Water Supply Authority is an autonomous public water utility which became operational in 2004, and is responsible for providing water supply services to the Handeni District. HTM is located in the Korogwe and Handeni Districts, Tanga region, and serves 6 small towns including the 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 268,900 people of which 189,144 people are receiving service from the authority. The project comprised gravity and pumping systems with two intakes both drawing water from the Pangani River. The installed production capacity is 9,160m ³ /day which is sufficient to meet the estimated water demand of 7000m ³ /day. Owing to high NRW of 80% and low production at an average of 4,037m ³ /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/day. No water treatment process is currently done due to lack of electricity at Tabora conventional treatment plant. The distribution system has 56 storage tanks with total capacity of 5,449.5m ³ .HTM water supply authority has 112 employees.				
General Data About Water Utility	Total water connections : 1,485 Total active connections : 1, Total water kiosk/standpipe : 188 Metering ratio : 100% NRW : 80% Total staff : 112 Staff/1000 connections : 75.4 Annual O&M costs : TZS 683,150,066 Annual water collections (Arrears included) : TZS 275,750,724 Annual water billings : TZS 267,274,939				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	750	820	890	1035
	Flat rate (TZS/month)	4500	10,000	9500	13,000
	Note: The charges at water kiosks are TZS 15 per 20 litres bucket.				
Challenges	1. Reduction of NRW to increase water supply; 2. Major rehabilitation of the existing old infrastructure; 3. Increase customer base; 4. Extensive distribution network.				

KASHWASA NATIONAL PROJECT			PROFILE AS PER 2010/2011 DATA		
General Description About the Utility	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 commenced its operation on February 2009 as a Category C Authority taking responsibility of all operational costs except for electricity, chemicals and remunerations for the permanent staff, which has to be borne by the Government. KASHWASA supplies bulk water to water entities in the urban towns of Shinyanga and Kahama plus 41 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 ³ /day which is well above when compared with the estimated water demand of 31,000m ³ /day. The current average production is 17,559m ³ /day. The total length of pipeline system is 203km. Water is supplied at an average of 24hrs/day. The system has 4 storage tanks with a storage capacity of 71,700m ³ . KASHWASA has 54 available staff and 29 vacant posts.				
General Data About Water Utility	Total Water Connections : 43 Total Active Connections : 43 Total Water Kiosk/Standpipe : N/A Metering Ratio : 100% NRW : 15% Total Staff : 54 Staff/1000 connections : NA Annual O&M Costs : TZS 2,686,000,369.47 Annual Water Sales Collections : TZS 837,658,063.00 Annual Water billing : TZS 1,446,174,121.00				
Tariff Structure	Bulk customer	SHUWASA	KUWASA	VILLAGES	INDUSTRIES
	Bulk rate (TZS/m ³)	462	462	346	-
Challenges	1. Sabotages on the transmission pipeline; 2. Frequent breakdowns of washout and air valves especially with butterfly valve types; 3. Lack of tools and equipment for carrying out repair and maintenance activities; 4. Inadequate revenue collection to meet operational cost; 5. High burden of operational fixed costs due to low water consumption; 6. Poor condition of roads; 7. Lack of tools and equipment for carrying out repair and maintenance activities.				

MAKONDE NATIONAL PROJECT		PROFILE AS PER 2010/11 DATA																						
General Description About the Utility	Makonde Water Supply Authority (MAKONDE-UWSA)) was established by Act No. 8 of 1997 on 17 th 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. Its area of operation has a total population of 418,578 people of which 263,667 people are currently served. Makonde Water Supply Scheme is an old scheme that was commissioned in 1957 and draws water from two main types of water sources, which are 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 3,517m ³ /day is very low compared with the reported estimated water demand of 13,603m ³ /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 16hrs/day. The system has 169 storage tanks, in which 83 are in Newala, 15 are in Nanyamba and 71 are in Tandahimba. Onsite sanitation is under the monitoring of the District Councils of the respective Districts.																							
General Data About Water Utility	Total Water Connections : 2,268 Total Active Connections : 2,268 Total Water Kiosk/Standpipe : 317 Metering Ratio : 52% NRW : 67% Total Staff : 95 Staff/1000 connections : 42 Annual O&M Costs : TZS 102,681,034 Annual Water Collections (Arrears included) : TZS 125,679,960 Annual Water Billings : TZS 139,242,144																							
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th><th>Village taps</th></tr><tr><td>Metered customers (TShs/month)</td><td>540</td><td>560</td><td>550</td><td>570</td><td>500</td></tr><tr><td>Flat rate (TShs/month)</td><td>4500 - 10500</td><td>11500</td><td>10000</td><td>100000</td><td>-</td></tr></table> <p>Note: The Charges at water Kiosks are TSHS. 10 per 20litres bucket.</p>						Category of customer	Domestic	Commercial	Institutions	Industrial	Village taps	Metered customers (TShs/month)	540	560	550	570	500	Flat rate (TShs/month)	4500 - 10500	11500	10000	100000	-
Category of customer	Domestic	Commercial	Institutions	Industrial	Village taps																			
Metered customers (TShs/month)	540	560	550	570	500																			
Flat rate (TShs/month)	4500 - 10500	11500	10000	100000	-																			
Challenges	1) Inadequate qualified staff to manage operations of the authority; (2) Rehabilitation and replacement of pumps/plants; (3). Low metering ratio; (4) Lack of reliable and adequate transport facilities; (5) Training of staff especially in the billing section; and (6) High Non Revenue Water																							

MASWA NATIONAL PROJECT				PROFILE AS PER 2010/2011 DATA		
General Description About the Utility	Maswa Urban Water Supply & Sanitation Authority (MAUWSA) was declared fully autonomous public water utility in 1998. The Authority is 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 70,000 out of which 70,000 persons are currently served. The water sources for MAUWSA are two dams (New Sola and Nyanguganwa) and five boreholes located at Madeco Farm, Uzunguni, Mwanguhi, Sola and Badabada. All the sources have the total present production capacity of 10,370m ³ /day which is insufficient compared with the estimated water demand of 7,000m ³ /day, but only an average 5,918 m ³ /day was produced in 2010/2011. The total length of the distribution pipeline system is 100km. Water is supplied through rationing at an average of 12 hrs/day. The system has 11 storage tanks with a storage capacity of about 825m ³ . The township has no sewerage system; thus onsite sanitary facilities are used under Maswa District Town Council. MAUWSA has 38 employees, 10 permanent and 28 on contract.					
General Data About Water Utility	Total Water Connections : 2,300 Total Active Connections : 2,300 Total Water Kiosk/Standpipe : 32 Metering Ratio : 26% NRW : 60% Total Staff : 38 Staff/1000 connections : 17 Annual O&M Costs : TZS 471,250,000.00 Annual Water Collections (Arrears included) : TZS 241,328,408.00 Annual Water Billings : TZS 230,975,436.00					
Tariff Structure	Category of customer	Domestic	Institution	Commercial	Industrial	Cattle Trough
	Consumption charge (TZS/m3)	445	550	655	1,035	500
	Flat rate charge (TZS/month)	5,500	11,500	9,500	50,000	10,000
	Reconnection Fee (TZS/connection)	5,500	5,500	5,500	5,500	-
	Meter Rental Fee (TZS/month)	500	1,000	1,000	1,000	-
NOTE: The Charges at water Kiosks are TZS 20 per 20 litres bucket						
Challenges	1. Lowering and controlling the Non Revenue Water; 2. Achieving the universal metering; 3. Increasing the amount of water produced; 4. Insufficient storage capacity.					

MUGANGO/KIABAKARI NATIONAL PROJECT			PROFILE AS PER 2010/11 DATA		
General Description About the Utility	Mugango/Kiabakari/Butiama Water Authority, declared 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 73,841 people OF which 47,258villagers are currently served. The utility draws water from Lake Victoria from the intake located at Mugango. The sources has a total installed production capacity of 8,568m ³ /day .The present production of 1,782m ³ /day is insufficient compared with the estimated water demand of 8,800m ³ /day. The total length of pipeline system is 103km and water is supplied through rationing at an average of 6hrs/day. The system has 6 storage tanks with a combined capacity of 2,306m ³ . Mugango/kiabakari Water Authority has 16 employees and 10 daily paid staff of different qualifications and professions.				
General Data About Water Utility	Total Water Connections : 517 Total Active Connections : 466 Total Water Kiosk/Standpipe : 3 Metering Ratio : 28.4% NRW : 57% Total Staff : 26 Staffs/1000 connection : 50.3 Annual O&M Costs : TZS 46,802,460.00 Annual Water Collections (Arrears included) : TZS 47,187,680.00 Annual Water Billings : TZS 43,894,728.00				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m ³)	345	335	510	-
	Flat rate charge (TZS/month)	8,500	26,000	16,500	-
	Note: The Charges at water Kiosks are TZS 20 per 20litres bucket.				
Challenges	1. Insufficient water production as compared to demand; 2. High Non Revenue Water; 3. Low metering; 4. Inefficient staff to connection ratio; 5. Low revenue collection.				

WANGINGOMBE NATIONAL WATER SUPPLY PROJECT				PROFILE AS PER 2010/11 DATA	
General Description About the Utility	Wangingombe National Water Supply Project is one of the National Water Supply Schemes constructed in 1978. The project is located in Njombe district, Iringa region, covering an area of 1000 km ² . The scheme supply water to 62 villages located in the three divisions of Mdandu, Wanging’ombe and Makambako. The project is classified as Category C water authority. The project area has a total population of 101,116 people of which 91,000 are served with water. The utility draws water from two gravity schemes from Mbukwa and Mtitaфу rivers with installed capacities of 6700m ³ /day and 600m ³ /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 ³ .The total storage capacity is 4,277m ³ .				
	The estimated average water production in 2010/11 was 7,200 m ³ /day while water demand in the project area is estimated as 6,172m ³ /day. No water treatment is done although the water produced contains high turbidity especially during the rainy season. Water is supplied at an average of 12 hrs per day. Wangingombe National Project has 46 employees of different qualifications and professions.				
General Data About Water Utility	Total Water Connections		: 2,518		
	Total Active Connections		: 2,338		
	Total Water Kiosk/Standpipe		: 529		
	Metering Ratio		: 32%		
	NRW		: 60%		
	Total Staff		: 46		
	Staff/1000 connections		: 18		
	Annual O&M Costs		: TZS 111,603,048		
Annual Water Collections (Arrears included)		: TZS 111,711,725			
Tariff Structure	Category of	Band	Domestic	Institutions	Commercial
	Consumption rate TZS/m ³	0 - 10	345	NA	NA
		➤ 10	395	NA	NA
		0-50	NA	335	390
		>50	NA	335	455
	Flat rate TZS/m ³ /month	Minimum	4,500	16,500	21,500
Challenges	1. High level of Non Revenue Water;				
	2. Low number of customers;				
	3. Low billing and collection efficiency;				
	4. Lack of an efficient Management Information System;				
	5. Old and dilapidated infrastructure;				
	6. Lack of working tools such as vehicles and computers;				
	7. Low metering ratio.				

APPENDIX 2:

SUMMARY OF KEY PERFORMANCE DATA 2010/2011

TABLE A2 : SUMMARY OF KEY PERFORMANCE DATA 2010/11

No.	Utility name	Installed Capacity (m ³ /day)	Water Production (m ³ /day)	Total customers	Population	Population Served	Water Demand m ³ /day	Total staff	Revenue Collection (TZS)	Expenditure (TZS)
District Urban Water Supply And Sewerage Authority										
1	Bariadi	840.0	290.0	422	32,173	10,396	2,259.0	18	26,998,262.00	82,745,217.00
2	Biharamulo	515.0	420.0	662	18,000	11,000	1,260.0	27	71,084,100.00	93,162,778.77
3	Bunda	1,260.0	813.3	1,231	83,769	22,885	5,000.0	23	101,983,360.00	202,163,103.00
4	Chamwino	1,440.0	1,420.3	924	29,340	19,594	1,533.4	20	42,173,950.00	31,754,994.76
5	Chunya	631.2	460.3	789	22,953	10,937	1,606.7	11	61,168,110.00	125,245,600.00
6	Dakawa	377.0	315.0	200	29,312	5,348	1,465.6	12	26,658,000.00	30,443,880.00
7	Geita	522.7	196.6	172	80,813	36,152	5,599.7	11	11,193,385.00	34,155,942.00
8	Handeni	3,121.0	193.9	497	74,077	26,749	4,438.0	18	50,226,943.00	53,220,830.00
9	Ifakara	1,392.0	689.0	420	50,200	13,681	3,312.0	20	28,484,216.00	29,352,227.00
10	Igunga	4,725.0	2,800.0	748	56,498	38,091	3,743.0	14	62,277,824.30	64,441,794.00
11	Itumba-Isongole	1,309.7	1,201.2	1,036	14,571	10,054	1,021.4	15	32,956,000.00	30,806,491.40
12	Kahama	20,000.0	6,617.0	8429	182,487	86,540	14,500.0	52	1,624,021,746.00	1,757,326,044.90
13	Karagwe	266.0	135.2	375	34,843	5,123	2,005.0	14	31,553,509.00	84,530,811.82
14	Kasulu	3,447.0	3,399.0	2,542	51,012	34,790	5,054.0	17	62,688,704.00	77,188,566.00
15	Katesh/Hanang'	3,217.0	2,185.3	1,330	15,558	11,296	1,749.0	12	79,854,660.00	73,054,898.00
16	Kibaya	495.1	292.1	328	15,656	10,960	1,093.0	18	20,884,250.00	67,007,814.00
17	Kibondo	1,200.0	761.0	714	33,999	19,039	13,060.0	37	41,653,410.00	42,601,410.00
18	Kilindoni	456.6	282.0	257	15,300	7,160	2,450.0	3	15,983,910.00	63,155,040.00
19	Kilolo	330.4	326.0	201	23,087	14,314	2,142.0	10	37,442,078.00	28,116,052.00
20	Kilosa	1,752.0	1,652.0	1,359	40,185	20,093	2,240.0	24	36,000,000.00	32,400,000.00
21	Kilwa Masoko	3,361.0	1,282.2	1,149	17,534	12,190	2,465.8	25	109,281,257.00	109,839,686.00

No.	Utility name	Installed Capacity (m ³ /day)	Water Production (m ³ /day)	Total customers	Population	Population Served	Water Demand m ³ /day	Total staff	Revenue Collection (TZS)	Expenditure (TZS)
22	Kiomboi	1,202.0	470.0	596	12,840	9,360	1,510.0	18	54,545,037.00	55,998,556.57
23	Kisarawe	916.0	450.0	220	9,158	5,190	900.0	13	9,932,120.00	14,386,850.00
24	Kishapu	90.0	66.7	112	14,352	4,306	1,004.6	5	11,019,280.00	7,470,000.00
25	Kondoa	3,334.0	2,776.0	2,228	32,471	24,255	4,500.0	36	169,176,255.00	168,803,900.00
26	Kongwa	1,152.0	1,068.1	549	36,252	19,327	1,479.5	21	72,578,413.03	79,306,323.10
27	Korogwe	2,700.0	1,576.8	2,405	62,028	36,743	4,243.0	33	188,535,089.85	211,614,338.90
28	Kyela	4,330.0	4,020.0	2,545	47,086	43,319	3,296.0	21	138,827,780.80	84,654,815.58
29	Liwale	1,160.0	1,044.0	1,304	28,325	21,022	1,982.0	24	89,971,123.16	103,430,501.00
30	Ludewa	890.6	268.2	437	7,382	4,798	663.0	7	12,858,000.00	16,948,890.00
31	Lushoto	2,000.0	1,397.0	1,129	24,418	15,050	2,300.0	19	76,635,180.00	103,551,644.00
32	Mafinga	2,900.0	2,466.1	2,253	35,138	21,300	3,513.8	22	369,945,320.00	293,282,342.50
33	Magu	2,012.0	934.0	1,425	37,770	10,089	7,084.6	20	15,332,900.00	88,245,550.00
34	Mahenge	420.0	409.0	668	16,240	9,744	2,111.0	10	10,621,300.00	7,914,000.00
35	Makete	2,240.0	1,479.5	932	12,957	7,774	1,278.1	10	40,048,029.00	46,149,950.00
36	Mangaka	-	23.5	7	10,373	1,750	518.7	4	281,662.50	981,662.00
37	Manyoni	4,845.0	998.6	791	21,544	15,080	2,369.0	14	86,760,000.60	78,934,000.10
38	Masasi	1,824.0	1,815.1	882	130,000	42,460	9,100.0	20	118,531,490.00	130,152,406.00
39	Mbinga	2,049.0	1,483.0	1,341	35,133	19,575	2,812.0	16	133,919,400.00	115,346,247.00
40	Mbulu	1,264.0	1,055.0	1,156	36,899	23,925	2,583.0	8	99,041,100.00	119,066,989.00
41	Misungwi	2,125.0	600.0	651	41,224	11,475	2,885.0	18	90,028,828.00	129,945,756.00
42	Mkuranga	13.0	13.0	65	15,353	3,300	600.0	5	6,256,685.00	5,800,000.00
43	Monduli	4,258.0	1,790.0	549	14,586	10,252	1,000.0	26	124,652,220.00	135,084,511.00
44	Mpanda	4,100.0	2,872.6	2,515	67,000	38,430	5,500.0	30	153,868,000.00	148,979,000.00

No.	Utility name	Installed Capacity (m ³ /day)	Water Production (m ³ /day)	Total customers	Population	Population Served	Water Demand m ³ /day	Total staff	Revenue Collection (TZS)	Expenditure (TZS)
45	Mpwapwa	5,784.0	4,387.0	1,423	50,941	28,000	3,696.0	39	188,018,309.00	180,981,135.81
46	Mugumu	864.0	648.0	243	29,585	6,500	1,377.0	6	17,884,000.00	18,000,000.00
47	Muheza	1,920.0	1,425.0	1,746	27,895	13,260	4,831.0	15	61,111,315.00	68,214,229.93
48	Muleba	726.0	531.5	561	18,822	8,490	1,417.0	9	76,788,710.00	153,397,314.00
49	Mwanga	4,374.0	1,761.4	1,420	14,586	10,252	2,700.0	26	89,744,790.00	196,659,790.00
50	Mwanhuzi	4,650.0	343.0	933	25,344	10,898	1,644.0	21	99,942,165.00	136,000,000.00
51	Nachingwea	3,096.0	1,690.8	895	28,300	7,445	5,247.1	13	32,315,994.00	60,321,003.00
52	Namanyere	506.0	23.7	204	27,517	4,403	1,375.9	5	9,721,925.00	36,905,703.00
53	Namtumbo	1,211.0	680.0	715	30,000	17,000	1,771.0	11	31,862,284.90	46,871,550.00
54	Nansio-Ukerewe	1,000.0	641.0	663	61,659	10,065	2,500.0	6	34,511,314.00	35,629,292.00
55	Ngara	2,184.0	1,165.0	1,758	21,761	19,346	1,523.0	17	95,245,941.00	131,114,145.58
56	Ngudu	840.0	253.0	413	18,715	8,362	1,292.0	10	30,660,220.00	90,123,494.00
57	Njombe	3,467.0	2,897.3	3,554	56,329	38,922	5,491.0	26	336,240,890.00	281,261,846.76
58	Nzega	10,137.0	1,215.0	1,900.00	32,232.00	21,492	2,071.0	31	212,096,004.00	252,459,486.00
59	Orkesumet	403.0	397.0	29	24,155	10,696	600.0	5	19,991,400.00	20,230,196.00
60	Pangani	1,404.0	1,350.0	1,111	17,900	10,550	2,600.0	15	66,350,793.00	148,884,644.64
61	Ruangwa	324.0	299.6	415	12,000	4,920	1,011.9	12	9,764,000.00	16,328,674.21
62	Rujewa	2,752.0	2,500.0	1,400	35,367	20,513	1,873.0	20	48,678,200.00	40,035,992.00
63	Same	2,315.0	1,110.0	1,188	25,000	19,550	4,500.0	20	134,246,651.00	218,721,346.00
64	Sengerema	6,000.0	2,959.0	2,200	60,624	78.8	4,833.0	28	101,492,242.00	222,210,230.00
65	Sikonge	340.0	200.0	295	12,640	3,480	800.0	15	12,622,900.00	16,544,000.00
66	Songe	265.0	265.0	146	16,000	11,040	494.0	8	24,962,100.00	22,140,900.00
67	Tarime	8,502.0	1,319.5	826	55,000	20,900	5,020.3	15	71,084,100.00	93,162,778.77
68	Tukuyu	5,442.0	5,182.8	3,641	47,028	33,254	4,242.6	20	164,808,000.00	173,205,523.55

No.	Utility name	Installed Capacity (m ³ /day)	Water Production (m ³ /day)	Total customers	Population	Population Served	Water Demand m ³ /day	Total staff	Revenue Collection (TZS)	Expenditure (TZS)
69	Tunduru	1,600.0	868.9	839	38,384	23,031	2,940.8	7	22,290,200.00	22,657,422.92
70	Urambo	436.8	159.0	145	31,583	10,162	1,264.0	8	19,708,776.00	104,373,147.00
71	Ushirombo	270.0	52.0	53	43,570	7,200	3,253.0	7	22,854,670.00	21,802,000.00
72	Utete	960.0	550.0	299	9,335	9,240	810.0	16	9,932,120.00	14,386,850.00
73	Vwawa	2,133.7	1,681.5	1,016	49,920	29,453	3,123.6	10	48,737,000.00	70,731,077.38
	Total 1	170,389.7	91,363.5	78,576.0	2,592,088.0	1,243,418.5	215,533.1	1,242.0	6,741,599,902.1	8,152,115,186.0
National Projects Water Authorities										
74	Chalinze	7,200.0	3,500.0	1,602	77,626	53,000	3,150.0	80	713,520,398.00	1,636,624,329.70
75	HTM	9,160.0	4,037.6	1,485	268,900	189,144	7,000.0	112	275,750,724.00	683,150,066.00
76	Kashwasa	80,000.0	17,559	43	500,000	330,000	31,000.0	54	837,658,063.00	2,686,000,369.00
77	Makonde	13,560.0	3,516.7	2,268	418,578	263,667	13,603.0	95	125,679,960.00	102,681,034.00
78	Maswa	10,370.0	5,918.0	2,300	70,000	50,000	7,000.0	38	241,328,408.00	471,250,000.00
	Mugango-Kyabakari	8,568.0	1,782.0	517	73,841	47,258	8,800.0	26	47,187,680.00	43,894,728.00
80	Wanging'ombe	7,300.0	7,200.0	2,518	101,116	20,513	6,171.9	46	111,711,725.00	111,603,048.00
	Total 2	136,158.0	87,349.3	10,733.0	1,510,060.8	953,581.9	76,724.9	451.0	2,352,836,958.0	5,735,203,574.7
Small Town Water Supply Authorities										
81	Gairo	740.0	520.0	174	27,180	4,892	1,177.0	13	42,000,000.00	29,200,000.00
82	Gallapo	1,250.0	687.5	771	29,100	8,002	2,900.0	12	13,066,550.00	10,252,700.00
83	Ilula	821.0	821.0	545	39,994	16,398	2,799.6	14	49,456,900.00	22,557,650.00
84	Isaka	480.0	15.6	86	21,596	3,505	1,137.0	2	4,119,280.00	3,756,600.00
85	Kasumulu	745.6	745.6	742	14,647	8,495	2,140.0	10	25,845,000.00	19,709,140.00
86	Magugu	864.0	576.0	269	29,846	6,239	1,500.0	7	17,948,000.00	19,262,720.00

No.	Utility name	Installed Capacity (m ³ /day)	Water Production (m ³ /day)	Total customers	Population	Population Served	Water Demand m ³ /day	Total staff	Revenue Collection (TZS)	Expenditure (TZS)
87	Makambako	3,164.0	2,792.6	3,348	65,486	41,518	6,040.0	27	235,098,270.00	213,234,850.20
88	Mbalizi	890.0	646.4	2,945	52,315	27,276	4,428.5	25	430,479,827.00	207,211,940.00
89	Mlowo	1,400.0	76.7	45	16,417	4,800	1,149.0	2	0.00	15,287,486.00
90	Mombo	620.0	576.0	551	19,194	8,440	1,200.0	7	41,542,900.00	73,215,138.00
91	Tunduma - Mbozi	1,595.8	526.3	548	45,167	14,348	3,161.7	14	18,438,223.50	25,326,101.19
	Total 3	12,570.4	7,983.7	10,024.0	360,942.0	143,913.4	27,632.8	133.0	877,994,950.5	639,014,325.4
	Overall Total	319,118.1	186,696.6	99,333.0	4,463,090.8	2,340,913.9	319,890.8	1,826.0	9,972,431,810.6	14,526,333,086.0

APPENDIX 3:

SUMMARY OF PERFORMANCE FOR 2009/2010 AND 2010/2011

TABLE A3 : SUMMARY OF PERFORMANCE 2009/10 and 2010/11

S/N	Description	Water production Litres/capita/day		Water Demand Litres/capita/day		NRW (%)		Hours of service (hrs)		Metering (%)		Staff/1000 connections	
	Utility Name	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
District Urban Water Supply and Sewerage Utilities													
1	Bariadi	6	9	53	70	47.5	31.7	18	14	12	11	45	43
2	Biharamulo	20.2	23.3	69.0	70.0	42.7	37.9	1	1	33	64	42	41
3	Bunda	22.9	17.7	109.0	109.0	47.5	43.7	10	10	68	70	18	19
4	Chamwino	36.8	48.4	55.8	52.3	37.1	31.0	18	18	38	39	23	22
5	Chunya	28.6	20.1	70.0	70.0	35.0	51.0	4	5	58	71	20	14
6	Dakawa	11.0	10.7	50.0	50.0	40.0	31.0	2	10	1	11	81	60
7	Geita	2.0	2.4	64.0	69.3	38.0	38.0	6	6	98	56	18	64
8	Handeni	3.2	2.6	49.2	60.0	13.0	43.0	15	6	100	100	19	36
9	Ifakara	16.9	13.7	66.0	66.0	20.0	60.0	3	4	0	0	19	48
10	Igunga	37	50	79	66	29.6	37	13	13	11	12	19	19
11	Itumba-Isongole	82.0	82.4	70.1	70.1	41.0	40.0	15	17	20	25	14	14
12	Kahama	44	36.26	113	79.4	14	14.27	24	24	100	100	6	6
13	Karagwe	-	3.88	-	57.5	-	34.0	-	1.5	-	96.8	-	37
14	Kasulu	100.4	66.6	113.5	99.0	79.2	12.5	15	15	10	14	7	7
15	Katesh/Hanang'	134.0	140.0	117.0	112.0	78.3	69.2	6	6	12	15	8	9
16	Kibaya	12.0	18.7	89.0	69.8	40.0	89.0	4	6	3	13	50	55
17	Kibondo	6.0	22.0	35.3	40.0	23.8	23.8	1	1	18	16	56	59
18	Kilindoni	40.0	53.9	56.0	75.0	25.0	-	4	4	0	12	42	43
19	Kilolo	29.0	14.1	92.8	92.8	92.0	43.0	24	12	10	26	82	50
20	Kilosa	47.0	41.1	55.7	55.7	30.0	20.0	18	6	0	0	16	18
21	Kilwa Masoko	117.9	73.1	140.6	73.1	24.0	35.0	20	16	69	84	25	22
22	Kiombi	22	34	121	118	50	45	3	10	75	92.6	35	30
23	Kisarawe	31.0	50.0	98.2	98.2	50.0	40.0	6	6	0	9	73	59
24	Kishapu	-	20.2	-	70	-	77.4	-	5	98	100	-	44
25	Kondoa	117.9	85.5	85.0	85.5	35.0	35.0	12	8	40	45	13	16
26	Kongwa	66.0	29.5	86.8	29.5	45.0	37.0	8	9	39	78	50	38
27	Korogwe	31.0	42.9	68.4	68.4	38.6	18.1	7	7	100	93	8	14

S/N	Description	Water production Litres/capita/day		Water Demand Litres/capita/day		NRW (%)		Hours of service (hrs)		Metering (%)		Staff/1000 connections	
		2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
28	Kyela	91.0	85.4	70.0	70.0	55.0	40.0	18	18	3	16	10	8
29	Liwale	41.3	36.9	70.0	70.0	41.0	60.0	10	9	91	88	11	18
30	Ludewa	75.1	36.3	90.0	89.8	40.0	38.0	9	6	13	17	19	16
31	Lushoto	51.0	57.0	104.0	94.0	39.0	39.8	12	8	60	54	7	17
32	Mafinga	53.0	70.2	100.0	100.0	17.0	33.0	10	16	28	27	10	10
33	Magu	26.6	24.7	187.6	187.6	50.0	51.5	6	6	0	0	14	14
34	Mahenge	24.8	25.2	128.0	25.2	25.0	25.0	4	4	4	5	14	15
35	Makete	134.9	114.2	98.6	98.6	52.0	52.0	18	14	18	14	7	11
36	Mangaka	12.0	13.4	70.0	70.0	-	-	12	12	0	0	-	-
37	Manyoni	25	46	50	110	47	60	12	13	83	83	28	18
38	Masaki	9.3	11.4	70.0	11.4	65.0	44.0	2	12	5	19	22	23
39	Mbinga	42.6	42.2	94.2	42.2	49.0	47.0	6	6	64	100	9	12
40	Mbulu	38.7	28.6	83.0	70.0	41.9	43.0	18	12	92	95	9	7
41	Misungwi	6.0	14.6	69.0	70.0	30.0	34.0	6	11	100	100	22	7
42	Mkuranga	4.0	4.0	65.0	65.0	15.0	8.0	4	6	97	96	182	92
43	Mlowo	-	4.7	-	70.0	-	-	-	6	-	31	-	44
44	Monduli	236.0	122.7	131.0	68.6	72.0	40.0	12	12	46	30	20	44
45	Mpanda	47.0	42.9	84.0	82.1	50.0	50.0	8	8	8	9	11	12
46	Mpwapwa	25.0	111.9	147.2	111.9	37.7	25.0	10	10	40	99	65	27
47	Muheza	51.0	51.0	173.0	173.0	40.0	38.0	6	6	46	39	4	9
48	Muleba	12.0	28.2	77.7	75.2	26.0	49.2	13	16		92	25	16
49	Mwanga	59.0	112.2	140.0	172.0	41.0	67.6	6	4	29	39	15	18
50	Mwanhuzi	-	13.5	86	65	-	23	-	7	-	96	23	23
51	Nachingwea	102.4	59.7	244.2	59.7	49.6	48.0	2	5	63	31	17	15
52	Namanyere	0.9	0.9	50.0	50.0	-	23.0	6	6	0	4	-	25
53	Namtumbo	20.0	56.4	40.0	56.4	47.7	44.0	8	10	26	28	13	15
54	Nansio-Ukerewe	12.0	10.4	42	40.5	47.0	43.7	7	7	7	8	11	5
55	Ngara	48.7	53.5	69.8	69.8	41.3	44.6	10	10	100	100	11	10
56	Ngudu	48.0	13.5	57	69.0	29.0	25.0	24	24	32	40	35	24
57	Njombe	60.7	51.4	94.4	97.5	42.0	41.0	8	8	66	58	9	7

S/N	Description	Water production Litres/capita/day		Water Demand Litres/capita/day		NRW (%)		Hours of service (hrs)		Metering (%)		Staff/1000 connections	
		2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
58	Nzega	37	37	65	65	30	29	18	16.5	100	100	6	16
59	Orkesumet	14.0	16.4	45.0	24.3	-	11.2	6	15	100	100	789	172
60	Pangani	83.0	75.4	138.0	145.0	30.0	27.7	10	6	60	56	14	14
61	Ruangwa	22.0	25.0	85.5	25.0	30.0	40.0	3	3	13	35	29	29
62	Rujewa	73.0	70.7	52.4	53.0	33.0	45.0	6	6	11	3	15	14
63	Same	47.7	44.4	180.0	180.0	35.0	40.0	6	3	68	63	15	16
64	Sengerema	49.0	48.8	80.0	79.7	30.0	52.0	4	4	52	52	11	13
65	Sikonge	14	16	42	58.6	40	40	5	2	33	29	53	51
66	Songe	19.0	16.6	35.0	30.9	36.0	18.0	7	7	46	85	95	55
67	Tarime	22.8	24.0	78.1	91.3	64.0	64.0	9	9	51	45	21	15
68	Tukuyu	161.0	110.2	115.0	90.2	47.0	44.0	19	19	46	57	5	5
69	Tunduru	31.0	22.6	67.0	22.6	50.0	48.0	8	6	22	28	8	8
70	Urambo	5	5	35	40	50	57	3	3	71	98	92	55
71	Ushirombo	1	1.2	74	74	20	19	17	2	100	100	150	100
72	Utete	45.0	16.4	65.0	110.0	50.0	26.0	5	4	0	0	26	12
73	Vwawa	33.0	33.7	61.4	62.6	36.0	31.0	10	8	25	26	10	10
	Average 1	44.6	40.0	86.9	76.2	40.7	39.5	9.6	8.8	42.5	48.6	40.5	28.2
National Projects Water Authorities													
74	Chalinze	42.0	55.0	45.0	65.0	30.0	51.0	24	20	100	100	55	50
75	HTM	21.0	15.0	33.0	26.0	83.0	80.0	6	6	100	100	85	75
76	Kashwasa	NA	NA	47	123	11	15	24	24	100	100	NA	NA
77	Makonde	13.3	8.4	26.7	8.4	67.0	67.0	8	16	43	52	29	42
78	Maswa	NA	NA	59	84	78	60	11	12	27	26	23	17
79	Mugango-Kyabakari	63.6	24.1	122.2	119.2	65.0	57.0	12	6	30	28	54	50
80	Wanging'ombe	72.7	71.2	61.0	61.0	55.0	60.0	12	12	35	32	20	18
	Average 2	42.5	34.7	56.3	69.5	55.6	55.7	13.9	13.7	62.2	62.6	44.2	42.1
Small Town Water Supply Authorities													
81	Gairo	22.0	22.0	107.0	70.0	50.0	40.0	8	8	2	2	81	37
82	Gallapo	65.0	23.0	105.0	100.0	60.0	60.0	6	5.0	0	0.0	13	15.5
83	Ilula	21.0	20.5	70.0	70.0	84.0	78.0	7	7	0	26	40	26

S/N	Description	Water production Litres/capita/day		Water Demand Litres/capita/day		NRW (%)		Hours of service (hrs)		Metering (%)		Staff/1000 connections	
		2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10	2010/11
84	Isaka	2.4	1.1	52.6	52.6	20	16	8	8	100	100	13	23
85	Kasumulu	30.0	50.9	146.0	146.1	35.0	33.0	6	4	0	17	12	13
86	Magugu	22.0	19.3	47.0	50.3	76.0	53.0	3	2	3	3	24	26
87	Makambako	48.0	42.6	93.0	92.2	37.0	38.0	10	9	82	90	7	8
88	Mbalizi	26.0	12.4	103.0	84.7	39.0	25.0	8	5	17	28	-	8
89	Mombo	33.0	30.0	68.0	62.5	54.0	45.0	4	18	45	64	17	16
90	Mugumu	12.9	12.9	65.0	65.2	50.0	45.0	2	2	70	70	77	77
91	Tunduma-Mbozi	9.3	11.7	70.0	70.0	53.0	40.0	5	5	47	55	56	26
	Average 3	26.5	22.4	84.2	78.5	50.7	43.0	6.1	6.6	33.3	41.4	33.8	25.0
	Overall average	42.2	37.5	84.1	76.0	43.3	41.2	9.5	9.0	42.9	48.8	39.9	28.7

APPENDIX 4:

WATER UTILITIES BOARD STATUS AND IMPLEMENTATION OF REGULATORY OBLIGATIONS

Table A4: WATER UTILITIES BOARD STATUS AND REGULATORY OBLIGATIONS

S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2010/2011	S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2010/2011	S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2010/2011	S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2010/2011
District Urban Water Supply Authority												Small Town Water Supply Authorities											
1	Bariadi	Yes	Exp	Yes	Yes	45	Njombe	Yes	Exp	Yes	Yes	82	Kasumu	Yes	Exp	Yes	Yes	83	Magugu	No	Exp	Yes	Yes
2	Biharamulo	Yes	Exp	Yes	Yes	46	Nzega	Yes	Yes	Yes	Yes	84	Makambako	Yes	Yes	Yes	Yes	85	Mbalizi	No	Exp	Yes	Yes
3	Bunda	Yes	Exp	Yes	Yes	47	Pangani	No	Exp	Yes	Yes	86	Mombo	No	Yes	Yes	Yes	87	Tunduma	Yes	Exp	Yes	Yes
4	Chunya	Yes	Exp	Yes	Yes	48	Same	No	Yes	Yes	Yes	88	Bashnet	No	No	No	No	89	Bonga	No	No	No	No
5	Geita	No	Exp	Yes	Yes	49	Songe	No	Yes	Yes	Yes	90	Chala	No	No	No	No	91	Dareda	No	No	No	No
6	Handeni	No	Yes	Yes	Yes	50	Tarime	Yes	Exp	Yes	Yes	92	Didia	No	No	No	No	93	Gairo	Yes	Yes	Yes	No
7	Ifakara	No	Exp	Yes	Yes	51	Tukuyu	Yes	Exp	Yes	Yes	94	Galapo	No	No	No	Yes	95	Ilula	Yes	Exp	Yes	Yes
8	Igunga	Yes	Exp	Yes	Yes	52	Urambo	Yes	Exp	Yes	Yes	96	Isaka	No	Exp	No	No	97	Isela-magazi	No	No	No	No
9	Itumba-					53	Ushirombo	Yes	Exp	Yes	Yes	98	Jomu (Tinde)	No	No	No	No	99	Laela	No	No	No	No
10	Isongole	Yes	Exp	Yes	Yes	54	Utete	Yes	Exp	Yes	Yes	100	Maganzo	No	No	No	No	101	Mikumi	No	No	No	No
11	Kahama	Yes	Yes	Yes	Yes	55	Vwawa	Yes	Exp	Yes	Yes												
12	Kasulu	Yes	Exp	Yes	Yes	56	Chamwino	Yes	Exp	Yes	Yes												
13	Katesh	Yes	Exp	Yes	Yes	57	Dakawa	No	No	Yes	Yes												
14	Kibaya	No	Exp	Yes	Yes	58	Isikizya (Uyui)	No	No	No	No												
15	Kibondo	Yes	Exp	Yes	Yes	59	Kilindoni	No	Exp	Yes	Yes												
16	Kilwa					60	Kilolo	Yes	Exp	Yes	Yes												
	Masoko	Yes	Exp	Yes	Yes																		
17	Kiomboi	No	Exp	Yes	No	61	Kilosa	No	Yes	Yes	No												
18	Kisarawe					62	Kishapu	No	Exp	Yes	No												
19	Kondoa	Yes	Exp	Yes	Yes	63	Loliondo	No	No	No	No												
20	Kongwa	Yes	Exp	Yes	Yes	64	Mahenge	No	Exp	Yes	Yes												
21	Korogwe	No	Yes	Yes	Yes	65	Manvoni	No	Exp	Yes	No												

S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2010/2011	S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2010/2011	S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2010/2011	S/N	Utility Name	Business Plan	Board of Directors	Licence Application	Annual Report submission 2010/2011
22	Ngudu	Yes	Yes	Yes	No	66	Mkuranga	No	Exp	Yes	Yes	102	Mlowo	Yes	No	Yes	Yes	102	Mlowo	Yes	No	Yes	Yes
23	Kyela	Yes	Exp	Yes	Yes	67	Mugumu	Yes	Exp	Yes	No	103	Mangaka	No	Yes	Yes	No	103	Mangaka	No	Yes	Yes	No
24	Liwale	No	Exp	Yes	Yes	68	Mwanhuzi	Yes	Exp	Yes	Yes	104	Sanya	No	No	No	No	104	Sanya	No	No	No	No
25	Ludewa	Yes	Exp	Yes	Yes	69	Orkesumet	Yes	Yes	Yes	Yes	105	Turiani	No	No	No	No	105	Turiani	No	No	No	No
26	Lushoto	No	Exp	Yes	Yes	70	Ruangwa	No	Exp	Yes	Yes	106	Sangam-walugsha	No	No	No	No	106	Sangam-walugsha	No	No	No	No
27	Mafinga	Yes	Exp	Yes	Yes	71	Rujewa	Yes	Exp	Yes	Yes	107	Lalago	No	No	No	No	107	Lalago	No	No	No	No
28	Magu	Yes	Exp	Yes	Yes	72	Sengerema	No	Exp	Yes	No	108	Longido	No	No	No	No	108	Longido	No	No	No	No
29	Makete	No	Exp	Yes	Yes	73	Sikonge	No	Exp	Yes	No	109	Malam-paka	No	No	No	No	109	Malam-paka	No	No	No	No
30	Masasi	No	Exp	Yes	Yes	74	Tunduru	Yes	Exp	Yes	Yes												
31	Mbinga	Yes	Yes	Yes	Yes		National Projects Water Authorities																
32	Mbulu	No	Yes	Yes	Yes	75	Chalinze	Yes	No	Yes	Yes												
33	Misungwi	Yes	Exp	Yes	Yes	76	HTM	Yes	Yes	Yes	Yes												
34	Monduli	No	Yes	Yes	Yes	77	KASHWASA	Yes	Yes	Yes	Yes												
35	Mpanda	Yes	Exp	Yes	Yes	78	Makonde	Yes	Exp	Yes	Yes												
36	Mpwapwa	Yes	Exp	Yes	Yes	79	Mugango-Kyabakari	Yes	Exp	Yes	Yes												
37	Muheza	No	Exp	Yes	Yes	80	Wanging'ombe	No	No	Yes	No												
38	Muleba	Yes	Exp	Yes	Yes	81	Maswa	No	Yes	Yes	No												
39	Mwanga	No	Yes	Yes	Yes																		
40	Nachingwea	Yes	Exp	Yes	Yes																		
41	Namanyere	Yes	Exp	Yes	No																		
42	Namtumbo	Yes	Exp	Yes	Yes																		
43	Nansio-Ukerewe	Yes	Exp	Yes	No																		
44	Ngara	Yes	Exp	Yes	Yes																		



Energy and Water Utilities Regulatory Authority

6th Floor, Harbour View Towers, Samora Avenue/Mission Street, P O Box 72175, Dar es Salaam, Tanzania
Tel: +255 (0) 22 212 3850/3/4, 2123856; Fax: +255 (0) 22 212 3180, E-mail: info@ewura.go.tz, Website: www.ewura.go.tz