THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY

ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)

ewura
Energy and Water Utilities Regulatory Authority
ISO 9001:2015 Certified

THE INSPECTION MANUAL FOR ELECTRICITY REGULATED ACTIVITIES, 2024

2024

[Made Under Section 31 of the Electricity Act, Cap. 131]

Third Version

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DOCUMENT VERSION CONTROL HISTORY

Name of the Document	The Inspection Manual for Electricity Regulated Activities, 2024
Version	1st version 2014
	2nd version 2019
	3rd version 2024
Responsible Unit	Electricity Division
Developed by	Management
Date Approved	23rd March 2024
Approved by	Board of Directors
Applicable to	Electricity Regulated Entities
Purpose	To provide procedures for monitoring, inspecting, and investigating performance compliance of regulated entities in the electricity supply industry.
Is part of	Electricity regulatory tools for monitoring and measuring the performance of regulated entities
Related Documents	Electricity sub-sector legislation
Distribution	Electricity sub-sector regulated entities, EWURA staff, and other relevant stakeholders

CONTENTS

DEFINITIONS

"Accident" means an unplanned and unexpected event or occurrence that often results in damage, injury, harm or death.

"Applicable legislation" means any principal law, treaty, proclamation, regulation, rule, order, or by-law that is customarily treated in mainland Tanzania as having a legally binding force and which is relevant to matters about compliance monitoring inspection activities.

"Approved budget" means a financial plan that has undergone the necessary review and authorisation processes and has been officially sanctioned or accepted by the relevant governing authority.

"Audited financial statements" means a comprehensive report of an organisation's financial activities that have undergone an independent examination by a certified public accountant or an auditing firm.

"Authority" means the Energy and Water Utilities Regulatory Authority (EWURA), which is established under provisions of the Energy and Water Utilities Regulatory Authority Act.

"Average payable days" means the average duration in months that the utility took to settle/pay suppliers' bills.

"Average receivables days/Accounts receivable collection period" means the average duration in months that customers take to pay bills.

"Capacity of a grid substation" means the ability of the substation to handle and transmit electrical power.

"Capacity of a transmission line" means the ability of the transmission line to carry electrical power from one point to another.

"Cost variance" means project budget versus utilized amount.

"Creditors aging above 120 days" means the total value of payables that have lasted for more than 120 days.

"Current ratio" means a liquidity ratio that measures a company's ability to pay short-term obligations whose maturity falls within one year.

"Customer Average Interruption Duration Index (CAIDI)" means the average duration of each supply interruption per customer who experienced the interruption per year.

“Customer Complaint” means concerns raised by consumers regarding dissatisfaction with electrical service.

“Customer connections per year” means the number of new customers connected in a year.

“Customers per staff ratio” means the ratio of total customers served by a utility divided by the number of staff.

“Debtors aging above 90 days” means the total value of receivables from the sale of electricity that lasted for more than 90 days.

“Distribution Cost” means expenses associated with the distribution of electrical power.

“Distribution Losses” means the amount of electrical energy that is lost during the process of distributing electricity from a power source to end-users.

“Electrical installation activities” means activities that involve an assembly of associated electrical equipment supplied with power from a common point of origin to fulfil a specific purpose and have certain coordinated characteristics.

“EWURA Act” means the Energy and Water Utilities Regulatory Authority Act, Cap 414.

“Fatal accident” means an incident that results in the death of a person.

“Generation cost” means the total expenses associated with producing electrical energy from a power plant.

“Generation facilities” means infrastructure and installations used for the production of electric energy and power from any primary source of energy.

“Grid substation” means a substation designed to transform voltage levels and regulate the flow of electricity transmitted over long distances.

“Inspectors” means an officer of the Authority or an agent appointed by the Authority to carry out inspection activities.

“Interest Coverage Ratio (interest / EBIT)” is the ratio used to measure the ability of the company to pay the interest due on outstanding debt.

“Leverage ratio” means capital mix that shows proportional capital financing in terms of debt to equity.

“Licensee” means any person licensed by the Authority to conduct electricity-regulated activities and services.

“Major maintenance” means key maintenance projects or overhauls that involve significant efforts to inspect, repair, and upgrade key components of equipment or facilities.

“Net profit margin” means the ratio of the net income to the total revenue.

“Net-metering” means measuring the difference between imported and exported energy in kilowatt hours (kWh) over the applicable billing period.

“Non-fatal accident” means an incident where individuals involved sustain injuries but do not result in death.

“Operating ratio” means the ratio of operating costs to operating revenues.

“Payment efficiency to creditors” means the effectiveness and speed with which an organisation meets its financial obligations to creditors.

“Power interruption notifications” means communications sent to electricity consumers to inform them of planned or unplanned disruptions in their electrical service.

“Power plant availability” means the percentage of time that a power generation facility is capable of producing electricity during a specific period.

“Qualified staff” means the potential employee with abilities to perform a task or be trained for a required skillset.

“Quality of power supply” means the characteristics of electrical power delivered to consumers.

“Regulated Activity” means the activity regulated by the Authority.

“Regulated Entity” means any person licensed to conduct a regulated activity.

“Reimbursed Amount” means a refund meant to any person who has paid for regulated activities beyond rates and charges approved by the Authority.

“Reimbursed Customer” means any person who has paid for regulated activities beyond rates and charges approved by the Authority.

“Reliability of an electricity distribution feeder” means the ability of the feeder to consistently and dependably deliver electrical power to end-users.

“Reliability of an electricity distribution system” means the ability of the system to consistently and dependably deliver electrical power to end-users.

“Reliability of Transmission Network” means the ability of the transmission network to consistently and dependably deliver electricity to consumers.

“Reserve margin” means the difference between the total available generating capacity and the peak demand for electricity.

“Returns on Asset” means a ratio of net income to total assets.

“Revenue Collection Efficiency” means the effectiveness and productivity of the processes and systems in place for collecting revenue.

“Strategic area” means an area that offers technical benefits to a Distribution Network Operator upon developing a power project.

“System Average Interruption Duration Index (SAIDI)” means the average duration (minutes) of supply interruptions per customer per year.

“System Average Interruption Frequency Index (SAIFI)” means an average number of supply interruptions per customer per year.

“Tariff” means rates and charges charged by a regulated entity to its customers as approved by the Authority.

“Temporary breakdown” means a short-term interruption or disruption in the supply of electrical power.

“Transmission Cost” means expenses associated with the transmission of electrical power.

“Transmission line” means a high-voltage line designed to transport electrical energy over long distances.

“Transmission Losses” means the amount of electrical energy that is lost during the process of transmitting electricity from a power source to end-users.

“Unserved energy” means the amount of energy demand that is not met or served by the power grid.

ABBREVIATIONS AND ACRONYMS

CAIDI	:	Customer Average Interruption Duration Index
DNOs	:	Distribution Network Operators
EBIT	:	Earnings Before Income Tax
EWURA	:	Energy and Water Utilities Regulatory Authority
GWh	:	Giga Watt Hour
HT	:	High Tension
HZ	:	Hertz
KM	:	Kilometre
kV	:	Kilovolt
kVA	:	Kilovolt-Ampere
kW	:	Kilowatt
kWh	:	Kilowatt-hour
LOIS	:	Licence and Ordering Information System
MoE	:	Ministry of Energy
MV	:	Medium Voltage
MVA	:	Megavolt Ampere
MW	:	Megawatt
MWh	:	Megawatt-Hour
PPA	:	Power Purchase Agreement
PSMP	:	Power System Master Plan
REA	:	Rural Energy Agency
SAIDI	:	System Average Interruption Duration Index
SAIFI	:	System Average Interruption Frequency Index
TANESCO	:	Tanzania Electric Supply Company Limited

1. INTRODUCTION

1.1 The Inspection Manual for Electricity Regulated Activities 2023 "The Manual" is made under Sections 30 and 31 of the Electricity Act, Cap 131. It provides procedures for monitoring, inspecting, and investigating performance compliance of regulated entities in the electricity supply industry. Furthermore, it provides procedures for carrying out pre-licensing/pre-registration inspection for an entity that is required to be licensed or registered.

1.2 The performance of regulated entities is monitored and measured based on the applicable legislation, performance agreement, tariff orders, and licences.

2. OBJECTIVE

To provide procedures for monitoring, inspecting, and investigating performance compliance of regulated entities in the electricity supply industry.

3. METHODOLOGY

3.1 The following methods shall be used to monitor, inspect, and investigate performance compliance of regulated entities in the electricity supply industry:

a) Physical inspection of the regulated entity's electricity facilities/ infrastructure.
b) Review of regulated entities' documents/reports.
c) Interview with employees of the regulated entities.
d) Interview with customers.
e) Testing and measurement of the regulated entity's facilities/ equipment.

3.2 The Authority may hire an inspector to carry out compliance monitoring inspection on its behalf when deemed necessary.

4. TYPES OF INSPECTION

4.1 Two types of inspections are considered to be applicable in this Manual:

a) Routine inspections: conducted in accordance with the inspection plan.
b) Ad-hoc inspections: conducted based on circumstances that necessitate immediate intervention, such as an event of an accident in electricity infrastructure that may jeopardise the security of electricity supply.

4.2 Inspections will be conducted in accordance with Section (30-33) of the Electricity Act 2008, and will focus on the following:
   a) Performance of the regulated entity.
   b) Prerequisite for licensing/registration.

5. NOTIFICATION

5.1 For routine inspections, official notification (email or letter) will be issued at least five (5) working days before the date of commencement of the inspection.

5.2 For Ad-hoc inspections, immediate notification (phone or email) will be issued before the inspection.

5.3 The notification shall have an inspection plan, which will include among others:
   a) Inspection team and Coordinator.
   b) Objective of Inspection.
   c) Regulated entity's composition team required at the site
   d) Duration of Inspection.
   e) Facilities to be inspected.
   f) Data Required.
   g) Date of the Entry Meeting.
   h) Date of Exit Meeting.

6. PROCEDURES

The following are general procedures, among others, which will be adhered to during the inspection:
   a) Conduct entry meeting.
   b) Conduct inspection of on-site/facilities.
   c) Carry out data analysis.
   d) Prepare a draft inspection report.
   e) Conduct an exit meeting.
   f) Prepare final inspection report incorporating comments from exit meeting.
   g) Sign the final inspection report (both parties).

7. KEY PERFORMANCE INDICATOR

The inspection shall be carried out based on the requirement of legislation, performance agreement, license conditions, and industrial best practices.

8. INSPECTION REPORT

8.1 The report shall be signed by the parties during the exit meeting.

8.2 Report shall be submitted to:

a) Regulated entity's representative office at the site of the inspection after the exit meeting.

b) Head office of the regulated entity within fourteen (14) working days from the date of signing the report.

8.3 The signed report shall include signed entry and exit meeting minutes.

8.4 Regulated entity shall submit to the Authority, an action plan for rectifying observed anomalies within 14 days from the date of receiving report.

8.5 The Authority shall make a follow-up on the implementation of the action plan depending on the timeframe provided in the action plan.

8.6 The Authority shall take legal action against the regulated entity for failing to rectify observed anomalies based on the timeframe specified in the action plan.

8.7 The report formats shall be as follows:

a) Performance of the Regulated Entity as per **Annex 1**.

b) Prerequisite for licensing/registration as per **Annex 2**.

9. ANNEXES

Annex 1: Inspection Report on Performance of Licensee/Registered Entity

Title: e.g., COMPLIANCE MONITORING INSPECTION OF TANESCO IN SINGIDA REGION

1. INTRODUCTION

EWURA conducted compliance monitoring inspection in (e.g. TANESCO in Singida Region) from .....to ..... to monitor and measure licensees' performance by applicable legislations, performance improvement agreements, tariff orders, license conditions, and applicable regulatory tools.

2. OBJECTIVE

The objective of the inspection is to monitor and measure licensees' performance in the electricity supply industry concerning efficiency of operation, quality and reliability of electricity supply, customer service, access to electricity, market competition, least cost investment, and security of electricity supply, among others.

3. SCOPE

This inspection covers regulated electricity generation, transmission, distribution, electricity supply, and electrical installation activities.

4. METHODOLOGY

The methodologies used include, among others, physical inspection, review of licensee's documentation, interview with licensee's employees, interview with customers, as well as testing and measurements.

5. INSPECTION FINDINGS

Inspection findings on KPIs below the agreed target are summarized below. Details are as per **Annex 1**.

Example:

a) Improvement in safety
   Compliance with safety is 77%. This is contributed by poor workmanship which led to fatal accidents.

b) Timely completion of projects
.....
c) Timely Inspection and Testing of Meter(s)
.....

6. RECOMMENDATION

EWURA recommends that the anomalies be rectified timely by... (due date) to meet the requirement of legislation, performance improvement plan, tariff order, licenses, and applicable regulatory tools.

7. CONCLUSION

Rectify anomalies that require immediate attention and submit an implementation plan for the remaining ones within 21 days from receipt of this report.

8. DECLARATION AND SIGNATURE

EWURA officials

Name : .....
Position : .....
Signature : .....
Date : .....
Name : .....

Position .....
Signature : .....
Date : .....

Licensee Officials

The contents of the report have been served upon me by the above-named EWURA Official.

Name : .....

Position : .....

Signature : .....

Date : .....

Name : .....

Position : .....

Signature : .....

Date : .....

Pre-licensing/pre-registration inspection is conducted on licensees for authentication of information submitted during application and physical site verification as detailed below.

Annex 2: Pre-Licensing/Pre-Registration Inspection Report

1. Particulars of the Applicant

a) Name and Address
b) Application Reference
c) Registration
d) Shareholders and shares

2. Details of Inspection

a) Date of Inspection
b) Objective of Inspection
c) Inspection Team
d) Client Representative on Site During Inspection
(**Include contacts: email, cell phone numbers)**

3. Details of Licence Application

a) Date of Submitting Application
b) Date of Completing Application
c) Type of License Applied
d) Plant Description/Generation Facility
(**Include: project description in brief, Plant installed capacity, type of fuel, etc**.)
e) Location of Generation Facility

f) Proposed Term of Licence
g) Off-taker
h) Project cost (TZS or $)

4. Verification of site location

a) Project site description
b) Site Photos **(Attach Appendix).**
c) Pre-Licensing site inspection Checklist Form **(Attach Annex)**
d) Interference with other Human Activities
e) Availability and quality of Access Road
f) Availability of Power Infrastructure
g) Availability of Water Infrastructure
h) Availability of Gas Supply Infrastructure

5. Land Acquisition:

Example: Nandela Company Ltd. holds a Certificate of occupancy of the area issued by the responsible Authority **(Attach Appendix).**

6. A Letter of support for the initiative from the Ministry of Energy (MoE)

Example: The Ministry of Energy (MoE) supports the development of the project through its letter to Nandela Company Limited of 28th August 2017 with Ref. No BE.87/88/01/A (**Attach the letter as an Appendix**) as per the requirement of the Electricity (Development Small Power Projects) Rules,2020 and the Electricity (Generation, Transmission and Distribution) Rules, 2023.

7. Power Purchase Agreement, Memorandum of Understanding, or Letter of Intent from off-taker

Example: The Power Purchase Agreement (PPA) is not required since the generated power will be for its own use. If the PPA has been signed, state (**provide it as an Appendix**)

8. Water Right, If Applicable

Example: Nandela Company Ltd holds water use permit number 95100456 issued on 17th January 2016 and the date of expiration is 16th January 2022) (**provide it as an Appendix).**

9. **An Environmental Impact Assessment Certificate or An Initiation of The Process to Acquire the Certificate**

   Example: Nandela Company Ltd holds a registration number EAC/EAR/3045 certificate number 70 issued on 5th April 2010 by the National Environmental Management Council (NEMC). **(provide it as an Appendix**).

10. **Public Notice and Awareness of the Villages on the Projects**

    Example: The public notice was published on 31st August 2022 in Daily News and Habari Leo newspapers. **(provide it as an Appendix**)

11. **Conclusion and Recommendations**

    Example: Nandela Company Ltd has met all requirements for issuance of the 23MW operational electricity generation license/registration. It is recommended that the applicant be issued the license/registration.

Signatures

12. **Declaration and Signature**

I acknowledge the contents of this document.

S/N	Name	Position	Signature
	.....	.....	.....
	.....	.....	.....
	.....	.....	.....

Date: .....

KEY PERFORMANCE INDICATORS

Contents

ANNEX 1: KEY PERFORMANCE INDICATORS (KPIs)

Part A: Key Performance Indicators (KPIs) for All Regulated or Registered Entities

These addendums will be used by regulated entities licensed to carry out electricity generation, transmission, cross-border electricity trade, distribution, and supply activities in reporting their performances based on the nature of their licensed activities.

Part A: Key Performance Indicators (KPIs) for All Regulated or Registered Entities					
S/N	**Description of Performance Criteria**	**Unit of Measure**	**Agreed KPI**	**Performance**	**Reporting Format**
1	**Accident**				
	a) Fatal accident	No.			*Addendum 1*
	b) Non-fatal accident	No.			
	c) Reporting frequency	Monthly			
2	**Qualified Staff (Available vs. Required)**				
	a) Technical	%			*Addendum 2*
	b) Non-technical	%			
	c) Overall staffing	%			
	d) Reporting frequency	Annually			
3	**Revenue Collection Efficiency**				
	a) Revenue collection efficiency	%			*Addendum 3*
	b) Debtors aging above 90 days	%			
	c) Reporting frequency	Annually			

4	**Payment Efficiency to Creditors**				
	a) Payment efficiency	%			Addendum 4
	b) Creditors aging above 120 days	%			
	c) Reporting frequency	Annually			
5	**Net Profit Margin and Operating Ratio**				
	a) Net profit margin	%			Addendum 5
	b) Operating ratio	%			
	c) Working ratio	Ratio			
	d) Reporting frequency	Annually			
6	**Current Ratio**				
	a) Current ratio	Ratio			Addendum 6
	b) Reporting frequency	Annually			
7	**Leverage Ratio and Interest Coverage Ratio**				
	a) Leverage ratio (Proportion of Debt to Capital)	%			Addendum 7
	b) Interest coverage ratio (interest / EBIT)	%			
	c) Reporting frequency	Annually			
8	**Return on Asset**				
	a) Returns on asset	%			Addendum 8
	b) Reporting frequency	Annually			
9	**Approved Budget**				
	a) Submission of the approved budget	Annually			NA
	b) Submission of the implementation status	Quarterly			

10	**Audited Financial Statements**				
	Submission of Audited Financial Statements after issuance of audited accounts	Annually			*NA*

Part B: Key Performance Indicators (KPIs) for Electricity Generation Activities

These addendums will be used by regulated entities licensed to carry out electricity generation activities in reporting their performances based on the nature of their licensed activities.

Part B: Key Performance Indicators (KPIs) for Electricity Generation Activities					
S//N	**Description of Performance Criteria**	**Unit of Measure**	**Agreed KPI**	**Performance**	**Reporting Format**
1	**Reserve Margin**				
	a) Reserve margin	%			*Addendum 9*
	b) Reporting frequency	Monthly			
2	**Power Plant Availability**				
	a) Availability of power plant	%			*Addendum 10a*
	b) Reporting frequency	Monthly			
3	**Generation Cost**				

	a) Operational costs including depreciation				Addendum 10b
	(i). generation cost - hydro	TZS/kWh			
	(ii). generation cost – thermal gas engine	TZS/kWh			
	(iii). generation cost – thermal gas turbine	TZS/kWh			
	(iv). generation cost – thermal diesel	TZS/kWh			
	(v). generation cost-solar	TZS/kWh			
	(vi). generation cost-wind	TZS/kWh			
	(viii). generation cost-biomass	TZS/kWh			
	(ix). generation cost-geothermal	TZS/kWh			
	b) Fuel cost				
	(i). fuel cost - hydro	TZS/kWh			
	(ii). fuel cost – thermal gas engine	TZS/kWh			
	(iii). fuel cost – thermal gas turbine	TZS/kWh			
	(iv). fuel cost – thermal diesel	TZS/kWh			
	(v). fuel cost-solar	TZS/kWh			
	(vi). fuel cost-wind	TZS/kWh			
	(viii). fuel cost-biomass	TZS/kWh			
	(ix). fuel cost -geothermal	TZS/kWh			
	c) Staff Cost	%			
	d) Reporting frequency	Annually			
4	**Implementation of Major Maintenance**				

	a) Submission of annual maintenance plan	Annually			Addendum 11
	b) Submit a progress report on implementation of the maintenance plan	Quarterly			
	c) Cost variation	%			
	d) Time variation	%			
5	**Development and Expansion of Generation Facilities (projects under construction)**				
	a) Submission of development and expansion plan	Annually			Addendum 12
	b) Submission of progress report on implementation of the plan	Quarterly			
	c) Cost variation	%			
	d) Time variation	%			
6	**Timely issuance of Power Interruption Notification**				
	a) Planned power interruptions	%			Addendum 13
	b) Unplanned power interruptions	%			
	c) Load shedding	%			
	d) Reporting frequency	Quarterly			

Part C: Key Performance Indicators (KPIs) for Electricity Transmission Activities

These addendums will be used by regulated entities licensed to carry out electricity transmission activities in reporting their performances based on the nature of their licensed activities.

Part C: Key Performance Indicators (KPIs) for Electricity Transmission Activities					
S/N	**Description of Performance Criteria**	**Unit of Measure**	**Agreed KPI**	**Performance**	**Reporting Format**
1	**Transmission Energy Losses**				
	a) System losses	%			*Addendum 14*
	b) Reporting frequency	Monthly			
2	**Statement of Transmission Losses and Plan to Reduce Losses**				
	a) Submission of a statement of electrical losses during the previous year and plan to reduce such losses	Annually			*Addendum 15*
	b) Submit progress reports on implementations of plans to reduce losses.	Quarterly			
	c) Cost variation	%			
	d) Time variation	%			
3	**Capacity of Transmission Line**				
	a) Average frequency of transmission line interruption per year	No.			*Addendum 16a*
	b) Average duration of transmission line interruption per year	Minutes			
	c) Demand-to-installed capacity ratio	%			
	d) Reporting frequency	Monthly			
4	**Unserved Energy**				

	a) Unserved energy due to load-shedding	%			Addendum 17
	b) Unserved energy due to fault	%			
	c) Unserved energy due to maintenance	%			
	d) Total unserved energy	%			
	e) Reporting frequency	Monthly			
5	**Capacity of Grid Substation**				
	a) Demand to capacity ratio	%			Addendum 18
	b) Reporting frequency	Monthly			
6	**Development and Expansion of Transmission Line**				
	a) Submission of development and expansion plan	Annually			Addendum 19
	b) Submission of progress report on the implementation of the plan	Quarterly			
	c) Cost variation	%			
	d) Time variation	%			
7	**Development And Expansion of Grid Substation**				
	a) Submission of development and expansion plan	Annually			Addendum 20
	b) Submission of progress report on the implementation of the plan	Quarterly			
	c) Cost variation	%			
	d) Time variation	%			
8	**Power Interruption Notification**				
	a) Timely issuance of notice of power interruptions	%			Addendum 21a
	b) Reporting frequency	Monthly			

9	**Reliability of Transmission Network**				
	a) System Average Interruption Frequency Index at Transmission Connection Point ($SAIFI_{TCP}$)	No.			*Addendum 16b*
	b) System Average Interruption Duration Index at Transmission Connection Point ($SAIDI_{TCP}$)	Hours			
	c) Reporting frequency	Quarterly			
10	**Substation Maintenance**				
	a) Submission of annual maintenance plan	Annually			*Addendum 21b*
	b) Submit a progress report on implementation of the maintenance plan	Quarterly			
	c) Cost variation	%			
	d) Time variation	%			
11	**Quality of Power Supply**				
	a) Deviation from nominal system frequency	%			*Addendum 21c*
	b) Reporting frequency	Monthly			
12	**Transmission Cost**				
	Submission of transmission cost	Annually			*Addendum 21d*
	c) Cost variation (actual vs budget)	%			
	d) Transmission staff costs	%			

Part D: Key Performance Indicators (KPIs) for Electricity Distribution and Supply Activities

These addendums will be used by regulated entities licensed or registered to carry out electricity distribution activities in reporting their performances based on the nature of their licensed activities.

Part D: Key Performance Indicators (KPIs) for Electricity Distribution and Supply Activities					
S/N	**Description of Performance Criteria**	**Unit of Measure**	**Agreed KPI**	**Performance**	**Remarks**
1	**Distribution Energy Losses**				
	a) Distribution system losses	%			*Addendum 22*
	b) Reporting frequency	Monthly			
2	**Statement of Distribution Losses and Plan to Reduce Losses**				
	a) Submission of statement of electrical losses during the previous year and plan to reduce such losses	Annually			*Addendum 23*
	b) Submit progress reports on implementations of plans to reduce losses.	Quarterly			
	c) Cost variation	%			
	d) Time variation	%			
3	**Reliability of the Electricity Distribution Feeder**				
	a) Average frequency of distribution feeder interruption per year	No.			*Addendum 24*
	b) Average duration of distribution line interruption per year	Minutes			
	c) Reporting frequency	Monthly			
	d) Publish in the website and newspaper, target for the reliability of supply for the following year	Days			
	e) Submission of the publication	Days			

4	**Reliability of the Electricity Distribution System**				
	a) System Average Interruption Frequency Index (SAIFI)	No.			*Addendum 24*
	b) System Average Interruption Duration Index (SAIDI)	Minutes			
	c) Customer Average Interruption Duration Index (CAIDI)	Minutes/ event			
	d) Reporting frequency	Monthly			
	e) Publish in the website and newspaper, target for the reliability of supply for the following year.	Annually			
	f) Submission of the publication	Annually			
5	**Customer Identification Per Feeder**				
	a) Submission of the plan for customer identification per feeder	Annually			*Addendum 25*
	b) Submission of progress report on implementation of the plan	Quarterly			
	c) Customer identification with coordinates	%			
6	**Inspection and Testing of Meters**				
	a) Submission of a plan for inspecting and testing all large customer meters and at least 50% of the other customers.	Annually			*Addendum 26*
	b) Submission of progress report on the implementation of the plan	Quarterly			
	c) Annual Inspection of large customers	%			
	d) Annual Inspection of other customers	%			
7	**Reading of the Post-paid Meters**				

	a) Submission of the plan for reading all post-paid meters	Annually			Addendum 27
	b) Submission of progress report on the implementation of the plan	Quarterly			
	c) Reading of large customers' meters	%			
	d) Reading of meters for other customers	%			
8	**Defective Transformer Beyond Repair**				
	a) Submission of report on defective transformer beyond repair	Quarterly			Addendum 28
	b) Submission of progress report on replacement of defective transformer	Quarterly			
	c) Number of defective transformers	Annually			
9	**Maintenance Plan**				
	a) Submission of maintenance plan for pole replacement	Annually			Addendum 29
	b) Submission of progress report on implementation of the plan	Monthly			
	c) Maintenance cost variation	%			
	c) Number of poles replacement variation	%			
10	**Quality of Power Supply**				
	a) Deviation from the nominal value of medium voltage	%			Addendum 30
	b) Deviation from the nominal value of low voltage	%			
	c) Reporting frequency	Monthly			
11	**Capacity Of Primary Substation**				
	a) Demand to capacity ratio of primary substation	%			Addendum 31
	b) Reporting frequency	Monthly			

12	**Capacity of Distribution Feeder**				
	a) Demand-to-capacity ratio of distribution feeder	%			*Addendum 32*
	b) Reporting frequency	Monthly			
13	**Development and Expansion of Primary Substation (33/11kV) – projects under construction**				
	a) Submission of development and expansion plan	Annually			*Addendum 33*
	b) Submission of progress report on implementation of the plan	Quarterly			
14	**Development and Expansion of Secondary Substation Expansion (33/11/04/0.24kV) – projects under construction**				
	a) Submission of development and expansion plan	Annually			*Addendum 34*
	b) Submission of progress report on the implementation of the plan	Quarterly			
15	**Development and Expansion of 33/11kV - Distribution Line – projects under construction**				
	a) Submission of development and expansion plan	Annually			*Addendum 35*
	b) Submission of progress report on the implementation of the plan	Quarterly			
16	**Development and Expansion of 0.4/0.23kV - Distribution Line – projects under construction**				
	a) Submission of development and expansion plan	Annually			*Addendum 36*
	b) Submission of progress report on the implementation of the plan	Quarterly			

17	**Customer Connection**				
	a) Submission of customer connection plan	Annually			Addendum 37
	b) Submission of progress report on the actual implementation of the plan	Quarterly			
18	**Reimbursing Customers Who Financed the Construction of The Service Supply Line Part from Service Line Connection Cost**				
	a) Reimbursing customers who financed the construction of the service supply line	Number			NA
	b) Publishing standard agreement form	Annually			NA
	c) Reporting frequency	Monthly			Addendum 38
	d) Publishing standard agreement form	Annually			NA
19	**Determination of Strategic Areas for Developing Small Power Projects**				
	a) Publish in websites and newspapers a list of areas that have been determined to be strategic annually	Days			NA
	b) Submission of the publication	Days			
20	**Net-metering**				
	a) Publication of the bi-directional net-metering specifications for measuring the imported and exported energy of each net-metering customer	Annually			NA
	b) Submission of the bi-directional net-metering specification	Annually			NA
	c) Submission of net-metering customer details	Quarterly			Addendum 39

21	**Temporary Breakdown**				
	a) Timely attending to temporary breakdown (TB)	%			Addendum 40
	b) Reporting frequency	Monthly			
22	**Issuance of Quotation**				
	a) Timely Issuance of quotations to customers	%			Addendum 41
	b) Reporting frequency	Monthly			
23	**Service Line Construction**				
	a) Timely construction of service line	%			Addendum 42
	b) Reporting frequency	Monthly			
24	**Customer Complaints**				
	a) Timely response to written customer complaints	%			Addendum 43
	b) Reporting frequency	Monthly			
25	**Power Interruption Notification**				
	a) Timely issuance of notice of power interruptions	%			Addendum 44
	b) Reporting frequency	Monthly			
26	**Meetings With Customer Representatives**				
	Timely conducting and publicizing planned meetings with customer representatives	%			Addendum 45
	a) Reporting frequency	Quarterly			
27	**Customer Energy Profile and Tariff Charged**				
	a) Charging customer-appropriate tariff	%			
	b) Publishing appropriate tariff on the website	Annually			
	c) Submission of report on customer energy profile and tariff charged	Monthly			Addendum 46

28	**Construction Standards of Secondary Substation**				
	a) Construction of the secondary substation as per standards and industrial best practices	%			
	b) Reporting frequency	Quarterly			*Addendum 47*
29	**Electrical Installation Activities**				
	a) All service line application forms are fully filled and signed by licensed electrical installation personnel	%			
	b) All service line application forms are accompanied by a copy of the "as installed drawing"	%			
	c) All service line application forms are accompanied by a copy of "certificates of completion"	%			
	d) Installation parameters are verified before connecting power to the premises	%			
	e) Reporting frequency	Monthly			*Addendum 48*
30	**Distribution Cost**				
	Submission of distribution cost	Annually			*Addendum 49*

Part E: Electrical Installation Activities

This addendum will be used by a person licensed to carry out electrical installation activities in reporting the performance of electrical installation activities.

Part E: Electrical Installation Activities					
S//N	**Description of Performance Criteria**	**Unit of Measure**	**Agreed KPI**	**Performance**	Reporting Format
1	**Electrical Installation Activities**				
	a) Issuance of completion certificate	%	100%		
	b) Adherence to installation standards	%	100%		
	c) Reporting frequency	Annually	Within 30 days of the next year		*Addendum 50*

ADDENDUM

Addendum 1: Accidents

A fatal accident is an accident that results in the death of a person, while a non-fatal one does not. Section 15 (7) of the Electricity Act, 2008 and Rule 22 (e) of the Electricity (Generation, transmission, and distribution activities) Rules 2023 require regulated entities to report to EWURA on their regulated activities, a fatal accident within twenty-four (24) hours and non-fatal accident being reported annually.

Reporting Format

Addendum 1: Accidents											
S/No.	Date	Region	District	Type of Accident	Nature of Accident	Number of Victims	Public Victim (No.)	Licensee Victim (No.)	Causes	Route cause	Remedial Action
1											
2											
3											
4											
5											
6											
7											
8											
...etc											

Addendum 2: Adequate Staff

Section 14 (5) (c) of the Electricity Act, 2008 requires a regulated entity to employ a sufficient number of qualified personnel to ensure compliance with the licence terms.

Reporting Format

Addendum 2: Adequate Staff										
S/N	Corporate and Region	Available Staff (No.) = B			Required Staff (No.) = C			Available vs. Required Staff (%) = E = (B/C) *100		
		Technical	Non-technical	Total	Technical	Non-technical	Total	Technical	Non-technical	Overall Staffing
1	**HEAD OFFICE**									
1.1	MD Office									
1.2	Planning, Research & Investment									
1.3	Finance									
1.4	Human Resources Mgt & Admin.									
1.5	Procurement Management									
1.6	Internal Audit									
1.7	ICT & Statistics									
1.8	Communication & Corporate Affairs									
1.9	Legal									

1.10	Customer Experience and Care									
1.11	Risk Management & Compliance									
1.12	Security Services									
1.13	Environmental, Sanitation & Governance									
2	**GENERATION**									
2.1	Head Office									
2.2	Power Plant 1									
2.3	Power Plant 2									
2.4	Power Plant 3									
2.5	Power Plant 4									
2.6	Power Plant 5									
2.7	....Etc (all plants)									
3	**TRANSMISSION**									
3.1	Head Office									
3.2	Transmission lines									
3.3	Substations - maintenance									
3.4	Grid operations									

3.5	Control & Monitoring									
4	**DISTRIBUTION**									
4.1	Head Office									
4.2	**ZONE 1**									
4.2.1	Zonal Office									
4.2.2	Region 1									
4.2.3	Region 2									
4.2.4	Region 3									
4.2.5	Region 4									
4.3	**ZONE 2**									
4.3.1	Zonal Office									
4.3.2	Region 1									
4.3.3	Region 2									
4.3.4	Region 3									
4.3.5	Region 4									
4.4	**ZONE 3**									
4.4.1	Zonal Office									
4.4.2	Region 1									
4.4.3	Region 2									

4.4.4	Region 3									
4.4.5	Region 4									
4.5	**ZONE 4**									
4.5.1	Zonal Office									
4.5.2	Region 1									
4.5.3	Region 2									
4.5.4	Region 3									
4.5.5	Region 4									
4.6	**ZONE 5**									
4.6.1	Zonal Office									
4.6.2	Region 1									
4.6.3	Region 2									
4.6.4	Region 3									
4.6.5	Region 4									
4.6.6	Region 5									
4.7	**ZONE 6**									
4.7.1	Zonal Office									
4.7.2	Region 1									
4.7.3	Region 2									
4.7.4	Region 3									

4.7.5	Region 4									
4.7.6	Region 5									
4.8	**ZONE 7**									
4.8.1	Zonal Office									
4.8.2	Region 1									
4.8.3	Region 2									
4.8.4	Region 3									
4.8.5	Region 4									
4.8.6	Region 5									
4.8.7	Region 6									
	...etc									
Total										

Addendum 3: Collection Efficiency for Post-Paid Meters

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 15 (5) (a) requires every licensee to submit financial data within the prescribed time. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Rule 29 (2)(a) of the Electricity Generation, Transmission, and Distribution Rules, 2023, also requires a licensee to submit regulatory financial reports within 90 days from the end of the financial year.

Reporting Format

Addendum 3: Collection Efficiency for Post-Paid Meters							
S/N	Region	Collection Efficiency - Postpaid Meter			Accounts Receivable Aging above 90 days for post-paid meter		
		Energy Billed (TZS) = A	Total Collection (TZS) = B	Collection Efficiency (%) = C = (B/A) *100	Total Accounts Receivable (TZS) = D	Total Accounts Receivable Lasted for More Than 90 Days (TZS) = E	Accounts Receivable Aging above 90 days '(%) = F = (E/D) *100
1							
2							
3							
4							
5							
6							
7							
8							
9							
...etc							
Total				N/A			
Average		N/A	N/A		N/A	N/A	

Addendum 4: Payment Efficiency to Creditors

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 15 (5) (a) requires every licensee to submit financial data within the prescribed time. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Rule 29 (2)(a) of the Electricity Generation, Transmission, and Distribution Rules, 2023, also requires a licensee to submit regulatory financial reports within 90 days from the end of the financial year.

Reporting Format

Addendum 4: Payment Efficiency to Creditors							
S/N	Region	Payment Efficiency			Creditors aging above 120 days		
		Total Purchase Invoices (TZS) = A	Total Purchases Paid (TZS) = B	Payment Efficiency (%) = C = (B/A) *100	Total Accounts Payables (TZS) = D	Total Accounts Payables that Lasted for More Than 120 Days (TZS) = E	Creditors aging above 120 days (%) = F = (E/D) *100
1							
2							
3							
4							
5							
6							
7							
8							

9							
...etc							
Total				N/A			
Average		N/A	N/A		N/A	N/A	

Addendum 5: Profit Margin, Working and Operation Ratio

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 15 (5) (a) requires every licensee to submit financial data within the prescribed time. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Rule 29 (2)(a) of the Electricity Generation, Transmission, and Distribution Rules, 2023, also requires a licensee to submit regulatory financial reports within 90 days from the end of the financial year.

Reporting Format

Addendum 5: Profit Margin, Working and Operation Ratio

S/N	Region	Income			Costs							Profit Margin (%) = ((A-C)/A) *100	Ratios	
		Total Income from the Sale of electricity (TZS) = X	Other income (Contributed from customers) = Y	Total Income = A = X+Y	Unit of Electricity Received in a Region (kWh)	Average Generation Cost (TZS/ kWh)	Cost of Electricity Received	Depreciation (TZS) = B	Staff costs	Other costs	Total Costs = C		Working Ratio (%) = D = ((C-B)/A) *100	Operation Ratio (%) = E = (C/A) *100
1														
2														
3														
4														
...etc														

Total											N/A	N/A	N/A
Average	N/A	N/A	N/A			N/A	N/A	N/A	N/A	N/A			

Note: Income from Sale of electricity (TZS) – These are sales from electricity excluding all other charges attached to electricity e.g., REA charges, EWURA levy, VAT, etc.

Addendum 6: Current Ratio

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Reporting Format

Addendum 6: Current Ratio				
S/N	Region	Current Assets (Cash & Receivables) – TZS = A	Current Liabilities (Payables) -TZS = B	Current Ratio = C = (A/B)
1				
2				
3				
4				
...etc				
Total				N/A
Average		N/A	N/A	

Addendum 7: Leverage Ratio (Proportion of Capital Financing in Terms of Debt to Equity), and Interest Coverage Ratio (Interest / EBIT) (%)

Section 6(1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees including the efficiency of operations.

Reporting Format

Addendum 7: Leverage Ratio (Proportional of Capital Financing in Terms of Debt to Equity), and Interest Coverage Ratio (Interest / EBIT) (%)							
Category	Description (Active)	Amount in TZS	Annual Interest (%)	Annual Interest Amount in TZS	Payment Period		
					From (Day/Month/Year)	To (Day/Month/Year)	Loan Period
Loan Financing	Loan 1 from ...						
	Loan 2 from.....						
	Loan 3 from.....						
	Loan 4 from.....						
	Loan 5 from.....						
	Loan 6 from.....						
	Total Loan = A		N/A	N/A	N/A	N/A	N/A
	Total Interest = B	N/A	N/A		N/A	N/A	N/A
Equity Financing	Equity 1.....		N/A	N/A	N/A	N/A	N/A
	Equity 2.....		N/A	N/A	N/A	N/A	N/A
	Equity 3.....		N/A	N/A	N/A	N/A	N/A
	Equity 4.....		N/A	N/A	N/A	N/A	N/A
	Total Equity = C		N/A	N/A	N/A	N/A	N/A

Total Capital (TZS)	D = A+C		N/A	N/A	N/A	N/A	N/A
Leverage Ratio (%)	(A/D) *100		N/A	N/A	N/A	N/A	N/A
Earnings Before Interest and Taxes (EBIT)	From Financial Statements = E		N/A	N/A	N/A	N/A	N/A
Interest Coverage Ratio (Interest / EBIT) (%)	F = (B/E) *100		N/A	N/A	N/A	N/A	N/A

Addendum 8: Return on Assets

Section 6(1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Reporting Format

Addendum 8: Return on Assets						
S/N	Description	Generation	Transmission	Distribution	Total Amount	% Contribution
1	Fuel generation electricity		N/A	N/A		
2	Purchased electricity		N/A	N/A		
3	Payroll costs					
4	Depreciation & Amortization					
5	Administration					
6	Maintenance					
7	Financing	N/A	N/A			
	Total OPEX					

S/N	Description	Remark	Amount in TZS			
1	Revenue from the sale of electricity	Linked				
2	Other operating income	Fill data				
	Total Revenue					
	Less					
3	Total expenses	Linked				
	Profit before tax					
4	Tax expenses	Fill data				
	Profit after tax					
S/N	Category	Description	Amount in TZS			
	ASSETS	Current Assets = A				
		Non-Current Assets = B				
		Total Assets = C =A+B				
	Net Profit After Tax	From Financial Statements = D				
	Returns on Assets (%)	E = (D/C) *100				

Addendum 9: Reserve Margin

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Reporting Format

Addendum 9: Reserve Margin					
S/N	Month	Installed Capacity (MW) = A	Peak Demand (MW) = B	Reserve Margin (MW) = C = (A-B)	Reserve Margin (%) = D = (C/A) *100
1	Month 1				
2	Month 2				
3	Month 3				
4	Month 4				
5	Month 5				
6	Month 6				
7	Month 7				
8	Month 8				
9	Month 9				
10	Month 10				
11	Month 11				
12	Month 12				
Total		N/A	N/A	N/A	N/A
Average		N/A	N/A	N/A	

Addendum 10a: Power Plant Availability

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Section 38 of the Electricity Act, 2008 requires (1) a generation licensee to test (a) the generation facility's dependable capacity and perform a commissioning test as per the terms and conditions of the power purchase agreement and (b) the generation facility in case of increased capacity or commissioning of a new facility or upgraded facility; (2) a generation licensee shall, within thirty (30) working days after conducting the tests in sub-rule (1) above, submit to the Authority a report thereof.

Reporting Format

Addendum 10a: Power Plant Availability									
S/N	Plant Name	Number of units	Fuel	Installed Capacity (MW) = A	Available Capacity (MW) = B	Dependable Capacity (MW)	Availability (%) = C = (B/A) *100	Energy Generated (MWh) = D	Utilization (%) = E = ((D/(24*30))/A) *100
1	Plant 1								
2	Plant 2								
3	Plant 3								
4	Plant 4								
...etc	Plant 5								

Addendum 10b: Generation Costs

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Section 38 of the Electricity Act, 2008 requires (1) a generation licensee to test (a) the generation facility's dependable capacity and perform a commissioning test as per the terms and conditions of the power purchase agreement and (b) the generation facility in case of increased capacity or commissioning of a new facility or upgraded facility; (2) a generation licensee shall, within thirty (30) working days after conducting the tests in sub-rule (1) above, submit to the Authority a report thereof.

Reporting Format

Addendum 10b: Generation Costs											
S/N	Plant Name	Fuel Type	Energy Generated (kWh) = A	Operation Costs (TZS)						Unit Cost of Production (TZS/ kWh)	
				Depreciation	Plant Maintenance Including Major	Salaries & Other Staff Benefits	Fuel/Gas Purchase/ Royalties = B	Other Costs	Total = C	Unit Cost of Production = D= (C/A)	Unit Cost of Fuel = E = (B/A)
1	Plant 1										
2	Plant 2										
3	Plant 3										
4	Plant 4										
...etc	Plant 5										

Addendum 11: Implementation of Major Maintenance - Power Plants

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity.

Reporting Format

Addendum 11: Implementation of Major Maintenance - Power Plants																
S/N	Plant Name	Region	Equipment name	Type of Maintenance	Planned/Contractual			Progress (%)	Actual at Completion			Cost Variations		Time Variations		Constraints (If any)
					Cost (TZS -millions) = A	Start Date	End Date = B		Cost (TZS - millions) = C	Start Date	End date = D	Cost (TZS) = E = (C-A)	Cost (%) = F = (E/A) *100	Time (months) = G = (D-B)	Time (months) = H in %	
1																
2																
3																
4																
5																
...etc																
Total			N/A	N/A		N/A	N/A	N/A		N/A	N/A		N/A	N/A	N/A	N/A
Average			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				N/A

Addendum 12: Development and Expansion of Generation Facilities

Section 31 (1) (a) of the Electricity Act, 2008, mandates the Authority (a) to inspect the construction of the electricity facility and works. In addition, Section 6 (1) (c) requires the Authority to promote the least cost investment and the security of power supply to benefit customers.

Reporting Format

Addendum 12: Development and Expansion of Generation Facilities															
S/N	Name of Project	Region	Added Capacity (MW)	Planned/Contractual			Progress (%)	Actual at Reporting Date			Cost Variations		Time Variations		Constraints (If any)
				Cost (TZS -millions) = A	Start Date	End Date = B		Cost (TZS - millions) = C	Start Date	End date = D	Cost (TZS) = E = (C-A)	Cost (%) = F = (E/A) *100	Time (months) = G = (D-B)	Time (months) = H in %	
1															
2															
3															
4															
5															
..etc															
Total					N/A	N/A	N/A		N/A	N/A		N/A	N/A	N/A	N/A
Average			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				N/A

Addendum 13: Notification for Power Interruptions

Rule 35 of the Electricity Generation, Transmission, And Distribution Rules, 2023, requires a generation licensee, (a) within seven (7) days before a planned outage, to notify the Authority and customers in writing in case the generation service is interrupted to conduct rehabilitation, preventive maintenance, or any other possible cause beyond the control of the generation licensee; and (b) notify customers and report immediately to the Authority in writing if generation service is interrupted for emergency repairs or for any other cause beyond the control of a licensee, where such interruption affects the delivery of generation services for more than 24 hours.

Reporting Format

Addendum 13: Notification for Power Interruptions											
S/N	Equipment	Region	Planned Interruption			Unplanned Interruption			Load Shedding		
			Number of Interruptions Affecting Supply For > 24 hours	Written Notices Issued to The Public 7 day Before Interruption	Compliance (%)	Number of Interruptions Affecting Supply For >24hours	Written notices Issued to The Public and Authority 24 Hours post-interruption	Compliance (%)	Number of Interruptions Affecting Supply For > 24 hours	Written Notices Issued to The Public 7 days before Interruption	Compliance (%)
1											
2											
3											
4											
5											
...etc											
Total					N/A			N/A			N/A
Average			N/A	N/A		N/A	N/A		N/A	N/A	

Addendum 14: Electricity Transmission Losses

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation.

Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Rule 42 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a regulated entity to provide the Authority with a detailed statement of its transmission network operations, including capacity, outages, losses, efficiency, and reliability. Rule 46 requires a regulated entity to provide a statement of the electrical losses on its network during the previous year, together with a plan to reduce such losses; and a quarterly report in respect of electrical losses, together with plans to reduce such losses.

Reporting Format

Addendum 14: Electricity Transmission Losses						
S/N	Months	Energy sent out from generation to the Transmission System (GWh) = A	Transmission auxiliary use (GWh) = B	Energy Sent to Distribution(GWh) = C	Losses (GWh) = D = (A - B - C)	Losses (%) = E = (D/A) *100
1	Month 1					
2	Month 2					
3	Month 3					
4	Month 4					
5	Month 5					
6	Month 6					
7	Month 7					
8	Month 8					
9	Month 9					

10	Month 10					
11	Month 11					
12	Month 12					
Total					N/A	N/A
Average		N/A	N/A	N/A		

Addendum 15: Plan to Reduce Electricity Transmission Losses

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Rule 42 of the Electricity Generation, Transmission, And Distribution Rules, 2023 requires a regulated entity to provide the Authority with a detailed statement of its transmission network operations, including capacity, outages, losses, efficiency, and reliability. Rule 46 requires a regulated entity to provide a statement of the electrical losses on its network during the previous year, together with a plan to reduce such losses; and a quarterly report in respect of electrical losses, together with plans to reduce such losses.

Reporting Format

Addendum 15: Plan to Reduce Electricity Transmission Losses																
S/N	Name Of Activity	Region	Planned/Contractual				Progress (%)	Actual at Completion				Cost Variations		Time Variations		Constraints
			Cost (TZS – Millions) = A	Start Date	End date = B	Expected Loss Reduction (%)		Cost (TZS – Millions) = C	Start Date	End Date = D	Actual Loss Reduction (%)	Cost (TZS) = E = (C-A)	Cost (%) = F = (E/A) *100	Time (months) = G = (D-B)	Time (months) = H in %	
1																

2																
3																
...etc.																
Total		N/A		N/A	N/A	N/A	N/A		N/A	N/A	N/A		N/A	N/A	N/A	N/A
Average		N/A	N/A	N/A	N/A			N/A	N/A	N/A		N/A				N/A

Addendum 16a: Capacity of Transmission Line

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Rule 42 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a regulated entity to provide the Authority with a detailed statement of its transmission network operations, including capacity, outages, losses, efficiency, and reliability.

Reporting Format

Addendum 16a: Capacity of Transmission Line								
S/N	Name of Transmission Line	Voltage Level (kV)	Outage Frequency (No.)	Outage Duration (Minutes)	Route (km)	Capacity (MW) = A	Peak Load Demand (MW) = B	Demand to Capacity Ratio (%) = C = (B/A) *100
1	Line 1							
2	Line 2							
3	Line 3							
...etc	Line 4							

	Average				N/A	N/A	N/A	
	Maximum				N/A	N/A	N/A	N/A
	Minimum				N/A	N/A	N/A	N/A

Addendum 16b: Reliability of the Electricity on Transmission Network

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Rule 42 of the Electricity (Generation, Transmission, and Distribution) Rules, 2023 requires a regulated entity to provide the Authority with a detailed statement of its transmission network operations, including capacity, outages, losses, efficiency, and reliability.

Reporting Format

Addendum 16b: Reliability of the Electricity on Transmission Network							
S/N	Transmission Equipment(Line & Transformers) = A	Total Incidence = B	Number of Incidences Affected Customers = C	Total Outage Duration (Minutes) = D	Outage duration for more than 5mins = E	Affected Transmission Connection Points (CP) = F	Total Affected CP (With impact on customers) = G = E*F
1							
2							
3							
4							
5							
Sum							
Total Transmission Connection Points (CP)							
SAIFI							
SAIDI							

Addendum 17: Unserved Energy

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Section 6 (1) (c) requires the Authority to promote the security of electricity supply for the benefit of customers. Rule 42 of the Electricity Generation, Transmission, And Distribution Rules, 2023 requires a regulated entity to provide the Authority with a detailed statement of its transmission network operations, including capacity, outages, losses, efficiency, and reliability.

Reporting Format

Addendum 17: Unserved Energy																
S/N	Month	Energy Generated (kWh) = A	Unserved Energy - Load Shedding (GWh)			Unserved Energy - Fault (GWh)			Unserved Energy - Maintenance (GWh)			Demand (GWh) = K = (A+B+E+H)	Average Tariff (TZS) = L	Total Unserved Energy		
			B (kWh)	C(TZS) = (B*L)	D = (B/A) *100%	E (kWh)	F(TZS) = (E*L)	G = (E/M) *100%	H (kWh)	I(TZS) = (H*L)	J = (H/M) *100%			M (kWh) = (B+E+H)	N (TZS) = (M*L)	O (%) = (M/K) *100
1	Month 1															
2	Month 2															
3	Month 3															
4	Month 4															
...etc	Month 5															
	Total				N/A			N/A			N/A		N/A			N/A
	Average															

Addendum 18: Capacity of Grid Substation

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Rule 42 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a regulated entity to provide the Authority with a detailed statement of its transmission network operations, including capacity, outages, losses, efficiency, and reliability.

Reporting Format

Addendum 18: Capacity of Grid Substation													
S/N	Name of Grid Substation	Region	Installed Capacity (MVA) = A	Peak Load (MVA) = B	N-1 System (yes = 1, no = 0)	Defective Transformer							Demand to Capacity Ratio (%) = D = (B/(A-C)) *100
						Capacity (MVA) = C	Original cost (TZS-Millions)	Original installation date	Incident Date	Time In Service	Restoration Cost (TZS-Millions)	Restoration Date	
1													
2													
3													
4													
...etc.													
	Total				N/A			N/A	N/A	N/A		N/A	N/A
	Average					-	-	N/A	N/A	N/A	N/A	N/A	

Addendum 19: Development and Expansion of Transmission Line

Section 31 (1) (a) of the Electricity Act, 2008, mandates the Authority (a) to inspect the construction of the electricity facility and works. In addition, Section 6 (1) (c) requires the Authority to promote the least cost investment and the security of power supply to benefit customers.

Reporting Format

Addendum 19: Development and Expansion of Transmission Line																
S/N	Project Name	Voltage level (kV)	Expansion Plan Details				Progress (%)	Actual at Reporting Date				Variations	Cost Variations		Time Variations	
			Length (km) = A	Cost (TZS – Million) = B	Start Date	End Date = C		Length (km) = D	Cost (TZS – Millions) = E	Start Date	End Date = F	Length (km) = G = (D-A)	Cost (TZS) = H = (E-B)	Cost in %	Time (months) = I = (F-C)	Time in %
1	Line 1															
2	Line 2															
3	Line 3															
4	Line 4															
...etc.	Line 5															
	Total				N/A	N/A	N/A			N/A	N/A			N/A	N/A	N/A
	Average				N/A	N/A			N/A	N/A	N/A		N/A		N/A	

Addendum 20: Development and Expansion of Grid Substation

Section 31 (1) (a) of the Electricity Act, 2008, mandates the Authority (a) to inspect the construction of the electricity facility and works. In addition, Section 6 (1) (c) requires the Authority to promote the least cost investment and the security of power supply to benefit customers.

Reporting Format

Addendum 20: Development and Expansion of Grid Substation																		
S/N	Project Name	Region	Voltage level (kV)	Existing Capacity (MVA)	Expansion Plan Details				Progress (%) –	Actual at Reporting Date					Cost Variations		Time Variations	
					Capacity (MVA) = A	Cost (TZS – Million) = B	Start Date	End Date = C		Capacity (MVA) = D	Cost (TZS – Millions) = E	Start Date	End Date = F	Capacity (MVA) = G = (D-A)	Cost (TZS) = H =(E-B)	Cost (TZS) = H =(E-B)	Time (months) = I = (F – C)	Time in %
1	station 1																	
2	station 2																	
3	station 3																	
4	station 4																	
...etc.	station 5																	
	Total	N/A	N/A				N/A	N/A	N/A			N/A	N/A			N/A	N/A	N/A
	Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A				N/A	N/A	N/A	N/A		N/A	

Addendum 21a: Notification for Power Interruptions

Rule 53 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a transmission licensee to notify the Authority in writing in the event of a service interruption that affects transmission services for more than two continuous days. Rule 55 requires a licensee to issue a public notice thereof, not less than three (3) working days before undertaking such activities, including the date and hour of service interruption and the date and hour of intended restoration.

Reporting Format

Addendum 21a: Notification for Power Interruptions					
S/N	Name Of Transmission Line	Affected Area	Number of Interruptions Affecting transmission services for > 48 hours = A	Written Notices Issued to The Public 72 Hours Before Interruption = B	Variation (%) = ((B-A)/A) *100
1	Line 1				
2	Line 2				
3	Line 3				
4	Line 4				
5	Line 5				
6	Line 6				
7	Line 7				
8	Line 8				
9	Line 9				
10	Line 10				
11	Etc				
	Total	N/A			N/A
	Average	N/A			

Addendum 21b: Substation Major Maintenance

Section 6 (1) (d) of the Electricity Act, Cap. 132 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity.

Reporting Format

Addendum 21b: Substation Major Maintenance																
S/N	Name of Substation	Region	Equipment name	Type of Maintenance	Planned/Contractual			Progress (%)	Actual at Completion			Cost Variation		Time Variation		Constraints (If any)
					Cost (TZS -millions) = A	Start Date	End Date = B		Cost (TZS - millions) = C	Start Date	End date = D	Cost (TZS) = E = (C-A)	Cost (%) = F = (E/A) *100	Time (months) = G = (D-B)	Time in %	
1	Substation 1															
2	Substation 2															
3	Substation 3															
4	Substation 4															
...etc.	Substation 5															
	Total	N/A	N/A	N/A		N/A	N/A			N/A	N/A		N/A	N/A	N/A	N/A
	Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		N/A

Addendum 21c : System Frequency

Section 6 (1)(e) of the Electricity Act 2008, requires the Authority to promote appropriate standards of quality of electricity supply. Also, Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including but not limited to, the quality of electricity supply. Furthermore, Rule 64 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a licensee to submit to the Authority the quality of distribution service and quality of supply standards in six (6) months after receipt of a licence.

Reporting Format

Addendum 21c : System Frequency				
S/N	Months	System Frequency (50±2.5 Hz)		
		Nominal Frequency (Hz) = G	Recorded worse case Frequency (Hz) = H	Deviation (%) = I = ((G-H)/G) *100
1	Month 1			
2	Month 2			
3	Month 3			
4	Month 4			
...etc	Month 5			
	Average	N/A	N/A	

Addendum 21d: Transmission Costs

Section 6 (1) (d) of the Electricity Act, Cap. 132 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Section 38 of the Electricity Act, 2008 requires (1) a generation licensee to test (a) the generation facility's dependable capacity and perform a commissioning test as per the terms and conditions of the power purchase agreement and (b) the generation facility in case of increased capacity or commissioning of a new facility or upgraded facility; (2) a generation licensee shall, within thirty (30) working days after conducting the tests in sub-rule (1) above, submit to the Authority a report thereof.

Reporting Format

Addendum 21d: Transmission Costs							
S/N	Operation Costs (TZS)	Budgeted Amount in TZS	Actual Amount in TZS	Variance Between Budgeted vs Actual		Percentage- Contribution	Remarks
				Amount in TZS	Percentage		
1	Grid Maintenance						
2	Depreciation						
3	Transmission Staff Costs						
4	Administration & Other Costs						
Total							

Addendum 22: Energy Losses in the Electricity Distribution and Supply Network

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees including the efficiency of operations.

Rule 66 (1) of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires that (1) A distribution licensee shall: (a) within one year after coming into force of these rules, submit a study identifying the level of technical and commercial losses in the distribution network, including illegal connections, and (b) propose achievable targets for loss reduction for the approval by the Authority. (2). A distribution licensee shall submit to the Authority a statement of the electrical losses on the distribution network during the previous year, together with a plan to reduce such losses. Rule 71 (1) requires a licensee (a) from each installed metering point, deliver to a generation licensee, transmission licensee, or any other person all data required to calculate the fulfillment of its obligations or resolve any dispute related to any contract; (b) install, maintain, and as per manufacturer's recommendation, verify the accuracy of meter installations at all points of off-take from the distribution network; and (c) in the event that any malfunction or damage occurring to a meter for any reason that is out of the customer's control, repair such malfunction or damage or change the meter as quickly as possible.

Rule 6.7 of the Electricity (Grid and Distribution Codes) Rules 2017 describes that (a): Losses shall be classified into two categories: (i): Technical Losses; and (ii): Non-Technical Losses, and (b): The DNOs shall endeavor to keep the distribution losses at economically acceptable levels in compliance with the Authority's directives on distribution losses given from time to time. The reporting format is described below.

Reporting Format

Addendum 22: Distribution Energy Losses									
S/N	Region	Energy Distributed (kWh) = A	Energy Billed (MWh) = B	Total Losses		Technical Losses		Non - Technical Losses	
				MWh = C = (A-B)	% = D = (C/A)100	MWh	%	MWh = E	% = F
1									
2									
...etc									
	Total				N/A		N/A		N/A
	Average								

Addendum 23: Plan to Reduce Electricity Distribution Losses

Section 6 (1) (d) of the Electricity Act, 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Rule 66 (1) of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires that (1) A distribution licensee shall: (a) within one year after coming into force of these rules, submit a study identifying the level of technical and commercial losses in the distribution network, including illegal connections, and (b) propose achievable targets for loss reduction for the approval by the Authority. (2). A distribution licensee shall submit to the Authority a statement of the electrical losses on the distribution network during the previous year, together with a plan to reduce such losses.

Rule 71 (1) requires a licensee (a) from each installed metering point, deliver to a generation licensee, transmission licensee, or any other person all data required to calculate the fulfillment of its obligations or resolve any dispute related to any contract; (b) install, maintain, and as per manufacturer's recommendation, verify the accuracy of meter installations at all points of off-take from the distribution network; and (c) in the event that any malfunction or damage occurring to a meter for any reason that is out of the customer's control, repair such malfunction or damage or change the meter as quickly as possible.

Rule 6.7 of the Electricity (Grid and Distribution Codes) Rules 2017 describes that (a): Losses shall be classified into two categories: (i): Technical Losses; and (ii): Non-Technical Losses, and (b): The DNOs shall endeavor to keep the distribution losses at economically acceptable levels in compliance with the Authority's directives on distribution losses given from time to time.

Reporting Format

Addendum 23: Plan to Reduce Electricity Distribution Losses

S/N	Name Of Activity	Region	Planned			Progress (%)	Actual			Cost Variations		Time Variations		Constraints (If any)
			Start Date = X	End date = A	Cost (TZS – Millions) = B		Start Date	End Date = C	Cost (TZS – Millions) = D	Cost (TZS) = E = (D-B)	Cost (%) = F = (E/B) *100	Time (months) = G = (C-A)	Time (%) = H = G/ (A-X)	
1														
2														
3														
...etc														
	Total	N/A	N/A	N/A		N/A	N/A	N/A			N/A	N/A	N/A	N/A
	Average	N/A	N/A	N/A			N/A	N/A		N/A				N/A

Addendum 24: Reliability of Electricity Distribution Feeder

Section 6 (1) (d) of the Electricity Act, 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Rule 6.3 of the Electricity (Grid and Distribution Codes) Rules 2017, requires that (a) Before the end of the year, a DNO must publish on its website, and in a newspaper circulating in the area in which its distribution system is located, its targets for the reliability of supply for the following year. Likewise, sub-rule (h) requires (i): The Authority to set the format in which the Distribution Reliability Indices are reported, and (ii): The Authority to evaluate the Distribution System Reliability Indices annually to compare each DNO's actual performance with the DNO's unique targets set by the Authority and the Authority shall publish these comparative results.

TZS:1374:2011/ICS:29.240.01 - The Power quality – Quality of service and reliability standard describes three indices for measuring the reliability of electricity, namely; System Average Interruption Frequency Index (SAIFI), which is benchmarked at 3 interruptions per customer per year, System Average Interruption Duration Index (SAIDI) which is benchmarked at 650 minutes per customer per year, and Customer Average Interruption Duration Index (CAIDI), which is benchmarked at 4 minutes per interruption event per year. It also provides the formula for calculating the respective indices. However, the standard affirmed that the benchmarked indices result in extra duties and work to utilities which means more cost to be incurred by the customer, hence the regulator is required to set a realistic reliability target, so as not to balance between cost and the level of reliability required.

Reporting Format

Addendum 24: Reliability of Electricity Distribution Feeder															
S/N	Name of Distribution Feeder	Region	Voltage Level (kV)	Outage Frequency (No.)				Outage Duration (Minutes)				Customers affected (No.) = J	SAIFI = K = ((D*J)/∑J))	SAIDI = L = ((H*J)/∑J))	CAIDI = (L/K)
				Planned = A	Unplanned = B	Load-Shedding = C	Total = D = (A+B+C)	Planned = E	Unplanned = F	Load-Shedding = G	Total = H = (E+F+G)				
1															
2															
3															
...etc.															

Region	SAIFI	SAIDI	CAIDI
Dodoma			
Morogoro			
Singida			
Coast			
Ilala			
Kinondoni Kaskazini			
Kinondoni Kusini			
Temeke			
Geita			
Kagera			
Mara			
Mwanza			

Simiyu			
Arusha			
Kilimanjaro			
Manyara			
Tanga			
Iringa			
Mbeya			
Njombe			
Rukwa			
Songwe			
Lindi			
Mtwara			
Ruvuma			
Katavi			
Kigoma			
Shinyanga			
Tabora			
Corporate			

Average Feeder Frequency

Average Feeder Duration

Addendum 25: Customer Identified Per Feeder

Section 6 (1) (d) of the Electricity Act, 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Rule 6.3 of the Electricity (Grid and Distribution Codes) Rules 2017, requires that (a) Before the end of the year, a DNO must publish on its website, and in a newspaper circulating in the area in which its distribution system is located, its targets for the reliability of supply for the following year. Likewise, sub-rule (h) requires (i): The Authority to set the format in which the Distribution Reliability Indices are reported, and (ii): The Authority to evaluate the Distribution System Reliability Indices annually to compare each DNO's actual performance with the DNO's unique targets set by the Authority and the Authority shall publish these comparative results.

TZS:1374:2011/ICS:29.240.01 - The Power quality – Quality of service and reliability standard describes three indices for measuring the reliability of electricity, namely; System Average Interruption Frequency Index (SAIFI), which is benchmarked at 3 interruptions per customer per year, System Average Interruption Duration Index (SAIDI), which is benchmarked at 650 minutes per customer per year, and Customer Average Interruption Duration Index (CAIDI), which is benchmarked at 4 minutes per interruption event per year. It also provides the formula for calculating the respective indices. However, the standard affirmed that the benchmarked indices result in extra duties and work to utilities which means more cost to be incurred by the customer, hence the regulator is required to set a realistic reliability target so as not to balance between cost and the level of reliability required.

Reporting Format

Addendum 25: Customer Identified Per Feeder							
S/N	Region	Total Number of Feeders = A	Number Of Feeders Where Customer Has Been Fully Identified = B	Progress Of Customer Identification = C = (B/A) *100	Total Number of Customers = D	Total Customer Identified Per Feeder = E	Percentage Of Identified Customers Per Feeder = F = (E/D)
1							
2							
3							
...etc							
	Total			N/A			N/A
	Average						

Addendum 26: Inspection and Testing of Meters

Rule 48 of the "Electricity (Supply Services Rules), 2019" requires regulated entities to inspect and test meters of all customers to verify the amount of electrical energy consumed at least once every twelve months for large customers and twenty-four months for other customers.

Reporting Format

Addendum 26: Inspection and Testing of Meters									
S/N	Region	Larger Customer				Other Customers			
		Total (No.) = A	Inspected (No.) = B	Inspected (%) = C = (B/A)*100	Defective Meter (No.)	Total (No.) = D	Inspected (No.) = E	Inspected (%) =F = (E/D)*100	Defective meter (No.)
1									
2									
3									

4									
5									
6									
7									
8									
9									
10									
11									
12									
	Total			N/A				N/A	
	Average								

Addendum 27: Reading Postpaid Meter

Rule 47 (1) of the Electricity (Supply Services) Rules, 2019 requires a licensee to read post-paid meters to verify the amount of electrical energy consumed at least: (a) once every six months for large customers; and (b) once every three months for other customers.

Reporting Format

Addendum 27: Reading Postpaid Meters							
S/N	Region	Large Customers			Other Customers		
		Available Post-Paid Meters (No.) = A	Meters Read (No.) = B	Percentage of Meters Read (%) = C = (B/A)*100	Available Post-Paid Meters (No.) = D	Meters Read (No.) = E	Percentage of Meters Read (%) = F = (E/D)*100
1							
2							
3							

4							
...etc							
	Total			N/A			N/A
	Average						

Addendum 28: Defective Secondary Transformer Beyond Repair

Section 6 (1) (d) of the Electricity Act, 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Also, Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including but not limited to, the efficiency of operations. Section 15 (5) (b) requires every licensee to submit to the Authority technical data related to systems and equipment.

Reporting Format

Addendum 28: Defective Secondary Transformer Beyond Repair

S/N	Defective Transformer										Replacement Plan		
	Name	Region	District	Place	Capacity (MVA) = A	Date Installed = B	Incident Date = C	Life span (Months) = D = (C-B)	Route Cause	Original Cost (TZS - Millions) = E	Start Date	End Date	Cost (TZS-Millions) = F
1													
2													
3													
4													
...etc													

Addendum 29: Implementation of Maintenance Plan in Electricity Distribution and Supply Network

Section 6 (1) (d) of the Electricity Act, 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Also, Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including but not limited to, the efficiency of operations. Section 15 (5) (b) requires every licensee to submit to the Authority technical data related to systems and equipment.

Reporting Format

Addendum 29: Implementation of Maintenance Plan in Electricity Distribution and Supply Network

S/N	Region	Total Maintenance Cost				Poles Replacement		
		Approved Budget (TZS-Millions) = A	Actual Cost (TZS-Millions) = B	Variation (TZS – millions) = C = (B-A)	Variation (%) = D = (C/A) *100	Approved number of poles = F	Actual Poles Replaced (No.) = H	Achievement (%)= J = ((F-H)/F)) *100
1								
2								
3								
4								
5								
	Total				N/A			N/A
	Average							

Addendum 30: Quality of Power Supply in Electricity Distribution

Section 6 (1)(e) of the Electricity Act, 2008, requires the Authority to promote appropriate standards of quality of electricity supply. Also, Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including but not limited to, the quality of electricity supply. Furthermore, Rule 64 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a licensee to submit to the Authority the quality of distribution service and quality of supply standards in six (6) months after receipt of a licence.

Reporting Format

Addendum 30: Quality of Power Supply in Electricity Distribution											
S/N	Feeder	Region	Receiving End Voltage for 33/11kv Feeders (33/11kV±5%)			Receiving End Voltage for 04/0.23kV circuits (0.4/0.23kV±10%)				
			Nominal Voltage = A	Worse Case Recorded Voltage (kV) = B	Variation (%) = C = ((A-B)/A) *100	Name Of the Area with The Worst Deviation	Location (District)	Nominal voltage (V) = D	Recorded Voltage (kV) = E	Deviation (%) = F = ((D-E)/E) *100
1	Feeder 1									
2	Feeder 2									
...etc	Feeder 3									
Maximum Over Voltage Variation		N/A	N/A	N/A		N/A	N/A	N/A	N/A	
Minimum Under Voltage Variation		N/A	N/A	N/A		N/A	N/A	N/A	N/A	

Addendum 31: Demand to Capacity Ratio of Primary Substation

Section 6 (1) (d) of the Electricity Act, 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Rule 42 of the Electricity Generation, Transmission, And Distribution Rules, 2023 requires a regulated entity to provide the Authority with a detailed statement of its transmission network operations, including capacity, outages, losses, efficiency, and reliability.

Reporting Format

Addendum 31: Demand to Capacity Ratio of Primary Substation

S/N	Name of Primary Substation (33/11kV)	Region	Installed Capacity (MVA) = A	Peak Load (MVA) = B	N-1 System (yes = 1, no = 0)	Defective Transformer							Demand to Capacity Ratio (%) = D = (B/(A-C)) *100
						Capacity (MVA) = C	Original cost (TZS-Millions)	Original installation date	Incident Date	Time In Service	Restoration Cost (TZS-Millions)	Restoration Date	
1	Substation 1												
2	Substation 2												
...etc.	Substation 3												
	..... etc												
	Total	N/A		N/A	N/A			N/A	N/A	N/A		N/A	N/A
	Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

Addendum 32: Demand to Capacity Ratio of a Distribution Feeder

Section 6 (1) (d) of the Electricity Act 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Also, section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including but not limited to, the efficiency of operations. Section 15 (5) (b) requires every licensee to submit to the Authority technical data related to systems and equipment. The reporting format is described below.

Reporting Format

Addendum 32: Demand to Capacity Ratio of a Distribution Feeder								
S/N	Name of Distribution Feeder	Region	Voltage Level (kV)	Route Length Including All Spur Line (km)	Longest Route Length (km)	Capacity (MW) = A	Peak Load Demand (MW) = B	Demand to Capacity Ratio (%) = C = (B/A) *100
1								
2								
3								
...etc								
	Average = D	N/A	N/A					
	Maximum = E	N/A						
	Minimum = F	N/A					N/A	

Addendum 33: Development and Expansion of 33/11kv - Primary Substation

Section 31 (1) (a) of the Electricity Act, 2008, mandates the Authority (a) to inspect the construction of the electricity facility and works. In addition, Section 6 (1) (c) requires the Authority to promote the least cost investment and the security of power supply to benefit customers.

Reporting Format

Addendum 33: Development and Expansion of 33/11kv - Primary Substation																	
S/N	Name of Substation	Region	Voltage level (kV)	Existing Capacity (MVA)	Contractual/planned Expansion Plan Details				Progress (%)	Actual Completion Details				Variations			
					Capacity (MVA) = A	Cost (TZS – Million) = B	Start Date	End Date = C		Capacity (MVA) = D	Cost (TZS – Millions) =E	Start Date	End Date = F	Capacity (MVA) = G = (D-A)	Cost (TZS) = H = (E-B)	Time (months) = I = (F-C)	
1																	
2																	
3																	
...																	
Total		N/A	N/A				N/A	N/A	N/A			N/A	N/A			N/A	

Addendum 34: Development and Expansion of Secondary Substation

Section 31 (1) (a) of the Electricity Act, 2008, mandates the Authority (a) to inspect the construction of the electricity facility and works. In addition, Section 6 (1) (c) requires the Authority to promote the least cost investment and the security of power supply to benefit customers.

Reporting Format

Addendum 34: Development and Expansion of Secondary Substation													
S/N	Region	Existing Transformer		Contractual/planned Expansion Details			Progress (%)	Actual At Completion			Variations		
		Quantity (No)	Capacity (kVA)	Quantity (No) = A	Capacity (kVA) = B	Cost (TZS – Million) = C		Quantity (No) = D	Capacity (kVA) = E	Cost (TZS – Millions) = F	Quantity (No) = G = (D-A)	Capacity (kVA) =H=(E-B)	Cost TZS-Million) = I = (F-C)
1	Region 1												
2	Region 2												
...etc	Region 3												
Total							N/A						

Addendum 35: Development and Expansion of 33/11kv Distribution Line

Section 31 (1) (a) of the Electricity Act, 2008, mandates the Authority (a) to inspect the construction of the electricity facility and works. In addition, Section 6 (1) (c) requires the Authority to promote the least cost investment and the security of power supply to benefit customers.

Reporting Format

Addendum 35: Development and Expansion of 33//11kv Distribution Line								
S/N	Region	Existing Length (Km) = A	Contractual/planned Expansion Plan		Actual Expansion		Variation	
			Length (km) = B	Cost (TZS – Million) = C	Length (km) = D	Cost (TZS – Millions) = E	Length (km) = F=(D-B)	Cost (TZS – millions) = G=(E-C)
1	Region 1							
2	Region 2							
3	Region 3							
...etc	Region 4							
Total								

Addendum 36: Development and Expansion of 0.4/0.23kv Distribution Line Length

Section 31 (1) (a) of the Electricity Act, 2008, mandates the Authority (a) to inspect the construction of the electricity facility and works. In addition, Section 6 (1) (c) requires the Authority to promote the least cost investment and the security of power supply to benefit customers.

Reporting Format

Addendum 36: Development and Expansion of 0.4/0.23kv Distribution Line								
S/N	Region	Existing Length (Km) = A	Contractual/planned Expansion Plan		Actual Expansion		Variation	
			Length (km) = B	Cost (TZS – Million) = C	Length (km) = D	Cost (TZS – Millions) = E	Length (km) = F=(D-B)	Cost (TZS – millions) = G=(E-C)
1	Region 1							
2	Region 2							
...etc	Region 3							
Total								

Addendum 37: Customer Connection in Electricity Distribution and Supply Network

Rule 26 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a licensee to provide the Authority with a detailed statement of supply services performance, including the number of customers, number of new connections, and total energy and capacity sold.

Reporting Format

Addendum 37: Customer Connection in Electricity Distribution and Supply Network								
S/N	Region	Existing Customers (No.) = A	Connection Plan		Actual Connections		Achievement	
			Connection (No.) = B	Cost (TZS – Millions) = C	Connection (No.) = D	Cost (TZS – Millions) = E	Connection (%) = F = (D/B) *100	Financial (%) = G = (E/C) *100
1	Region 1							
2	Region 2							
...etc	Region 3							
Total							N/A	N/A

Addendum 38: Reimbursing Customers Who Financed the Construction of the Service Supply Line

Regulation 4 of the Electricity (General) Regulations, 2020 provides an option to pay the cost of construction by a customer on behalf of a licensee, (when the licensee is not able to finance service line construction). Upon agreement by the licensee, the customer is entitled to be reimbursed through a deduction from electricity bills at the rate of forty percent (40%) of the monthly bill for every purchase of electricity charges.

Reporting Format

Addendum 38: Reimbursing Customers Who Financed the Construction of the Service Supply Line							
S/N	Region	Customer Financing Details		Customer reimbursement Details		Achievement (%)	
		Customers (No.) = A	Amount (TZS – Millions) = B	Customers (No.) = C	Amount (TZS – Millions) = D	Customer (%) = E = (C/A) *100	Amount (%) = F = (D/B) *100
1	Region 1						
2	Region 2						
...etc	Region 3						
Total						N/A	N/A

Addendum 39: Net-metering Customers

Section 6 (1) (d) of the Electricity Act, 2008 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations. Rule 5 of the Electricity (Net-Metering) Rules, 2018 requires that, (1) A Distribution Network Operator shall specify metering equipment technology and standards to be installed to measure the imported energy supplied to each net-metering customer and also to accurately measure the exported energy generated by each net-metering customer. (2) Accuracy requirements for a bi-directional meter shall be in accordance with the applicable standards, guidelines, and tests Distribution Network Operator either before or at the time the net metering facility is placed in operation in accordance with these rules. Rule 10 requires that; (1) A Distribution Network Operator shall submit records and reports every quarter to the Authority by the 15th day of each quarter (2) The report under sub-rule (1) to the Authority shall contain the following information: (a) the total number of net-metering customers served by a Distribution Network Operator; (b) the type and capacity of each net-metering facility by the net-metering customers; and (c) the energy recorded by the import and export registers of each bi-directional meter.

Reporting Format

Addendum 39: Net-Metering Customers												
S/N	Region	Name of Net-Metering Customer = A	Capacity Of Net-Metering Facility (kW) = B	Type of Net-Metering Facility (hydro, solar, etc.) = C	Energy Recorded (kWh)			Net-Metering Applications				
					Import Register = D	Export = E	Variations = F = (E-D)	Received = G	Accepted = H	Rejected = I = (G-H)	Reasons For Rejection	
1	Region 1											
2	Region 2											
...etc	Region 3											
Total		N/A		N/A					N/A		N/A	

Addendum 40: Attending Temporary Breakdown (TBs)

Section 15 (5) of the Electricity Act, 2008 requires every licensee to submit to the Authority annually or within the prescribed time, a report on customer service information. Also, Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees on standards of customer service. Rule 6.9. of the Electricity (Grid and Distribution Codes) Rules, 2017 requires a licensee to comply with Guaranteed Service Level Standards as prescribed in the approved Customer Service Charter and performance agreement between DNO and the Authority. Rule 24 (1) of the Electricity (Supply Services) Rules, 2019 requires that a licensee shall, within one year after receipt of a licence, prepare and submit to the Authority for approval, a Customer Service Charter.

Reporting Format

Addendum 40: Attending Temporary Breakdown (TBs)					
S/N	Region	TBs Reported = A	TBs Resolved = B	TBs Resolved In ≤ 24 Hrs = C	Achievements (%) = D = (C/A) *100
1					
2					
...etc					
Total					

Addendum 41: Issuance of Service Line Quotation After Receiving Application

Section 15 (5) of the Electricity Act 2008 requires every licensee to submit to the Authority annually or within the prescribed time, a report on customer service information. Also, Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees on standards of customer service. Rule 6.9. of the Electricity (Grid and Distribution Codes) Rules 2017 requires a licensee to comply with Guaranteed Service Level Standards as prescribed in the approved Customer Service Charter and performance agreement between DNO and the Authority. Rule 24 (1) of the Electricity (Supply Services) Rules, 2019 requires that a licensee shall, within one year after receipt of a licence, prepare and submit to the Authority for approval, a Customer Service Charter.

Reporting Format

Addendum 41: Issuance of Service Line Quotation After Receiving Application													
S/N	Region	Number of Quotations Issued for Service Line Applications Within 30m				Number of Quotations Issued for Service Line Applications between 30-100m				Number of Quotations Issued for Service Line Applications ≥100m			
		Applications = A	Quotations = B	Quotations ≤ 7 days = C	Achievement (%) = D=(C/A) *100	Applications = E	Quotations = F	Quotations in ≤ 10 days = G	Achievement (%) = H=(G/E) *100	Applications = I	Quotations = J	Quotations in ≤ 14 days = K	Achievement (%) = L=(K/I) *100
1													
2													
...etc.													
Total													

Addendum 42: Service Line Connections

Section 15 (5) of the Electricity Act, 2008 requires every licensee to submit to the Authority annually or within the prescribed time, a report on customer service information. Also, Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees on standards of customer service. Rule 6.9. of the Electricity (Grid and Distribution Codes) Rules, 2017 requires a licensee to comply with Guaranteed Service Level Standards as prescribed in the approved Customer Service Charter and performance agreement between DNO and the Authority. Rule 24 (1) of the Electricity (Supply Services) Rules, 2019 requires a licensee shall, within one year after receipt of a licence, prepare and submit to the Authority for approval, a Customer Service Charter.

Reporting Format

Addendum 42: Service Line Construction													
S/N	Region	Connections <30m				Connections between 30-100m				Connections ≥100m			
		Paid applications = A	Connected applications = B	Connected applications in ≤ 30 days = C	Achievement (%) = D=(C/A) *100	Paid applications = E	Connected applications = F	Connected applications ≤ 60 days = G	Achievement (%) = H=(G/E) *100	Paid applications = I	Connected applications = J	Connected application in ≤ 90 days = K	Achievement (%) = L = (K/I) *100
1													
2													
...etc.													
Total													

Addendum 43: Customer Complaints

Section 15 (5) of the Electricity Act, 2008 requires every licensee to submit to the Authority annually or within the prescribed time, a report on customer service information. Also, Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees on standards of customer service. Rule 6.9 of the Electricity (Grid and Distribution Codes) Rules, 2017 requires a licensee to comply with Guaranteed Service Level Standards as prescribed in the approved Customer Service Charter and performance agreement between DNO and the Authority. Rule 24 (1) of the Electricity (Supply Services) Rules, 2019 requires that a licensee shall, within one year after receipt of a licence, prepare and submit to the Authority for approval, a Customer Service Charter. Rule 24 (5) (b) of the Electricity (Supply Services) Rules, 2019 requires a supply services licensee to maintain a special register of information comprising: (i) the identity of the complainant; (ii) the type of complaint or malfunction; (iii) the location and time of the occurrence complained of; and (iv) the time required to correct such complaint or malfunction.

Reporting Format

Addendum 43: Customer Complaints										
S/N	Region	Complaints Received = A	Complaint Responded			Complaint Resolved			Customer Informed If Complaint Not Resolved ≤ 30 Days = H
			Complaints Responded = B	Complaints Responded ≤ 3 Days = C	Achievement (%) = D = (C/A) *100	Complaint Resolved = E	Complaints Resolved ≤ 30 days = F	Achievement (%) = G = (F/E)	
1									
2									
...etc									
Total									

Addendum 44: Notification for Power Interruptions

Rule 35 of the Electricity Generation, Transmission, and Distribution Rules, 2023, requires a generation licensee, (a) within seven (7) days before a planned outage, to notify the Authority and customers in writing in case the generation service is interrupted to conduct rehabilitation, preventive maintenance, or any other plausible cause beyond the control of the generation licensee; and (b) notify customers and report immediately to the Authority in writing if generation service is interrupted for emergency repairs or for any other cause beyond the control of a licensee, where such interruption affects the delivery of generation services for more than 24 hours.

Rule 53 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a transmission licensee to notify the Authority in writing in the event of a service interruption that affects transmission services for more than two continuous days. Rule 55 requires a licensee to issue a public notice thereof, not less than three (3) working days before undertaking such activities, including the date and hour of service interruption and the date and hour of intended restoration.

Rule 70 of the Electricity Generation, Transmission, and Distribution Rules, 2023 requires a Distribution Network Operator (DNO) to notify the Authority and the customers in writing, in case distribution service is interrupted to conduct: (a) rehabilitation or preventive maintenance and such interruption affects the provision of the distribution services; and (b) emergency repair, where such interruption affects the provision of distribution service for more than 48 hours.

Rule 6.3 (d) of the Electricity (Grid and Distribution Codes) Rules, 2017, requires that in the case of an unplanned interruption or an emergency, a Distribution Network Operator (DNO) must: (i) within 30 minutes of being advised of the interruption or emergency, or otherwise as soon as practicable, make available, by way of a 24-hour telephone service, radio announcement and by way of frequently updated entries on a prominent part of its website, information on the nature of the interruption and an estimate of the time when supply will be restored or when reliable information on restoration of supply will be available. Rule 6.3 (f) requires that in the case of a planned interruption, the DNO must provide each affected customers with at least 2 days written notice of the interruption. The notice must: (i)

specify the exact date, time, and duration of the interruption, and include a 24-hour telephone number for inquiry. Rule 43 of the Electricity (Supply Services) Rules, 2019 requires a DNO to notify the Authority in writing and issue a public notice thereof in the event of a service interruption for emergency repair, rehabilitation, or preventive maintenance that affects supply of services for more than 24 hours. Rue 44 (1) requires that a DNO shall when intending to carry out preventive maintenance, replacement, restoration, or any other construction that may lead to an interruption or reduction of transmission services, issue a public notice thereof, not less than two days before undertaking such activity. Rule 44 (2) requires that the notice described in rule 44 (1) include the date and hour of service interruption and the date and hour of intended restoration.

Reporting Format

Addendum 44: Notification for Power Interruptions							
S/N	Region	Planned Interruption			Unplanned Interruption		
		Number of Interruptions Affecting Supply For > 24 hours = A	Written Notices Issued to The Public 48 Hours Before Interruption = B	Achievement (%) = C = (B/A) *100	Number of Interruptions Affecting Supply For >24hours (No.) = D	Radio, website, or telephone notices Issued to The Public 24 Hours post Interruption = E	Achievement (%) = F = (E/D) *100
1							
2							
...etc							
Total							

Addendum 45: Meetings with Customer Representatives

Rule 24(4)(d) of the Electricity (Supply Services) Rules, 2019 requires a supply service licensee to prepare and publicize any periodic meetings with customer representatives for the purpose of (i) exchanging information or views of the parties; (ii) clarifying the mutual duties, rights, and responsibilities; (iii) improving customer services; and (iv) conducting any other appropriate activity aimed at improving customer services.

Reporting Format

Addendum 45: Meetings with Customer Representatives				
S/N	Region	Number of meetings conducted with customer representatives = A	Number of meetings published = B	Achievement (%) = C = (B/A) *100
1				
2				
...etc				
Total				

Addendum 46: Customer Energy Profile and Tariff charged

Rule 31(2) of the Electricity (Supply Services) Rules, 2019 requires a supply service licensee to publish appropriate tariffs. Rule 37 requires a licensee to deliver to the Authority: (a) the load profiling for each tariff customer category; (b) the actual consumption profiling achieved by the load analysis for each tariff customer category where the power is measured; and (c) the number of customers and a summary of energy needs within each tariff category. Rule 41 (1) requires a licensee to publish tariffs in respect of supply services immediately after approval of tariff application by the Authority.

Reporting Format

Addendum 46: Customer Energy Profile and Tariff charged						
S/N	Region	Tariff Category	Customers (No.)	Actual consumption (Units Purchased) (KWh)	Tariff charged (TZS)	Actual consumption (TZS-Millions excluding other charges e.g., REA, EWURA, etc.)
1	Region 1	D1				
		T1				
		T2				
		T3 -MV				
		T3-HT				
		T6				
2	Region 2	D1				
		T1				
		T2				
		T3 -MV				
		T3-HT				
		T6				

3	...etc	D1				
		T1				
		T2				
		T3 -MV				
		T3-HT				
		T6				
		T6				

Addendum 47: Construction Standards for Secondary Substations

Section 6 (1) (e) of the Electricity Act, 2008 requires the Authority to promote appropriate standards of quality, reliability, and affordability of electricity supply. Regulation 17 (1) of the Electricity-General Regulation, 2020, requires all licensees to ensure compliance with the industry's standards and best practices to guarantee the protection of the public from danger in conducting licensed activities of generation, transmission, distribution, supply of electricity, and installation.

Reporting Format

Addendum 47: Construction Standards for Secondary Substations									
S/N	Region	Number of Substations	Substation With HT Fuse	Substation With LV Fuse	Substation With Earthing System	Substation With Neutral System	Substation With Surge Arrestor	Substation With Surge Arrestor Earthing	Substation With Adequate Ground Clearance/Fenced
1									
2									
...etc									
Total									

Addendum 48: Electrical Installation Personnel Activities

Rule 20 of the Electricity (Electrical Installation Services) Rules, 2022 requires a Distribution Network Operator; to (a) ensure that service line application forms submitted for power connection are fully filled and signed by a licensed electrical installation personnel; (b) ensure that any power connection application by the client is accompanied by a copy of "as installed drawing" and certificates prescribed under Rule 17 (2) and (3); and (c) verify installation parameters before connecting power to the premises.

Reporting Format

Addendum 48: Electrical Installation Personnel Activities							
S/N	Region	Application Received	Application filed by licensed personnel in accordance with voltage limits	Applications not filled by licensed personnel	Application accompanied by "as-built drawings"	Applications accompanied by an "installation completion certificate"	Applications adhering to the required installation standards
1							
2							
...etc							
Total							

Addendum 49: Distribution Costs

Section 6 (1) (d) of the Electricity Act, Cap. 132 requires the Authority to promote improvement in the operational and economic efficiency of the electricity supply industry and efficiency in the use of electricity. Section 30 (1) requires the Authority to establish systems and procedures to monitor and measure the licensee's performance and compliance with legislation. Section 30 (7) requires the Authority to publish periodic reports on the performance of licensees, including the efficiency of operations.

Reporting Format

Addendum 49: Distribution Costs							
S/N	Operation Costs (TZS)	Budgeted Amount in TZS	Actual Amount in TZS	Variance Between Budgeted vs Actual		Percentage-Contribution	Remarks
				Amount in TZS	Percentage		
1	Distribution maintenance						
2	Depreciation						
3	Distribution staff costs						
4	Finance costs (interest & forex)						
5	Administration costs						
6	Other costs						
Total							

Addendum 50 - Electrical Installation Personnel Activities

Rule 15 (1) of the Electricity (Electrical Installation Services) Rules, 2022, states that a licensee shall ensure that electrical installation works, including any additions, alterations, repairs, and adjustments to existing installations are not carried out in any premises on behalf of any client, except by duly licensed electrical installation personnel. Rule 15 (2) stipulates that a licensee shall ensure that all electrical installation works are done in accordance with the applicable national standards in force, industrial best practices, and applicable laws. Rule 16 states that the licensee shall at all times during the term of the licence, comply with - (a) applicable laws, orders, and directives issued by the Authority; and (b) applicable codes and standards on safety, hazardous substances, security, health and the environment.

Reporting Format

Addendum 50 - Electrical Installation Personnel Activities										
S/N							Issuance of Completion certificate		Adherence to Installation standards	
	Name of Region	District	Customer Name	Customer's Mobile No.	Voltage level (V)	Date of completing the installation	Yes	No	Yes	No
1										
2										
...etc										

Remarks

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