



ISO 9001: 2015 Certified

# **WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FY 2018/19**

---

**DISTRICT AND TOWNSHIP WATER UTILITIES**



**March 2020**

## TABLE OF CONTENTS

CHAIRMAN'S STATEMENT .....	vi
FOREWORD .....	vii
ABBREVIATIONS AND ACRONYMS .....	viii
MEASUREMENT UNITS AND SYMBOLS.....	xi
DEFINITIONS OF KEY PERFORMANCE INDICATORS .....	x
EXECUTIVE SUMMARY.....	xi
 1.0 INTRODUCTION.....	 1
 2.0 PERFORMANCE ANALYSIS .....	 2
2.1 Water Sources .....	2
2.2 Water Production and Measurement Methodologies .....	3
2.2.1 Water Production.....	3
2.2.2 Water Production Measurement Methodologies .....	5
2.3 Water Demand .....	7
2.4 Water Treatment Facilities and Quality Monitoring.....	8
2.4.1 Water Treatment Facilities .....	8
2.4.2 Water Quality Monitoring.....	9
2.5 Sanitation Services .....	12
2.6 Water Service Coverage .....	12
2.6.1 Population Living in the Area with Water Supply Network.....	12
2.6.2 Population directly served with water .....	14
2.6.3 Average Hours of Service .....	16
2.7 Metering Ratio .....	19
2.8 Staff Productivity.....	19
2.9 Non-Revenue Water .....	23
2.9.1 NRW as a Percentage of Water Production.....	23
2.9.2 NRW in volume of water loss per connection per day .....	25
2.10 Water Sales Revenue and Expenditures .....	27
2.10.1 Revenue from Water Sales.....	27
2.10.2 Revenue Collection.....	29
2.10.3 Revenue Collection Efficiency .....	29
2.10.4 Operation and Maintenance Expenses (O&M).....	30
2.10.5 Personnel Expenses .....	32
2.10.6 Personnel Expenses as a Percentage of Revenue Collection.....	32
2.10.7 Working Ratio.....	33

2.11 Institutional Status of DT WSSAs.....	34
2.11.1 DT WSSAs' Board of Directors.....	34
2.11.2 DT WSSAs' Management and Staff.....	34
3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS.....	35
3.1 Tariff Reviews and Implementation of Tariff Conditions.....	35
3.2 Compliance with Report Submission.....	36
3.2.1 Reports.....	36
3.2.2 Financial Reports.....	37
3.2.3 Majls Reports.....	37
3.3 Implementation of Recommendations of FY 2017/18 Report.....	37
3.4 Compliance with Remittance of Regulatory Levy.....	37
4.0 PERFORMANCE RANKING.....	38
4.1 Overall Ranking.....	38
4.2 Utility Ranking.....	38
4.3 Procedure for Ranking.....	38
4.3.1 Overall Ranking.....	38
4.3.2 Utility Ranking.....	40
4.4 Classification of Performance Scores.....	40
4.5 Results of Performance Ranking.....	40
5.0 MAJOR OBSERVATIONS AND RECOMMENDATIONS.....	45
APPENDICES.....	47
APPENDIX 1: WATER UTILITIES PROFILES.....	48
APPENDIX 2: KEY PERFORMANCE DATA AND INDICATORS (2015/16 to 2018/19).....	130
APPENDIX 3: DT WSSA's BOARD OF DIRECTORS STATUS.....	155
APPENDIX 4: COMPLIANCE WITH REGULATORY OBLIGATIONS.....	161
APPENDIX 5: LIST AND EXPLANATION FOR DT WSSAs THAT DID NOT SUBMIT REPORTS.....	190
APPENDIX 6: WATER QUALITY ANALYTICAL RESULTS.....	192
APPENDIX 7: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY.....	198

## LIST OF FIGURES

Figure 1: Water Abstraction from Various Sources .....	2
Figure 2: Total Water Abstraction.....	2
Figure 3: Total Water Production.....	3
Figure 4: Annual Water Demand.....	7
Figure 5: Ratio of Water Production to Water Demand .....	8
Figure 6 (a): Water quality compliance status as tested by DT WSSAs.....	10
Figure 6(b): Water quality compliance status as tested by DT WSSAs.....	10
Figure 7(a): Water Quality Percentage Compliance Reported by EWURA.....	11
Figure 7(b): Water Quality Percentage Compliance Reported by EWURA.....	11
Figure 8: Population Living in the Area with Water Supply .....	12
Figure 9: Comparison of Population Living in the Area with Water Supply .....	14
Figure 10: Population Directly Served with Water .....	15
Figure 11: Comparison of Proportion Living in the area with Network and Population Directly Served with Water.....	16
Figure 12: Overall Average Hours of Service.....	17
Figure 13: Comparison of Average Hours of Service Hours .....	18
Figure 14: Average Metering Ratio .....	19
Figure 15: Comparison of Metering Ratio in FY 2018/19.....	20
Figure 16: Average Staff per 1000 Connections .....	21
Figure 17: Comparison of Staff per 1000 Water Connections in FY 2018/19.....	22
Figure 18: Average Non-Revenue Water.....	23
Figure 19: Comparison of Non-Revenue Water (%) in FY 2018/19 .....	24
Figure 20: NRW in volume of water loss per connection per day.....	25
Figure 21: Comparison of NRW (m <sup>3</sup> /connection/day) in FY 2017/18.....	26
Figure 22: Revenue from Water Sales .....	27
Figure 23: Revenue Collection from Water Sales .....	29
Figure 24: Revenue Collection Efficiencies.....	29
Figure 25: Operation and Maintenance Expenses .....	30
Figure 26: Personnel Expenses .....	32
Figure 27: Personnel Expenditure as Percentage of Revenue Collection.....	33
Figure 28: Working Ratio .....	33

## LIST OF TABLES

Table 1: List of DT WSSAs with Significant Increase in Water Production .....	3
Table 2: List of DT WSSAs with Significant Decrease in Water Production .....	5
Table 3: Methods used by DT WSSAs to Determine Water Production.....	6
Table 4: Trend in Water Production Measurement Methodologies .....	7
Table 5: DT WSSAs with Significant increase in Water Demand .....	7
Table 6: Availability of Water Treatment Facilities .....	9
Table 7: DT WSSAs with Significant increase in Proportion of Population Living in the Area with Water Supply Network.....	13
Table 8: DT WSSAs with Significant decrease in Proportion of Population Living in the Area with Water Supply Network.....	13
Table 9: DT WSSAs with Significant increase in Proportion of Population directly served with water .....	15
Table 10: DT WSSAs with Significant Increase in Hours of Service .....	17
Table 11: WSSAs with Increased Water Sales of 20% and above .....	27
Table 12: WSSAs with a Decrease in Water Sales of 20% and above .....	28
Table 13: WSSAs with Increased Operational Expenses of 20% and above.....	30
Table 14: WSSAs with a Decrease in Operational Expenses of 20% and above.....	31
Table 15: Summary of DT WSSAs that submitted Tariff Review Applications .....	35
Table 16: Tariff Review Determinations.....	35
Table 17: Key Performance Indicator Weights .....	38
Table 18: Assessment Confidence Grading on Data Reliability and Accuracy .....	39
Table 19: Compliance to regulatory requirements .....	40
Table 20: Classification of Overall Scores. ....	40
Table 21: Summary of Ranking for 83 DT WSSAs .....	41
Table 22: Performance Ranking Comparison .....	44
Table 23: Major Observations and Recommendations .....	45





## CHAIRMAN'S STATEMENT

On behalf of the Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA), I have the pleasure to present the Water Utilities Performance Review Report for District and Township Water Supply and Sanitation Authorities (DT WSSAs) for the FY 2018/19. This Report is the 11th in a period of 13 years of EWURA operations and it has been prepared and submitted as per the requirements of governing laws and sector policy.

The report identifies areas potential for investment through availability of reliable water supply and sanitation services. The report, also presents the gaps in terms of water supply and sanitation services within DT WSSAs service areas in order to call for stakeholders' involvement and participation in bridging the gap. Further, the report is an important tool for evaluating progress towards achieving Sustainable Development Goals (SDGs) specifically goal number 6 on sustainable water and sanitation for all; National Development Vision 2025 target on high quality livelihood through universal access to safe water services; and National Five Year Development Plan (FYDP), 2016/17 - 2020/21.

Although already there are institutional reforms in the water sector from July 2019, this report provides a detailed analysis of performance of DT WSSAs during FY 2018/19 which ended in June 2019. The findings outlined in this report are key reference for DT WSSAs Boards of Directors and Management and other stakeholders to improve water supply and sanitation services in DT WSSAs service areas. Furthermore, the report helps to get accurate data and information on the status of provision of water supply and sanitation services for proper planning and will be useful in guiding stakeholders in effective allocation of resources for achievement of the national and international targets.

Preparations of this report have been possible through contributions and opinions gathered from various stakeholders in the course thereof. My sincere appreciation goes to the Ministry of Water and the President's Office (Regional Administration and Local Governments) for their inputs and comments during preparations of the report. I also wish to extend my appreciation to the Permanent Secretary of the Ministry of Water, and the Permanent Secretary President's Office (Regional Administration and Local Governments) and other stakeholders for creating a conducive environment, which enabled EWURA to conduct its functions effectively and efficiently during FY 2018/19, in particular the regulation of performance of DT WSSAs.

I would like to thank the Boards of Directors and the management teams of all DT WSSAs for their commendable cooperation that has made the preparations of this report possible. Finally, I take this opportunity to congratulate my colleagues, EWURA Board members, Management and Staff for their undivided commitment, dedication and hard work during the year under review.



Ahmad Kilima  
**Deputy Board Chairman**  
March, 2020

## FOREWORD

I am delighted to write the foreword for the 11<sup>th</sup> Water Utilities Performance Review Report (District and Township WSSAs). Through 11 years of publication of the Water Utilities Performance Review Reports, EWURA has been updating stakeholders and the general public on the growth of water and sanitation services in urban centres of Districts and Townships. The Report is prepared in compliance with Section 29(2) of the Water Supply and Sanitation Act, 2019 that mandates EWURA to prepare a comparative report of the licenced water supply and sanitation service providers annually.

This year's report provides a comparative analysis of the performance of 83 District and Township WSSAs (DT WSSAs). This Report shows the performance of the DT WSSAs by considering key performance indicators for provision of water and sanitation services such as area coverage, water supply service hours, metering ratio, staff productivity, non revenue water and financial performance. In addition, the report ranks the WSSAs' performance and provides key observations and recommendations for improving water and sanitation services in the DT WSSAs' operational areas.

Generally, the performance of DT WSSAs in FY 2018/19 as compared to FY 2017/18 has shown improvement in the areas of water abstraction, water production, service hours, staff productivity and water sales collections. Despite the mentioned improvements, the report has identified areas for improvement which include water production; water quality monitoring; reduction of non revenue water; acquiring land for construction of wastewater treatment facilities; customer metering and reporting.

EWURA appreciates the invaluable comments and inputs received from the Ministry of Water, DT WSSAs and other stakeholders during preparations of the report. Finally, EWURA congratulates DT WSSAs that have shown improvement in performance and urge other DT WSSAs to work hard to increase their performance.



Nzinyangwa E. Mchany

**Acting Director General**

March, 2020

## ABBREVIATIONS AND ACRONYMS

CAG	Controller and Auditor General
COWSO	Community Owned Water Supply Organization
DT	District and Township
EWURA	Energy and Water Utilities Regulatory Authority
FY	Financial Year
KASHWASA	Kahama Shinyanga Water Supply and Sanitation Authority
KPI	Key Performance Indicator
MoW	Ministry of Water
NRW	Non Revenue Water
O&M	Operation and Maintenance
RS	Reporting Score
SBP	Score Based on Best Performer
SDGs	Sustainable Development Goals
SCG	Score Based on Confidence Grading
SLB	Service Level Benchmark
SPT	Score Based on attaining Performance Targets
SSLB	Score Based on attaining Service Level Benchmarks
TWS	Total Weighted Score
WSSA	Water Supply and Sanitation Authority



## MEASUREMENT UNITS AND SYMBOLS

CFU/100ml	Colony Forming Units per hundred millilitres of a sample
E-Coli	Escherichia Coli
km	kilometre
m	metre
m <sup>3</sup>	cubic metre
m <sup>3</sup> /day	cubic metre per day
m <sup>3</sup> /hr	cubic metre per hour
m <sup>3</sup> /conn/ day	cubic metre per connection per day
mg/L	milligram per litre
NTU	Nephelometric Turbidity Unit
%	percent
TZS	Tanzanian Shillings

## DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
i.	Average hours of service	Average hours per day a consumer can draw water from a household connection or the public stand pipe. This number of hours is not necessarily identical with the operation time of pumps, treatment plants or wells.	Hours
ii.	Metering ratio	The number of connections that have operating meters as a percentage of the total number of active connections.	%
iii.	Non- Revenue Water	The amount of water produced (or purchased), minus the amount that is sold to consumers presented as a percentage of water produced.	%
iv.	Operating ratio	Ratio of operating costs to operating revenues. Operational costs include all the expenses together with depreciation and interest costs. Sound financial management requires that this ratio should be less than 1.	
v.	Proportion of population living within the area with water network	The proportion of population living within the area with water network expressed as a percentage of the total population in the service area. It is obtained by dividing the population living within 200 meters of the water network by the total population living in the service area.	%
vi.	Proportion of population served with water	The population served expressed as a percentage of the total population in the service area. The population served is arrived at by adding the following; (i) the number of domestic connections multiplied by the average members using that connection, (ii) the number of public stand posts and/or kiosks multiplied by the average number of the people served by public stand posts and/or kiosks, (iii) the number of people living in residential institutions, industrial and commercial complexes.	(%)
vii.	Revenue collection efficiency	Revenue collection (excluding arrears) expressed as percentage of total billings during the year.	(%)
viii.	Staff per 1000 water connections	The ratio of total staff to total water connections multiplied by 1000.	Ratio
ix.	Water quality compliance	The number of water samples that pass particular water quality tests expressed as a percentage of the total number of samples tested.	%
x.	Working ratio	Ratio of operation expenses to the operating revenue. The operation expenses do not include depreciation and interest expenses. Sound financial management requires that this ratio should be well below 1.	Ratio



## EXECUTIVE SUMMARY

### Introduction

The FY 2018/19 Water Utilities Performance Review Report for DT WSSAs is the 11<sup>th</sup> DT WSSAs performance review report prepared by EWURA. The report analyses and compares the performance of 83 DT WSSAs over the past three years from FY 2016/17 to 2018/19. Among the 83 DT WSSAs, 70 WSSAs are operating in District headquarters and 13 WSSAs are operating in Townships. Similar to the report of FY 2017/18, this report has also not included the performance analysis of (i) Vwawa and Mlowo WSSAs as they were clustered to form Vwawa-Mlowo WSSA, a Regional WSSA operating at the headquarters of Songwe Region and (ii) Dareda WSSA that operated as COWSO. For the first time the Report has not included the performance analysis of Mbalizi WSSA because it was clustered with Mbeya WSSA. This report has also included Chato WSSA for the first time, as it was declared as District WSSA on 2<sup>nd</sup> February 2018 and licenced by EWURA on 30<sup>th</sup> April 2018. For continuity, the previous years data for Mbalizi, Vwawa and Mlowo WSSAs is included in the tables. The main objective of this report is to show the achievements of DT WSSAs by considering key performance data and indicators for provision of water and sanitation services. In addition, the report ranks the WSSAs' performance in provision of water and sanitation services. Towards the end, the report provides key observations and recommendations with a view of improving water and sanitation services in the DT WSSAs' operational areas.

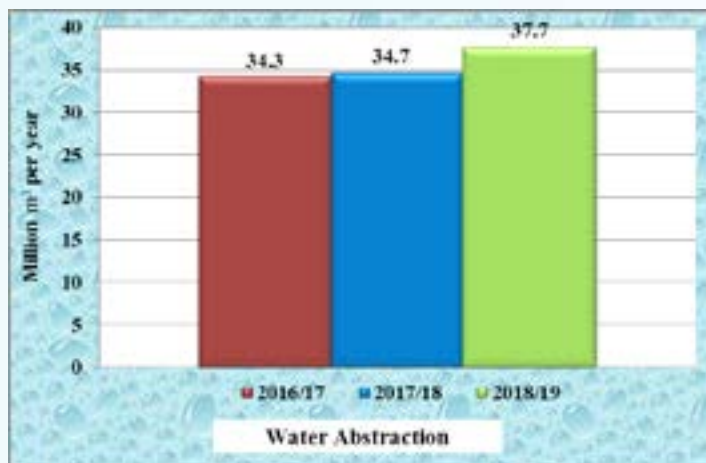
Data and information for preparation of the report was collected from DT WSSAs through annual performance reports, monthly Majls reports, annual data sheet and consultative meetings that involved DT WSSAs, MoW and EWURA. Also, clarifications sought from DT WSSAs on their performance trend and findings during performance inspections conducted by EWURA, provided input to the report.

### Performance Highlights

In order to enlighten the performance of DT WSSAs during 2016/17 to 2018/19, a summary of performance of DT WSSAs in terms of: (a) water abstraction; (b) water production; (c) service hours; (d) metering ratio; (e) staff productivity; (f) non-revenue water; (g) revenue collection; (h) institutional status; (i) submission of reports; and performance ranking is discussed.

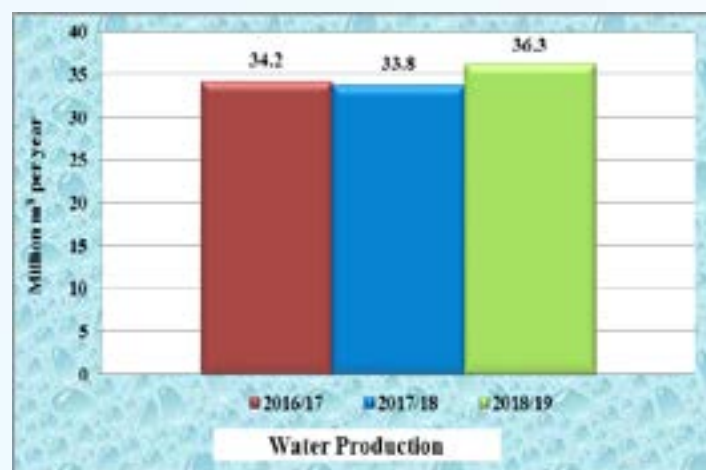
### i. Water Abstraction

There has been a continuous increase of Water abstraction over the past three years. Water abstraction has increased by 10% from FY 2016/17 to FY 2018/19. Generally, the main factors that contributed to the increase in water abstraction were addition of new water sources through MoW interventions and impact of tariff increase that enabled investment and rehabilitation of water sources.



### ii. Water Production

Water production among DT WSSAs increased by 6% from FY 2016/17 to FY 2018/19. Despite a continuous overall increase in water production among DT WSSAs, the total water produced is only 35% of the water demand for FY 2018/19.



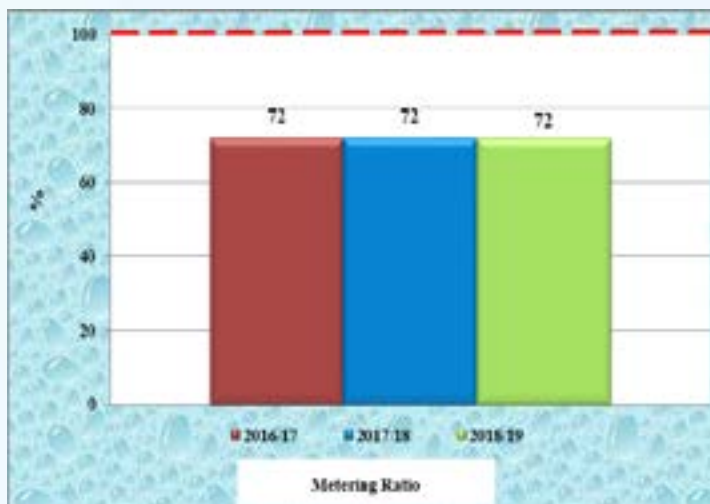
### iii. Hours of Service

Over the past three years, there has been a continuous increase of average hours of service in FY 2016/17 to FY 2018/19. Despite the continuous improvement, the overall attained service hours are lagging behind the service level benchmark by 12 hours.



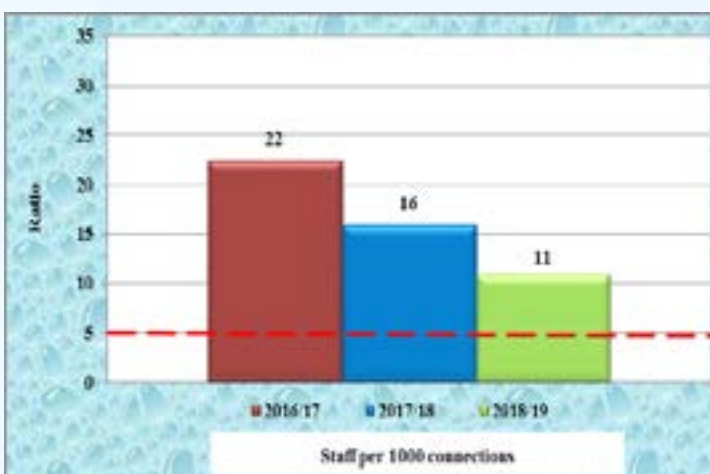
#### iv. Metering Ratio (%)

Over the past three years, the performance of DT WSSAs in terms of metering ratio has remained at 72%. However, metering ratio is still low as compared to the service level benchmark, which requires water utilities to meter all their customers.



#### v. Staff Productivity

Over the past three years, staff productivity expressed in terms of staff per 1000 connections has improved. Staff per 1000 connections has improved from 22 in FY 2016/17 to 11 in FY 2018/19. Despite the overall improvement, the DT WSSAs have not managed to attain the service level benchmark of 5 staff per 1000 connections.



#### vi. Non-Revenue Water (%)

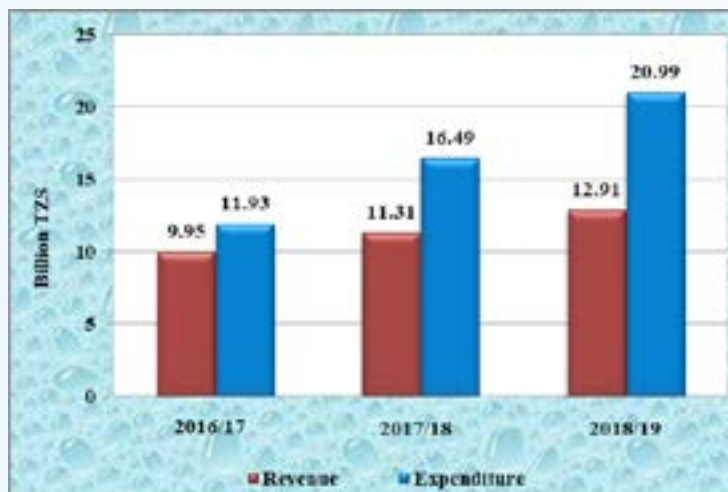
The NRW for DT WSSAs improved by 3% from FY 2016/17 to FY 2017/18. However, there was no further improvement during FY 2018/19. Furthermore, DT WSSAs have not managed to attain a service level benchmark for NRW of less than 20%.





## vii. Revenue and Expenditure

Total revenue collection for DT WSSAs increased by 31% from FY 2016/17 to FY 2018/19 while the operation and maintenance expenses for DT WSSAs increased from TZS 11.93 Billion in FY 2016/17 to TZS 21 Billion in FY 2018/19 equivalent to 76% increase. DT WSSAs depends mainly on government subsidies for their operations except for repair, maintenance and minor investment.



## viii. Institutional Status of DT WSSAs

During the period under review, 69 DT WSSAs among 83 DT WSSAs had active boards, while the tenure of Boards for 14 DT WSSAs had expired. This report does not consider nine (9) declared DT WSSAs which have never operated since their declarations due to absence of Management and which are predominantly served by community water schemes under the supervision of their respective local government authorities. The DT WSSAs that have not started to operate as WSSAs are the DT WSSAs of (with their respective regions in brackets) Bonga (Babati), Didia (Shinyanga), Iselamagazi (Shinyanga), Jomu-Tinde (Shinyanga), Laela (Rukwa), Uyui-Isikizya (Tabora), Lalago (Shinyanga), Malampaka (Simiyu) and Sangang'walugesha (Simiyu).

## ix. Submission of Reports

### (a) Submission of Annual Report

During the FY 2018/19 the number of DT WSSAs that complied with timely submission of Annual Technical Reports decreased to 30 as compared to 43 of FY 2017/18 and 63 in FY 2016/17. Appart from 30 WSSAs that timely submitted their annual report during FY 2018/19, 11 DT lately submitted their annual reports and the remaining 40 DT WSSAs submitted performance data in a customized datasheet.

### (b) Submission of Financial Statements

During FY 2018/19, 26 among 83 DT WSSAs timely submitted their draft financial statement compared to 31 and 50 DT WSSAs that timely submitted their draft financial statement during FY 2016/17 and 2017/18 respectively. Also, during FY 2018/19, 22 DT WSSAs submitted their draft financial statements late.

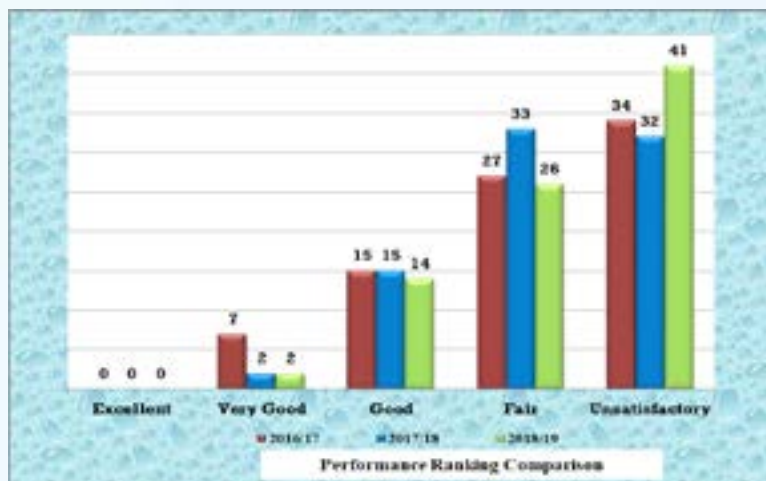
### (c) Submission of Majls Reports

19 DT WSSAs managed to submit all twelve months' Majls reports on time. Also, 25 out of 83 DT WSSAs submitted their annual Majls report for FY 2018/19. Moreover, 21 DT WSSAs did not submit any monthly Majls report, while 45 DT WSSAs did not submit their Majis annual reports for FY 2018/19. The DT WSSAs that failed to submit any of the report are constrained by availability of staff.



## x. Performance Ranking

For the first time DT WSSAs were ranked using the revised Performance Benchmarking Guidelines for Water Utilities, 2018. From the ranking results, Makambako WSSA (Njombe Region) has emerged the overall best performer in the provision of water and sanitation services during FY 2018/19 among DT WSSAs. The overall least performer is Mangaka WSSA (Mtwara Region). In addition, the ranking results show that the performance of 2 DT WSSAs was rated as “very good”, 14 DT WSSAs was rated as “good”, 26 DT WSSAs was rated as “fair” while the remaining 41 DT WSSAs was rated as “unsatisfactory”. Generally, the performance of DT WSSAs has slightly declined as compared to the previous FY 2017/18.



## Implementation of the Recommendations of the Previous Report

The FY 2017/18 report recommended the DT WSSAs to:

- Prepare and implement water quality monitoring programs in accordance with the Water and Wastewater Quality Monitoring Guidelines for Water Utilities issued by EWURA in December 2014;
- Acquire land for construction of wastewater treatment facilities and thereafter construct wastewater treatment facilities;
- Install bulk meters in order to determine the actual water produced. This should go in line with ensuring that the DT WSSAs attain 100% customer metering. It is recommended that, metering should be included in the 2019/20 budget for each DT WSSAs.
- Install computerized billing and revenue collection systems and thereafter train staff on the use of the systems.
- Ensure that every financial year, their accounts are audited by the Controller and Auditor General (CAG) separate from their respective LGAs' financial statements
- Ensure compliance to reporting requirements in accordance to the Water Supply and Sanitation Services Rules, 2011 (GN 387)
- Design and implement strategies to ensure reduction of NRW starting March 2019. The NRW reduction strategies should be included in their business plans.

Generally, implementation of the recommendations of the previous year report was unsatisfactory.

## Major Observations and Recommendations

In the report, major observations are revealed in order for the WSSAs to improve water and sanitation services within the Regional and NP WSSAs service areas and the country as a whole. The FY 2017/18 report unveils major observations on the following issues:

- high NRW;
- lack of sewerage network;
- unrealistic water sales data.
- Inadequate number and qualified Staff;

- (e) Low utilization of water supply and sewerage network; and
- (f) Increase of Non revenue water due to uncoordinated project with other sectors

In conclusion, generally, the performance of RNP WSSAs in FY 2018/19 as compared to FY 2017/18 has shown improvement in the areas of water abstraction, water production, service hours, staff productivity and water sales collections. Despite the mentioned improvements, the report has identified areas for improvement which includes water production; water quality monitoring; reduction of non revenue water; customer metering; reporting; and where not done, acquisition of land for construction of land for construction of wastewater treatment facilities. DT WSSAs need to implement recommendations regarding the identified issues and include them as part of their business plan targets. It is envisaged that implementation of the recommendations will result into improvement in water and sanitation services provided by DT WSSAs.

## 1.0 INTRODUCTION

This report presents performance analysis of DT WSSAs for FY 2018/19 in compliance to Section 27 of the Water Supply and Sanitation Act (2009) that was repealed by the Water Supply and sanitation Act, 2019 which came into effect on 1<sup>st</sup> July 2019. The mandate for preparation of the report emanates from Section 29(2) of the Water Supply and Sanitation Act, 2019 that requires EWURA, among other things, to prepare annually, a comparative analysis report on the performance of the regulated water utilities. In fulfilling this requirement, EWURA has prepared the FY 2018/19 Water Utilities Performance Review Report for District and Township (DT) WSSAs.

This is the 11<sup>th</sup> DT WSSAs performance comparison and analysis report to be prepared by EWURA. Among the 83 DT WSSAs discussed in this report, for the first time the Report has not included the performance analysis of Mbalizi WSSA because it was clustered with Mbeya WSSA. This report has also included Chato WSSA for the first time, as it was declared as District WSSA in FY 2018/19. For continuity, the previous' years data for Mbalizi, Vwawa and Mlowo WSSAs are included in the data tables.

The main objective of this report is to show the achievements of DT WSSAs by considering key performance data and indicators for provision of water and sanitation services. In addition, the report ranks the WSSAs' performance in provision of water services. The report provides also key observations and recommendations which will foster sustainable provision of water supply and sanitation services within the jurisdiction of DT WSSAs.

Preparation of the report was based on the data and information reported by DT WSSAs through annual performance reports, and monthly progress reports; clarification provided by DT WSSAs on their performance trend; and findings during performance inspections conducted by EWURA. The report has also received inputs on the operations and performance of DT WSSAs from the Ministry of Water (MoW) which was also the basis for the clarification of the submitted data and information.

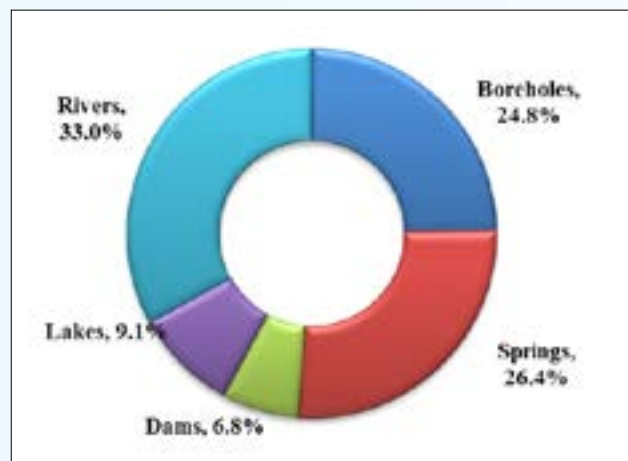
The report is divided into five chapters which are (i) Introduction; (ii) Performance Analysis; (ii) Implementation of Regulatory Obligations; (iii) Performance Ranking; and (v) Major Observations and Recommendations. The analysis provides an evaluation and performance comparison of DT WSSAs in the light of key performance data and indicators which covers technical, commercial, financial and managerial aspects of water utilities; and implementation of regulatory obligations. Thereafter, based on the submitted data and information in the above analysis, the report ranks the WSSAs' performance in provision of water and sanitation services in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018. Finally, the report provides key observations and recommendations for implementation by DT WSSAs and other key stakeholders in the provision of water and sanitation services. The report is appended with profiles that provide descriptive information and data for each DT WSSA; key performance data and indicators for FY 2016/17 to FY 2018/19; and details of DT WSSAs' compliance with regulatory obligations.

## 2.0 PERFORMANCE ANALYSIS

This Chapter analyses the performance of DT WSSAs during the FY 2018/19 in comparison to performance achieved in two preceding financial years of 2016/17 and 2017/18 in the areas of water sources, water production, water demand, water services coverage, customer metering, staff productivity, non-revenue water, revenue collection and expenditure. Also, the chapter evaluates the institutional status of DT WSSAs.

### 2.1 Water Sources

For three consecutive years, rivers have been the major source of water for DT WSSAs followed by spring and boreholes. Over the past three years dams were the least used source of water among DT WSSAs followed by lakes. 20 out of 83 DT WSSAs use boreholes as their water source most of them being from Morogoro Region (6 WSSAs). The utilities that utilised dams as their water sources were Biharamulo, Handeni, Igunga, Mugumu, Mwanhuzi, Namanyere, Nzega, Sikonge and Tarime WSSA.



**Figure 1: Water Abstraction from Various Sources**

The general trend in terms of water abstraction among DT WSSAs shows a continuous increase from 34.4 Million m<sup>3</sup>/

year in FY 2016/17 to 37.7 Million m<sup>3</sup>/year in FY 2018/19. The major reason for the increase in water abstraction was investment in water infrastructure in development of new water sources done by the Government and efforts of DT WSSAs to meet the demand following the extension of services in unserved areas through funds generated from tariffs.

The percentage contribution of each source is presented in Figure 1 and the total water abstraction for DT WSSA is presented in Figure 2. Water abstraction from each DT WSSA over the past three years are detailed in Table A2.1 (a) and Table A2.1(b) of Appendix 2.



**Figure 2: Total Water Abstraction**



## 2.2 Water Production and Measurement Methodologies

### 2.2.1 Water Production

There has been an improvement in water production among the DT WSSAs from 34.2 Million m<sup>3</sup>/year in FY 2016/17 to 36.3 Million m<sup>3</sup>/year in FY 2018/19. Water production data for DT WSSAs is presented in Table A2.3 of Appendix 2 and summarized in Figure 3.

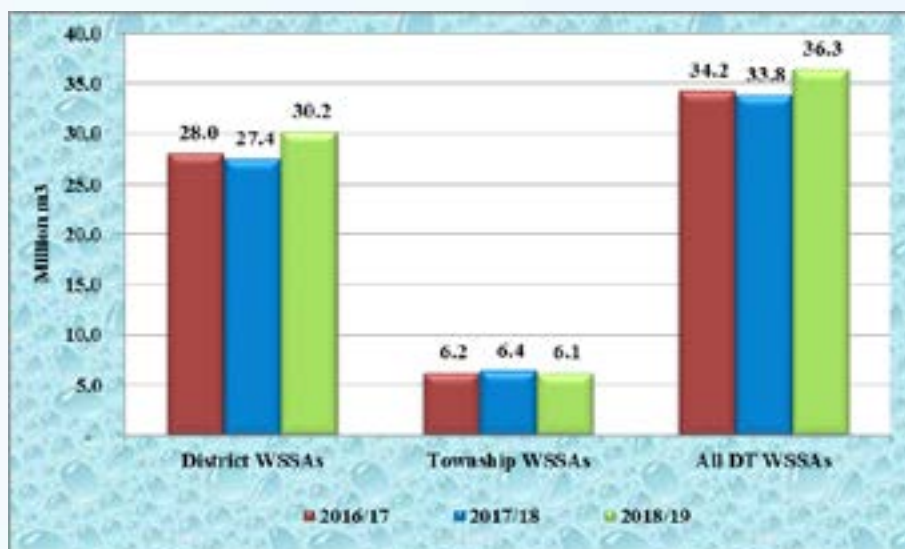


Figure 3: Total Water Production

During FY 2018/19, 21 WSSAs registered an increase of water production by 20% or more as compared to the water production registered in FY 2017/18. A list of WSSAs with increase in water production by 20% or more and reasons for increase for each DT WSSA that experienced significant increase in the amount of water produced is provided in Table 1.

Table 1: List of DT WSSAs with Significant Increase in Water Production

SN	Name of DT WSSA	% Increase	Reasons
1	Handeni	198	Rehabilitation of the water infrastructure (Ndelema Zizini water project) through funding from the Government, which included installation of two water pumps at Ndelema and Bwawani pumping stations.
2	Kishapu	134	Extension of water supply network and connection of 395 new customers necessitated an increase in bulk water purchase in order to supply new customers. Kishapu WSSA receives bulk water supply from KASHWASA.
3	Sikonge	124	Installation of bulk water meters enabled measurement of actual water production. The previous year's data was estimated and hence were not realistic.
4	Namanyere	78	Increase in pumping hours from 12 to 21 hours as of January 2019 in order to meet the demand.
5	Turiani	77	Development of new water source with capacity of 10,000m <sup>3</sup> /day at Divue River under Government support. The new water source started its operation since July, 2018.

SN	Name of DT WSSA	% Increase	Reasons
6	Kilosa	67	Completion of new project, which has attracted more customers to connect to the network. As a result Kilosa WSSA has to produce more water to respond to the increase of water demand.
7	Kilolo	56	Development of new Ikunduvi stream water source with capacity of 1,080m <sup>3</sup> /day. The new water source was operationalized from August, 2018.
8	Songe	55	Development of Mabombwe borehole which which come into operation from December 2018. Further, the increase was due to replacement of of a pump at Mnembule shallow well with a capacity of 6.5m <sup>3</sup> /hr with a new pump with capacity of 11m <sup>3</sup> /hr.
10	Ruangwa	49	Development of two boreholes at Kitandi area with capacity of 36m <sup>3</sup> /hr and 20m <sup>3</sup> /hr.
11	Mugumu	48	Water production data included production of 24,360m <sup>3</sup> from the borehole for FY. 2018/19
12	Kisarawe	46	Installation of a new surface pump of 66m <sup>3</sup> /hr capacity at Minaki dam in November, 2018.
13	Katesh	44	Sufficient rainfall which contributes to increase of water production from Himit spring due to increased recharge.
14	Karatu	32	In FY 2018/19, Karatu operated for the whole year compared to FY 2017/18 when Karatu WSSA experienced pump breakdown for 7 months.
15	Ludewa	30	Development of Mapetu II spring with a capacity of 182 m <sup>3</sup> /day that started its operation in July 2018.
16	Sengerema	29	Increase in water production to supply 1,132 new customers following completion of Sengerema water supply project.
17	Bashnet	27	Sufficient rainfall and hence increase in yield of the springs sources.
18	Itumba-Isongole	25	Replacement of 160mm pipe with 200mm pipe(4.3km) at Iyela gravity main
19	Mbulu	21	Development of one borehole at Ayamohe with capacity 410.4m <sup>3</sup> /day which started operation since September 2018.
20	Muheza	21	Sufficient rainfall and hence increase in yield of the rivers and borehole water sources
21	Nzega	20	Development of one borehole with capacity of 241m <sup>3</sup> /day at Stendi area.

Nine (9) DT WSSAs registered as significant decrease in water production (by 20% or more) due to various reasons as presented in Table 2.



**Table 2: List of DT WSSAs with Significant Decrease in Water Production**

SN	Name of DT WSSA	% Decrease	Reasons
1	Tunduma	41	Breakdown of 20m <sup>3</sup> /hr at Sogea borehole. The pump was replaced with a 10m <sup>3</sup> /hr pump hence decrease in water production capacity.
2	Kyela	39	Frequent power outage and reduction of pumping hours due to inability to meet electricity cost for pumping water.
3	Urambo	28	Breakdown of pumps at three out of six boreholes at Ukondomoyo (3m <sup>3</sup> /hr), Mwenge (2.5m <sup>3</sup> /hr) and Ukimbizini (3m <sup>3</sup> /hr) (boreholes for seven months).
4	Kilindoni	24	Decreased production as a result of decreasing pumping hours from an average of 8 to 5 hours due to inability to meet electricity bills.
5	Mombo	22	Decrease of the abstraction capacity from 620m <sup>3</sup> /day to 445m <sup>3</sup> /day due to damage of Mbokoi water intake by heavy rainfalls during a year which resulted into seepage and mud flow into the intake.
6	Kasumulu	21	Reduction of pumping hours from an average of 12 to 7 hours due to inadequate capacity to pay for electricity costs.
7	Same	20	Frequent power interruption at the boreholes site that resulted into operating the Steling Borehole for about 3 months only during the year.
8	Maganzo	20	The water production data for FY 2017/18 included the amount of water that was supplied to customers during testing of Maganzo water project during project testing period and the water supplied to customers. The water production data for FY 2018/19 included only the water production supplied for Maganzo WSSA customers.
9	Orkesumet	20	Non-operational of Chumvi borehole with capacity 114m <sup>3</sup> /day for ten months during the FY 2018/19.

### 2.2.2 Water Production Measurement Methodologies

Water production among DT WSSAs was determined by three methodologies which were (i) bulk water meter (ii) bulk water meter and estimates; and (iii) estimates. During FY 2018/19 among 83 DT WSSAs 42 DT WSSAs used bulk water meter; 24 used both bulk meter and estimates and 17 DT WSSAs estimated the amount of produced. Table 3 shows a list of WSSAs and the methodologies used to determine water production during FY 2018/19.

**Table 3: Methods used by DT WSSAs to Determine Water Production**

Bulk Water Meter	Bulk Water Meter and Estimates	Estimates
1. Biharamulo	1. Chamwino	1. Chato
2. Bunda	2. Gairo	2. Dakawa
3. Chunya	3. Handeni	3. Kasulu
4. Igunga	4. Ifakara	4. Kongwa
5. Karagwe	5. Itumba-Isongole	5. Magugu
6. Karatu	6. Katesh	6. Mombo
7. Kibaya	7. Kibondo	7. Tunduru
8. Kilosa	8. Kilindoni	8. Usa River
9. Kiomboi	9. Kilolo	9. Mugumu
10. Kishapu	10. Kilwa Masoko	10. Namanyere
11. Kondoa	11. Kisarawe	11. Namtumbo
12. Ilula	12. Gallapo	12. Orkesumet
13. Kibaigwa	13. Isaka	13. Ludewa
14. Maganzo	14. Kasumulu	14. Lushoto
15. Makambako	15. Rujewa	15. Mangaka
16. Mikumi	16. Same	16. Mbulu
17. Tunduma	17. Sengerema	17. Mahenge
18. Turiani	18. Tarime	
19. Nansio	19. Ushirombo	
20. Ngara	20. Bashnet	
21. Ngudu	21. Makete	
22. Nzega	22. Mkuranga	
23. Manyoni	23. Mpwapwa	
24. Mbinga	24. Korogwe	
25. Misungwi		
26. Monduli		
27. Muheza		
28. Muleba		
29. Mwanga		
30. Mwanhuzi		
31. Pangani		
32. Ruangwa		
33. Sikonge		
34. Songe		
35. Tukuyu		
36. Urambo		
37. Utete		
38. Kyela		
39. Liwale		
40. Loliondo		
41. Mafinga		
42. Magu		

There has been a continuous improvement in terms of number of DT WSSAs that use bulk water meter in determining the amount of water produced from 31 DT WSSAs in FY 2016/17 to 42 DT WSSAs in FY 2018/19. The utilities utilizing both bulk meter and estimates imply that they have multiple water sources and some of the sources are unmetered. Table 4 presents trend in terms of water production measurement methodologies from FY 2016/17 to FY 2018/19.

**Table 4: Trend in Water Production Measurement Methodologies**

Methodology	FY		
	2016/17	2017/18	2018/19
Bulk Water Meter	31	38	42
Both bulk meter and estimate	28	26	24
Estimate	24	18	17
Total No of Utilities Analysed	83	82	83

### 2.3 Water Demand

The water demand among DT WSSAs increased by 7% from FY 2016/17 to FY 2017/18. Significant increase in water demand (20% and above) among DT WSSAs was recorded by Chamwino (20%), Usa River (30%), Kilindoni (61%) and Turiani (37%) WSSA. A summary of the annual water demand for DT WSSAs is presented in Table A2.3 of Appendix 2 and is illustrated in Figure 4.



**Figure 4: Annual Water Demand**

Table 5 presents a list of utilities and their respective reasons for the increase in water demand.

**Table 5: DT WSSAs with Significant increase in Water Demand**

Name of DT WSSA	% Increase	Reasons
Chamwino	20	Shifting of capital city from Dar es Salaam to Dodoma and relocation of the State House to Chamwino.
Usa River	30	The water demand was recalculated by considering the actual population and per capital demand of 100litres/day. Previously, Usa River was estimating water demand using per capita of 80lts/day.
Kilindoni	61	Re-computation of water demand by adopting a realistic per capita of 135liters/day from the previous 85liters/day
Turiani	37	Re-computation of water demand to include the villages of Komtonga, Lungu, Kunke and Kidudwe with a total population of over 17,000 which were not included in the previous year.

The DT WSSAs were also analysed in terms of ratio of water production to demand. Generally, during the past three years, the ratio has stagnated at 35%. It has to be noted that there is still a strong need of stakeholders' intervention in order to bridge the gap between water demand and supply within DT WSSAs service areas. A summary of the ratio of water production to water demand for DT WSSAs is illustrated in Figure 5.



**Figure 5: Ratio of Water Production to Water Demand**

## 2.4 Water Treatment Facilities and Quality Monitoring

### 2.4.1 Water Treatment Facilities

During FY 2018/19, a total of 62 DT WSSAs out of 83 DT WSSAs had installed water treatment facilities in form of conventional treatment plant or chlorine disinfection facilities compared to 42 DTWSSAs reported during FY 2017/18 and 27 DT WSSAs in FY 2016/17. Further, six (6) DTWSSAs namely; Igunga, Nzega, Sikonge, Sengerema, Nansio and Mwanhuizi have conventional water treatment plants while DT WSSAs of Ngudu and Maganzo receive treated bulk water from KASHWASA. It has to be noted that Magu WSSA was finalizing construction of conventional treatment plant through financing from the Government.

During FY 2018/19, 54 DT WSSAs carried out water treatment process by disinfection mostly by chlorination. However, it was noted that 19 DTWSSAs are supplying untreated water to their customers. Table 6 shows the status of availability of water treatment facilities among DT WSSAs during FY 2018/19.

**Table 6: Availability of Water Treatment Facilities**

WSSAs with Conventional Water Treatment plant	WSSAs with Disinfection Unit only		WSSAs without Treatment Unit
1. Igunga 2. Nzega 3. Sikonge 4. Sengerema 5. Nansio 6. Mwanhuzi 7. Ngudu- receives water from KASHWASA 8. Maganzo- receives water from KASHWASA	1. Biharamulo 2. Chato 3. Ifakara 4. Itumba-Isongole 5. Karagwe 6. Kasulu 7. Katesh 8. Kibaya 9. Kilindoni 10. Kilolo 11. Kilosa 12. Kilwa Masoko 13. Kiomboi 14. Kisarawe 15. Kishapu 16. Kondoa 17. Gairo 18. Handeni 19. Chunya 20. Kongwa 21. Korogwe 22. Kyela 23. Liwale 24. Loliondo 25. Mafinga 26. Magu 27. Mangaka	28. Manyoni 29. Mbinga 30. Mbulu 31. Misungwi 32. Mkuranga 33. Monduli 34. Mpwapwa 35. Muheza 36. Muleba 37. Mwangi 38. Namtumbo 39. Ngara 40. Pangani 41. Ruangwa 42. Rujewa 43. Same 44. Tukuyu 45. Tunduru 46. Urambo 47. Usa River 48. Utete 49. Ilula 50. Kibaigwa 51. Magugu 52. Makambako 53. Mikumi 54. Turiani	1. Bunda 2. Dakawa 3. Karatu 4. Kibondo 5. Ludewa 6. Lushoto 7. Mahenge 8. Makete 9. Mugumu 10. Orkesumet 11. Songe 12. Tarime 13. Ushirombo 14. Bashnet 15. Gallapo 16. Isaka 17. Kasumulu 18. Mombo 19. Tunduma

### 2.4.2 Water Quality Monitoring

EWURA Water and Wastewater Quality Monitoring Guidelines for Utilities, 2014 require all WSSAs to have in place water quality monitoring plan and to conduct water quality monitoring as per their plans. Further, EWURA Performance Benchmarking Guidelines for Water Utilities, 2018, recommends 100% compliance in drinking water quality parameters. However, with exception to drinking water bacteriological quality, the Guideline has a provisions for acceptable boundaries of 95 to 98% average compliance in terms of turbidity levels.

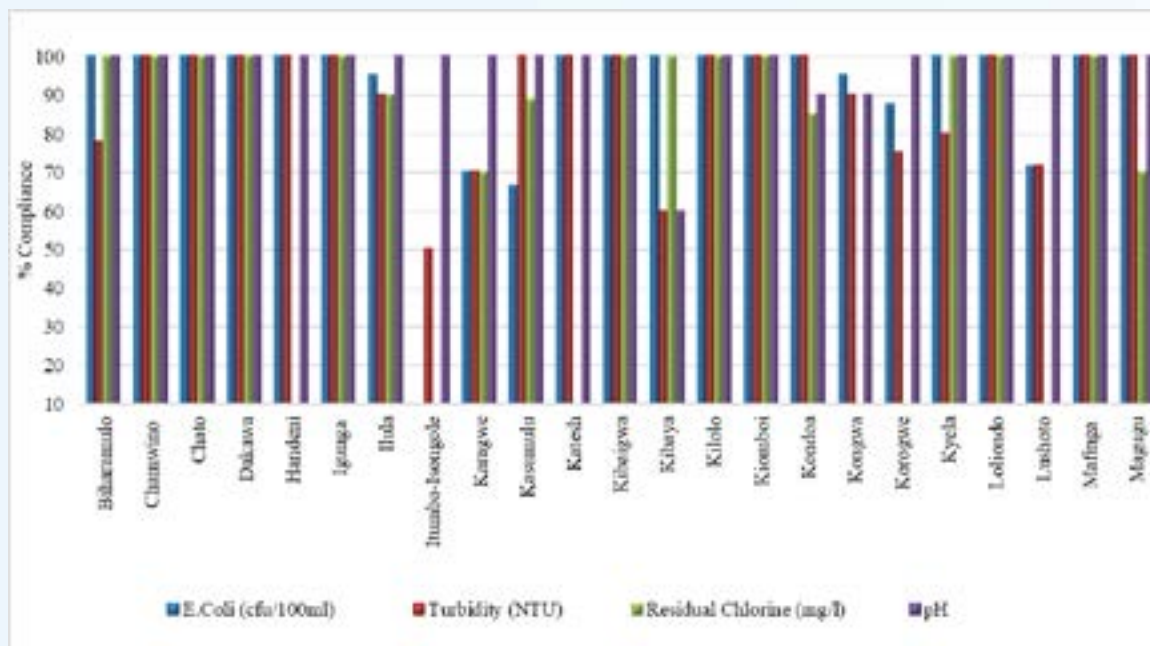
During the year under review, the water quality compliance was analysed based on tested parameters of E-Coli, Turbidity, Residual Chlorine and pH. This section details on the water quality monitoring compliance level taking into consideration tests done by WSSAs and those done by EWURA in FY 2018/19.

During FY 2018/19 only 36 out of 82 DT WSSAs had the water quality monitoring plan being an improvement as compared to 11 DT WSSAs reported to have the plan in the past FY 2017/18. Also, during the year under review, 33 out of 82 DT WSSAs conducted water quality monitoring tests and submitted the test results to EWURA. This is an increment of 22% as compared to 27 DTWSSAs that conducted water quality monitoring during FY 2017/18.

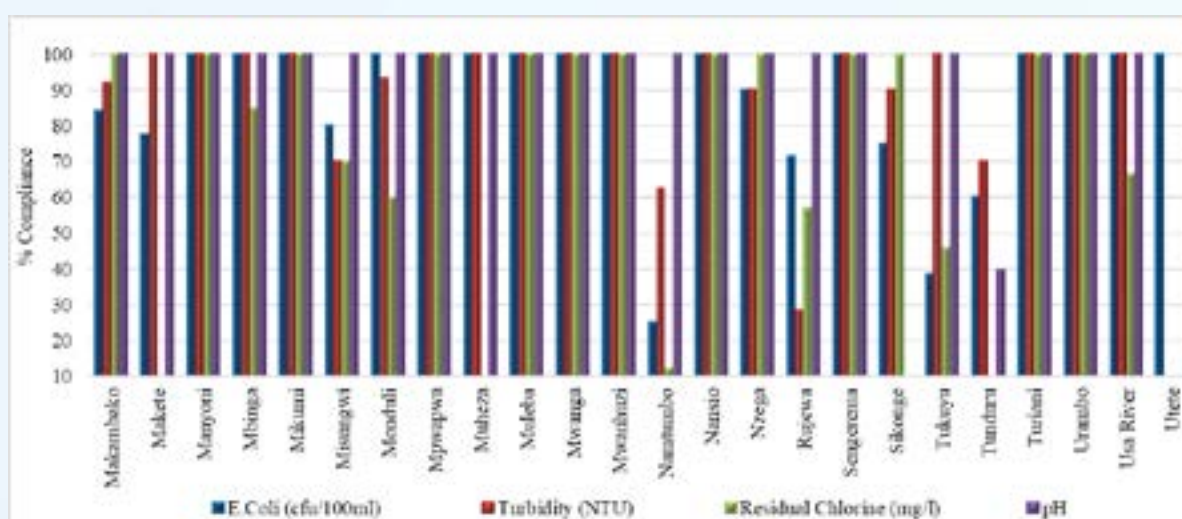


During the year under review a total number of 1,112 samples were collected and analysed which is 52% increase compared to 530 samples tested during FY 2016/17. However, the number of water quality tests conducted were not compliant to the requirements of TBS (TZS<sup>1</sup> 789:2016 –EAS 12:2014) Standards for Drinking Water Quality, which require the number of samples to be proportional to the population served.

In FY 2018/19 the overall compliance on the tested parameters were; 87% for the residual chlorine 97% for pH, 94% for turbidity and E-Coli. The overall compliance has increased by 7% for pH, 14% for residual chlorine, 21% for E-Coli and 9% for turbidity as compared to FY 2016/17. The percentage water quality compliance on the tested parameters on each WSSA were as shown on Figure 6(a) and 6(b).



**Figure 6 (a): Water quality compliance status as tested by DT WSSAs**



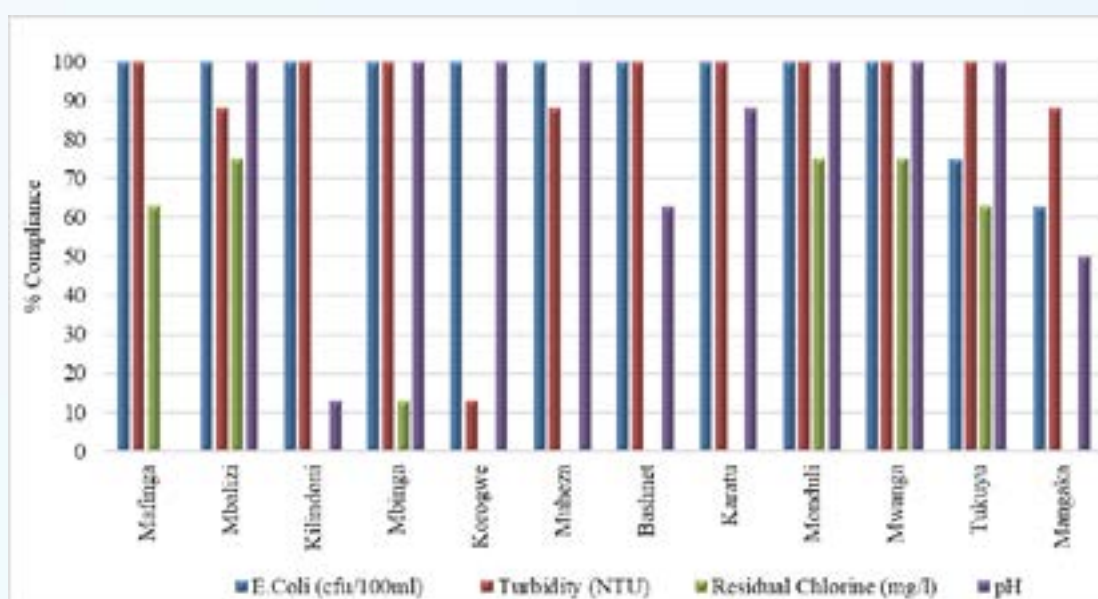
**Figure 6(b): Water quality compliance status as tested by DT WSSAs**

<sup>1</sup> Tanzanian Standards

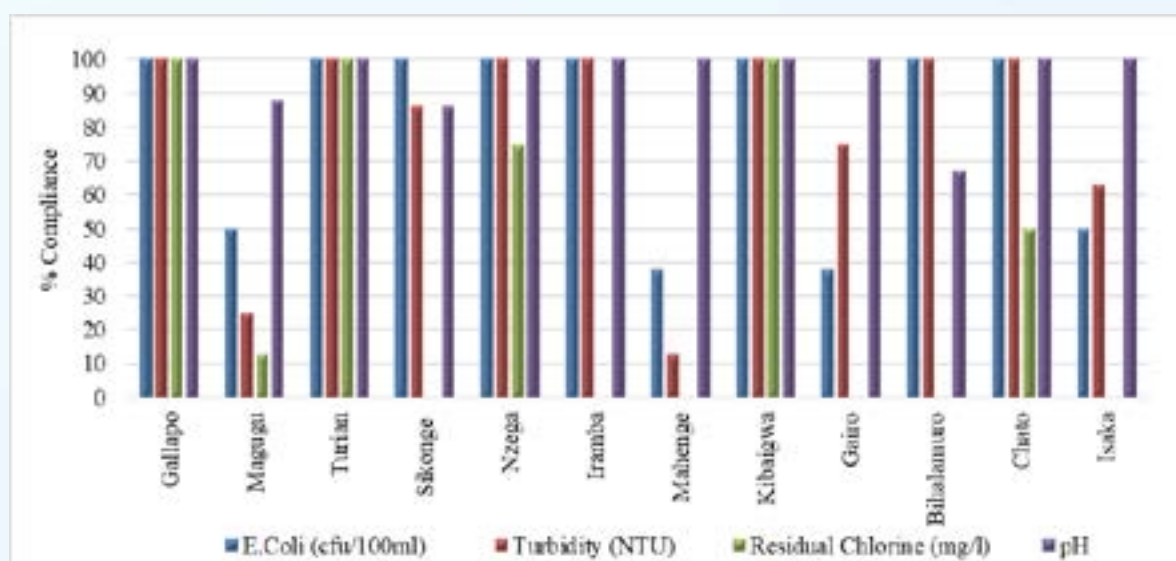


During the same period, EWURA conducted water quality monitoring tests to 28 selected DT WSSAs whereby a total number of 225 samples were collected and analyzed for pH, Turbidity, E-Coli and Residual Chlorine. The results revealed that, the overall compliance on the tested parameters was 86% for pH, 84% for turbidity, 85% for E-Coli and 30% for the residual chlorine. Comparing to FY 2016/17, the compliance level has increased from 72% to 84% for turbidity 71% to 85% for E-Coli, 23% to 30% for residual chlorine and 72% to 86% for pH in FY 2016/17. Turiani and Kibaigwa WSSAs attained 100% in all tested parameters.

Detailed results for each parameter are presented in Appendix 5 whereby the lowest pH value of 4.68 was recorded at Namanyere WSSA water distribution system while the maximum pH value was 8.6 recorded at Magugu WSSA. The highest turbidity level of 191NTU was recorded at Magugu WSSA, the highest E-Coli content of 180cfu/100ml was recorded at Namanyere WSSA and the highest residual chlorine value of 2.11mg/l was recorded at Monduli WSSA. The percentage water quality compliance on the tested parameters on each WSSA are as shown on Figure 7(a) and 7(b).



**Figure 7(a): Water Quality Percentage Compliance Reported by EWURA**



**Figure 7(b): Water Quality Percentage Compliance Reported by EWURA**

## 2.5 Sanitation Services

Similar to the previous financial year, provision of sanitation services in DT WSSAs has remained to be a challenging assignment as 93% of DT WSSAs have neither sludge treatment facilities nor a land acquired for wastewater treatment facilities. During the FY 2018/19, the number of DT WSSAs that have sludge treatment facilities (sludge digester) increased from two as reported in FY 2017/18 to four namely Nansio, Sengerema, Magu and Misungwi. The remaining DT WSSAs have no treatment facilities and also they have not acquired land for construction of the facilities.

## 2.6 Water Service Coverage

Water service coverage has been analyzed based on two indicators namely population directly served with water and population living in the area with water network. The earlier indicator analyses efforts taken by WSSAs to connect customers to the water network while the latter analyses the effort taken by WSSAs to extend water supply network close to required vicinity of the population.

### 2.6.1 Population Living in the Area with Water Supply Network

During the FY 2018/19, the overall proportion of population living in the area with water network decreased by 0.9% compared to increase of 5.2% of FY 2017/18 and a decrease of 0.5% during FY 2016/17. The proportion of population living in the area with water network and proportional of population directly served with water are summarized in Figure 8 and detailed in Figure 9 and Table A2.5 of Appendix 2.



**Figure 8: Population Living in the Area with Water Supply Network**

During FY 2018/19, eight (8) DT WSSAs experienced significant increase (more than 10%) in population living in the area with water network. The names and reasons of DT WSSAs with significant increase are presented in Table 7.

**Table 7: DT WSSAs with Significant increase in Proportion of Population Living in the Area with Water Supply Network**

Name of DT WSSA	% Increase	Reason(s)
Kilolo	46	Extension of water services (10km, size 63mm, 150mm, material uPVC and HDPE) within the service area with significant increase at Luganga area.
Mugumu	44	Extension of water pipe line by 7.2 km at Morotonga and Kibeho areas by using internal source.
Magu	19	Extension of water distribution network by 69 km to National, Isandula, Ihungu, Nyalikungu and Kipoja.
Bunda	18	Extension of water network by 128.78km to Migungani, Bomani, Mugaja, Nyashura and Bariri areas
Gallapo	16	Network extension 15 km through Gallapo Water project that was implemented at Gallapo, Endanoga, Orongadida na Qash villages.
Tarime	11	Extension of water distribution network by 7.52 km at Bomani area
Sengerema	11	Extension by 2km at Jeshini area
Magugu	10	Network extension by 2 km at Majengo ward

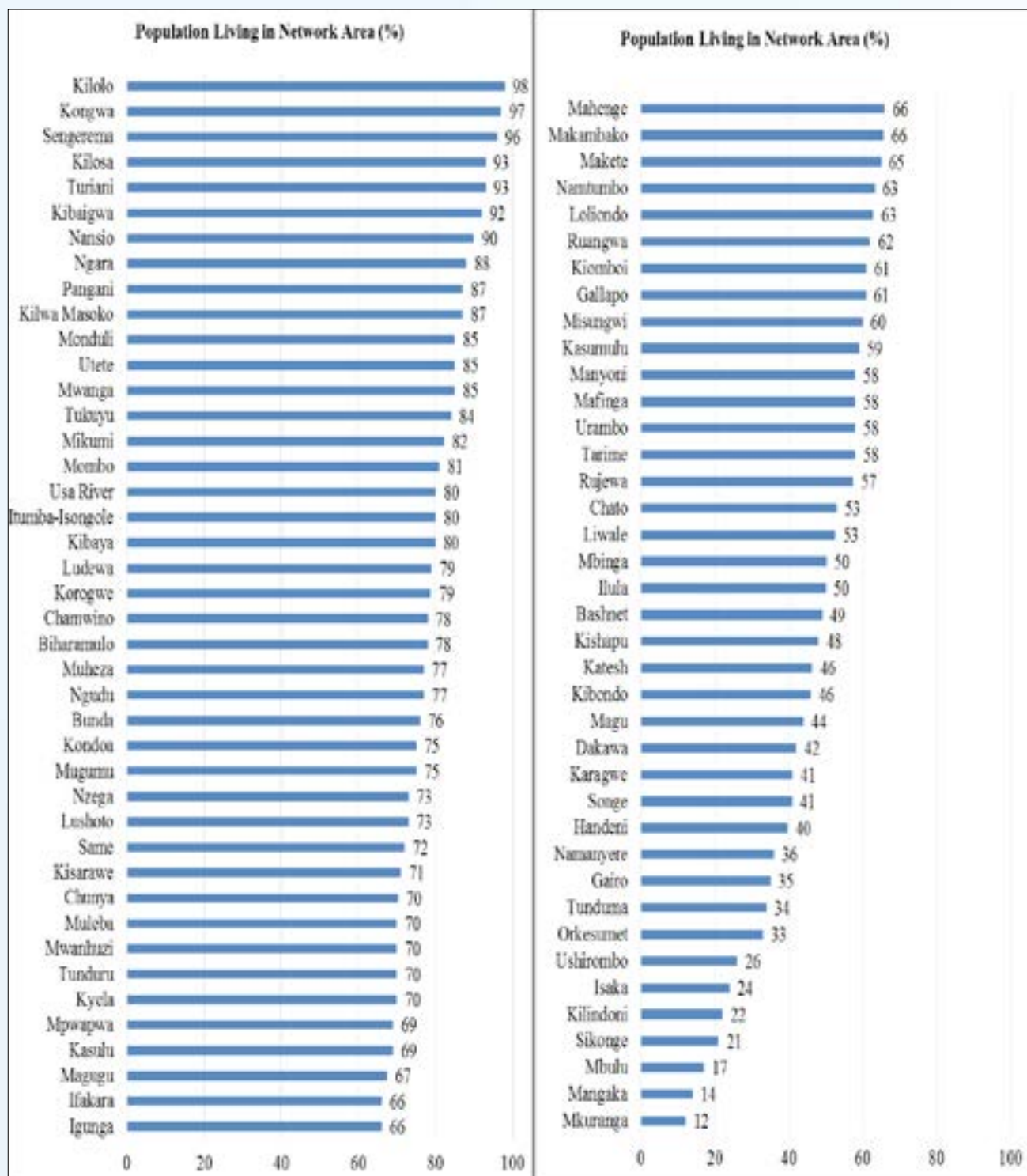
Further, six DT WSSA reported a significant decrease in proportion of population living in the area with water network (by less than 10%). The decrease was caused by several factors as presented in the Table 8.

**Table 8: DT WSSAs with Significant decrease in Proportion of Population Living in the Area with Water Supply Network**

Name of DT WSSA	% Decrease	Reason(s)
Ilula	12	Data cleaning through customer survey and improved methodology for determination of indicator.
Mpwapwa	15	Data cleaning through customer survey and improved methodology for determination of indicator.
Maganzo	22	Impact of increase in population living in the area with water network
Kibondo	22	The methodology was improved by considering population directly served plus that living 200 m from the service lines as opposed to the estimation method used during FY 2017/18.
Orkesumet	27	Data cleaning exercise revealed that out of three wards in the service area (Orkesument, Langai and Edonyongijape) only one ward (Orkesument) has a water networks and an approximation of 6,000 people out of 6,269 are living within water networks.
Sikonge	45	Data cleaning through customer survey and improved methodology for determination of indicator.

Twenty Six DT WSSAs had no change in the proportional of population living in the area with water network during the period under review. These were Kibaya, Kilindoni, Isaka, Tunduma, Gairo, Namanyere, Dakawa, Namtumbo, Mahenge, Igunga, Ifakara, Kasulu, Chunya, Kisarawe, Lushoto, Nzega, Muheza, Itumba-Isongole, Tukuyu, Utete, Ngara, Kilosa, Kongwa, Mwanga, Same and Mbulu WSSAs. Furthermore, it was observed that six WSSAs reported highest network coverage: Kilolo (98%), Kongwa (97%), Sengerema (96%), Kilosa (93%), Turiani (93%) and Kibaigwa (92%). The least performers in the proportion of population living in water network (below twenty percent) were Mbulu (17%), Karatu (15%), Mangaka (14%) and Mkuranga (12%) WSSAs.





**Figure 9: Population Living in the Area with Water Network (%)**

### 2.6.2 Population directly served with water

The proportion of population directly served with water remained the same during the FY 2018/19 as compared to 0.3% decrease reported in FY 2017/18 and 2016/17. The proportion of population directly served with water is summarized in Figure 10 and detailed in Table A2.5 of Appendix 2.



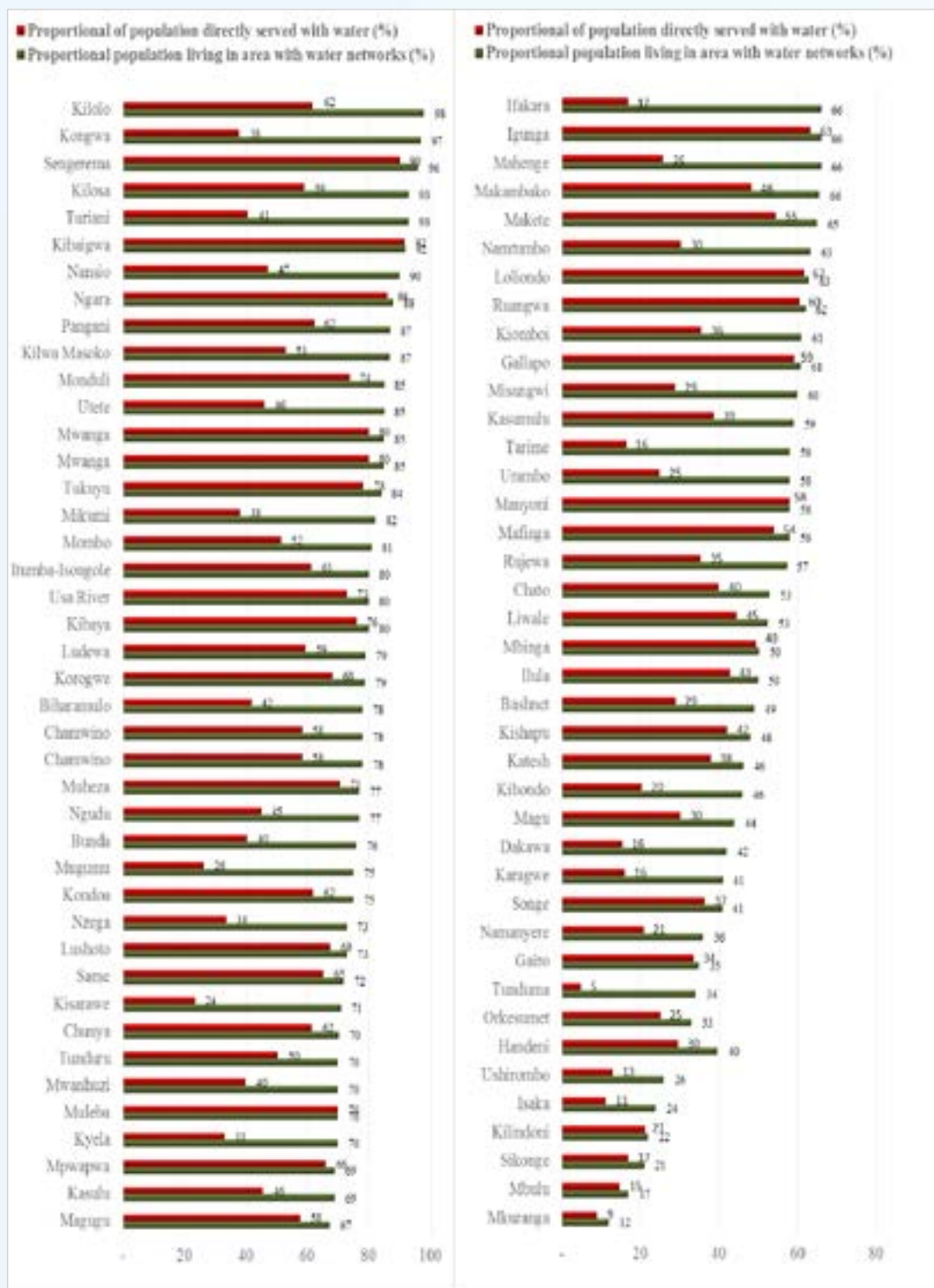
**Figure 10: Population Directly Served with Water (%)**

During the FY 2018/19, significant changes in population directly served with water (increase by more than 20%) were observed in four (4) DT WSSAs as summarized in Table 9.

**Table 9: DT WSSAs with Significant increase in Proportion of Population directly served with water**

Name of DT WSSA	% Increase	Reasons
Igunga	25	Data cleaning through customer survey and improved methodology for determination of indicator.
Kilindoni	23	Increase of 117 new and reactivated customers due to availability of water to the areas which are served through Kigamboni Borehole.
Makete	23	Increase of 117 new and reactivated customers due to availability of water to the areas which are served through Kigamboni Borehole.
Mpwapwa	21	Data cleaning through customer survey and improved methodology for determination of the indicator.

In FY 2018/19, Kibagwa (92%), Sengerema (90%), Ngara (88%) and Itumba-Isongole (82%) reported highest proportion of population directly served with water. The DT WSSAs with low proportion of population directly served with water (below 20 percent) were Tunduma (5), Isaka (11), Ushirombo (13), Mbulu (15), Dakawa (16), Mkuranga (16), Karagwe (16), Tarime (16) and Ifakara (17). Figure 11 compares the proportion of population living in the area with water network and proportion of population directly served with water for DT WSSAs in FY 2018/19.



**Figure 11: Comparison between proportions of Population living in the Area with Water Network and Population Served with Water**

### 2.6.3 Average Hours of Service

The average service hours slightly improved by nearly 1 hour in FY 2018/19 as compared to increase of 2 hours in FY 2017/18. The average service hours are still far below the service level benchmark of 24 hours per day. DT WSSAs' hours of service data are shown in Table A2.5 of Appendix 2 and summarized in Figure 12.





**Figure 12: Overall Average Hours of Service**

The number of DT WSSAs with 24 hours supply increased from three to five. Utete, Turiani and Kibaigwa WSSAs maintained their 24 hours of service for three consecutive years while Ngudu and Usa River WSSA attained 24 hours of service during the period under review. The number of WSSAs with at least 20 hours of service increased from three reported during FY 2017/18 to eight during FY 2018/19. WSSAs that attained at least 20 hours of service during the FY 2018/19 are Muleba, Kilolo, Sengerema, Mwanhuzi, Makete, Kishapu, Nansio and Maganzo. Kilolo, Kilosa, Kishapu and Mafinga WSSAs had significant increase in service hours (increase by more than five hours) as clarified in Table 10.

**Table 10: DT WSSAs with Significant Increase in Hours of Service**

Name of WSSA	Increase in hours of service	Reasons
Kilolo	10	Addition of Ikunduvi stream source with 1080 m <sup>3</sup> per day capacity
Kishapu	8	Completion of construction of 1200 m <sup>3</sup> tank
Mafinga	7	Completion of new Kinyanambo storage tank 500m <sup>3</sup> and Increase of pumping hours from 18hrs to 20hrs.
Usa River	7	Increased metering ratio from 42 to 53 by installing 150 flow meters to areas prone to high water misuse. NRW decreased by 8%.
Kilosa	6	Impact of completion of new project, water production has increased by 67%

A comparison of service hours for DT WSSAs during FY 2018/19 is shown in Figure 12. During the reporting period, 19 DT WSSAs had low service hours below five (5) hours per day due to inadequate water production as a result of insufficient capacity of available water sources, frequent power outage and limited investment in water source development as indicated in Figure 13.

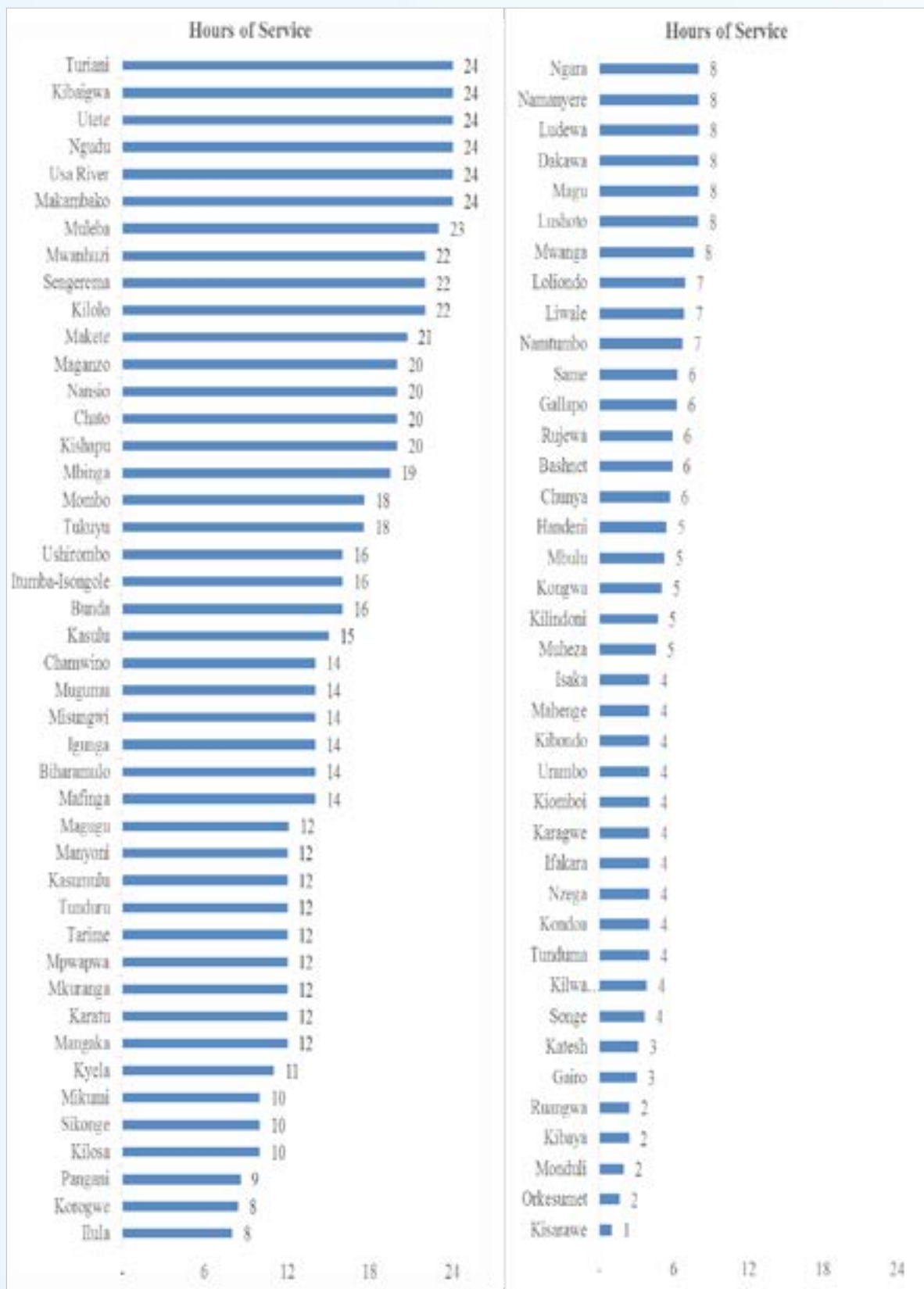


Figure 13: Comparison of Average Hours of Services in 2018/19

## 2.7 Metering Ratio

In the FY 2018/19, metering ratio remained the same at 72% as compared to FY 2017/18. DT WSSAs have not shown continuous improvement in customer metering as summarized in Figure 14 and detailed in Table A2.6 of Appendix 2. The maintained level of 72% is below acceptable sector benchmark of 100%. DT WSSAs should increase the effort to meter their customers.



**Figure 14: Average Metering Ratio**

A comparison of metering ratio for DT WSSAs in FY 2018/19 is presented in Figure 15.

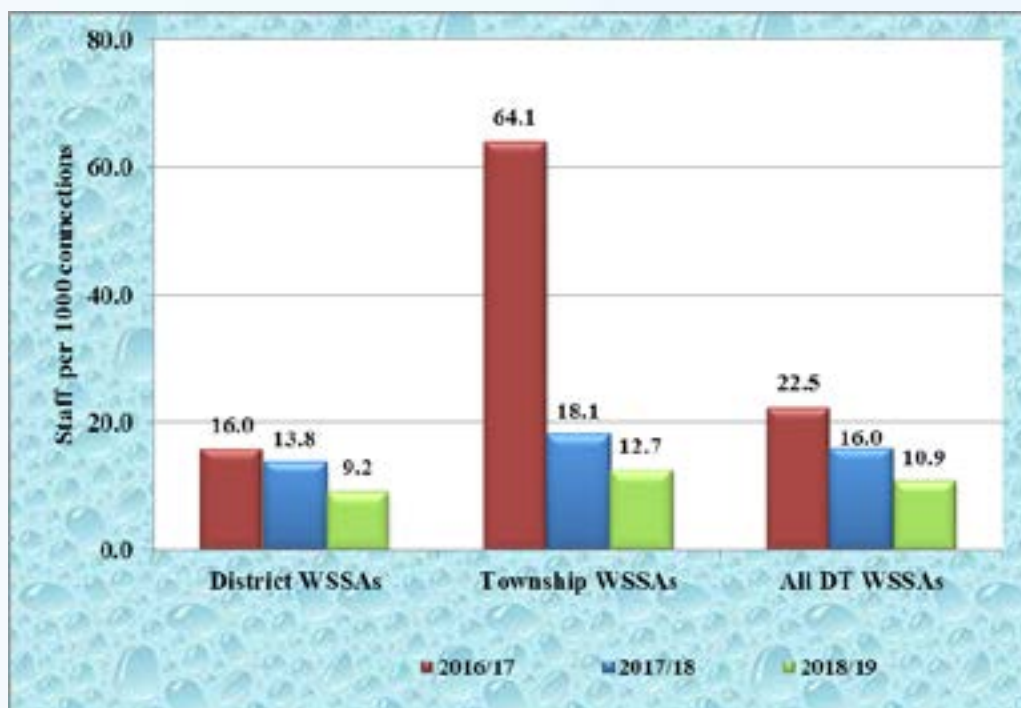
## 2.8 Staff Productivity

In the period under review, the staff productivity improved from 22 staff per 1000 connections in the FY 2016/17 to 11 staff per 1000 connections in the FY 2018/19. This is a considerable improvement towards the service level benchmark of less than 5. A summary of staff per 1000 connections is shown in Figure 16 and detailed in Table A2.6 of Appendix 2.



Figure 15: Comparison of Metering Ratio in FY 2018/19





**Figure 16: Average Staff per 1000 Connections**

A comparison of staff per 1000 connections in the FY 2018/19 is as shown in Figure 16 and it indicates the way the aforementioned factors affect staff productivity of the WSSA. Furthermore, Figure 17, depicts that 9 WSSAs attained the service level benchmark of below 5 staff per 1000 connections.



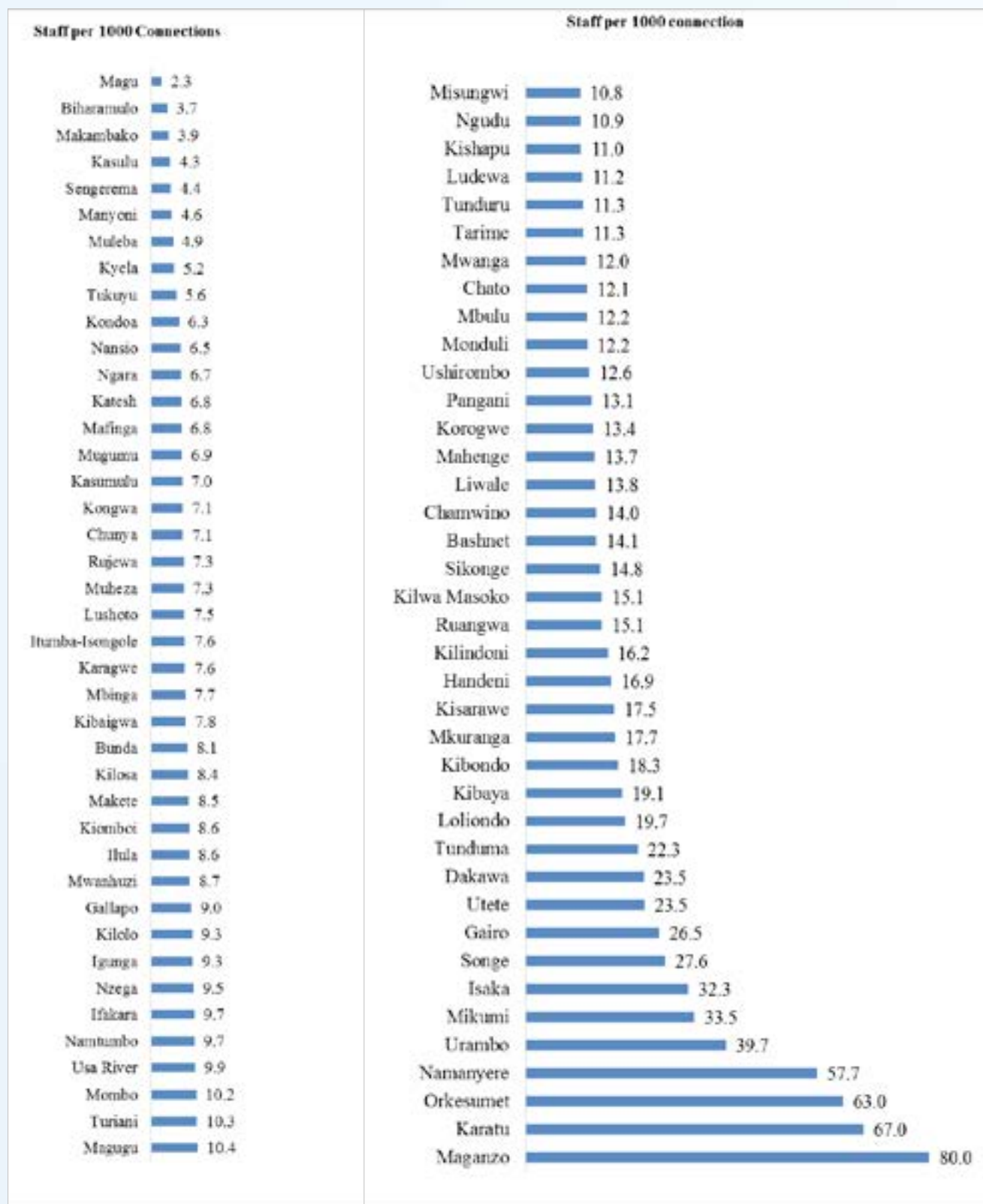


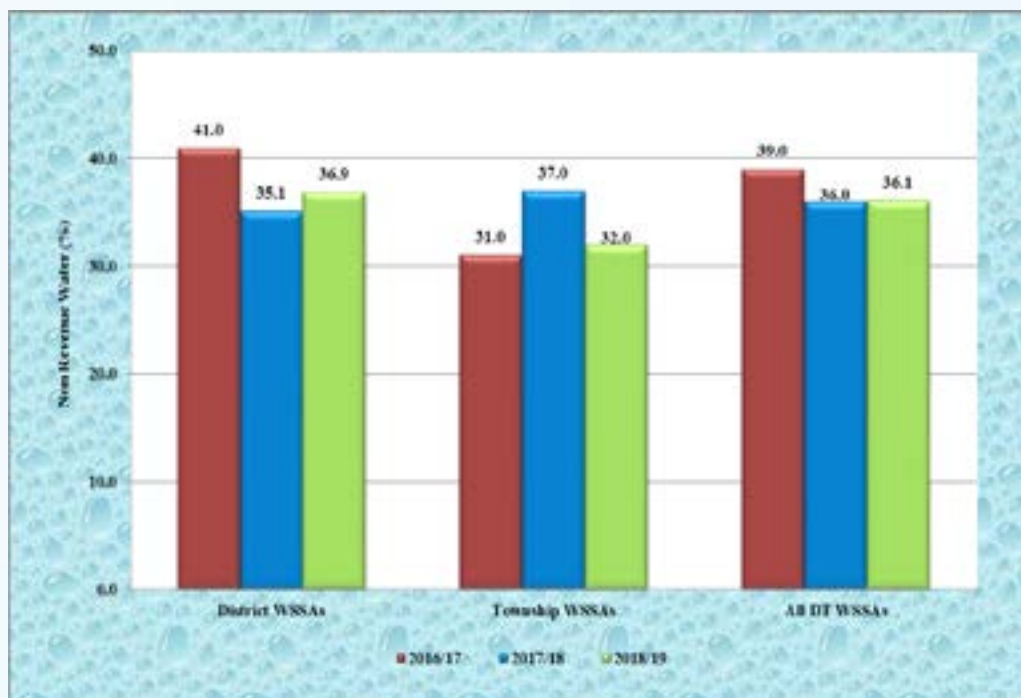
Figure 17: Comparison of Staff per 1000 Water Connections in FY 2018/19

## 2.9 Non-Revenue Water

In this section, discussion of Non-Revenue Water (NRW) has been done based on computation of NRW as (i) a percentage of water production and (ii) volume of water loss per connection per day.

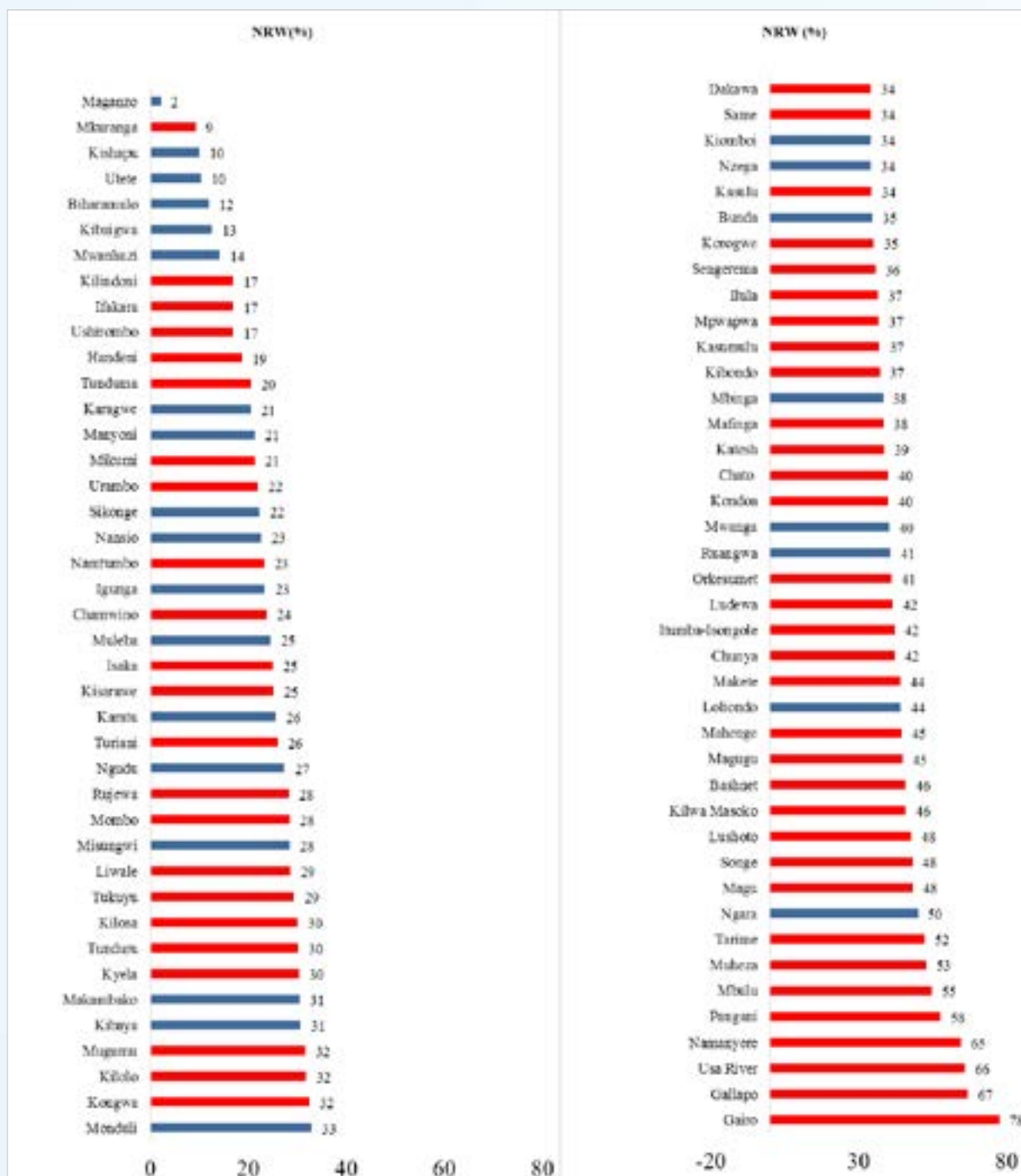
### 2.9.1 NRW as a Percentage of Water Production

NRW for DT WSSAs remained the same between FY2017/18 and FY 2018/19 in comparison to a 3% improvement in between FY 2016/17 and FY 2017/18. DT WSSAs are still challenged by high NRW as compared to the service level benchmark of 20%. The NRW (%) performance trend for DT WSSAs is summarized in Figure 18.



**Figure 18: Average Non-Revenue Water**

Figure 18 presents comparison of NRW in the FY 2018/19 and the DT WSSAs that have no bulk meters in all water sources, and not attained 100% customer metering, the reliability and the accuracy of the reported NRW is low. In this regard, the reliability and accuracy of NRW data for DT WSSAs with red color (57 WSSAs) in Figure 19 is low.

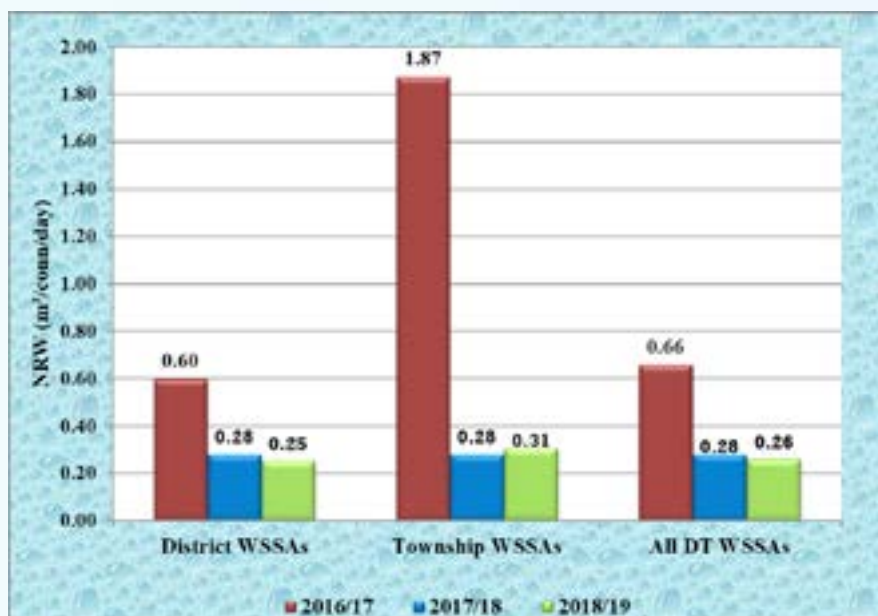


**Figure 19: Comparison of Non-Revenue Water (%) in FY 2018/19**

**Note:** The WSSA has not attained 100% metering ratio; and not all water sources are metered. Hence, water consumption by customers (billed volume) and water production volume data which are used to compute NRW were estimated. Therefore, the accuracy of reported NRW data is low.

### 2.9.2 NRW in volume of water loss per connection per day

Average daily water loss per connection per day for DT WSSAs registered significant improvement over the past three years. The registered NRW in volume loss per connection among DT WSSAs was 260 litres in FY 2018/19 and 280 litres in FY 2016/17. NRW ( $\text{m}^3$  per connection per day) performance trend for DT WSSAs is summarized in Figure 20.



**Figure 20: NRW in volume of water loss per connection per day**

Figure 21 illustrates performance of each WSSA in effort to reduce physical water loss by fixing water pipe leakage on time, applying good quality water pipes connections and fittings and replacing dilapidated water pipes timely.





Figure 21: Comparison of NRW (m³/connection/day) in FY 2018/19



## 2.10 Water Sales Revenue and Expenditure

### 2.10.1 Revenue from Water Sales

Revenue from water sales shows a continuous increasing trend for both district and township WSSAs where revenue increased by 36% between FY2016/17 and FY 2018/19. In FY 2018/19, revenue increased by 21% compared to an increase of 12 % in FY 2017/18. Figure 22 displays a trend of revenue for the period of 2016/17, 2017/18 and 2018/19.



Figure 22: Revenue from Water Sales (TZS in billion)

The number of DT WSSAs that recorded an increase in revenue improved from 40 in FY 2017/18 to 47 FY in 2018/19. The increase is linked to, among other things, review of tariffs for 21 WSSAs and increase in billed volume. Table 11 and Table 12 show WSSAs that have an increase in water sales of 20% and above and WSSAs that their sales decreased by 20% or more respectively and reason/s for increase/decrease respectively.

Table 11: WSSAs with Increased Water Sales of 20% and Above

S.No	Name of WSSA	% Increase	Major Reason(s) For Increase
1.0	Mikumi	284	Increase in tariff and number of new customers, installed billing software and over estimation of water sales in FY 2017/18.
2.0	Handeni	251	Increase in billed volume by 249%
3.0	Kilolo	226	Increase in billed volume by 94%
4.0	Nansio	222	Increase in billed volume by 26% and tariff by 3%
5.0	Maganzo	198	165 new connections
6.0	Kishapu	168	Increase in billed volume by 158% and tariff by 32%
7.0	Kilosa	162	Increase in billed volume by 162%
8.0	Sengerema	118	Increase of 6% for both tariff as well as billed volume

S.No	Name of WSSA	% Increase	Major Reason(s) For Increase
9.0	Manyoni	109	Increase of 5% for both tariff as well as billed volume
10.0	Mkuranga	99	Increase in billed volume by 37%
11.0	Kondoa	94	Increase in tariff by 55%
12.0	Magu	70	Increase in billed volume by 6%
13.0	Turiani	64	Increase in billed volume by 68% and tariff by 5%
14.0	Mbulu	63	Increase in billed volume by 4%
15.0	Ngudu	52	Increase in tariff by 30% and billed volume by 24%
16.0	Bashnet	51	Increase in billed volume by 57%
17.0	Biharamulo	49	Increase in billed volume by 17%
18.0	Kisarawe	46	Increase in billed volume by 52%
19.0	Bunda	45	Increase in tariff and billed volume by 31%
20.0	Songe	45	Increase in billed volume by 58% and tariff by 8%
21.0	Karatu	40	Increase in billed volume by 51%
22.0	Igunga	36	Increase in billed volume by 13% and tariff by 7%
23.0	Itumba Isongole	36	Increase in billed volume by 8%
24.0	Misungwi	35	Increase in tariff by 26% and billed volume by 5%
25.0	Ruangwa	34	Increase in billed volume by 58% and tariff by 21%
26.0	Dakawa	29	Increase in customers due to extension of water service to Movomero village that led to increase in 174 customers and revival of Luhindo boreholes following installation of transformer; previously the borehole was affected by low voltage
27.0	Rujewa	29	Increase of 783 water connections
28.0	Nzega	29	Increase of 5% for both tariff as well as billed volume
29.0	Kibondo	27	Increase in billed volume by 25%
30.0	Kilolo	23	Increase in billed volume by 94%
31.0	Ngara	22	Increase in tariff by 120%
32.0	Usa River	21	Increase in billed volume by 29%

**Table 12: WSSAs with a Decrease in Water Sales of 20% and Above**

S.No	Name of WSSA	% Decrease	Major Reason(s) For Decrease
1.0	Chamwino	29	Water sales was understated in FY 2018/19
2.0	Kyela	28	Decrease in billed volume by 11%
3.0	Kongwa	26	Water sales was understated in FY 2018/19
4.0	Kiomboi	20	Decrease in billed volume by 11%
5.0	Tunduru	20	Decrease in billed volume due to decrease in water production by 3%
6.0	Mombo	20	Pipe break during road construction by TARURA, almost four months customers were not receiving water.

### 2.10.2 Revenue Collection

Revenue collection rose by 32% between FY 2016/17 and FY 2018/19. In FY 2018/19 the increase was higher (16%) than 14% recorded in FY 2017/18. The major reason for increase in revenue collection was due to increase in billed volume and tariffs. Figure 23 depicts trend of revenue collection from FY 2016/17 to FY 2018/19.



Figure 23: Revenue Collection from Water Sales for the Period of 2016/17 – 2018/19

### 2.10.3 Revenue Collection Efficiency

Revenue collection efficiency for FY 2016/17 and FY 2017/18 has shown increasing trend merely because of including arrears. In FY 2018/19 most of the DT WSSAs managed to separate arrears from the current collection that is why the collection efficiency seemed to be decreasing from 88% in FY 2017/18 to 84% in FY 2018/19. Despite the improvement in separating arrears from the current collection, still the overall revenue collection efficiency is not satisfactory compared to the performance benchmarking of greater than 95%. Figure 24 summarizes the revenue collection efficiencies over the reporting period.



Figure 24: Revenue Collection Efficiencies for the Period of 2016/17 – 2018/19



#### 2.10.4 Operation and Maintenance Expenses (O&M)

The overall operation and maintenance expenses has been an increasing trend for the period under review where expenses increased by 35% between FY 2016/17 and FY2018/19. In FY 2018/19, expenses rose by 9% compared with an increase of 24% recorded in FY 2017/18. Figure 25 depicts the trend in O & M expenses for the period of 2016/17 to 2018/19. The major reasons that contributed to the increase of O & M expenses in FY 2018/19 were increase in repair & maintenance costs, personnel and administration expenses as well as understated expenses in FY 2017/18.



**Figure 25: Operation and Maintenance Expenses**

Changes in O & M expenses varied significantly among WSSAs as shown in the table 13 and 14. Tables included WSSAs with changes of at least 20% and above and reasons thereof.

**Table 13: WSSAs with Increased O & M Expenses of 20% and Above**

S.No	Name of WSSA	% Increase	Major Reason(s) For Increase
1.0	Handeni	381	Cost of fuel for motor vehicle used during supervision & material transport for implementation of Ndelema - Zizini water project and addition of four staff in FY 2018/19.
2.0	Mikumi	257	Employment of 5 staff, increased maintenance and repair of water networks, fuel cost for generator at Msimba water Operation, rose of wages and motivation for workers, maintenance of generator at Msimba Project and expensed capital related costs.
3.0	Maganzo	227	Distribution cost due to new 165 domestic customers.
4.0	Kilosa	165	Increased leakages due to completion of new project that was connected to the old pipeline.
5.0	Manyoni	123	Increased administration costs by 57%
6.0	Ruangwa	89	Increase in operation costs due to increase in number of boreholes and
7.0	Bunda	86	Understated expenses by 52% in FY 2017/18
8.0	Mkuranga	82	Increase of staff from 5 to 8

S.No	Name of WSSA	% Increase	Major Reason(s) For Increase
9.0	Lushoto	61	Understated expenses by 34% in FY 2017/18
10.0	Kibaigwa	56	Water distribution and maintenance and repair costs
11.0	Sengerema	55	Electricity costs increased after operating the booster station in order to supply water to customers who are living on hills.
12.0	Namanyere	47	Increase in electricity cost due to increase in pumping hours from 12 to 21, increase in repair cost for main line due to vandalism and increased boreholes repair
13.0	Mafinga	42	Administration and maintenance & repair costs.
14.0	Mwanga	40	During FY 2017/18 salary expenses was understated thus makes an increase by 213% as compared to salary expenses for FY 2018/19.
15.0	Tunduma	39	Increased mainline repair cost due to road construction and increased cost for repair of borehole pump.
16.0	Biharamulo	38	In FY 2017/18 expenses were understated by 17%
17.0	Liwale	38	Some of the expenses were understated in FY 2017/18
18.0	Ludewa	36	Pipe repair cost due to increased leakages.
19.0	Kilolo	32	Expensed capital related costs.
20.0	Ngara	27	Increased personnel expenses by 459%
21.0	Karatu	26	Increased personnel costs by 70%
22.0	Misungwi	25	Increased production and administration expenses by 28% and 84% respectively.
23.0	Makambako	23	Understated personnel and administration expenses in FY 2017/18.
24.0	Tukuyu	21	Expensed cost for 600 water meters.
25.0	Usa River	20	Increased personnel and administration expenses by 61% and 75% respectively

**Table 14: WSSAs with a Decrease in Operational Expenses by 20% and Above**

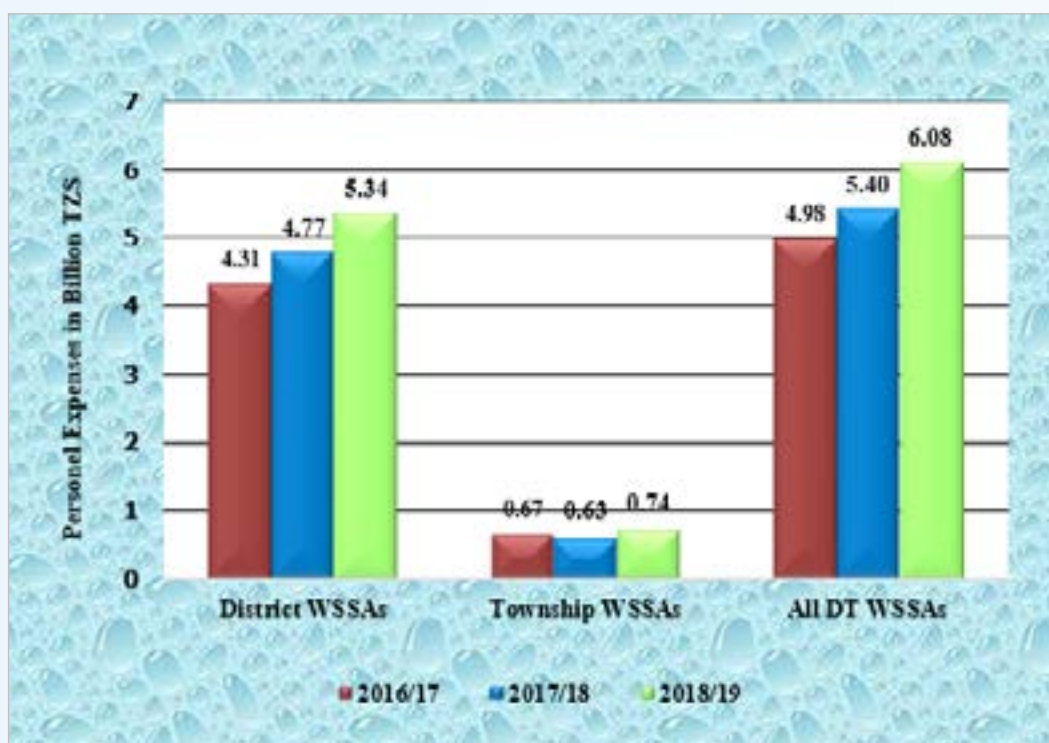
S.No	Name of WSSA	% Decrease	Major Reason(s) For Decrease
1.0	Urambo	100	Water distribution cost
2.0	Sikonge	80	Maintenance and repair costs
3.0	Namtumbo	58	Decrease in pipe repair cost due to decreased leakages.
4.0	Karagwe	53	Impact of rehabilitation of the old pipe network along the Karagwe - Kayanga road. Reduced costs for pipes and pipes fittings during repair
5.0	Monduli	42	Due to financial constraints, some of administration activities were not performed such as training of staff.
6.0	Kisarawe	40	Decrease in water pumping hours due budget constraints.
7.0	Mombo	39	Due to financial constraints where actual collection decreased by 43% and sales by 20%.
8.0	Ngudu	32	Reduced Maintenance and repair costs
9.0	Mpwapwa	30	Administration and maintenance & repair costs.
10.0	Chunya	25	Decrease in water production cost because one borehole with the capacity of 264m <sup>3</sup> /day stopped production since mid-July 2018.



S.No	Name of WSSA	% Decrease	Major Reason(s) For Decrease
	Dakawa	23	The tenure of the board expired and thus there were no board meetings during the year.
	Muleba	20	Reduced Maintenance and repair costs

### 2.10.5 Personnel Expenses

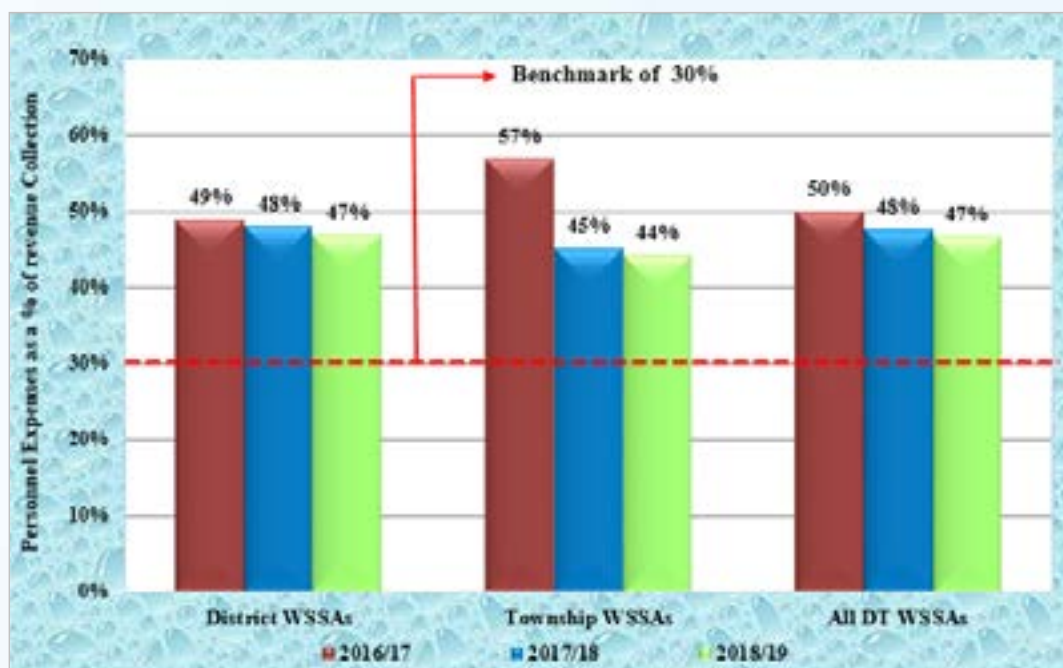
The overall personnel expenses increased by 22% between FY 2016/17 and FY 2018/19. In FY 2018/19, personnel expenses increased by 13% compared with an increase of 8% in FY 2017/18. The increase in personnel expenses for most WSSAs was due to contributions to social security funds whereby in the past some of the WSSAs were not remitting thereof, recruitment of qualified staff and hence high salaries, payment of statutory obligations such as skills development levy and workers compensation funds and disclosure of subsidized salaries by MoW or District Councils. Figure 26 shows a trend of personnel costs for the period of 2016/17 to 2018/19.



**Figure 26: Personnel Expenses**

### 2.10.6 Personnel Expenses as a Percentage of Revenue Collection

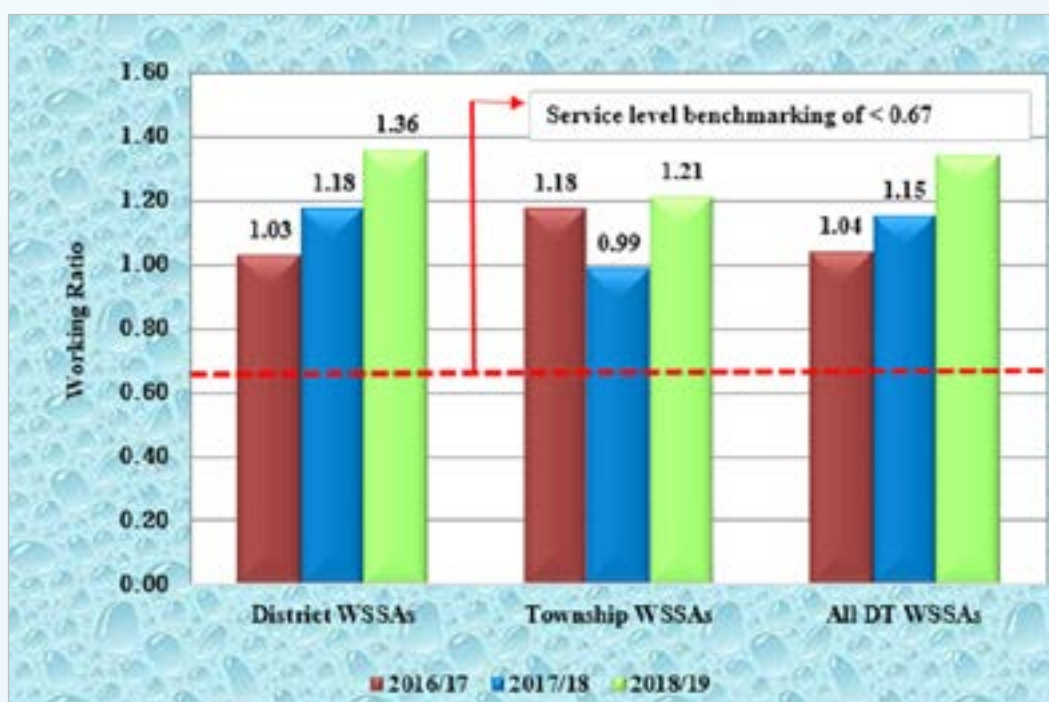
The overall personnel expenditure as a percentage of revenue collection from water sales has shown a slight improvement from 50% recorded in FY 2016/17 to 47% in FY 2018/19. Nevertheless, personnel expenses were still on a high side compared with a benchmark of 30% of revenue collection as shown in Figure 26. DT WSSAs are required to increase more efforts in collecting revenue, reducing NRW as well as connecting more customers in order to abide by the benchmarking standard.



**Figure 27: Personnel Expenditure as a Percentage of Revenue Collection from Water Sales**

### 2.10.7 Working Ratio

The general working ratio slightly improved from 1.04 in FY 2016/17 to 1.03 in FY 2018/19. In FY 2018/19 the working ratio improved from 1.15 in FY 2017/18 to 1.03 in FY 2018/19 due to increase in water sales. However, the overall working ratios for DT WSSAs is far from the benchmarking level of less than 0.67. Figure 27 shows the overall working ratios for the period under review.



**Figure 28 : Working Ratio**

In FY 2018/19 only 34 District WSSAs (49%) and three Township WSSAs (23%) covered their expenses by using internal generated revenue.

## **2.11 Institutional Status of DT WSSAs**

### **2.11.1 DT WSSAs' Board of Directors**

During the year under review, apart from 83 DT WSSA analysed in this report, nine (9) declared DT WSSAs have never operated since their declarations due to absence of Management and they are predominantly served by community water schemes under the supervision of their respective local government authorities. The DT WSSAs that have not started to operate as WSSAs are the DT WSSAs of Bonga, Didia, Iselamagazi, Jomu (Tinde), Laela, Uyui (Isikizya), Lalago, Malampaka and Sangang'walugesha. Furthermore, the analysis showed that there are 69 DT WSSAs with active boards of directors while 14 DT WSSAs with expired boards of directors. A detailed status of establishment of DT WSSAs Boards of Directors is shown in Appendix 3, Table A3.1.

### **2.11.2 DT WSSAs' Management and Staff**

Similar to previous years, staff number and qualifications continued to be among the critical challenges in DT WSSAs. Despite inadequate staff numbers among DT WSSAs, the number of staff decreased from 1251 in FY 2016/17 to 1237 in FY 2018/19. A detailed status of staff among DT WSSAs is shown in Appendix 2, Table A2.6.

## 3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS

This Chapter outlines implementation of tariff conditions and fulfillment of reporting requirements by DT WSSAs during FY 2018/19. Also, the Chapter includes evaluation of DT WSSAs' implementation of the recommendations provided by EWURA in the Water Utilities Performance Review Report for the FY 2017/18.

### 3.1 Tariff Reviews and Implementation of Tariff Conditions

During the FY 2018/19 the number of DT WSSAs that applied for tariff reviews increased significantly from two (2) in FY 2017/18 to thirty three (33) during FY 2018/19. Directives of the Ministry of Water to the WSSAs to ensure that they are able to cover their operational costs and remove service charge in their tariff attributed the increase. The trend of number of DT WSSAs that have submitted tariff applications for approval over the past three years is shown in Table 15.

**Table 15: Summary of DT WSSAs that submitted Tariff Review Applications**

Category	2016/17	2017/18	2018/19
District WSSAs	15	2	28
Township WSSAs	1	0	5
<b>Total</b>	<b>16</b>	<b>2</b>	<b>33</b>

During the FY 2018/19, EWURA approved 21 tariff applications, which were submitted during the FY 2018/19 as shown in Table 16.

**Table 16: Tariff Review Determinations**

S/N	Name WSSA	Existing Average Metered Tariff (TZS/m <sup>3</sup> )	Approved Average Metered Tariff (TZS/m <sup>3</sup> )			Date of Approval	Effective Date
1.0			2018/19	2018/19	2019/20		
2.0	Sikonge	844	1416	1458	1458	27 Jul 2018	1 <sup>st</sup> Sep 2018
3.0	Mpwapwa	1020	1040	1056	1056	30 Oct 2018	1 <sup>st</sup> Dec 2018
4.0	Geita	423	1305	1400	1400	29 Jan 2019	1 <sup>st</sup> Mar 2019
5.0	Ngara	592	1303	1444	1444	30 Oct 2018	1 <sup>st</sup> Dec 2018
6.0	Misungwi	991	1250	1350	1350	7 Dec 2018	1 <sup>st</sup> Jan 2019
7.0	Urambo	1090	1210	1400	1400	29 Jan 2019	1 <sup>st</sup> Mar 2019
8.0	Mikumi	1000	1309	1511	1511	23 Feb 2019	1 <sup>st</sup> Apr 2019
9.0	Turiani	807	848	897	897	22 Mar 2019	1 <sup>st</sup> Apr 2019
10.0	Karagwe	1461	2211	2211	2211	29 Jan 2019	1 <sup>st</sup> Mar 2019
11.0	Kondoa	618	1500	1700	1700	23 Feb 2019	1 <sup>st</sup> Apr 2019
12.0	Bunda	950	1683	2075	2075	29 Jan 2019	1 <sup>st</sup> Mar 2019
13.0	Sengerema	543	543	1104	1104	27 Apr 2019	1 <sup>st</sup> Jun 2019
14.0	Kishapu	1283	1696	1696	1696	27 Apr 2019	1 <sup>st</sup> May 2019
15.0	Maganzo	1750	1900	1900	1900	27 Apr 2019	1 <sup>st</sup> May 2019
16.0	Kibaigwa	1500	1500	1480	1480	22 Jun 2019	1 <sup>st</sup> Jul 2019



S/N	Name WSSA	Existing Average Metered Tariff (TZS/m <sup>3</sup> )	Approved Average Metered Tariff (TZS/m <sup>3</sup> )			Date of Approval	Effective Date
17.0	Makambako	608	645	1259	1259	29 May 2019	1 <sup>st</sup> Jul 2019
18.0	Makete	345	345	1020	1020	22 Jun 2019	1 <sup>st</sup> Aug 2019
19.0	Magu	300	300	1400	1400	22 Jun 2019	1 <sup>st</sup> Jul 2019
20.0	Muheza	495	495	1217	1217	22 Jun 2019	1 <sup>st</sup> Jul 2019
21.0	Ngudu	1283	1671	1671	1671	27 Apr 2019	1 <sup>st</sup> May 2019
22.0	Kilolo	505	505	1450	1450	22 Jun 2019	1 <sup>st</sup> Jul 2019

Tariff approvals are accompanied by tariff orders containing conditions for a specific WSSA to fulfil within a specified period. During the period under review, 27 WSSAs had active tariff comprising a total of 234 conditions to fulfil. The percentage compliance with implementation of tariff conditions in FY 2018/19 was 56.5%, which is 6.5% less as compared to that attained in FY 2017/18 and 9.5% lower as compared to that attained in FY 2016/17. Details of compliance to tariff conditions including evaluation criteria are shown in Appendix 4 Table A4.1.

During the period under review, fifty four (54) WSSAs had expired tariff orders. These were Bunda, Chamwino, Chunya, Dakawa, Gairo, Handeni, Ifakara, Itumba-Isongole, Kasulu, Kibondo, Kilindoni, Kilolo, Kilosa, Kiomboi, Kondoa, Kongwa, Kyela, Loliondo, Ludewa, Lushoto, Mafinga, Magu, Mahenge, Makete, Mangaka, Mbinga, Mbulu, Mkuranga, Monduli, Mugumu, Muheza, Muleba, Mwanhuzi, Namanyere, Namtumbo, Ngudu, Orkesumet, Rujewa, Same, Sengerema, Tarime, Tukuyu, Tunduru, Urambo, Usa River, Ushirombo, Bashnet, Gallapo, Ilula, Isaka, Kasumulu, Kibaigwa, Magugu, Mombo and Tunduma. Two DT WSSAs namely Chato and Karatu, were using former COWSO tariff. The DT WSSAs without active tariff orders were required to fulfil a condition for timely submission of monthly Majlis reports. Fifty four (54) conditions related to reporting were implemented by WSSAs without active tariff orders as shown in the Appendix 8

### 3.2 Compliance with Report Submission

According to Water Supply and Sanitation Act (Water Supply and Sanitation Services) Rules, GN 387 published on 25 November 2011, WSSAs are obliged to submit to EWURA monthly and annual performance data through the Water Utilities Information System known as Majlis (web-based software) and their Annual Performance Reports including Financial Statements.

Generally, the good performers in report submission were Biharamulo, Igunga, Muleba, and Rujewa WSSAs that managed to submit all the required reports timely. The least performer in the submission of the reports are Dakawa, Ifakara, Kibondo, Kyela, Ludewa, Mahenge, Mangaka, Mugumu, Pangani, Ushirombo, Isaka, Kasumulu, Mombo and Tunduma WSSAs that did not comply with submission of all reports. Appendix 4-Table A4.2 presents the details on the reports submission. The DT WSSAs compliance with submission of reports are as follows;

#### 3.2.1 Annual Reports

During the FY 2018/19, the number of DT WSSAs that complied with timely submission of Annual Technical Reports decreased to 30 from 43 for FY 2017/18 and 63 in FY 2016/17. Apart from 30 WSSAs that timely submitted their annual report during FY 2018/19, 11 DT submitted their annual reports late and the remaining 40 DT WSSAs submitted performance data in a customized datasheet.

### 3.2.2 Financial Reports

Similar to annual technical/ progress reports, DT WSSAs are required to submit their draft financial statements by 30<sup>th</sup> September of each year. Further, following finalization of auditing, DT WSSAs are obliged to submit their audited financial statements by 31<sup>st</sup> December of every year. Deterioration in terms of compliance with submission of draft financial statement was also observed among DT WSSAs. During FY 2018/19, only 26 DT WSSAs timely submitted their draft financial statement compared to 31 and 40 DT WSSAs that timely submitted their draft financial statement during FY 2016/17 and 2017/18 respectively. Also during FY 2018/18, 22 DT WSSAs submitted their draft financial statements late. The main reason for unsatisfactory performance of DT WSSAs in submission of financial reports is lack of sufficient and qualified accountants.

### 3.2.3 Majls Reports

DT WSSAs are obliged to submit Monthly and Annual Majls reports depicting, technical, administrative, commercial and financial operations conducted during the year. The deadline for the submission of the Majls report for a particular month is 14<sup>th</sup> day of the following month. 19 DT WSSAs managed to submit all twelve months' Majls reports on time. Also, 25 out of 83 DT WSSAs submitted their annual Majls report for FY 2018/19. Moreover 21 DT WSSAs did not submit any monthly Majls report, while 45 DT WSSAs did not submit their Majls annual reports for FY 2018/19.

## 3.3 Implementation of Recommendations of FY 2017/18 Report

Generally the implementation of the recommendations made in the FY 2017/18 was unsatisfactory as presented in Appendix A4.3 of this report.

## 3.4 Compliance with Remittance of Regulatory Levy

Pursuant to Section 43 of EWURA Act, Cap 414, all WSSAs are required to pay levy not exceeding one percent of the gross operating revenue from the regulated goods and services. The amount invoiced to DT WSSAs for the year under review was TZS 132,450,319.94. As of 30<sup>th</sup> June 2019, a total of TZS 38,720,890.06 equivalent to 29% compliance was collected from DT WSSAs.

As of 30<sup>th</sup> June 2019 Dakawa, Usa River and Makambako WSSAs fully complied (100%) with remittance of regulatory levy. Other WSSAs with at least 90% compliance were Bashnet (92%) and Mikumi (90%). A list of water DT WSSA and status of payment of EWURA levy as of 30<sup>th</sup> June 2019 is as shown in Appendix 7.

## 4.0 PERFORMANCE RANKING

This chapter outlines Performance ranking of DT WSSAs according to the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018. Ranking of the performance of WSSAs are in two fold; the overall ranking and the utility ranking. In ranking the performance of DT WSSAs, the source of data on performance targets was the WSSAs' approved Business Plans. In the absence of Business Plan, the WSSAs was awarded zero (0) score on attainment of performance targets.

### 4.1 Overall Ranking

The overall ranking intends to gauge the overall performance of WSSAs by taking into consideration individual efforts as well as external factors such as financing from the government and development partners. In obtaining the score for overall ranking EWURA considers two type of scores which are utility indicator performance score and compliance to regulatory requirement score. The utility indicator performance score accounts for 70% and compliance to regulatory requirement is 30% of the total performance score. The output of overall ranking is identification of the overall best performing WSSA.

### 4.2 Utility Ranking

The utility ranking measures the efforts that the utility has made in attaining the performance targets specified in respective utility business plan.

### 4.3 Procedure for Ranking

#### 4.3.1 Overall Ranking Procedure

The total performance score of a WSSA was computed as a sum of the performance score for each indicator and the compliance to regulatory requirement score. The overall ranking of the performance of WSSAs were done in the following steps:-

#### i. Determining the KPI achievement of a WSSA.

Performance score for each performance indicator is calculated as a summation of scores based on best performer, attainment of performance target, confidence grading and attainment of service level benchmarks multiplied by the respective indicator weighting as described in Table 17.

**Table 17: Key Performance Indicators**

Indicator No.	Performance Indicators	Weight	Service Level Benchmark
KPI 1	Proportion of population served with water (%)	9%	100
KPI 2	Average hours of supply (hrs.)	9%	24
KPI 3	Water quality compliance (%)		
	E-Coli	14%	98
	Turbidity	9%	98
KPI 4	Metering ratio (%)	9%	100
KPI 5	Non-Revenue Water – NRW (%)	9%	≤ 20
KPI 6	Revenue collection efficiency (%)	14%	≥ 95
KPI 8	Working ratio (ratio)	5%	≤ 1.0

Indicator No.	Performance Indicators	Weight	Service Level Benchmark
KPI 9	Personnel/1000 (W&S) connections (ratio)	5%	$\leq 5$
KPI 11	Proportion of population receiving WSSAs regulated sanitation services (%)	8%	100%
KPI12	Percentage of staff employed by WSSA	9%	

#### (a) Calculating Score based on best performer (SBP)

The maximum score for the best performer on each performance indicator is 70 points. The score for attaining a national average (median) on any performance indicator is 50 points while a WSSA will be awarded a score of 0 points for attaining a minimum performance on any indicator. Intermediate performances are allocated pro rata by interpolating between the minimum, average and best performance.

#### (b) Calculating Scores Based on Attainment of Performance Target (SPT)

WSSA were awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performance was allocated pro rata by interpolating between 0 and 10 points. In addition, decreasing performance as compared to actual performance in the previous year was also awarded 0 points.

#### (c) Calculating Scores Based Confidence Grading (SCG)

A WSSA was awarded 10 points for surpassing the Confidence Grading of B2, 5 points for attaining a confidence grading of B2 and 0 points for a Confidence Grading below B2 on each performance indicator. The evaluation criteria for allocating confidence grading is presented in Table 18.

**Table 18: Assessment Confidence Grading on Data Reliability and Accuracy**

Data Reliability		
Reliability Bands		Definition
A	Reliable	Data based on sound records procedures investigations or analyses that are properly documented and recognized as the best available assessment methods
B	Fairly Reliable	Data based on records, procedures, investigations or analyses that are properly documented and recognized as the best available assessment methods. However, up to 30% of the data is based on extrapolations.
C	Unreliable	Data based on extrapolation from records that cover more than 30 percent of the service providers system.
Data Accuracy		
Accuracy Band		Associated Uncertainty
1		(0 – 5%): Better than or equal to +/- 5%
2		(5 – 20%):Worse than $\pm 5\%$ but better than or equal to + / -20%
3		>20%

#### (d) Calculating scores based of attainment of service level Benchmark (SSLB)

A WSSA were awarded 5 points for being within the acceptable boundaries and 0 points for not attaining the acceptable boundaries for KPIs. Scores for utilities that surpass the acceptable boundaries were allocated pro-rata by interpolating between 5 and 10 points. 10 points were allocated for attaining or surpassing the service level benchmarks.



## ii. Determining the Score for Compliance with Regulatory Requirements (CRR)

The score based on compliance with regulatory requirements were calculated based on attainment of score based on the weight of each obligation as presented in Table 19.

**Table 19: Compliance to regulatory requirements**

Code No.	Regulatory Requirement	Total Score
CRR1	Timely submission of monthly Majls reports	12
CRR2	Timely submission of draft annual Majls report	5
CRR3	Timely submission of draft annual report	5
CRR4	Timely submission of draft financial statements	5
CRR5	Payment of regulatory levy	25
CRR6	Presence of approved business plan	10
CRR7	Presence of approved customer service charter	10
CRR8	Submission of final annual report for the previous year	6
CRR9	Availability of Water Quality Monitoring Plan	14
CRR10	Availability of faecal sludge treatment facilities	8






### 4.3.2 Utility Ranking Procedure

Utility ranking is determined by summing up the scores for attainment of performance targets for each indicator as presented in Table 18. WSSAs were awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performances were allocated pro rata by interpolating between 0 and 10 points. In addition, decreasing performance as compared to actual performance in the previous year was also awarded 0 points.

### 4.4 Classification of Performance Scores

The overall score of each WSSA was classified and identified with a distinct colour. The details of the classification colour code and interpretation is as shown in Table 20.

**Table 20: Classification of Overall Scores.**

Total Score	Classification	Colour	Interpretation
100 - 85	A		Excellent
84 - 70	B		Very Good
69 - 55	C		Good
54 - 40	D		Fair
39 - 0	E		Unsatisfactory

### 4.5 Results of Performance Ranking

Based on the ranking procedures, Makambako WSSA emerged as the FY 2018/19 overall best performer for the provision of water and sanitation services among 83 DT WSSAs. Makambako WSSA led by scoring 77.7 points which is interpreted as Very Good performance. On the other hand, the least performer was Mangaka WSSA scoring 18.8 points which is interpreted as unsatisfactory performance. Ranking of all DT WSSAs is summarized in Table 21.

**Table 21: Summary of Ranking for 82 DT WSSAs**

SN	Utility Name	Total Weighted Score Based on KPIs	Score on Compliance to Regulatory Requirements	Overall Ranking				Utility Ranking Score			
				Overall Ranking Score	Classification	Interpretation	Overall Rank (2018/19)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2018/19)
1	Biharamulo	44.5	20.7	65.2	C	Good	3	49.9	D	Fair	11
2	Bunda	30.1	91	39.2	E	Unsatisfactory	44	24.7	E	Unsatisfactory	31
3	Chamwino	36.8	4.8	41.6	D	Fair	39	0.0	E	Unsatisfactory	37
4	Chato	39.5	4.2	43.7	D	Fair	34	0.0	E	Unsatisfactory	37
5	Chunya	28.6	9.3	37.9	E	Unsatisfactory	49	0.0	E	Unsatisfactory	37
6	Dakawa	33.2	7.5	40.7	D	Fair	40	0.0	E	Unsatisfactory	37
7	Gairo	14.1	4.8	18.9	E	Unsatisfactory	82	0.0	E	Unsatisfactory	37
8	Handeni	31.8	1.2	33.0	E	Unsatisfactory	57	0.0	E	Unsatisfactory	37
9	Ifakara	21.7	0.0	21.7	E	Unsatisfactory	79	0.0	E	Unsatisfactory	37
10	Igunga	48.1	17.1	65.2	C	Good	4	59.5	C	Good	3
11	Itumba-Isongole	31.9	13.8	45.7	D	Fair	33	0.0	E	Unsatisfactory	37
12	Karagwe	34.8	6.9	41.7	D	Fair	37	43.7	D	Fair	17
13	Karatu	30.7	2.1	32.8	E	Unsatisfactory	58	0.0	E	Unsatisfactory	37
14	Kasulu	23.8	5.4	29.2	E	Unsatisfactory	66	0.0	E	Unsatisfactory	37
15	Katesh	33.0	14.7	47.7	D	Fair	30	46.4	D	Fair	14
16	Kibaya	44.5	15.9	60.4	C	Good	8	46.1	D	Fair	15
17	Kibondo	21.4	2.7	24.1	E	Unsatisfactory	76	0.0	E	Unsatisfactory	37
18	Kilindoni	25.3	3.6	28.9	E	Unsatisfactory	67	29.5	E	Unsatisfactory	28
19	Kilolo	40.3	10.5	50.8	D	Fair	26	9.0	E	Unsatisfactory	35
20	Kilosa	27.6	1.2	28.8	E	Unsatisfactory	68	0.0	E	Unsatisfactory	37
21	Kilwa Masoko	29.1	5.4	34.5	E	Unsatisfactory	55	0.0	E	Unsatisfactory	37
22	Kiomboi	34.4	3.0	37.4	E	Unsatisfactory	51	0.0	E	Unsatisfactory	37
23	Kisarawe	21.7	7.5	29.2	E	Unsatisfactory	65	0.0	E	Unsatisfactory	37
24	Kishapu	34.8	11.4	46.2	D	Fair	32	34.9	E	Unsatisfactory	26
25	Kondoa	32.3	3.0	35.3	E	Unsatisfactory	53	0.0	E	Unsatisfactory	37
26	Kongwa	23.0	1.8	24.8	E	Unsatisfactory	74	0.0	E	Unsatisfactory	37
27	Korogwe	40.2	12.3	52.5	D	Fair	22	54.7	D	Fair	8
28	Kyela	35.0	4.2	39.2	E	Unsatisfactory	46	0.0	E	Unsatisfactory	37

SN	Utility Name	Total Weighted Score Based on KPIs	Score on Compliance to Regulatory Requirements	Overall Ranking				Utility Ranking Score					
				Overall Ranking Score	Classification	Interpretation	Overall Rank (2018/19)	Overall Rank (2017/18)	Previous Year Rank (2016/17)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2018/19)
29	Liwale	29.8	10.5	40.3	D	Fair	41	64	18	0.0	E	Unsatisfactory	37
30	Loliondo	41.9	10.8	52.7	D	Fair	19	8	3	19.0	E	Unsatisfactory	33
31	Ludewa	24.3	5.7	30.0	E	Unsatisfactory	61	77	80	0.0	E	Unsatisfactory	37
32	Lushoto	29.3	0.3	29.6	E	Unsatisfactory	62	35	27	0.0	E	Unsatisfactory	37
33	Mafinga	42.9	11.1	54.0	D	Fair	17	26	23	41.5	D	Fair	20
34	Magu	25.4	7.2	32.6	E	Unsatisfactory	59	78	81	41.7	D	Fair	19
35	Mahenge	17.3	2.0	19.3	E	Unsatisfactory	81	80	82	0.0	E	Unsatisfactory	37
36	Makete	45.3	15.1	60.3	C	Good	9	40	28	58.1	C	Good	6
37	Mangaka	18.8	0.0	18.8	E	Unsatisfactory	83	na	na	0.0	E	Unsatisfactory	37
38	Manyoni	44.4	9.0	53.4	D	Fair	18	50	63	58.3	C	Good	5
39	Mbinga	46.1	9.9	56.0	C	Good	14	16	1	0.0	E	Unsatisfactory	37
40	Mbulu	24.6	1.2	25.8	E	Unsatisfactory	72	62	52	0.0	E	Unsatisfactory	37
41	Misungwi	40.6	10.5	51.1	D	Fair	25	6	45	49.8	D	Fair	12
42	Mkuranga	28.1	6.0	34.1	E	Unsatisfactory	56	74	64	0.0	E	Unsatisfactory	37
43	Monduli	42.9	5.7	48.6	D	Fair	28	18	8	37.0	E	Unsatisfactory	23
44	Mpwapwa	42.1	13.8	55.9	C	Good	15	21	38	47.3	D	Fair	13
45	Muheza	33.7	18.5	52.2	D	Fair	24	56	40	36.7	E	Unsatisfactory	24
46	Muleba	46.7	15.9	62.6	C	Good	5	23	4	50.5	D	Fair	10
47	Mugumu	17.2	4.8	22.0	E	Unsatisfactory	77	51	77	0.0	E	Unsatisfactory	37
48	Mwanga	43.6	8.7	52.3	D	Fair	23	10	5	25.4	E	Unsatisfactory	30
49	Mwanhuzi	44.2	12.6	56.8	C	Good	12	9	14	0.0	E	Unsatisfactory	37
50	Namanyere	25.3	4.2	29.5	E	Unsatisfactory	63	82	83	0.0	E	Unsatisfactory	37
51	Namtumbo	32.1	9.6	41.7	D	Fair	38	42	42	5.5	E	Unsatisfactory	36
52	Nansio	42.4	18.0	60.4	C	Good	7	15	34	39.6	E	Unsatisfactory	22
53	Ngara	28.8	3.6	32.4	E	Unsatisfactory	60	45	48	51.0	D	Fair	9
54	Ngudu	30.8	8.4	39.2	E	Unsatisfactory	45	43	53	0.0	E	Unsatisfactory	37
55	Nzega	37.6	15.0	52.6	D	Fair	21	2	36	41.3	D	Fair	21
56	Orkesumet	25.0	0.0	25.0	E	Unsatisfactory	73	68	60	0.0	E	Unsatisfactory	37
57	Pangani	24.3	3.0	27.3	E	Unsatisfactory	70	57	51	16.3	E	Unsatisfactory	34

SN	Utility Name	Total Weighted Score Based on KPIs	Score on Compliance to Regulatory Requirements	Overall Ranking						Utility Ranking Score			
				Overall Ranking Score	Classification	Interpretation	Overall Rank (2018/19)	Overall Rank (2017/18)	Previous Year Rank (2016/17)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2018/19)
58	Ruangwa	29.1	10.8	39.9	E	Unsatisfactory	43	12	16	0.0	E	Unsatisfactory	37
59	Rujewa	34.4	14.1	48.5	D	Fair	29	49	78	0.0	E	Unsatisfactory	37
60	Same	29.1	9.6	38.7	E	Unsatisfactory	47	22	2	0.0	E	Unsatisfactory	37
61	Sengerema	45.1	10.2	55.3	C	Good	16	13	43	59.0	C	Good	4
62	Sikonge	34.2	3.3	37.5	E	Unsatisfactory	50	39	46	0.0	E	Unsatisfactory	37
63	Songe	31.3	4.5	35.8	E	Unsatisfactory	52	55	41	45.1	D	Fair	16
64	Tarime	19.0	5.7	24.7	E	Unsatisfactory	75	71	72	0.0	E	Unsatisfactory	37
65	Tukuyu	46.2	15.0	61.2	C	Good	6	30	11	34.5	E	Unsatisfactory	27
66	Tunduru	39.0	10.8	49.8	D	Fair	27	36	61	35.2	E	Unsatisfactory	25
67	Urambo	31.5	3.3	34.8	E	Unsatisfactory	54	63	74	0.0	E	Unsatisfactory	37
68	Usa River	38.5	14.1	52.6	D	Fair	20	20	24	0.0	E	Unsatisfactory	37
69	Ushirombo	25.8	0.0	25.8	E	Unsatisfactory	71	37	66	0.0	E	Unsatisfactory	37
70	Utete	32.5	10.5	43.0	D	Fair	35	48	6	0.0	E	Unsatisfactory	37
71	Bashnet	29.5	10.7	40.2	D	Fair	42	24	13	0.0	E	Unsatisfactory	37
72	Gallapo	26.1	2.4	28.5	E	Unsatisfactory	69	38	35	0.0	E	Unsatisfactory	37
73	Ilula	34.0	8.7	42.7	D	Fair	36	34	49	0.0	E	Unsatisfactory	37
74	Isaka	20.0	0.0	20.0	E	Unsatisfactory	80	70	65	0.0	E	Unsatisfactory	37
75	Kasumulu	34.2	4.2	38.4	E	Unsatisfactory	48	69	70	0.0	E	Unsatisfactory	37
76	Kibaigwa	45.7	14.1	59.8	C	Good	10	4	21	27.5	E	Unsatisfactory	29
77	Maganzo	36.2	11.4	47.6	D	Fair	31	53	na	42.0	D	Fair	18
78	Magugu	46.2	11.8	58.0	C	Good	11	7	9	55.0	C	Good	7
79	Makambako	51.6	26.1	77.7	B	Very Good	1	17	12	68.2	C	Good	1
80	Mikumi	49.9	20.5	70.4	B	Very Good	2	33	79	60.9	C	Good	2
81	Mombo	29.3	0.0	29.3	E	Unsatisfactory	64	61	33	0.0	E	Unsatisfactory	37
82	Tunduma	22.0	0.0	22.0	E	Unsatisfactory	78	75	30	0.0	E	Unsatisfactory	37
83	Turiani	43.7	12.6	56.3	C	Good	13	27	50	23.5	E	Unsatisfactory	32



Table 22 summarizes the ranking comparison of DT WSSAs over the past three years. However, it has to be noted that this is the first time for ranking the performance of DT WSSAs using the revised Performance Benchmarking Guidelines for Water Utilities.

**Table 22: Performance Ranking Comparison**

Performance Ranking Comparison			
Summary of Classification	2016/17	2017/18	2018/19
Excellent	0	0	0
Very Good	7	2	2
Good	15	15	14
Fair	27	33	26
Unsatisfactory	34	32	41
<b>Total</b>	<b>83</b>	<b>82</b>	<b>83</b>

## 5.0 MAJOR OBSERVATIONS AND RECOMMENDATIONS

In the course of reviewing the performance of water utilities as presented in this report a number of issues related to sustainability of service provided by DT WSSAs have been identified. This section highlights key issues observed and their corresponding recommendations as shown in Table 23.

**Table 23: Major Observations and Recommendations**

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible
1.0	Water supply infrastructure.	Average water production in DT WSSAs is only 35% of the water demand which shows that the gap between water production and demand is still big.	DT WSSAs are required to submit proposal to the MoW for investment on improvement of water production	June 2020	DT WSSAs
2.0	Water Quality Monitoring	Only 47 out of 83 DT WSSAs performed water quality tests. Further, the number of water quality tests conducted were not compliant to the requirements of TBS (TZS 789:2016-EAS 12:2014).	All DT WSSAs need to prepare and implement water quality monitoring programs in accordance with the Water and Wastewater Quality Monitoring Guidelines .	Continuous	DT WSSAs
3.0	Disposal of Wastewater/ Sludge	Only 4 out of 83 DT WSSAs have fecal sludge treatment facilities and only 5 have acquired land for construction of wastewater treatment facilities.	(a)DT WSSAs should acquire land for construction of wastewater treatment facilities; (b)DT WSSAs are required to submit proposal to the MoW for investment on construction of wastewater treatment facilities.	June 2021 June 2020	DT WSSAs
4.0	Metering	Out of 83 DT WSSAs 42 have installed bulk meters in all of their water sources	DT WSSAs should install bulk meters in order to determine the actual water produced.	June 2020	DT WSSAs
		Out of the 83 DT WSSAs, 39 DT WSSAs have attained 100% metering ratio.	DT WSSAs should aim at attaining 100% customer metering.	June 2020	DT WSSAs
5.0	Majls Reporting	Only 16 DT WSSAs submitted all Monthly Majls and 26 WSSAs submitted annual Majls on time.	DT WSSAs are required to comply with reporting requirements in accordance to the Water Supply and Sanitation Services Rules, 2011 (GN 387).	Continuos	DT WSSAs
6.0	NRW	NRW is still high to most DT WSSAs. Out of 83 DT WSSAs, only eleven (11) WSSAs have attained a service level benchmark of NRW (below 20%).	DT WSSAs should design and implement strategies to ensure reduction of NRW starting March 2019. The NRW reduction strategies should be included in their business plans.	Continuous	DT WSSAs

In conclusion, generally, the performance of RNP WSSAs in FY 2018/19 as compared to FY 2017/18 has shown improvement in the areas of water abstraction, water production, service hours, staff productivity and water sales collections. Despite the mentioned improvements, the report has identified areas for more improvement which include water production; water quality monitoring; reduction of non revenue water; acquiring land for construction of wastewater treatment facilities; customer metering and reporting. DT WSSAs need to implement recommendations regarding the identified issues and include them as part of their business plan targets. It is envisaged that implementation of the recommendations will result into improvement in water and sanitation services provided by DT WSSAs

# APPENDICES



# **APPENDIX 1:**

## **WATER UTILITIES PROFILES**

BIHARAMULO WSSA PROFILE						2018/19												
EWURA LICENSE No. WSSSL/80/12 – Class III																		
District: Biharamulo, Region: Kagera																		
General Description About the Utility	Biharamulo Water Supply and Sanitation Authority (Biharamulo WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Biharamulo town which is the headquarter of Biharamulo District, Kagera Region. Biharamulo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 34,655 out of whom 14,500 are served by the utility. The utility draws water from three springs sources, one gravity scheme which draws its water from Runyinya spring and a pumping scheme which draws its water from Kagango and Ruziba springs. The combined installed production capacity is 803m³/day. The present production capacity is low compared with the estimated water demand of 2,300m³/day. The utility has no water treatment facilities. The total length of the distribution system is 51.8 km and water is supplied through rationing at an average of fourteen hours per day. The system has seven storage tanks with combined capacity of 790m³. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Biharamulo District Council. The utility has two permanently employed staff seconded from Biharamulo District Council and two staff employed on contract terms by the utility which makes the utility to have a total number of 4.																	
	General Data About Water Utility	Total water connections : 1,260 Total active connections : 1,260 Total domestic connections : 1,150 Total operational kiosks : 12 Metering ratio : 100% NRW : 12% Total staff : 4 Staffs/1000 connections : 3.7 Annual O&M costs : TZS 181,432,000.00 Annual water collections (arrears included) : TZS 242,918,000.00 Annual water billing : TZS 231,413,000.00																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,220</td><td>1,520</td><td>1,560</td><td>2,000</td><td>2,280</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 30.00 per 20 litres bucket. (ii) Last tariff review effective date: 1<sup>st</sup> January, 2018.</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash	Consumption charge (TZS/m³)	1,220	1,520	1,560	2,000	2,280
Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash													
Consumption charge (TZS/m³)	1,220	1,520	1,560	2,000	2,280													
Challenges	1. Low production from the available water sources; 2. Low network coverage; 3. Inadequate water treatment facilities; 4. Insufficient water storage capacity; and 5. Lack of authority's qualified staffs.																	

**BUNDA WSSA PROFILE**
**2018/19**
**EWURA LICENSE No. WSSSL/80/12 – Class III**
**District: Bunda, Region: Mara**

<b>General Description About the Utility</b>	Bunda Water Supply and Sanitation Authority (Bunda WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Bunda town which is the headquarters of the Bunda District, Mara Region. Bunda WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 168,425 out of whom 109,477are served by the utility. The utility draws water from two intakes; Nyabehu and Guta at Lake Victoria source which are 24.9km away from Bunda town. The combined installed production capacity is 8,000m³/day. Water from the intake is pumped Mipungani booster station and thereafter is boosted to 13 water storage tanks located on different areas of Bunda town with total storage capacity of 2,745m³. The water storage tanks are distributing water to customers by gravity. The present production capacity is low compared with the estimated water demand of 7,361m³/day. The utility has no water treatment facilities. The total length of water distribution system is 231.347km and water is supplied through rationing at an average of 17 hours per day. The Authority has no sewerage system thus onsite sanitary facilities used are under the supervision of Bunda District Council. The utility has three permanently employed staff 2 are seconded from Bunda District Council and 29 staff employed on contract terms by the utility which makes the utility to have a total number of 21.																				
<b>General Data About Water Utility</b>	Total water connections : 3,76 Total active connections : 3,553 Total domestic connections : 3,313 Total operational kiosks : 75 Metering ratio : 100 NRW : 35% Total staff : 31 Staffs/1000 connections : 8.2 Annual O&M costs : TZS 520,080,000.00 Annual water collections (arrears included : TZS 508,681,000.00 Annual water billing : TZS 693,013,000.00																				
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Construction site</th><th>Cattle Troughs</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,500</td><td>2,190</td><td>2,200</td><td>2,500</td><td>2,700</td><td>2,600</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 28.00 per 20 litres bucket. (ii) Last tariff review effective date: 1<sup>st</sup> March, 2019.</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Construction site	Cattle Troughs	Consumption charge (TZS/m³)	1,500	2,190	2,200	2,500	2,700	2,600
Category of customer	Domestic	Institutional	Commercial	Industrial	Construction site	Cattle Troughs															
Consumption charge (TZS/m³)	1,500	2,190	2,200	2,500	2,700	2,600															
<b>Challenges</b>	<ol style="list-style-type: none"><li>1. High level of NRW;</li><li>2. Low coverage;</li><li>3. Lack of water treatment facilities;</li><li>4. Insufficient storage tanks;</li><li>5. Lack of wastewater treatment facilities;</li></ol>																				

CHAMWINO WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/17/2012 - Class III																				
District: Chamwino, Region: Dodoma																				
<b>General Description About the Utility</b>	Chamwino Water Supply and Sanitation Authority (Chamwino WSSA) was declared a fully autonomous public water utility on 17 <sup>th</sup> June, 2005. The Authority is responsible for the overall operation and management of water supply and sanitation services within Chamwino urban area, which is the headquarter of Chamwino District, Dodoma Region. Chamwino WSSA is classified as Category C water authority. Its area of responsibility has a total population of 29,534 people out of whom 17,238 are directly served by the Utility. The main water sources for Chamwino Town is groundwater, whereby the utility maintains six (6) deep boreholes. The present production capacity is 1,201m³/day. Water supply services is at an average of 18hrs/day. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Chamwino District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 1,504 Total active connections : 1,105 Total domestic connections : 1,408 Total active water kiosk/standpipe : 7 Metering ratio : 60% NRW : 24% Total staff : 17 Staff/1000 connections : 9.3. Annual O&M costs : TZS 151,813,000.00 Annual water collections (arrears included) : TZS 454,058,484.00 Annual water billings : TZS 475,611,195.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>625- 4,000</td><td>335- 21,505</td><td>655-20,000</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>20,500</td><td>21,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	625- 4,000	335- 21,505	655-20,000	-	Flat rate charge (TZS/Month)	4,500	20,500	21,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	625- 4,000	335- 21,505	655-20,000	-																
Flat rate charge (TZS/Month)	4,500	20,500	21,500	-																
<b>Challenges</b>	1. Inadequate water production to meet the town's water demand 2. Insufficient revenue against expenditure 3. Poor office building 4. Lack of sewerage network 5. Insufficient number of qualified staff 6. Poor office building																			



CHATO WSSA PROFILE					2018/19	
EWURA LICENSE No. WSSL/02/2018						
District Chato, Regiona Geita						
<b>General Description About the Utility</b>	Chato Water Supply and Sanitation Authority (Chato WSSA) was declared a fully autonomous public water utility through Government Notice No 35 published on 2 <sup>nd</sup> February 2018. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Chato Township area located in the Chato District, Geita Region. Chato WSSA is classified as Category C water authority. Its area of responsibility has a total population of 43,279 people out of whom 26,998 are served by the utility. The utility draws water from Lake Victoria source at Rubambangwe area. Water from the source is pumped through the transmission main to a storage tank locate at Rubambangwe and Mbuye area in Chato town center. The installed production capacity is 2,070m³/day .The present production capacity is low compared with the estimated water demand of 4,705m³/day. The utility has no water treatment facilities. The total length of the distribution system is 99.56km and water is supplied through rationing at an average of 20hrs per day. The system has one storage tank with capacity of 480m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Chato District Council. The Utility has twenty (20) permanent employed staff seconded from the Chato District Council and three (3) staff employed on contract terms by the utility which makes the utility to have a total number of 23.					
<b>General Data About Water Utility</b>	Total Water Connections : 1,902 Total Active Connections : 1,815 Total domestic connections : 1,781 Total Water Kiosk/Standpipe - Operational : 85 Metering Ratio : 100% NRW : 40% Total Staff : 23 Staff/1000 connections : 12.7 Annual O&M Costs : TZS 133,530,000.00 Annual Water Collections (arrears included) : TZS 183,615,000.00 Annual Water Billings : TZS 258,592,000.00					
<b>Tariff Structure</b>	<b>Category of customer</b>		<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m³)		1,500	1,500	1,5000	1,500
	<b>Note:</b> (i) The charges at water kiosks is 30.00 per 20 litres container. (ii) Last tariff was revised under COWSO arrangements					
<b>Challenges</b>	1. Insufficient water production capacity 2. Inadequate water distribution network 3. Insufficient storage capacity 4. Lack of sufficient qualified personnel to run the scheme 5. High NRW 6. Lack of water treatment plant					

CHUNYA WSSA PROFILE					2018/19																																	
EWURA LICENCE No. WSSSL/53/2012 – Class III																																						
District: Chunya, Region: Mbeya																																						
<b>General Description About the Utility</b>	Chunya Water Supply and Sanitation Authority (Chunya WSSA) was declared a fully autonomous public water utility in 2002. Chunya WSSA is responsible for the overall operation and management of water supply and sanitation services in Chunya Township which is the headquarter of Chunya District in Mbeya Region. Chunya WSSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 27,711 people out of whom 17,066 are directly served with water. The utility draws water from three boreholes namely, BH.2566/2009, NBH2/2014, 2567/2009, NBH/2014 and NBH/2015. The average water production from the sources during the reporting period was 374m³/day. The source installed production capacity is 1,100m³/day. The present production capacity is not sufficient to meet the estimated water demand of 2,216m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 31.54km and water is supplied at an average of 6hrs/day. The network has 4 storage tanks of different capacities with combined storage volume of 425m³. The Township has no sewerage system. Onsite sanitation facilities are in use under the supervision of Chunya District Council. The Utility has a 3 permanently employed staff seconded from the District Council and 5 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 8 staff.																																					
<b>General Data About Water Utility</b>	Total water connections : 1,312 Total active connections : 794 Total domestic connections : 1,237 Total active kiosk/standpipe : 2 Metering ratio : 86% NRW : 32% Total staff : 8 Staff/1000 connections : 6.1 Annual O&M costs : TZS 168,893,000.00 Annual water collections (arrears included) : TZS 104,820,000.00 Annual water billings : TZS 106,336,000.00																																					
<b>Tariff Structure</b>	<table><thead><tr><th colspan="2">Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr></thead><tbody><tr><td rowspan="4">Metered (TZS/M³)</td><td>1-20m³</td><td>1,000</td><td>N/A</td><td>1,500</td><td>2,500</td></tr><tr><td>&gt;20m³</td><td>1500</td><td>N/A</td><td>1,500</td><td>2,500</td></tr><tr><td>1-50m³</td><td></td><td>1,500</td><td>1,500</td><td>2,500</td></tr><tr><td>&gt;50m³</td><td></td><td>2,000</td><td>1,500</td><td>2,500</td></tr><tr><td colspan="2">Flat rate (TZS/Month)</td><td>7,000</td><td>11,500</td><td>19,000</td><td>32,000</td></tr></tbody></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 50.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>					Category of customer		Domestic	Institutions	Commercial	Industrial	Metered (TZS/M³)	1-20m³	1,000	N/A	1,500	2,500	>20m³	1500	N/A	1,500	2,500	1-50m³		1,500	1,500	2,500	>50m³		2,000	1,500	2,500	Flat rate (TZS/Month)		7,000	11,500	19,000	32,000
Category of customer		Domestic	Institutions	Commercial	Industrial																																	
Metered (TZS/M³)	1-20m³	1,000	N/A	1,500	2,500																																	
	>20m³	1500	N/A	1,500	2,500																																	
	1-50m³		1,500	1,500	2,500																																	
	>50m³		2,000	1,500	2,500																																	
Flat rate (TZS/Month)		7,000	11,500	19,000	32,000																																	
<b>Challenges</b>	1. Low water production capacity as compared to the demand 2. High NRW due to old infrastructure network 3. Dilapidated pipe network 4. High electricity bills due to lack of power control devices 5. Inadequate number of qualified staff																																					

DAKAWA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/25/2012 – Class III																				
District Mvomero, Region Morogoro																				
<b>General Description About the Utility</b>	Dakawa Water Supply and Sanitation Authority Water Board was published as an Urban Water Authority on 17 <sup>th</sup> of June, 2005 by Government notice No.168. The utility is responsible for overall provision of water within the urban area of Dakawa, the headquarter of Mvomero District. Dakawa is located 35km from Morogoro Municipality along Morogoro - Dodoma Highway. Dakawa Urban Water and Sanitation Authority covers two wards namely Dakawa Sokoine East and Dakawa Sokoine West, these two wards comprise of 11 sub-villages. Its area of responsibility has a total population of 48,352 of which 14% only are served. Dakawa Urban Water and Sanitation Authority acquired borehole sources from the former community based schemes at Wami Dakawa which include three boreholes. The boreholes are all located at Wami Dakawa village and currently have a production capacity of 2,088m³/day which is very low compared with the estimated water demand of 3,384.6m³/day. The total length of the distribution system is 19.1km and water is supplied at an average of 7.5hrs/day. Dakawa WSSA has a total of four storage tanks with a storage capacity of 235m³; which can sustain the service for over two hours (2.38hours). The Authority has a total of 13 staff (two are seconded from DED office) and 11 are contracted staff by the utility. The utility has no water treatment facilities and all other operational plans are not in place. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Mvomero District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 574 Total active connections : 574 Total active water kiosk/standpipe : 10 Metering ratio : 83% NRW : 34% Total staff : 13 Staff/1000 connections : 22.6 Annual O&M costs : TZS 36,151,600.00 Annual water collections (arrears included) : TZS 52,830,138.00 Annual water billings : TZS 72,901,138.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>800</td><td>910</td><td>945</td><td>1,080</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>16,500</td><td>16,500</td><td>17,000</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	800	910	945	1,080	Flat rate charge (TZS/Month)	7,500	16,500	16,500	17,000
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m³)	800	910	945	1,080															
	Flat rate charge (TZS/Month)	7,500	16,500	16,500	17,000															
<b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June 2011																				
<b>Challenges</b>	1. Inadequate water production to meet the town’s water demand 2. Low water supply services coverage 3. Inefficient revenue collections, 4. Inadequate customer metering ratio, and 5. Inadequate water storage capacity.																			

GAIRO WSSA PROFILE					2018/19	
EWURA LICENCE No. WSSSL/26/2012 - Class III						
District Gairo, Regiona Morogoro						
General Description About the Utility	The Gairo Water Supply Authority is a Utility under category C and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Gairo township which is the headquarter of Gairo District. The authority was established and gazetted on 17/12/2003 by the then Ministry of Water and Livestock Development. The Authority became operational in August, 2004. The water supply to Gairo township depends on gravity scheme, originating from Ukaguru mountains range. The average water production reported in 2018/19 is 490.6m³/day which is 12.6% of the present estimated daily water demand of 3,890m³/day. The Authority supplies water to 86% of the population residing in Gairo town. The reported Non-revenue water is 78% while water supply is through rationing at an average of 3 hours per day. Water transmission from Mahelo spring intake to the storage tanks is by gravity system through mains comprising of PVC and Galvanized steel Pipe of 3"-8" diameter range. There are 12 concrete block tanks with total storage capacity of 663m³ constructed at various locations along the main pipeline from the Mahelo source to Gairo town. The distribution network for water supply at the township (72.5km in length) is not in very good condition due to age, constructed between 1965 and 1972 thus frequent leakages and bursts are common. Gairo WSSA has a total of six staff employed by DED.					
	General Data About Water Utility	Total water connections : 229 Total active connections : 229 Total active water kiosk/standpipe : 168 Metering ratio : 26% NRW : 78% Total staff : 6 Staff/1000 connections : 26.2 Annual O&M costs : TZS 29,813,000.00 Annual water collections (arrears included) : TZS 84,107,000.00 Annual water billings : TZS108,226,000.00				
Tariff Structure	Category of customer		Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m³)		300	335	390	-
	Flat rate charge (TZS/Month)		-	11,500	-	-
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June 2011					
Challenges	1. High NRW due to old and dilapidated water distribution infrastructure 2. Low coverage of water distribution network 3. Inadequate water production against demand 4. Low metering rate 5. Low customer base					



HANDENI WSSA PROFILE		2018/19																		
EWURA LICENCE No. WSSSL/01/2012- Class III																				
District: Handeni, Region: Tanga																				
General Description About the Utility	Handeni Water Supply and Sanitation Authority (Handeni WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 30 <sup>th</sup> January, 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the administrative area of Handeni Town Council which is the headquarter of the Handeni District, Tanga Region. Handeni WSSA is classified as Category C water utility. Its area of responsibility (Handeni Town) has a total population of 87,137 people out of whom 25,861 are directly served with water. The utility has three types of water sources which are two dams of Kwenkambala and Kideleko, 4 boreholes of Mnazini, Ndelema, Bwawani and Soko la Zamani and Pangani river through bulk supply from the Handeni Trunk Main Water Supply Authority. During the year under review Handeni WSSA supplied water produced from the four boreholes, Kwenkambala dam and bulk supply from Pangani River. The water sources have a combined installed production capacity of 1,200 m³/day. The installed production capacity is not sufficient to meet the estimated demand for Handeni town of 6,099.16 m³/day. The total length of the distribution system is 70.77 km and water is supplied at an average of 5.4 hour per day. There are 12 storage tanks which have combined storage volume of 835 m³. Handeni town has no sewerage system and therefore, there are onsite sanitation facilities used which are under the supervision of Handeni Town Council. Handeni WSSA has four (4) staff seconded from Handeni Town Council and the utility itself has employed ten (10) daily working staff in revenue collection and pipe works.																			
General Data About Water Utility	<div> <div>Total water connections</div> <div>: 661</div> </div> <div> <div>Total active connections</div> <div>: 217</div> </div> <div> <div>Total domestic connections</div> <div>: 490</div> </div> <div> <div>Total water kiosk/standpipe working</div> <div>: 79</div> </div> <div> <div>Metering ratio</div> <div>: 100%</div> </div> <div> <div>NRW</div> <div>: 19%</div> </div> <div> <div>Total staff</div> <div>: 14</div> </div> <div> <div>Staff/1000 connections</div> <div>: 21.18</div> </div> <div> <div>Annual O&amp;M costs</div> <div>: TZS 398,860,012.00</div> </div> <div> <div>Annual water collections (arrears included)</div> <div>: TZS 66,381,030.00</div> </div> <div> <div>Annual water billings</div> <div>: TZS 79,304,500.00</div> </div>																			
Tariff Structure	<table> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Kiosk</th> </tr> <tr> <td>Consumption charges (TZS/m³)</td> <td>1,250</td> <td>1,500</td> <td>2,000</td> <td>1,500</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>11,500</td> <td>12,500</td> <td>12,500</td> <td>NA</td> </tr> </table> <p><b>Note:</b></p> <p>(i) The charge at water Kiosks is TZS 30 per 20 litre container.</p> <p>(ii) Last tariff review effective date: 1<sup>st</sup> June 2011.</p> <p>(iii) The number of inactive customers was high due to unavailability water caused by failure to cover electricity costs for operating the boreholes.</p>					Category of customer	Domestic	Institutional	Commercial	Kiosk	Consumption charges (TZS/m³)	1,250	1,500	2,000	1,500	Flat rate charge (TZS/Month)	11,500	12,500	12,500	NA
Category of customer	Domestic	Institutional	Commercial	Kiosk																
Consumption charges (TZS/m³)	1,250	1,500	2,000	1,500																
Flat rate charge (TZS/Month)	11,500	12,500	12,500	NA																
Challenges	<div> <div>1.</div> <div>Inadequate water sources and supply;</div> </div> <div> <div>2.</div> <div>Old and dilapidated water sources and distribution network;</div> </div> <div> <div>3.</div> <div>Lack of water treatment plant for treating water from the dam;</div> </div> <div> <div>4.</div> <div>Lack of sufficient and competent staff ; and</div> </div> <div> <div>5.</div> <div>Lower water supply coverage, only 30% of the population are served with water</div> </div>																			

IFAKARA WSSA PROFILE					2018/19	
EWURA LICENCE No. WSSSL/27/2012 - Class III						
District Ifakara, Region Morogoro						
<b>General Description About the Utility</b>	Ifakara Water Supply and Sanitation Authority (Ifakara WSSA) was established in 2005 by Act No. 8 of 1997. Ifakara WSSA started its operations on 1 <sup>st</sup> July, 2005 and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Ifakara township which is the headquarter of Kilombero District in Morogoro Region. Ifakara WSSA is classified as Category C water authority. Its area of responsibility has a total population of 125,140 of which 21,150 people are served. The utility draws water from only one type of water source comprising seven boreholes which are fairly protected and equipped with submersible pumps. The combined production capacity is approximately 1,920m³/day if the pumps were operational for 24hours per day. This capacity is not fully utilized owing to worn-out pipeline network and inability to meet electricity cost to run the pumps. The current water production of 975m³/day is low compared to the estimated water demand of 8,759.8m³/day. Water supply is supplemented by shallow wells fitted with hand pumps, drilled in most of the households around township, although water from these wells is not safe owing to high water table. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 25.7km and water is supplied through rationing at an average of 3hrs /day. The water supply system has six storage tanks with total capacity of 730m³. The town has no sewerage system.					
<b>General Data About Water Utility</b>	Total water connections : 1,340 Total active connections : 1,306 Total active water kiosk/standpipe : 33 Metering ratio : 40% NRW : 17% Total staff : 12 Staff/1000 connections : 8.8 Annual O&M costs : TZS 93,917,800.00 Annual water collections (arrears included) : TZS 93,325,720.00 Annual water billings : TZS 105,470,300.00					
<b>Tariff Structure</b>	<b>Category of customer</b>		<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m³)		1,000-1,170	1,330	1,510	-
	Flat rate charge (TZS/Month)		7,600	-	-	-
	<b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> November, 2015					
<b>Challenges</b>	1. Low water supply service coverage 2. Inadequate water production against demand 3. Low customer metering rate 4. Lack of treatment of produced water 5. Inadequate water storage capacity					

IGUNGA WSSA PROFILE						2018/19	
EWURA LICENCE No. WSSSL/56/2012 - Class III							
District: Igunga, Region: Tabora							
General Description About the Utility	Igunga Water Supply and Sanitation Authority (Igunga WSSA) was declared a fully autonomous public water utility in 1999, it is responsible for the overall operation and management of water supply and sanitation services within the Igunga Urban area which is the headquarter of Igunga District, Tabora Region. Igunga WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total populations of 57,980 out of whom 24,063 are directly served by the utility. The utility draws water from Bulenya earthfill dam. The water treatment plant has the production capacity of 1,910m³/day. Water is supplied through rationing at an average of 14 hrs per day. The township has no sewerage system; onsite sanitary facilities are in use under supervision of the Igunga District Town Council.						
General Data About Water Utility	Total water connections		: 1,976				
	Total active connections		: 1,976				
	Total domestic connections		: 1,757				
	Total active water kiosk/standpipe		: 33				
	Metering ratio		: 100%				
	NRW		: 23%				
	Total staff		: 17				
	Staff/1000 connections		: 8.4				
	Annual O&M costs		: TZS 471,307,000.00				
	Annual water collections (arrears included)		: TZS 486,666,000.00				
Annual water billings		: TZS 591,405,000.00					
Tariff Structure	Category of customer		Domestic	Institutional	Commercial	Industrial	Bowzer
	Consumption charge (TZS/m³)		720	945	1,190	1,190	2,760
	Note: (i) The charge at water kiosks is TZS 30.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> October, 2016						
Challenges	1. Inadequate water service coverage 2. Inadequate water production against demand 3. Low revenue collection efficiency 4. Lack of sewerage network						

ITUMBA- ISONGOLE WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/52/2012 – Class III																				
District: Ileje, Region: Songwe																				
<b>General Description About the Utility</b>		Itumba-Isongole Water Supply and Sanitation Authority (Itumba-Isongole WSSA) was declared a fully autonomous public water utility in 2004. Itumba-Isongole WSSA is responsible for the overall operation and management of water supply and sanitation services within the Itumba- Isongole Township which is the headquarter of Ileje District in Songwe Region. Itumba-Isongole WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 23,621 people of whom 19,276 are directly served with water. The utility draws water from two sources; lyela river and Ilumba stream. Water from these sources is abstracted by intake weirs constructed across the river and stream respectively and gravitates to the Township. During the reporting period, the sources produced an average of 1,944m³/day. The combined installed production capacity is 1,987 m³/day. The present production capacity is not sufficient to meet the estimated water demand of 1,900m³/day. The total length of the entire pipe network is 57.55km and water is supplied at an average of 16 hrs per day. The network has 7 storage tanks with combined capacity of 465m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Ileje District Council. The Utility has a 1 permanent employed staff seconded from the District Council and 11 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 12 staff.																		
<b>General Data About Water Utility</b>		Total water connections : 1,614 Total active connections : 1,521 Total domestic connections : 1,517 Total active kiosk/standpipe : 15 Metering ratio : 37% NRW : 42% Total staff : 12 Staff/1000 connections : 7.4 Annual O&M costs : TZS 96,230,000.00 Annual water collections (arrears included) : TZS 48,280,000.00 Annual water billings : TZS 72,551,000.00																		
<b>Tariff Structure</b>		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m3)</td><td>300</td><td>335</td><td>390</td><td>250</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>12,000</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 5.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/m3)	300	335	390	250	Flat rate (TZS/Month)	4,500	10,000	9,500	12,000
Category of customer	Domestic	Institutions	Commercial	Kiosk																
Metered (TZS/m3)	300	335	390	250																
Flat rate (TZS/Month)	4,500	10,000	9,500	12,000																
<b>Challenges</b>		1. Old and dilapidated distribution network 2. High turbidity of water during rainy season 3. Limited distribution network which do not cover WSSA operational area 4. Lack of office building and competent staff 5. Low metering ratio (37% only)																		



KARAGWE WSSA PROFILE						2018/19												
EWURA LICENSE No. WSSSL/72/12– Class III																		
District Karagwe, Region Kagera																		
<b>General Description About the Utility</b>	Karagwe Water Supply and Sanitation Authority (Karagwe WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kayanga township which is the headquarter of the Karagwe District, Kagera Region. Karagwe WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 87,190 out of whom 14,000 are served by the utility. The utility draws water from three sources, Katoma bore hole, Umururongo springs and Charuhanga stream intake. The combined installed production capacity is 956m3/day. Water from the three intakes is pumped to four tanks with total storage capacity of 560m3 located at Kayanga town center which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 10,285m3/day. The utility has no water treatment facilities. The total length of the transmission and distribution system is 86.3 km and water is supplied by rationing at an average of four hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Karagwe District Council. The utility has eight (8) permanent staff seconded from Karagwe District Council and four (5) staff employed on contract terms by the utility which makes the utility to have a total number of 12.																	
<b>General Data About Water Utility</b>	Total water connections : 6277 Total active connections : 583 Total domestic connections : 475 Total operational kiosks : 37 Metering ratio : 100% NRW : 21% Total staff : 12 Staffs/1000 connections : 20.58 Annual O&M costs : TZS 132,438,000.00 Annual water collections (arrears included) : TZS 99,814,000.00 Annual water billing : TZS 133,245,000.00																	
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Construction</th><th>Car wash</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,800</td><td>2,000</td><td>1,500</td><td>5,000</td><td>5,000</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Construction	Car wash	Consumption charge (TZS/m³)	1,800	2,000	1,500	5,000	5,000
	Category of customer	Domestic	Institutional	Commercial	Construction	Car wash												
	Consumption charge (TZS/m³)	1,800	2,000	1,500	5,000	5,000												
<b>Note:</b> (i) The charge at water kiosks is TZS 50.00 per 20 litres bucket. (ii) Last tariff review effective date: 1 <sup>st</sup> March, 2019.																		
<b>Challenges</b>	1. Inadequate water production capacity 2. Very low service coverage, hence low customer base 3. Lack of treatment facility. 4. High level of NRW 5. Lack of wastewater treatment facilities																	

KARATU WSSA PROFILE		2018/19												
EWURA LICENCE : PWSSSL/01/2019 (Provisional)														
District: Karatu, Region: Arusha														
<b>General Description About the Utility</b>	Karatu Water Supply and Sanitation Authority (Karatu WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004 and came into operations in 2017. The Authority is responsible for the overall operation and management of water supply and sanitation services in Karatu Town which is the head-quarter of Karatu District, Arusha Region. Karatu WSSA is classified as Category C water authority. The first Board of Directors was appointed in November 2017. Its area of responsibility has a total population of 60,195 out of whom 4,912 are directly served by Karatu WSSA. However, within the Utility service area, there is a Community Owned Organization namely KAVIWASU serving a total of 35,755 persons which is about 60% of the entire population of Karatu Township. These make a total population served by the two service providers to be 40,667 which is about 67.6% of the total population. The utility draws water from one borehole (Bwawani borehole) with installed capacity of 720m³/day which is low compared to the estimated water demand of 4,864.5m³/day. The total length of the distribution system is 30.8 km and water is supplied at an average of 12 hrs per day. There is one water storage tank with a storage capacity of 225m³. The town has no sewerage system; therefore, onsite sanitation facilities are used under the supervision of Karatu District Council. The authority has 10 staff out of whom four (2) staff are seconded from Karatu district council and 8 staff are temporary employed by the utility.													
<b>General Data About Water Utility</b>	Total water connections : 237 Total active connections : 233 Total domestic connection : 166 Total active water kiosk/standpipe : 17 Metering ratio : 100 % NRW : 26 % Total staff : 10 Staff/1000 connections : 42 Annual O&M costs : TZS 267,284,000.00 Annual water collections (arrears included) : TZS 200,425,000.00 Annual water billings : TZS 209,526,000.00													
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,750</td><td>1,750</td><td>2,000</td><td>2,000</td></tr></table>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,750	1,750	2,000	2,000
	Category of customer	Domestic	Institutional	Commercial	Industrial									
	Consumption charge (TZS/m³)	1,750	1,750	2,000	2,000									
<b>Note:</b> (i) The charge at water Kiosks is TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June 2011.														
<b>Challenges</b>	1. Presence of strong community owned service provider with high service coverage 2. Low water production and service coverage 3. Lack of office building and transport 4. Inadequate working tools and technical equipment													

KASULU WSSA PROFILE					2018/19															
EWURA LICENSE No. WSSSL/69/12– Class III																				
District: Kasulu, Region: Kigoma																				
<b>General Description About the Utility</b>	Kasulu Water Supply and Sanitation Authority (Kasulu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kasulu town which is the headquarter of the Kasulu District, Kigoma Region. Kasulu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 80,479 out of whom 36,680 are served by the utility. The utility draws water from three sources, one stream at Misemo and two springs at Nyanka and Nyakatoke. The combined installed production capacity is 3,447m³/day. Water from sources is gravitated to three tanks with total storage capacity of 452m³ located at Kasulu town which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 5,383m³/day. The utility has no water treatment facilities. The total length of the distribution system is 43.634 km and water is supplied through rationing at an average of 14 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Kasulu District Council. The utility has three (3) permanent employed staff seconded from Kasulu District Council and thirteen (13) staff employed on contract terms by the utility which makes the utility to have a total number of 16.																			
<b>General Data About Water Utility</b>	Total water connections : 3,863 Total active connections : 3,029 Total domestic connections : 3,568 Total operational kiosks : 4 Metering ratio : 38% NRW : 34% Total staff : 16 Staffs/1000 connections : 4.3 Annual O&M costs : TZS 202,630,000.00 Annual water collections (arrears included) : TZS 141,215,000.00 Annual water billing : TZS 161,723,000.00																			
<b>Tariff Structure</b>	<table><thead><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr></thead><tbody><tr><td>Consumption charge (TZS/m³)</td><td>300</td><td>400</td><td>510</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>-</td><td>-</td><td>NA</td></tr></tbody></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 20 per 20L container: Not Applicable (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	300	400	510	NA	Flat rate charge (TZS/Month)	4,500	-	-	NA
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	300	400	510	NA																
Flat rate charge (TZS/Month)	4,500	-	-	NA																
<b>Challenges</b>	1. Low water production capacity. 2. Old and dilapidated water production and distribution infrastructure. 3. High NRW mainly caused mainly by lack of water meters in most of the water connections. 4. Low metering ratio. 5. Low network coverage.																			

KIBAYA WSSA PROFILE							2018/19																		
EWURA LICENCE No. WSSSL/02/2012 - Class III																									
District: Kiteto, Region: Manyara																									
<b>General Description About the Utility</b>		Kibaya Water Supply and Sanitation Authority (Kibaya WSSA) was declared a fully autonomous public water utility through Government Notice No.20 published in 2004 and came into operations in 2007. The Authority is responsible for the overall operation and management of water supply and sanitation services in Kibaya Town which is the head-quarter of Kiteto District, Manyara Region. Kibaya WSSA is classified as Category C water authority. Its area of responsibility has a total population of 25,884 out of whom 19,688 are directly served by the Utility. The utility draws water from 6 boreholes (Shiuki, Chemchem, Silangaa Juu, Silangaa Chini, Kageze and Kaloleni) and the Chemchem spring source. The spring source contributes about 12% of the total water production. The combined installed production capacity is 536 m³/day which is low compared to the estimated water demand of 1,812 m³/day. The total length of the distribution system is 38 km and water is supplied at an average of 2.4 hrs per day. There are 10 water storage tanks with combined storage capacity of 644 m³. The town has no sewerage system; therefore, onsite sanitation facilities are used under the supervision of Kiteto District Council. The authority has 10 staff out of whom 2 staff are seconded from Kiteto district council and 8 staff are temporarily employed by the utility.																							
<b>General Data About Water Utility</b>		Total water connections : 612 Total active connections : 578 Total domestic connection : 530 Total active water kiosk/standpipe : 34 Metering ratio : 100% NRW : 30.6% Total staff : 10 Staff/1000 connections : 17.3 Annual O&M costs : TZS 270,733,000.00 Annual water collections (arrears included) : TZS 140,835,000.00 Annual water billings : TZS 144,297,000.00																							
<b>Tariff Structure</b>		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>1,970</td><td>2,020</td><td>1,970</td><td>2,020</td><td>2,020</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>-</td><td>-</td><td>NA</td><td></td></tr></table> <p><b>Note:</b> (i) The charge at water Kiosks is TZS 50 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> July 2017.</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash	Consumption charge (TZS/m3)	1,970	2,020	1,970	2,020	2,020	Flat rate charge (TZS/Month)	4,500	-	-	NA	
Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash																				
Consumption charge (TZS/m3)	1,970	2,020	1,970	2,020	2,020																				
Flat rate charge (TZS/Month)	4,500	-	-	NA																					
<b>Challenges</b>		1. Lack of reliable water sources and supply to meet the demand 2. Low coverage of the pipe network 3. Dilapidated water infrastructure which needs replacement 4. Lack of office building and transport 5. Inadequate working tools and technical equipment																							



KATESH WSSA PROFILE					2018/19																			
EWURA LICENCE No. WSSSL/12/2012 - Class III																								
District: Hanang, Region: Manyara																								
<b>General Description About the Utility</b>	Katesh Water Supply and Sanitation Authority (Katesh WSSA), was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. Katesh WSSA is responsible for the overall operation and management of water supply and sanitation services within the Katesh urban area (Katesh, Ganana, Dumbeta and Jorodom wards) which is the headquarter of the Hanang District, Manyara Region. Katesh WSSA is classified as Category C water authority. Its area of responsibility has a total population of 32,207 people out of whom 12,220 are directly served by the Utility. The utility draws water from two sources which are; the gravity scheme, Himiti streams, which receive water from several springs originating from the Hannah hills and one borehole of Mogitu. The combined installed production capacity is 3,980 m³/day which is sufficient to meet the present estimated demand for the township which is 3,062 m³/day. However, the discharge from the water sources has decreased significantly resulting into the average production of 1,569 m³ per day. The total length of the distribution system is 55.29 km and water is supplied through rationing at an average of 3.2 hrs/day. The system has 8 storage tanks with combined total storage capacity of 1,295 m³. Katesh town has no sewerage system; therefore, onsite sanitary facilities are used and they are under the supervision of Hanang District Council. Katesh WSSA has 14 employees, out of whom 4 staff are employed by the District Council and seconded to the utility, 10 staff are employed by the utility on contract terms.																							
<b>General Data About Water Utility</b>	Total water connections : 2,147 Total active connections : 2,112 Total number of domestic connections : 1,967 Total water kiosk/standpipe operating : 14 Metering ratio : 45% NRW : 38.7% Total staff : 14 Staff/1000 connections : 6.6 Annual O&M costs : TZS 160,470,000.00 Annual water collections (arrears included) : TZS 69,939,000.00 Annual water billings : TZS 78,939,000.00																							
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>800</td><td>1,000</td><td>1,200</td><td>1,400</td><td>1,200</td></tr><tr><td>Flat rate TZS/month</td><td>6,000</td><td>12,000</td><td>15,000</td><td>20,000</td><td>20,000</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash	Consumption charge (TZS/m³)	800	1,000	1,200	1,400	1,200	Flat rate TZS/month	6,000	12,000	15,000	20,000	20,000
	Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash																		
	Consumption charge (TZS/m³)	800	1,000	1,200	1,400	1,200																		
	Flat rate TZS/month	6,000	12,000	15,000	20,000	20,000																		
<b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June 2017.																								
<b>Challenges</b>	1. Inadequate water sources 2. High NRW due to dilapidated pipe network and low metering ratio 3. Unwillingness of customers to pay their water bills 4. Lack of water treatment facility 5. Lack of sufficient staff																							

KIBONDO WSSA PROFILE					2018/19															
EWURA LICENSE No. WSSL/70/2012– Class III																				
District: Kibondo, Region: Kigoma																				
<b>General Description About the Utility</b>	Kibondo Water Supply and Sanitation Authority (Kibondo WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kibondo town which is the headquarter of the Kibondo District, Kigoma Region. Kibondo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 53,030 out of whom 10,796 are served by the utility. The utility draws water from one stream, five springs and five boreholes. The combined installed production capacity is 3,832m³/day. Water from sources is pumped to nine tanks with total storage capacity of 894.5m³ located at Kibondo town center which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 4,052m³/day. The utility has no water treatment facilities. The total length of the distribution system is 38.4km and water is supplied through rationing at an average of 5 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Kibondo District Council. The utility has seven (7) permanent employed staff seconded from Kibondo District Council and thirty two (35) staff employed on contract terms by the utility which makes the utility to have a total number of 40.																			
<b>General Data About Water Utility</b>	Total water connections : 2,058 Total active connections : 1,132 Total domestic connections : 1,032 Total operational kiosks : 10 Metering ratio : 95% NRW : 37% Total staff : 40 Staffs/1000 connections : 35.34 Annual O&M costs : TZS 86,615,000.00 Annual water collections (arrears included) : TZS 125,920,000.00 Annual water billing : TZS 121,199,000.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>850</td><td>860</td><td>890</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>11,500</td><td>11,500</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charg at water kiosks is 20.00 per 20L (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	850	860	890	NA	Flat rate charge (TZS/Month)	7,500	11,500	11,500	NA
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	850	860	890	NA																
Flat rate charge (TZS/Month)	7,500	11,500	11,500	NA																
<b>Challenges</b>	1. Inadequate water production capacity 2. Low water service coverage 3. Lack of wastewater treatment facilities. 4. High NRW 5. Lack of water treatment facilities																			

KILINDONI WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/ 03/2015–Class III																				
District: Mafia, Region: Coast																				
General Description About the Utility	Kilindoni Water supply and Sanitation Authority (Kilindoni WSSA) was declared as a fully autonomous public water utility through Government notice no. 168 published in 2005. The authority is responsible for the overall operation and management of water supply and sanitation services within Kilindoni Township which is the headquarter of Mafia District in Coast Region. Kilindoni WSSA is classified as Category C water authority and started its operation in 2008. Its area of responsibility has a total population of 16,432 people in which 5,650 people are served with water. The Kilindoni town gets water from natural springs and boreholes. There are three spring water sources and three boreholes located at Bomani, Kigamboni Kulungeni and Kilimahewa with total installed production capacity of 1,104m³/day. The estimated average water produced from the sources during the reporting period was 125m³/day. Water supplied to Kilindoni WSSA is not sufficient to meet the estimated water demand of 2,200m³/day. The utility has no water treatment facilities. The total length of the main pipe network is 11.8km and water is supplied at an average of 4.7 hrs per day. The network has seven storage tanks with a total storage capacity of 145m³. The town has no sewerage system; onsite sanitation facilities are in use under supervision of the Kilindoni township Authority. The Utility has a total of five staff whereby only one (the MD) is permanent staff seconded from Mafia District Council and remaining four are on contract terms by utility.																			
	General Data About Water Utility	Total Water Connections : 548 Total Active Connections : 548 Total Domestic Connections : 515 Total Water Kiosk/Standpipe : 4 Metering Ratio : 33% NRW : 17% Total Staff : 5 Staff/1000 connections : 9.1 Annual O&M Costs : TZS 23,318,900.00 Annual Water Collections (Arrears included) : TZS 21,243,900.00 Annual Water Billings : TZS 20,256,840.00																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m³)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>5500-15,000</td><td>11,500-80,000</td><td>11,500-13,500</td><td>NA</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	300	335	390	500	Flat rate charge (TZS/month)	5500-15,000	11,500-80,000	11,500-13,500	NA
	Category of customer	Domestic	Institutions	Commercial	Industrial															
	Metered (TZS/m³)	300	335	390	500															
	Flat rate charge (TZS/month)	5500-15,000	11,500-80,000	11,500-13,500	NA															
(i) Kiosk Tariff is TZS 20 for 20 litres (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																				
Challenges	1. Insufficient water production as compared to the current water demand 2. Low metering ratio 3. Lack of sufficient and qualified staff. 4. Low customer base 5. Limited network coverage																			

KILOLO WSSA PROFILE							2018/19																		
EWURA LICENCE No. WSSSL/38/2012 – Class III																									
District: Kilolo, Region: Iringa																									
<b>General Description About the Utility</b>		Kilolo Water Supply and Sanitation Authority (Kilolo WSSA) was declared as a fully autonomous public water utility in 2005 for provision of water supply and sanitation services within the Kilolo Township area which is the headquarter of Kilolo District in Iringa region. Kilolo WSSA is classified as Category C water authority and started its operation in July, 2009. Its area of responsibility has a total population of 30,123 out of whom 15,974 are directly served with water. The utility draws water from four protected springs located in Lusinga village about 25km from the Township center and Lulanzi source. The source installed production capacity is 928m³/day. Water is supplied for 22hrs/day. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Kilolo District Council.																							
<b>General Data About Water Utility</b>		Total water connections : 988 Total active connections : 897 Total domestic connections : 791 Total active kiosk/standpipe : 36 Metering ratio : 95% NRW : 32% Total staff : 6 Staff/1000 connections : 7 Annual O&M costs : TZS 97,668,054.00 Annual water collections (arrears included) : TZS 62,133,474.00 Annual water billings : TZS 62,737,000.00																							
<b>Tariff Structure</b>		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m3)</td><td>445 - 505</td><td>450 - 510</td><td>475 - 520</td><td>500</td><td>1,000</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4,500 – 5,500</td><td>12,000 – 22,000</td><td>9,400 – 17,000</td><td>13,000 – 22,500</td><td></td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>						Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Metered (TZS/m3)	445 - 505	450 - 510	475 - 520	500	1,000	Flat rate charge (TZS/month)	4,500 – 5,500	12,000 – 22,000	9,400 – 17,000	13,000 – 22,500	
Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk																				
Metered (TZS/m3)	445 - 505	450 - 510	475 - 520	500	1,000																				
Flat rate charge (TZS/month)	4,500 – 5,500	12,000 – 22,000	9,400 – 17,000	13,000 – 22,500																					
<b>Challenges</b>		1. Low water production as compared to demand 2. High NRW 3. Lack of transport, working tools, equipment and communication facilities 4. Low billing and collection efficiency due to unmetered customers 5. Shortage of investment funds on new water supply projects																							

KILOSA WSSA PROFILE					2018/19																														
EWURA LICENCE No. WSSSL/28/2012 - Class III																																			
District: Kilosa, Region: Morogoro																																			
General Description About the Utility	<p>Kilosa Water Supply and Sanitation Authority (KilosaA-WSSA) was established by Act No. 8 of 1997 and was declared a water supply Authority in February 2001. Kilosa-WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kilosa township which is the headquarter of the Kilosa District in Morogoro Region. Kilosa-WSSA is classified as Category C water authority. Its area of responsibility has a total population of 40,954 based on projections from the 2012 census of which 10,250 are served. The town water requirements are catered through supply from four boreholes, namely, Azimio, Manzese, Njiapanda/Kwachaeka and Bandabichi. Water from Azimio boreholes on the other hand, is pumped directly, into the distribution system, while that from other remaining boreholes is pumped into the storage for distribution. The present production capacity of 1,056 m³/day is very low compared to the estimated water demand of 2,799.9m³/day while the actual production is 880.5m³/day. The utility has no water treatment facilities however it disinfect the water it produces. The total length of distribution system is 73km and water is supplied at an average of 10hrs/day. The system has seven storage tanks with total capacity of 3,510 m³ that are functioning. The water supply authority has no sewerage network</p>																																		
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>:</td> <td>2,025</td> </tr> <tr> <td>Total active connections</td> <td>:</td> <td>1,977</td> </tr> <tr> <td>Total active water kiosk/standpipe</td> <td>:</td> <td>48</td> </tr> <tr> <td>Metering ratio</td> <td>:</td> <td>94%</td> </tr> <tr> <td>NRW</td> <td>:</td> <td>30%</td> </tr> <tr> <td>Total staff</td> <td>:</td> <td>18</td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>8.9</td> </tr> <tr> <td>Annual O&amp;M costs</td> <td>:</td> <td>TZS 183,583,300.00</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>:</td> <td>TZS 174,737,000.00</td> </tr> <tr> <td>Annual water billings</td> <td>:</td> <td>TZS 269,954,000.00</td> </tr> </table>					Total water connections	:	2,025	Total active connections	:	1,977	Total active water kiosk/standpipe	:	48	Metering ratio	:	94%	NRW	:	30%	Total staff	:	18	Staff/1000 connections	:	8.9	Annual O&M costs	:	TZS 183,583,300.00	Annual water collections (arrears included)	:	TZS 174,737,000.00	Annual water billings	:	TZS 269,954,000.00
Total water connections	:	2,025																																	
Total active connections	:	1,977																																	
Total active water kiosk/standpipe	:	48																																	
Metering ratio	:	94%																																	
NRW	:	30%																																	
Total staff	:	18																																	
Staff/1000 connections	:	8.9																																	
Annual O&M costs	:	TZS 183,583,300.00																																	
Annual water collections (arrears included)	:	TZS 174,737,000.00																																	
Annual water billings	:	TZS 269,954,000.00																																	
Tariff Structure	<table> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> </tr> <tr> <td>Consumption charge (TZS/m³)</td> <td>395</td> <td>500</td> <td>655</td> <td>500</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>4,500-5,500</td> <td>-</td> <td>9,500</td> <td>290,000</td> </tr> </table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	395	500	655	500	Flat rate charge (TZS/Month)	4,500-5,500	-	9,500	290,000															
	Category of customer	Domestic	Institutional	Commercial	Industrial																														
	Consumption charge (TZS/m³)	395	500	655	500																														
	Flat rate charge (TZS/Month)	4,500-5,500	-	9,500	290,000																														
<p><b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>																																			
Challenges	<ol style="list-style-type: none"> <li>1. Inadequate water production against demand</li> <li>2. Inadequate water service coverage</li> <li>3. Inefficient revenue collection</li> <li>4. High NRW</li> </ol>																																		



KILWA MASOKO WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/ 21/2012– Class III																				
District: Kilwa, Region: Lindi																				
<b>General Description About the Utility</b>		Kilwa Masoko Urban Water Supply and Sanitation Authority (KIMUWASA) was established by Act No. 8 of 1997. The utility was declared as public water utility through Government Notice no. 29 published in 2004 and came into operation on 28 <sup>th</sup> November, 2004. KIMUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Masoko township which is the headquarter of Kilwa District in Lindi Region. Its area of responsibility has a total population of 19,374 people out of whom 10,250 are served. The utility draws water from two boreholes located at Mkapa garden area at the centre of Masoko town which contributing 37% of water production and Mpara welfied located 11km from the Masoko township along Masoko – Nangurukuru road which contributes 63% of the water production. The combined installed production capacity is approximately 2,688m³/day. The present production is 1,215.3 m³/day which is very low compared with the estimated water demand of 2,251m³/day. The utility has no conventional water treatment facilities. The total length of the distribution system is 50.3km and water is supplied through rationing at an average of 4hrs/day. The system has three (3) functioning storage tanks with total capacity of 477m³. The town has no sewerage system; onsite sanitation is used under the monitoring of the Kilwa District Council.  The Utility has 26 total staff whereby six (6) are permanent staff seconded from Kilwa District Council and eighteen (20) staff on contract terms by utility.																		
<b>General Data About Water Utility</b>		Total Water Connections : 1,824 Total Active Connections : 1,806 Total Domestic Connections : 1,700 Total Active Kiosk/Standpipe : 7 Metering Ratio : 100% NRW : 46% Total Staff : 26 Staff/1000 connections : 14.3 Annual O&M Costs : TZS 294,501,900.00 Annual Water Collections (Arrears included) : TZS 256,166,665.00 Annual Water Billings : TZS 265,532,130.00																		
<b>Tariff Structure</b>		<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m3)</td><td>1,000</td><td>1,300</td><td>1,300</td><td>1,300</td></tr><tr><td>Flat rate (TZS/month)</td><td>Not Allowed</td><td>Not Allowed</td><td>Not Allowed</td><td>Not Allowed</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres bucket. (ii) Last tariff review effective date: 1<sup>st</sup> September, 2016</p>				Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m3)	1,000	1,300	1,300	1,300	Flat rate (TZS/month)	Not Allowed	Not Allowed	Not Allowed	Not Allowed
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/m3)	1,000	1,300	1,300	1,300																
Flat rate (TZS/month)	Not Allowed	Not Allowed	Not Allowed	Not Allowed																
<b>Challenges</b>		1. Low production against demand 2. low coverage of distribution network 3. No water treatment facilities for removal of iron and manganese 4. Low capacity of storage 5. Insufficient revenue against expenditures																		

KIOMBOI WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/55/2012 - Class III																				
District: Iramba, Region: Singida																				
General Description About the Utility	Kiomboi Water Supply and Sanitation Authority (Kiomboi WSSA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Kiomboi Urban area which is the headquarter of Iramba District, Singida Region. Kiomboi WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 16,766 out of whom 5,962 are directly served with water. The utility draws water from three operating boreholes, the total present production capacity from the boreholes is 300m³/day. Water is supplied through rationing at an average of 4 hrs per day. The township has no sewerage system; onsite sanitary facilities are in use under the Iramba District Town Council.																			
General Data About Water Utility	Total water connections : 915 Total active connections : 901 Total domestic connections : 827 Total active water kiosk/standpipe : 4 Metering ratio : 100% NRW : 26% Total staff : 6 Staff/1000 connections : 7.1 Annual O&M costs : TZS 108,113,787.00 Annual water collections (arrears included) : TZS 109,147,770.00 Annual water billings : TZS 84,471,246.00																			
Tariff Structure	<table><thead><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr></thead><tbody><tr><td>Consumption charge (TZS/m³)</td><td>1,045</td><td>1,095</td><td>1,075</td><td>1,095</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>10,000</td></tr></tbody></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> September, 2015</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,045	1,095	1,075	1,095	Flat rate charge (TZS/Month)	4,500	10,000	9,500	10,000
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	1,045	1,095	1,075	1,095																
Flat rate charge (TZS/Month)	4,500	10,000	9,500	10,000																
Challenges	1. Inadequate water production against demand 2. Insufficient revenue to meet expenditures 3. Inadequate water service coverage 4. Lack of sewerage services 5. Lack of sufficient skilled staff																			

KISARAWA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/02/2017- Class III																				
District: Kisarawe, Region: Coast																				
General Description About the Utility	Kisarawe Water Supply and Sanitation Authority (Kisarawe WSSA) was declared an area of Urban Water Supply Authority through Government notice No. 29 published in 2004, charged with the overall responsibility of provision of water supply and sanitation services to the population of Kisarawe Township. The utility started its operation in July, 2007. Kisarawe WSSA is located at headquarter of Kisarawe district in Coast Region. Kisarawe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 13,175 out of whom 3,100 has direct access to water services provided by the utility. The total water demand for the town is estimated at 1,328 m³/day while water produced is estimated at 157.9m³/day. The Authority depends on two water sources i.e Kimani borehole and Minaki dam. The length of water supply network is 16km with five storage tanks of total capacity 877.5 m³. Total installed production capacity is 1,752 m³/day i.e. 912m³/day and 840 m³/year for Kimani and Minaki dam respectively. The present production capacity is sufficient to meet the estimated water demand, however the capacity is not fully utilized. Water is supplied for at an average of three hours per day. The utility has two mini water treatment plants one for water from Minaki dam with capacity of 10m³/day. Another new water treatment plant started on June 2016 with the capacity of treating 150m³/day which serves to four (4) the domestic points.																			
	The town has no sewerage system; onsite sanitation facilities are in use under supervision of the Kisarawe District Council. The Utility has a total of eight (8) staff, who are either permanent staff seconded from Kisarawe District Council or employed by the utility on contract basis.																			
General Data About Water Utility	Total Water Connections : 413																			
	Active Water Connections : 410																			
	Total Domestic Connections : 397																			
	Total active Kiosk/Standpipe : 4																			
	Metering Ratio : 100%																			
	NRW : 25%																			
	Total Staff : 8																			
	Staff per 1000 connections : 19.4																			
	Annual O&M costs : TZS 229,320,573.00																			
	Annual collection from water sales : TZS 50,425,486.00																			
	Annual water billing : TZS 52,037,745.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m³)</td><td>1,150</td><td>1,285</td><td>1,495</td><td>1,915</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>11,500</td><td>Not Allowed</td><td>Not Allowed</td><td>Not Allowed</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	1,150	1,285	1,495	1,915	Flat rate charge (TZS/month)	11,500	Not Allowed	Not Allowed	Not Allowed
	Category of customer	Domestic	Institutions	Commercial	Industrial															
Metered (TZS/m³)	1,150	1,285	1,495	1,915																
Flat rate charge (TZS/month)	11,500	Not Allowed	Not Allowed	Not Allowed																
	(i) The Charge at water Kiosks is TZS. 30/= per 20 litres jerry can.																			
	(ii) Last tariff review effective date : 1 <sup>st</sup> September, 2016																			
Challenges	1. Insufficient water production to meet the water demand																			
	2. Low water service coverage																			
	3. Inadequate revenue to cover expenditures																			
	4. Inefficient staff to connection ratio																			
	5. Low customer base																			

KISHAPU WSSA PROFILE					2018/19													
EWURA LICENSE No. WSSL/58/2012 – Class III																		
District: Kishapu, Region: Shinyanga																		
General Description About the Utility	Kishapu Water Supply and Sanitation Authority (Kishapu WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kishapu town which is the headquarter of the Kishapu District, Shinyanga Region. Kishapu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 24,396 out of whom 10,270 are served by the utility. The utility draws water from stream source at Tungu intake and purchase from KASHWASA after completion of water supply project on December, 2016. The installed production capacity is 1,340m³/day. Water from sources is pumped to nine tanks with total storage capacity of 1,290m³ located at Kishapu town center which distribute water to customers by gravity. The present production capacity is sufficient to meet the estimated water demand of 1,684m³/day. The utility has no water treatment facilities. The total length of the distribution system is 26.64 km and water is supplied at an average of 24 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Kishapu District Council. The utility has three (3) permanently employed staff seconded from Kishapu District Council and two (2) staff employed on contract terms by the utility which makes the utility to have a total number of 5.																	
	General Data About Water Utility	Total water connections : 828 Total active connections : 816 Total domestic connections : 752 Total operational kiosks : 11 Metering ratio : 100% NRW : 10% Total staff : 5 Staffs/1000 connections : 6 Annual O&M costs : TZS 220,211,000.00 Annual water collections (arrears included) : TZS 152,397,000.00 Annual water billing : TZS 154,581,000.00																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash and Garage</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,130</td><td>1,530</td><td>1,590</td><td>2,550</td><td>2,000</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash and Garage	Consumption charge (TZS/m³)	1,130	1,530	1,590	2,550	2,000
	Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash and Garage												
	Consumption charge (TZS/m³)	1,130	1,530	1,590	2,550	2,000												
<b>Note:</b> (i) The charge at water kiosks is 30.00 per 20litres (ii) Last tariff review effective date: 1 <sup>st</sup> May, 2019.																		
Challenges	<div><div>1.</div><div>Unreliable water source</div></div> <div><div>2.</div><div>Low water network coverage</div></div> <div><div>3.</div><div>High level of NRW</div></div> <div><div>4.</div><div>Lack of water treatment facilities</div></div> <div><div>5.</div><div>Lack of water treatment plant</div></div>																	

KONDOA WSSA PROFILE						2018/19																
EWURA LICENCE No. WSSSL/18/2012 - Class III																						
District: Kondoa, Region: Dodoma																						
General Description About the Utility	Kondoa Water Supply and Sanitation Authority (Kondoa-WSSA) was established by Act No. 8 of 1997 and came into operation in November, 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kondoa township which is the headquarters of the Kondoa District in Dodoma Region. Its area of responsibility has an approximate total population of 33,846 out of whom 16,243 are directly served with water. The utility draws water from two main types of water sources, Chemchem spring contributing about 88% of the daily water production and two boreholes at Bicha (in which only one BH is operated) contributing the remaining 12%. The combined production capacity is approximately 1,892m³/. The water is supplied through rationing at an average of 4hrs/day.																					
General Data About Water Utility	<div> <div>Total water connections</div> <div>: 3,757</div> </div> <div> <div>Total active connections</div> <div>: 3,660</div> </div> <div> <div>Total domestic connections</div> <div>: 3,648</div> </div> <div> <div>Total active water kiosk/standpipe</div> <div>: 24</div> </div> <div> <div>Metering ratio</div> <div>: 48%</div> </div> <div> <div>NRW</div> <div>: 40%</div> </div> <div> <div>Total staff</div> <div>: 17</div> </div> <div> <div>Staff/1000 connections</div> <div>: 4.6</div> </div> <div> <div>Annual O&amp;M costs</div> <div>: TZS 207,138,161.00</div> </div> <div> <div>Annual water collections (arrears included)</div> <div>: TZS 224,339,000.00</div> </div> <div> <div>Annual water billings</div> <div>: TZS 214,493,000.00</div> </div>																					
Tariff Structure	<table> <tr> <th>Category of customer</th> <th>Band (m³)</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> </tr> <tr> <td rowspan="3">Consumption charge (TZS/m³)</td> <td>0 - 5</td> <td>1,200</td> <td rowspan="3">1,500</td> <td rowspan="3">1,500</td> <td rowspan="3">1,500</td> </tr> <tr> <td>5-10</td> <td>1,400</td> </tr> <tr> <td>&gt;10</td> <td>1,500</td> </tr> </table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 24 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> April, 2018</p>						Category of customer	Band (m³)	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	0 - 5	1,200	1,500	1,500	1,500	5-10	1,400	>10	1,500
Category of customer	Band (m³)	Domestic	Institutional	Commercial	Industrial																	
Consumption charge (TZS/m³)	0 - 5	1,200	1,500	1,500	1,500																	
	5-10	1,400																				
	>10	1,500																				
Challenges	<div> <div>1. Inadequate water production against demand</div> <div>2. Inadequate water service coverage</div> <div>3. Inadequate customer metering rate</div> <div>4. High NRW</div> <div>5. Lack of sewerage services</div> </div>																					



KONGWA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/19/2012 - Class III																				
District: Kongwa, Region: Dodoma																				
<b>General Description About the Utility</b>	Kongwa Water Supply and Sanitation Authority (Kongwa WSSA) was established by Act No. 8 of 1997 and came into operation on 30 <sup>th</sup> January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kongwa township which is the headquarters of Kongwa District in Dodoma Region. Its area of responsibility has an approximate total population 32,252 out of whom 12,208 are directly served with water. The utility draws water from two main types of water sources, Sagara hills spring (gravity scheme) contributing about 45% of the daily water production and three boreholes contributing the remaining 55%. The combined daily production is 452m³/day. Water is supplied through rationing at an average of 4hrs/day. The town has no sewerage system, thus, onsite sanitation is monitored by Kongwa District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 1,275 Total active connections : 1,208 Total domestic connections : 1,172 Total active water kiosk/standpipe : 28 Metering ratio : 95% NRW : 32% Total staff : 13 Staff/1000 connections : 10.2 Annual O&M costs : TZS 81,000,000.00 Annual water collections (arrears included) : TZS 95,000,000.00 Annual water billings : TZS 102,000,000.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>930</td><td>960</td><td>990</td><td>990</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>10,500</td><td>30,000</td><td>30,000</td><td>32,000</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	930	960	990	990	Flat rate charge (TZS/Month)	10,500	30,000	30,000	32,000
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m³)	930	960	990	990															
	Flat rate charge (TZS/Month)	10,500	30,000	30,000	32,000															
<b>Note:</b> (i) The charge at water kiosks is TZS 30.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> April, 2016																				
<b>Challenges</b>	1. Dilapidated old age water pipes 2. Inadequate water service coverage 3. Lack of sufficient skilled staff 4. Lack of sewerage services																			

KOROGWE WSSA PROFILE					2018/19																														
EWURA LICENCE No. WSSSL/03/2012 - Class III																																			
District: Korogwe, Region: Tanga																																			
<b>General Description About the Utility</b>	Korogwe Water Supply and Sanitation Authority (Korogwe WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. Korogwe WSSA is responsible for the overall operation and management of water supply and sanitation services in the administrative area of Korogwe Town Council which is the headquarter of the Korogwe District in Tanga Region. Korogwe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 81,753 people of whom 55,742 are directly served with water. The utility draws water from two main types of water sources, namely Mbeza Stream (gravity scheme) contributing about 74% of the daily water production, Pangani River (2%) and six boreholes (Kilole I and II, Old Korogwe, Mbeza Mawe, Kwasemangube and Mtonga) contributing about 24% during the reporting period. The combined installed production capacity is 3,804 m³/day, however the present average production is 1,935.06 m³/day. The installed production capacity if fully utilized will suffice the estimated water demand of 5,823.61 m³/day. The utility has no water treatment facility for water drawn from Mbeza Stream. The total length of the distribution system is 81.64 km and water is supplied through rationing at an average of 8.4 hrs/day. The system has nine (9) storage tanks with combined capacity of 2,180 m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of Korogwe Town Council. Korogwe WSSA has 45 employees of whom 10 are employed by Korogwe Town Council and seconded to the utility and 35 are contract employed staff by the utility.																																		
<b>General Data About Water Utility</b>	Total water connections : 3,870 Total active connections : 3,208 Total domestic connections : 3,569 Total active water kiosk/standpipe : 67 Metering ratio : 100% NRW : 35.2% Total staff : 45 Staff/1000 connections : 14.0 Annual O&M costs : TZS 618,585,000.00 Annual water collections (arrears included) : TZS 480,227,000.00 Annual water billings : TZS 569,558,000.00																																		
<b>Tariff Structure</b>	<table><tr><th>Consumption Band (m³)</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Water Tanker and Industry</th></tr><tr><td>0-7</td><td>1,010</td><td>-</td><td>-</td><td rowspan="6">2,290</td></tr><tr><td>&gt;7</td><td>1,120</td><td>-</td><td>-</td></tr><tr><td>0-14</td><td>-</td><td>1,180</td><td>-</td></tr><tr><td>&gt;14</td><td>-</td><td>1,200</td><td>-</td></tr><tr><td>1-10</td><td>-</td><td>-</td><td>1,300</td></tr><tr><td>&gt;10</td><td>-</td><td>-</td><td>1,400</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date: 1<sup>st</sup> November 2016.</p>					Consumption Band (m³)	Domestic	Institutional	Commercial	Water Tanker and Industry	0-7	1,010	-	-	2,290	>7	1,120	-	-	0-14	-	1,180	-	>14	-	1,200	-	1-10	-	-	1,300	>10	-	-	1,400
Consumption Band (m³)	Domestic	Institutional	Commercial	Water Tanker and Industry																															
0-7	1,010	-	-	2,290																															
>7	1,120	-	-																																
0-14	-	1,180	-																																
>14	-	1,200	-																																
1-10	-	-	1,300																																
>10	-	-	1,400																																
<b>Challenges</b>	1. Funds for development of new and rehabilitation of the existing old and dilapidated infrastructure; 2. Lack of water treatment plant at Mbeza River Source; 3. Deterioration of borehole yield capacity. 4. Lack of office building and transport																																		

KYELA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/43/2012 – Class III																				
District: Kyela, Region: Mbeya																				
<b>General Description About the Utility</b>	Kyela Water Supply and Sanitation Authority (Kyela WSSA) was declared a fully autonomous public water utility in 2004. Kyela WSSA is responsible for the overall operation and management of water supply and sanitation services within Kyela Township which is the headquarters of Kyela District in Mbeya Region. Kyela WSSA is classified as Category C water authority. Its area of responsibility has a total population of 78,570 people of whom 25,990 are directly served with water. The main water source for Kyela Township is Mambwe River (Kanga group gravity scheme) located in Mbambo Village, Busokelo District, about 30km from Kyela Township. Other water sources for Kyela Township are two boreholes located at the Police area and Kyela District Hospital in Kyela Township. The combined water sources produced an average of 1,637m³/day during the reporting period. The combined installed production capacity of the scheme is 4,330m³/day. The present production capacity does not meet the estimated water demand for Kyela Township of 6,174m³/day. Additionally, water production from sources does not serve Kyela Township only, since water from Kanga group also serves other villages in Busokelo District that were designated to be served by the schemeThe total length of the entire pipe network is 57.73 km and water is supplied at an average of 11hrs/day. The network has five (5) storage tanks with combined storage volume of 450m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Kyela District Council. The Utility has a 2 permanently employed staff seconded from the District Council and 19 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 21 staff.																			
<b>General Data About Water Utility</b>	Total water connections : 2,457 Total active connections : 2,417 Total domestic connections : 2,299 Total active kiosk/standpipe : 12 Metering ratio : 42% NRW : 30% Total staff : 21 Staff/1000 connections : 8.5 Annual O&M costs : TZS 62,393,000.00 Annual water collections (arrears included) : TZS 57,089,000.00 Annual water billings : TZS 95,037,000.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m³)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 10.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	300	335	390	500	Flat rate (TZS/Month)	4,500	10,000	9,500	13,000
Category of customer	Domestic	Institutions	Commercial	Industrial																
Metered (TZS/m³)	300	335	390	500																
Flat rate (TZS/Month)	4,500	10,000	9,500	13,000																
<b>Challenges</b>	1. Irrigation activities by farmers at Mbambo (Busokelo) that diverts water for main line to the farming areas; 2. Dilapidated pipe network 3. Low metering ratio (42%) 4. Insufficient number of qualified staff 5. Poor maintenance of distribution line due to low revenue collection from customers																			

LIWALE WSSA PROFILE						2018/19												
EWURA LICENCE No. WSSSL/ 22/2012– Class III																		
District: Liwale, Region: Lindi																		
General Description About the Utility	Kishapu Water Supply and Sanitation Authority (Kishapu WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kishapu town which is the headquarter of the Kishapu District, Shinyanga Region. Kishapu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 24,396 out of whom 10,270 are served by the utility. The utility draws water from stream source at Tungu intake and purchase from KASHWASA after completion of water supply project on December, 2016. The installed production capacity is 1,340m³/ day. Water from sources is pumped to nine tanks with total storage capacity of 1,290m³ located at Kishapu town center which distribute water to customers by gravity. The present production capacity is sufficient to meet the estimated water demand of 1,684m³/day. The utility has no water treatment facilities. The total length of the distribution system is 26.64 km and water is supplied through rationing at an average of 24 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Kishapu District Council. The utility has three (3) permanent employed staff seconded from Kishapu District Council and two (2) staff employed on contract terms by the utility which makes the utility to have a total number of 5.																	
General Data About Water Utility	Total water connections : 828																	
	Total active connections : 816																	
	Total domestic connections : 752																	
	Total operational kiosks : 11																	
	Metering ratio : 100%																	
	NRW : 10%																	
	Total staff : 5																	
	Staffs/1000 connections : 6																	
	Annual O&M costs : TZS 220,211,000.00																	
	Annual water collections (arrears included) : TZS 152,397,000.00																	
	Annual water billing : TZS 154,581,000.00																	
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash and Garage</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,130</td><td>1,530</td><td>1,590</td><td>2,550</td><td>2,000</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash and Garage	Consumption charge (TZS/m³)	1,130	1,530	1,590	2,550	2,000
	Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash and Garage												
Consumption charge (TZS/m³)	1,130	1,530	1,590	2,550	2,000													
	<b>Note:</b> (i) The charge at water kiosks is 30.00																	
	(ii) Last tariff review effective date: 1 <sup>st</sup> May, 2019.																	
Challenges	1. Unreliable water source 2. Low water network coverage 3. High level of NRW 4. Lack of water treatment facilities 5. Lack of water treatment plant																	

LOLIONDO WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/04/2014 - Class III																				
District: Ngorongoro, Region: Arusha																				
<b>General Description About the Utility</b>	Loliondo Water Supply and Sanitation Authority (Loliondo WSSA) was established through Government Notice No. 168 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban areas of Loliondo Township which is the headquarte of the Ngorongoro District in Arusha Region. The utility is classified as Category C water authority. Its area of responsibility has a total population of 16,672 people of whom 10,264 are served with water by the utility. The utility depends on water from one borehole located at Loliondo area. The installed production capacity of the borehole is 408 m3/day. The present water production capacity is low compared to the estimated water demand of 1,327.93 m3/day. The total length of the distribution system is 25.65 km and water is supplied through rationing at an average of 6.88 hrs/day. The system has seven storage tanks with a total capacity of 510 m³. The town has no sewerage system and onsite sanitation is supervised by Ngorongoro District Council. Loliondo WSSA has 14 employees of whom 6 are employed by Loliondo District Council and seconded to the utility and 8 are contract staff employed by the utility.																			
<b>General Data About Water Utility</b>	Total Water Connections : 732 Total Active Connections : 728 Total domestic connections : 643 Total active Water Kiosk/Standpipe : 15 Metering Ratio : 99.2 % NRW : 44 % Total Staff : 14 Staff/1000 connections : 19.2 Annual O&M Costs : TZS 175,078,000.00 Annual Water Collections (arrears included) : TZS 111,264,000.00 Annual Water Billings : TZS 135,532,000.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>2,500</td><td>2,500</td><td>2,500</td><td>2,500</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,000</td><td>-</td><td>20,000</td><td>-</td></tr></table>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m³)	2,500	2,500	2,500	2,500	Flat rate (TZS/month)	5,000	-	20,000	-
	Category of customer	Domestic	Commercial	Institutions	Industrial															
	Metered customers (TZS/m³)	2,500	2,500	2,500	2,500															
	Flat rate (TZS/month)	5,000	-	20,000	-															
<b>Note:</b> i) The charges at water kiosks is TZS 50 per 20 litres container. ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011																				
<b>Challenges</b>	1. Inadequate and unreliable water supply; 2. Low water distribution network resulting into low customer base; 3. Lack of working tools and transport facilities; and 4. Lack of fund for investment into new water supply infrastructure																			



LUDEWA WSSA PROFILE				2018/19												
EWURA LICENCE No. WSSSL/41/2012 – Class III																
District: Ludewa, Region: Njombe																
General Description About the Utility	Ludewa Water Supply and Sanitation Authority (Ludewa WSSA) was declared a fully autonomous public water utility in 2004. Ludewa WSSA is responsible for the overall operation and management of water supply and sanitation services within the Ludewa Township which is the headquarter of Ludewa District in Njombe Region. LudewaWSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 12,446 people in whom 7,400 are directly served with water. The water sources for Ludewa Township are from three gravity stream sources, abstracted by concrete intake weirs which are Mkondachi, Mapetu and Mdonga streams.The estimated average water production from the sources during the reporting period was 431.3 m³/day. The combined installed production capacity is 795m³/day while the estimated water demand is 1,045m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 32.1km and water is supplied at an average of 8hrs/day. The Township has 4 storage tanks with combined storage volume of 565m³. The Township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Ludewa District Council. The Utility has 3 permanently employed staff seconded from the District Council and 4 staff have been employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 7 staff.															
General Data About Water Utility	Total water connections : 563 Total active connections : 402 Total domestic connections : 520 Total active water kiosk/standpipe : 7 Metering ratio : 36% NRW : 42% Total staff : 7 Staff/1000 connections : 12.4 Annual O&M costs : TZS 16,805,000.00 Annual water collections (arrears included) : TZS 17,181,000.00 Annual water billings : TZS 31,890,000.00															
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered (TZS/m³)</td><td>77</td><td>8</td><td>3</td></tr><tr><td>Flat rate (TZS/Month)</td><td>443</td><td>0</td><td>0</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m³)	77	8	3	Flat rate (TZS/Month)	443	0	0
	Category of customer	Domestic	Institutions	Commercial												
	Metered (TZS/m³)	77	8	3												
	Flat rate (TZS/Month)	443	0	0												
<b>Note:</b> (i) The charge at water kiosks is TZS 10.00 per 20 litres bucket. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011																
Challenges	1. Inadequate number of qualified staff. 2. Water production is inadequate due to insufficient source capacity 3. High NRW due to high loss of water from leakages 4. Low metering ratio (36%) 5. Leakages due to dilapidated distribution network constructed in 1975															

LUSHOTO WSSAPROFILE		2018/19																																				
EWURA LICENCE No. WSSSL/04/2012 - Class III																																						
District: Lushoto, Region: Tanga																																						
<b>General Description About the Utility</b>	Lushoto Water Supply and Sanitation Authority (Lushoto WSSA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the Lushoto urban area which is the headquarter of the Lushoto District, Tanga Region. Lushoto WSSA is classified as Category C water authority. Its area of responsibility has a total population of 31,071 out of whom 20,997 are served by the utility. The utility draws water from three (3) water streams namely Kwembago, Kibohelo and Kamfa. All streams supply water by gravity to the Lushoto town and originate from the Lushoto mountain catchment area. The installed water production capacity is 2,450 m³/day. The production capacity is below the estimated demand for the township which is 2,885m³/day. The total length of the distribution system is 112 km and water is supplied at an average of 7.93 hrs/day. There is no water treatment plant in place. The distribution system has 5 storage tanks with a total capacity of 517.5m³. The water infrastructure in place is old and requires immediate rehabilitation. The township has no sewerage system; thus, onsite sanitary facilities are used under the supervision of Lushoto District Town Council. Lushoto WSSA has 17 staff of whom four (4) are seconded from the District Council while 13 employees have been employed on contract by the utility.																																					
<b>General Data About Water Utility</b>	Total water connections : 1,997 Total active connections : 1,314 Total domestic connections : 1,688 Total active water kiosk/standpipe : 6 Metering ratio : 25.1 % NRW : 48% Total staff : 17 Staff/1000 connections : 8.5 Annual O&M costs : TZS 151,270,000.00 Annual water collections (Arrears included) : TZS 81,138,000.00 Annual water billings : TZS 92,435,000.00																																					
<b>Tariff Structure</b>	<table><thead><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr></thead><tbody><tr><td rowspan="2">Minimum charge (TZS/month)</td><td>1-15m3</td><td>3000</td><td>NA</td><td>NA</td></tr><tr><td>1-20m3</td><td>NA</td><td>8000</td><td>8000</td></tr><tr><td rowspan="5">Consumption charge (TZS/m³)</td><td>16-30m3</td><td>300</td><td>NA</td><td>NA</td></tr><tr><td>31-50m3</td><td>300</td><td>NA</td><td>NA</td></tr><tr><td>≥51m3</td><td>395</td><td>NA</td><td>NA</td></tr><tr><td>21- 100</td><td>NA</td><td>450</td><td>455</td></tr><tr><td>≥100</td><td>NA</td><td>550</td><td>550</td></tr></tbody></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June 2011</p>			Category of customer	Band	Domestic	Institutional	Commercial	Minimum charge (TZS/month)	1-15m3	3000	NA	NA	1-20m3	NA	8000	8000	Consumption charge (TZS/m³)	16-30m3	300	NA	NA	31-50m3	300	NA	NA	≥51m3	395	NA	NA	21- 100	NA	450	455	≥100	NA	550	550
Category of customer	Band	Domestic	Institutional	Commercial																																		
Minimum charge (TZS/month)	1-15m3	3000	NA	NA																																		
	1-20m3	NA	8000	8000																																		
Consumption charge (TZS/m³)	16-30m3	300	NA	NA																																		
	31-50m3	300	NA	NA																																		
	≥51m3	395	NA	NA																																		
	21- 100	NA	450	455																																		
	≥100	NA	550	550																																		
<b>Challenges</b>	1. Inadequate transmission and distribution pipeline to meet water demand 2. Lack of water treatment facilities 3. Funds for rehabilitation of existing infrastructure 4. Expansion of the distribution network 5. Lack of office building and transport for the authority																																					

MAFINGA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/39/2012 – Class III																				
District: Mafinga, Region: Iringa																				
<b>General Description About the Utility</b>	Mafinga Water Supply and Sanitation Authority (Mafinga WSSA) was declared a fully autonomous public water utility in 1999. Mafinga WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mafinga Township which is the headquarter of Mufindi District in Iringa Region. The utility became operational since May, 2001. Mafinga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 77,343 people out of whom 55,687 are directly served by the utility. The utility draws water from two stream sources, namely the Ikangafu pumping scheme and Mkombwe gravity scheme. The average water production from the sources during the reporting period was 2,065m³/day. Water is supplied through rationing at an average of 14hrs/day. The Township has no sewerage system; onsite sanitary facilities in use are under supervision of Mufindi District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 3,795 Total active connections : 2,430 Total domestic connections : 3,462 Total active water kiosk/standpipe : 1 Metering ratio : 100% NRW : 38% Total staff : 20 Staff/1000 connections : 5.3 Annual O&M costs : TZS 650,413,000.00 Annual water collections (arrears included) : TZS 421,336,000.00 Annual water billings : TZS 425,460,000.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m³)</td><td>790</td><td>880</td><td>830</td><td>930</td></tr><tr><td>Flat rate (TZS/Month)</td><td>8,000</td><td>40,850</td><td>40,850</td><td>60,800</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 10.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	790	880	830	930	Flat rate (TZS/Month)	8,000	40,850	40,850	60,800
Category of customer	Domestic	Institutions	Commercial	Industrial																
Metered (TZS/m³)	790	880	830	930																
Flat rate (TZS/Month)	8,000	40,850	40,850	60,800																
<b>Challenges</b>	1. Low pipe network coverage in the service area 2. High NRW 3. No sewerage system																			

MAGU WSSA PROFILE					2018/19															
EWURA LICENSE No. WSSL/83/2012– Class III																				
District: Magu, Region: Mwanza																				
General Description About the Utility		Magu Water Supply and Sanitation Authority (Magu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Magu town which is the headquarters of the Magu District, Mwanza Region. Magu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 46,551 out of whom 14,082 are served by the utility. Treated water is drawn from the Lake Victoria and conveyed to the storage tanks via two rising mains of 250mm diameter size. There are four storage tanks with combined capacity of 2,450m³ located at Magu town center which distribute water to customers by gravity. The installed production capacity is 4,500m³/ day. The present production capacity is sufficient to meet the estimated water demand of 2,721m³/day. The utility has no water treatment facilities. The total length of the distribution system is 57 km and water is supplied through rationing at an average of eight hours per day. The Authority has no sewerage system but has a faecal sludge digester thus onsite sanitary facilities are used under the supervision of Magu WSSA. The utility has 27 permanently employed staff all seconded from Magu District Council.																		
General Data About Water Utility		Total water connections : 1,301 Total active connections : 1,101 Total domestic connections : 1,097 Total operational kiosks : 27 Metering ratio : 24% NRW : 46% Total staff : 8 Staffs/1000 connections : 6.5 Annual O&M costs : TZS 202,258,000.00 Annual water collections (arrears included) : TZS 138,987,000.00 Annual water billing : TZS 132,987,000.00																		
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>11,500</td><td>11,500</td><td>100,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is 50.00 (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	300	335	390	500	Flat rate charge (TZS/Month)	4,500	11,500	11,500	100,000
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	300	335	390	500																
Flat rate charge (TZS/Month)	4,500	11,500	11,500	100,000																
Challenges		1. Old and dilapidated water supply and distribution infrastructure 2. Low water distribution network coverage 3. Low metering ratio 4. High NRW due to leakages in the distribution system 5. Lack of water treatment facilities																		

MAHENGE WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/29/2012 - Class																				
District: Ulanga, Region: Morogoro																				
<b>General Description About the Utility</b>	Mahenge Water Supply and Sanitation Authority (Mahenge-WSSA) was established by Act No. 8 of 1997 on 13 <sup>th</sup> October, 2003. Mahenge-WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mahenge township which is the headquarter of Ulanga District in Morogoro Region. Mahenge-WSSA is classified as Category C water authority. Its area of responsibility has an approximate total population of 25,712 out of which 6,640 are served. Mahenge-WSSA depends on 6 spring intakes and one newly constructed borehole. Most of these schemes were constructed in the late 1970's. Water production for FY 2018/19 was 615.5m³/day which is inadequate compared with the estimated water demand of 1,928m³/day. Water is supplied through rationing at an average of 4hrs/day. The utility has no water treatment facilities and water quality is monitored occasionally through the Rufiji-Wami Basin Office. The total length of the transmission and distribution mains is 45km. There are five (5) storage tanks in place located at Nawenge, Vigoi, Mirwatu and Mzenga areas with a total capacity of 675m³. The town has no sewerage system and onsite sanitation is monitored by Ulanga District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 943 Total active connections : 677 Total active water kiosk/standpipe : 1 Metering ratio : 85% NRW : 20% Total staff : 10 Staff/1000 connections : 11 Annual O&M costs : TZS 68,903,414.00 Annual water collections (arrears included) : TZS 58,671,270.00 Annual water billings : TZS 55,389,160.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>395</td><td>450</td><td>560</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>16,500</td><td>16,500</td><td>-</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	395	450	560	-	Flat rate charge (TZS/Month)	4,500	16,500	16,500	-
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m³)	395	450	560	-															
	Flat rate charge (TZS/Month)	4,500	16,500	16,500	-															
<b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																				
<b>Challenges</b>	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Inadequate revenues against expenditures 4. Low customer base 5. Lack of adequate qualified staff																			



MAKETE WSSA PROFILE							2018/19																																																																												
EWURA LICENCE No. WSSSL/45/2012 – Class III																																																																																			
District: Makete, Region: Njombe																																																																																			
General Description About the Utility	Makete Water Supply and Sanitation Authority (Makete WSSA) was declared a fully autonomous public water utility in 2002. Makete WSSA is responsible for the overall operation and management of water supply and sanitation services within Makete Township which is the headquarter of Makete District in Njombe Region. Makete WSSA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 14,315 people of whom 10,857 are directly served with water. The water supply for the Makete Township is from three major sources of Ivalalila stream, Kidwiva stream and Ludihani spring sources. The average water production from the sources during the reporting period was estimated to be 835.2m³/day. The combined installed water production capacity is 2,047m³/day. The water demand for the Township is estimated at 2,230m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 51 km and water is supplied at an average of 21hrs per day. The network has three (3) storage tanks with combined storage volume of 425m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Makete District Council. The Utility has a 3 permanent employed staff seconded from the District Council and 10 staff employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 13 staff.																																																																																		
General Data About Water Utility	Total water connections : 1,604 Total active connections : 1,269 Total domestic connections : 1,452 Total active kiosk/standpipe : - Metering ratio : 72% NRW : 44% Total staff : 13 Staff/1000 connections : 8.1 Annual O&M costs : TZS 100,562,000.00 Annual water collections (arrears included) : TZS 75,001,000.00 Annual water billings : TZS 83,009,000.00																																																																																		
Tariff Structure	<table><thead><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr></thead><tbody><tr><td rowspan="5">Minimum tariff (TZS/month)</td><td>0-10m³</td><td>3,000</td><td></td><td></td><td></td><td></td></tr><tr><td>0-20m³</td><td></td><td></td><td></td><td>7,500</td><td></td></tr><tr><td>0-50m³</td><td></td><td>15,000</td><td></td><td>15,000</td><td></td></tr><tr><td>0-60m³</td><td></td><td></td><td></td><td></td><td>22,500</td></tr><tr><td>0-100m³</td><td></td><td>30,000</td><td></td><td></td><td></td></tr><tr><td rowspan="5">Consumption rate (TZS/m³)</td><td>&gt;10m³</td><td>345</td><td></td><td></td><td></td><td></td></tr><tr><td>&gt;20m³</td><td></td><td></td><td>390</td><td></td><td></td></tr><tr><td>&gt;50m³</td><td></td><td>335</td><td></td><td>500</td><td></td></tr><tr><td>&gt;60m³</td><td></td><td></td><td></td><td></td><td>300</td></tr><tr><td>&gt;100m³</td><td></td><td>335</td><td></td><td></td><td></td></tr><tr><td>Flat rate (TZS/month)</td><td></td><td>4,500</td><td>15,000</td><td>7,500</td><td>-</td><td>-</td></tr></tbody></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 10.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>							Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk	Minimum tariff (TZS/month)	0-10m³	3,000					0-20m³				7,500		0-50m³		15,000		15,000		0-60m³					22,500	0-100m³		30,000				Consumption rate (TZS/m³)	>10m³	345					>20m³			390			>50m³		335		500		>60m³					300	>100m³		335				Flat rate (TZS/month)		4,500	15,000	7,500	-	-
Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk																																																																													
Minimum tariff (TZS/month)	0-10m³	3,000																																																																																	
	0-20m³				7,500																																																																														
	0-50m³		15,000		15,000																																																																														
	0-60m³					22,500																																																																													
	0-100m³		30,000																																																																																
Consumption rate (TZS/m³)	>10m³	345																																																																																	
	>20m³			390																																																																															
	>50m³		335		500																																																																														
	>60m³					300																																																																													
	>100m³		335																																																																																
Flat rate (TZS/month)		4,500	15,000	7,500	-	-																																																																													
Challenges	1. Inadequate water production as compared to the demand 2. Low network coverage 3. Shortage of qualified staffs 4. High NRW 5. Lack of office building for office works																																																																																		

MANYONI WSSA PROFILE					2018/19										
EWURA LICENCE No. WSSSL/67/2012 - Class III															
District: Manyoni, Region: Singida															
General Description About the Utility		Manyoni Water Supply and Sanitation Authority (Manyoni-WSSA) was declared fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Manyoni township, Manyoni District, Singida Region. Manyoni-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 32,088of whom 23,660 are directly served by the utility. The utility draws water from eight boreholes, of which, five boreholes are currently operating. The five operating boreholes have a total daily production of 832m³/ day .Water is supplied through rationing at an average of 12 hrs/day .Manyoni WSSA has no sewerage system; onsite sanitary facilities in use are under the Manyoni District Council.													
General Data About Water Utility		Total water connections : 2,438 Total active connections : 2,288 Total domestic connections : 2,235 Total active water kiosk/standpipe : 41 Metering ratio : 100% NRW : 24% Total staff : 9 Staff/1000 connections : 3.7 Annual O&M costs : TZS 101,138,000.00 Annual water collections (arrears included) : TZS 105,000,000.00 Annual water billings : TZS 115,708,000.00													
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,010</td><td>1,487</td><td>1,029</td><td>1,768</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> March, 2018</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,010	1,487	1,029	1,768
Category of customer	Domestic	Institutional	Commercial	Industrial											
Consumption charge (TZS/m³)	1,010	1,487	1,029	1,768											
Challenges		1. Inadequate water production against demand 2. Inadequate water service coverage 3. Lack of sufficient skilled staff 4. Insufficient revenue generated against expenditure													

MBINGA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/33/2012 – Class III																				
District: Mbinga, Region: Songea																				
General Description About the Utility		Mbinga Water Supply and Sanitation Authority (Mbinga WSSA) was declared a fully autonomous public water utility and started its operations when its first Board was established on 1 <sup>st</sup> November, 2002. It is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mbinga which is the headquarter of the Mbinga District in Ruvuma Region. Mbinga WSSA is classified as Category <b>C</b> water authority. Its area of responsibility has a total population of 54,896 people in whom 27,154 are directly served with water. The utility draws water from five (5) water sources namely Ndengu stream and Lupembe A, B, C and D streams. The total installed water production capacity for all 5 water sources is approximately 6,000m³/day. Average water production from the sources during the reporting period was estimated to be 2,221.3m³/day. The present water production is lower compared to the estimated water demand of 5,457.5m³/day. The utility has no proper water treatment facilities; the chlorination is just done to storage tanks by calibrating dosage depending on quantity of water flowing in. The total length of the distribution system is 44.69km and water is supplied through rationing at an average of 19hrs/ day. The system has four storage tanks with total capacity of 700m³. The Township has no sewerage system and onsite sanitation is monitored by Mbinga Township Council. The Utility has 1 permanent employed staff seconded from the MoW and 20 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 21 staff.																		
General Data About Water Utility		Total water connections : 2,844 Total active connections : 2,744 Total domestic connections : 2,626 Total active kiosk/standpipe : 7 Metering ratio : 100% NRW : 38% Total staff : 21 Staff/1000 connections : 7.4 Annual O&M costs : TZS 273,688,000.00 Annual water collections (arrears included) : TZS 269,170,000.00 Annual water billings : TZS 306,905,000.00																		
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Cons: 0 – 10m³ (TZS/m³)</td><td>585</td><td>660</td><td>670</td><td>660</td></tr><tr><td>Above 10 m³ (TZS/m³)</td><td>670</td><td>660</td><td>680</td><td>810</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> April, 2016</p>				Category of customer	Domestic	Commercial	Institutions	Industrial	Cons: 0 – 10m³ (TZS/m³)	585	660	670	660	Above 10 m³ (TZS/m³)	670	660	680	810
Category of customer	Domestic	Commercial	Institutions	Industrial																
Cons: 0 – 10m³ (TZS/m³)	585	660	670	660																
Above 10 m³ (TZS/m³)	670	660	680	810																
Challenges		1. Dilapidated infrastructures (distribution network) 2. Lack of sanitation facilities 3. Low network coverage 4. Lack of office building for office works 5. Lack of conventional treatment plant																		

MISUNGWI WSSA PROFILE					2018/19										
EWURA LICENSE No. WSSL/75/2012– Class III															
District: Misungwi, Region: Mwanza															
General Description About the Utility		Misungwi Water Supply and Sanitation Authority (Misungwi WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Misungwi town which is the headquarter of the Misungwi District, Mwanza Region. Misungwi WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 56,600 out of whom 16,360 are served by the utility. The utility draws water from three types of water sources; Mitindo dam, Nyahiti intake from Lake Victoria with combined capacity of 4,500m³/day. The present production capacity is low compared with the estimated water demand of 3,282 m³/day. There are three storage tanks with combined capacity of 1,350m³ located at Misungwi town center which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 45.8 km and water is supplied through rationing at an average of 14 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Misungwi District Council. The Authority has 10 permanent staff seconded from the District Council and five (4) staff employed under contract terms by the utility which makes the utility to have a total number of 14 employees.													
General Data About Water Utility		Total water connections : 1,645 Total active connections : 1,645 Total domestic connections : 526 Total operational kiosks : 4 Metering ratio : 100% NRW : 28% Total staff : 14 Staffs/1000 connections : 8.5 Annual O&M costs : TZS 307,917,000.00 Annual water collections (arrears included) : TZS 183,016,000.00 Annual water billing : TZS 194,839,000.00													
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,250</td><td>1,300</td><td>1,300</td><td>1,600</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is 30.00 (ii) Last tariff review effective date: 1<sup>st</sup> January, 2019.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,250	1,300	1,300	1,600
Category of customer	Domestic	Institutional	Commercial	Industrial											
Consumption charge (TZS/m³)	1,250	1,300	1,300	1,600											
Challenges		1. Old and dilapidated water supply and distribution infrastructure 2. Low water distribution network coverage 3. Low water storage facilities 4. Lack of qualified and competent staff 5. Lack of sewerage network													

MKURANGA WSSA PROFILE					2018/19										
EWURA LICENCE No. WSSSL/02/2015– Class III															
District: Mkuranga, Region: Coast															
General Description About the Utility		Mkuranga Urban Water Supply and Sanitation Authority (Mkuranga WSSA) was declared a fully autonomous public water utility through Government notice no. 168 published in 2005. Mkuranga WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mkuranga Town which is the headquarters of Mkuranga District in Coast Region. Mkuranga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 16,074 of whom 2,500 are served with water. The utility has six boreholes although only one borehole is currently operating. The boreholes which is located at Kulungu area has installed capacity of 408m³/day. The present average water production of 166.2m³/day is low compared with the estimated water demand of 2,732.5m³/day. The water is pumped into storage tank of total capacity of 135m³ located at the Mkwalia District hospital. The storage capacity of Mkwalia tank is inadequate as it can sustain the services for only 1.2hours. The present production is not sufficient to meet the estimated water demand, it can only caters for 6% of the demand. The total length of the distribution network that covers 11.8km and the daily average hours of service water is 6hrs. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mkuranga District Council. The Utility has a total of eight (8) staff whereby five (5) are permanent staff seconded from Mkuranga District Council and three (3) staff on contract terms by utility.													
General Data About Water Utility		Total Water Connections : 290 Total Active Connections : 290 Total Domestic Connections : 250 Total active Water Kiosk/Standpipe : 0 Metering Ratio : 98% NRW : 9% Total Staff : 8 Staff/1000 connections : 27.6 Annual O&M Costs : TZS 30,000,000.00 Annual Water Collections (Arrears included) : TZS 23,469,181.86 Annual water billing : TZS 35,746,750.00													
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m³)</td><td>665</td><td>690</td><td>700</td><td>NA</td></tr></table> <p>(i) Kiosk tariff is TZS 10 per 20 litre Jerry Can (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	665	690	700	NA
Category of customer	Domestic	Institutions	Commercial	Industrial											
Metered (TZS/m³)	665	690	700	NA											
Challenges		<ol style="list-style-type: none"><li>1. Inadequate water production against water demand</li><li>2. Lack of adequate water storage facilities</li><li>3. Low network coverage</li><li>4. Lack of sufficient and qualified staff</li><li>5. Inefficient revenue collection.</li></ol>													



MONDULI WSSA PROFILE					2018/19												
EWURA LICENCE No. WSSSL/09/2012 - Class III																	
District: Monduli, Region: Arusha																	
General Description About the Utility		Monduli Water Supply and Sanitation Authority (Monduli WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. It is responsible for the overall operation and management of water supply and sanitation services in the Monduli Town, which is the headquarters of Monduli District, Arusha Region. Monduli WSSA is classified as Category C water authority. Its area of responsibility has a total population of 24,014 out of whom 17,716 are directly served by the utility. The utility draws water from two sources; namely, Lolomsikio stream which originates from a spring source within the Monduli mountain forest reserve; and two boreholes situated at Ngaramtoni well field. The combined production capacity is 6,353m³/day, however, during the reporting period average water production was 992m³/day. Water from the borehole sources contain high fluoride above standard which is therefore blended with water from the spring source. The borehole sources are not fully utilized due to fluoride contents. The installed production capacity if fully utilized is sufficient to meet the estimated water demand of 1,933m³/day. The total length of the distribution system is 185.84 km and water is supplied at an average of 2 hrs/day. There are 11 water storage tanks with combined storage capacity of 1,455 m³. The town has no sewerage system; thus, onsite sanitary facilities are used under the supervision of Monduli District Council. Monduli WSSA has 25 staff of whom 7 are seconded employees from the District Council and 18 are employed on contract by the Utility.															
General Data About Water Utility		Total water connections : 2,254 Total active connections : 2,201 Total domestic connections : 2,082 Total active water kiosk/standpipe : 21 Metering ratio : 100% NRW : 32.9% Total staff : 25 Staff/1000 connections : 11.1 Annual O&M costs : TZS 786,173,000.00 Annual water collections (arrears included) : TZS 336,865,000.00 Annual water billings : TZS 366,514,000.00															
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Metered (TZS/m³)</td><td>1,500</td><td>1,500</td><td>2,000</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>10,500</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b></p> <p>(i) The charge at water kiosks is TZS 50 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1st June, 2011</p>				Category of customer	Domestic	Institutional	Commercial	Metered (TZS/m³)	1,500	1,500	2,000	Flat rate charge (TZS/month)	10,500	-	-
Category of customer	Domestic	Institutional	Commercial														
Metered (TZS/m³)	1,500	1,500	2,000														
Flat rate charge (TZS/month)	10,500	-	-														
Challenges		1. Lack of capital fund for expansion of distribution network and replacement of dilapidated pipe. 2. High decrease of water production from the spring source during dry period 3. Lack of office building and transport; 4. High electricity charges due to water pumping															

MPWAPWA WSSA PROFILE					2018/19																																	
EWURA LICENCE No. WSSSL/20/2012 - Class III																																						
District: Mpwapwa, Region: Dodoma																																						
<b>General Description About the Utility</b>	Mpwapwa Water Supply and Sanitation Authority (Mpwapwa WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21 <sup>st</sup> June, 2002. Mpwapwa WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mpwapwa, which is the headquarter of Mpwapwa District in Dodoma Region. Its area of operation has a total population of 45,654 out of whom 30,170 are directly served by the Utility. The utility draws water from two main types of water sources, Mayawile Stream (gravity scheme) contributing about 19% of the daily water production and 3 boreholes located at Kikombo and Mjimpya areas contributing 81%. The combined daily production capacity is 2305.m <sup>3</sup> /day. Water is supplied through rationing at an average of 12 hrs /day. The town has no sewerage system, and therefore onsite sanitation is monitored by Mpwapwa District Council.																																					
<b>General Data About Water Utility</b>	<table><tr><td>Total water connections</td><td>:</td><td>3,255</td></tr><tr><td>Total active connections</td><td>:</td><td>3,138</td></tr><tr><td>Total domestic connections</td><td>:</td><td>3,134</td></tr><tr><td>Total active water kiosk/standpipe</td><td>:</td><td>10</td></tr><tr><td>Metering ratio</td><td>:</td><td>100%</td></tr><tr><td>NRW</td><td>:</td><td>37%</td></tr><tr><td>Total staff</td><td>:</td><td>32</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>9.8</td></tr><tr><td>Annual O&amp;M costs</td><td>:</td><td>TZS 471,320,000.00</td></tr><tr><td>Annual water collections (arrears included)</td><td>:</td><td>TZS 368,284,000.00</td></tr><tr><td>Annual water billings</td><td>:</td><td>TZS 411,668,000.00</td></tr></table>					Total water connections	:	3,255	Total active connections	:	3,138	Total domestic connections	:	3,134	Total active water kiosk/standpipe	:	10	Metering ratio	:	100%	NRW	:	37%	Total staff	:	32	Staff/1000 connections	:	9.8	Annual O&M costs	:	TZS 471,320,000.00	Annual water collections (arrears included)	:	TZS 368,284,000.00	Annual water billings	:	TZS 411,668,000.00
Total water connections	:	3,255																																				
Total active connections	:	3,138																																				
Total domestic connections	:	3,134																																				
Total active water kiosk/standpipe	:	10																																				
Metering ratio	:	100%																																				
NRW	:	37%																																				
Total staff	:	32																																				
Staff/1000 connections	:	9.8																																				
Annual O&M costs	:	TZS 471,320,000.00																																				
Annual water collections (arrears included)	:	TZS 368,284,000.00																																				
Annual water billings	:	TZS 411,668,000.00																																				
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>1,060</td><td>1,410</td><td>1,560</td><td>1,065</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> December, 2018</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	1,060	1,410	1,560	1,065																							
Category of customer	Domestic	Institutional	Commercial	Industrial																																		
Consumption charge (TZS/m <sup>3</sup> )	1,060	1,410	1,560	1,065																																		
<b>Challenges</b>	<ol style="list-style-type: none"><li>1. Inadequate water production against demand</li><li>2. High NRW</li><li>3. Inefficient revenue collection rate</li><li>4. Lack of sewerage services</li></ol>																																					

MUGUMU WSSA PROFILE					2018/19																					
EWURA LICENSE No. WSSL/74/2012																										
District: Serengeti, Region: Mara																										
General Description About the Utility	Mugumu Water Supply and Sanitation Authority (Mugumu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Mugumu township which is the headquarter of the Serengeti District, Mara Region. Mugumu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 32,060 out of whom 8,452 are served by the utility. The utility draws water from Manchira Dam and from one borehole located at Mugumu town center. The combined installed water production capacity is 2,400m³/day. The present production capacity is low compared with the estimated water demand of 2,229m³/day. Raw water is sucked by a submersible pump with a capacity of 100m³/day through a 6” diameter and 7km rising main to a 675m³ storage tank which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 52.8km and water is supplied through rationing at an average of 14 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Serengeti District Council. The Authority has 7 permanent staff seconded from the Serengeti District Council and seven (7) staff employed under contract terms by the utility which makes the utility to have a total number of 14 employees.																									
	<div>General Data</div> <div>About</div> <div>Water Utility</div> <table> <tr><td>Total Water Connections</td><td>: 1,862</td></tr> <tr><td>Total Active Connections</td><td>: 1,530</td></tr> <tr><td>Total domestic connections</td><td>: 1,392</td></tr> <tr><td>Total Operating Water Kiosk/Standpipe</td><td>: 1</td></tr> <tr><td>Metering Ratio</td><td>: 48%</td></tr> <tr><td>NRW</td><td>: 37%</td></tr> <tr><td>Total Staff</td><td>: 14</td></tr> <tr><td>Staffs/1000 connection</td><td>: 9.2</td></tr> <tr><td>Annual O&amp;M Costs</td><td>: TZS 190,450,000.00</td></tr> <tr><td>Annual Water Collections (arrears included)</td><td>: TZS 289,035,000.00</td></tr> <tr><td>Annual Water Billings</td><td>: TZS 354,090,000.00</td></tr> </table>					Total Water Connections	: 1,862	Total Active Connections	: 1,530	Total domestic connections	: 1,392	Total Operating Water Kiosk/Standpipe	: 1	Metering Ratio	: 48%	NRW	: 37%	Total Staff	: 14	Staffs/1000 connection	: 9.2	Annual O&M Costs	: TZS 190,450,000.00	Annual Water Collections (arrears included)	: TZS 289,035,000.00	Annual Water Billings
Total Water Connections	: 1,862																									
Total Active Connections	: 1,530																									
Total domestic connections	: 1,392																									
Total Operating Water Kiosk/Standpipe	: 1																									
Metering Ratio	: 48%																									
NRW	: 37%																									
Total Staff	: 14																									
Staffs/1000 connection	: 9.2																									
Annual O&M Costs	: TZS 190,450,000.00																									
Annual Water Collections (arrears included)	: TZS 289,035,000.00																									
Annual Water Billings	: TZS 354,090,000.00																									
Tariff Structure	<table> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institution</th> <th>Commercial</th> <th>Industrial</th> </tr> <tr> <td>Consumption charge (TZS/m³)</td> <td>540</td> <td>550</td> <td>560-580</td> <td>NA</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>7,500</td> <td>11,000</td> <td>16,000</td> <td>NA</td> </tr> </table>					Category of customer	Domestic	Institution	Commercial	Industrial	Consumption charge (TZS/m³)	540	550	560-580	NA	Flat rate charge (TZS/Month)	7,500	11,000	16,000	NA						
	Category of customer	Domestic	Institution	Commercial	Industrial																					
	Consumption charge (TZS/m³)	540	550	560-580	NA																					
	Flat rate charge (TZS/Month)	7,500	11,000	16,000	NA																					
<p><b>Note:</b> (i) The charge at water kiosks is 20.00</p> <p>(ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>																										
Challenges	<ol style="list-style-type: none"> <li>Low capacity of the installed water production infrastructure</li> <li>Lack of water treatment facility</li> <li>Low coverage of water distribution network</li> <li>High level of NRW</li> <li>Low metering ratio</li> </ol>																									

MUHEZA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/09/2012 - Class III																				
District: Muheza, Region: Tanga																				
General Description About the Utility		Muheza Water Supply and Sanitation Authority (Muheza WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. It is responsible for the overall operation and management of water supply and sanitation services within the Muheza township area, which is the head-quarter of Muheza District, Tanga Region. Muheza WSSA is classified as Category C water authority. Its area of responsibility has a total population of 33,259 out of which only 23,485 are directly served with water by the utility. The utility draws water from two types of water sources; the Mkulumuzi stream, which collects water from several springs originating from the Manga and Magoroto hills and five boreholes. The installed water production capacity of the sources is 1,758m³/day. During the reporting period the utility produced on average 1,874 m³/day due to low yield from the boreholes and significant decrease of water production from the stream. The installed production capacity is insufficient to meet the present estimated demand for the township which is 5,377 m³/day. The total length of the distribution system is 45.4 km and water is supplied through rationing at an average of 4.53 hrs per day. There is no treatment plant in place. The network has six (6) storage tanks with storage capacity of 390m³. The township has no sewerage system; thus, onsite sanitary facilities are used under the supervision of the Muheza District Council. Muheza WSSA has 20 staff of whom 6 are employees seconded from the District Council and 16 staff are employed on contract terms by the Utility.																		
General Data About Water Utility		Total water connections : 2,198 Total active connections : 1,956 Total domestic connections : 2,062 Total active water kiosk/standpipe : 40 Metering ratio : 43% NRW : 53% Total staff : 20 Staff/1000 connections : 9.1 Annual O&M costs : TZS 156,408,000.00 Annual water collections (arrears included) : TZS 132,107,000.00 Annual water billings : TZS 113,202,000.00																		
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>495</td><td>500</td><td>510</td><td>500</td></tr><tr><td>Flat rate (TZS/month)</td><td>4500</td><td>10,000</td><td>9500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 10 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	495	500	510	500	Flat rate (TZS/month)	4500	10,000	9500	13,000
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	495	500	510	500																
Flat rate (TZS/month)	4500	10,000	9500	13,000																
Challenges		1. Lack of reliable water sources to meet the growing population and increasing water demand; 2. Lack of water treatment facility 3. Old and dilapidated infrastructure which requires immediate intervention; 4. Lack of office building and transport for the authority; and 5. Lack of qualified staff.																		

MULEBA WSSA PROFILE					2018/19															
EWURA LICENSE No. WSSL/73/2012– Class III																				
District: Muleba, Region: Kagera																				
General Description About the Utility	Muleba Water Supply and Sanitation Authority (Muleba WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Muleba town which is the headquarter of the Muleba District, Kagera Region. Muleba WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 24,360 out of whom 22,650 are served by the utility. The utility draws water from three types of water sources; Kaigara water stream, Nyamwala and Ihaka gravity protected water schemes with combined capacities of 1,200m³/day. The present production capacity is low compared with the estimated water demand of 1,551 m³/day. There are three storage tanks with combined capacity of 1,347m³ located at Muleba town center which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 47.72km and water is supplied at an average of 23 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Muleba District Council. The Authority has 5 staff seconded from the District Council and eight (8) staff employed under contract terms by the utility which makes the utility to have a total number of 13 employees.																			
General Data About Water Utility	Total water connections : 2,280																			
	Total active connections : 2,183																			
	Total domestic connections : 2,085																			
	Total operational kiosks : 18																			
	Metering ratio : 100%																			
	NRW : 25%																			
	Total staff : 13																			
	Staffs/1000 connections : 6.4																			
	Annual O&M costs : TZS 359,156,000.00																			
	Annual water collections (arrears include : TZS 350,889,000.00																			
	Annual water billing : TZS 375,166,000.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>800</td><td>1,000</td><td>1,200</td><td>1,200</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>20,000</td><td>21,500</td><td>21,500</td><td>22,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Consumption charge (TZS/m3)	800	1,000	1,200	1,200	Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000
	Category of customer	Domestic	Institutions	Commercial	Industrial															
Consumption charge (TZS/m3)	800	1,000	1,200	1,200																
Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000																
	<b>Note:</b> (i) The charge at water kiosks is 20.00																			
	(ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.																			
Challenges	<div>1. Water production capacity is insufficient to cater for the town’s demand</div> <div>2. The discharge of the existing water sources is decreasing</div> <div>3. Low coverage of the water distribution network</div> <div>4. Obsolete Old and dilapidated water distribution network</div> <div>5. Insufficient storage capacity</div>																			



MWANGA WSSA PROFILE					2018/19																									
EWURA LICENCE No. WSSSL/13/2012 - Class III																														
District: Mwanga, Region: Kilimanjaro																														
General Description About the Utility		Mwanga Water Supply and Sanitation Authority (Mwanga WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. It is responsible for the overall operation and management of water supply and sanitation services within the Mwanga urban area which is the headquarter of the Mwanga District, Kilimanjaro Region. Mwanga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 19,019 people out of whom 15,203 are directly served by the utility. The utility draws water from two operational boreholes and the third borehole is not operational. The combined installed production capacity for the boreholes stood at 3,264m³/day with average production of 1,277.67 m³/day. The installed water production capacity if fully utilized is sufficient to meet the estimated demand for the township of 3,033 m³/day. The total length of the distribution system is 75.04 km and water is supplied at an average of 7.58 hrs /day. There are eight storage tanks which have combined storage volume of 585 m³. The township has no sewerage system; thus, onsite sanitary facilities are used under supervision of the Mwanga District Council. The utility has 28 staff of whom eight (8) are seconded from Mwanga District Council and one (1) is from Moshi Water Supply and Sanitation Authority. The other 19 staff are employed by the utility on contract basis.																												
General Data About Water Utility		Total water connections : 2,475 Total active connections : 2,090 Total domestic connections : 2,274 Total active water kiosk/Standpipe : 16 Metering ratio : 100% NRW : 40.31% Total staff : 28 Staff/1000 connections : 11.3 Annual O&M costs : TZS 332,812,000.00 Annual water collections (arrears included) : TZS 288,097,000.00 Annual water billings : TZS 324,128,000.00																												
Tariff Structure		<table><tr><th>Consumption Band (m³)</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash</th></tr><tr><td>&lt;3m</td><td>900</td><td>1,200</td><td>1,300</td><td rowspan="4">1,445</td><td rowspan="4">1,500</td></tr><tr><td>&gt;3≤10</td><td>1,100</td><td>1,200</td><td>1300</td></tr><tr><td>≤10</td><td>1,150</td><td>1,200</td><td>1,300</td></tr><tr><td>&gt;10</td><td>1,150</td><td>1,300</td><td>1,400</td></tr></table> <p><b>Note:</b></p> <p>(i) The charge at water kiosks is TZS 20.00 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1<sup>st</sup> October 2016</p>					Consumption Band (m³)	Domestic	Institutional	Commercial	Industrial	Car Wash	<3m	900	1,200	1,300	1,445	1,500	>3≤10	1,100	1,200	1300	≤10	1,150	1,200	1,300	>10	1,150	1,300	1,400
Consumption Band (m³)	Domestic	Institutional	Commercial	Industrial	Car Wash																									
<3m	900	1,200	1,300	1,445	1,500																									
>3≤10	1,100	1,200	1300																											
≤10	1,150	1,200	1,300																											
>10	1,150	1,300	1,400																											
Challenges		1. Underutilization of installed capacities. 2. Lack of capital fund for expansion and major rehabilitation of old and dilapidated distribution network; 3. Lack of office building and transport; 4. High Non Revenue Water																												

MWANHUZI WSSA PROFILE					2018/19																									
EWURA LICENSE No. WSSL/59/2012– Class III																														
District: Meatu, Region: Simiyu																														
<b>General Description About the Utility</b>		Mwanhuzi Water Supply and Sanitation Authority (Mwanhuzi WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Mwanhuzi town which is the headquarter of the Meatu District, Simiyu Region. Mwanhuzi WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 43,364 out of whom 15,324 are served by the utility. The utility draws water from Mwanyahina dam which is about 5km north of Mwanhuzi town Centre. Raw water from the dam gravitates into a conventional treatment plant. Clear water from the treatment is pumped to three storage tanks with combined capacity of 785m³ which distributes water to customers by gravity. The present production capacity is low compared with the estimated water demand of 2,677m³/day. The utility has no water treatment facilities. The total length of the distribution system is 49.18km and water is supplied at an average of 22 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Meatu District Council. The Authority has 1 staff seconded from the District Council and seventeen (17) staff employed on permanent basis by the utility which makes the utility to have a total of 18.																												
<b>General Data About Water Utility</b>		Total Water Connections : 2,262 Total Active Connections : 2,086 Total domestic connections : 1,754 Total Operating Water Kiosk/Standpipe : 24 Metering Ratio : 100% NRW : 14% Total Staff : 18 Staffs/1000 connection : 8.6 Annual O&M Costs : TZS 213,731,000.00 Annual Water Collections (arrears included) : TZS 299,381,000.00 Annual Water Billings : TZS 246,553,000.00																												
<b>Tariff Structure</b>		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered Customers (TZS/m³)</td><td>1,000</td><td>1,250</td><td>1,500</td><td>1,500</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>-</td><td>-</td><td>-</td></tr><tr><td>New Connection Charges (TZS/connection)</td><td>42,000</td><td>42,500</td><td>42,500</td><td>43,500</td></tr><tr><td>Reconnection Charges (TZS/connection)</td><td>10,500</td><td>11,000</td><td>11,000</td><td>11,000</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is 20.00 (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Metered Customers (TZS/m³)	1,000	1,250	1,500	1,500	Flat rate (TZS/month)	4,500	-	-	-	New Connection Charges (TZS/connection)	42,000	42,500	42,500	43,500	Reconnection Charges (TZS/connection)	10,500	11,000	11,000	11,000
Category of customer	Domestic	Institutional	Commercial	Industrial																										
Metered Customers (TZS/m³)	1,000	1,250	1,500	1,500																										
Flat rate (TZS/month)	4,500	-	-	-																										
New Connection Charges (TZS/connection)	42,000	42,500	42,500	43,500																										
Reconnection Charges (TZS/connection)	10,500	11,000	11,000	11,000																										
<b>Challenges</b>		1. Low coverage of water distribution network 2. Intermittent power supply with frequent cut-offs 3. High debts for institutional billings 4. Insufficient water storage capacity 5. Insufficient office space offered by the District Water Engineer																												

NAMANYERE WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/36/2012 – Class III																				
District: Nkasi, Region: Rukwa																				
General Description About the Utility	Namanyere Water Supply and Sanitation Authority (Namanyere WSSA) was declared a fully autonomous public water utility in 2004. Namanyere WSSA is responsible for the overall operation and management of water supply and sanitation services within Namanyere Township which is the headquarters of Nkasi District in Rukwa Region. Namanyere WSSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 24,048 people of whom 5,020 are directly served with water. The main water sources for Namanyere Township are Mfili dam, four medium depth boreholes fitted with motorized pumps and eight boreholes operated with hand-pumps. During the reporting period the average water production was 153.8m³/day. The installed water pump production capacity of Mfili dam, is 360m³/hour while the combined installed capacity for the 4 motorized borehole pumps is 50m³/day. The utility has no water treatment facilities. The total length of entire pipe network is 29.7 km and water is supplied at an average of 8hrs/day. The network has 2 storage tanks with combined storage volume of 360m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Nkasi District Council. The Utility has a 4 permanently employed staff seconded from the District Council and currently there are 11 staff employed by the Utility (on contract basis) which makes the utility to have a total of 15 staff.																			
	General Data About Water Utility	Total water connections : 297 Total active connections : 274 Total domestic connections : 252 Total active kiosk/standpipe : 10 Metering ratio : 100% NRW : 65% Total staff : 15 Staff/1000 connections : 50.5 Annual O&M costs : TZS 7,900,000.00 Annual water collections (arrears included) : TZS 11,379,000.00 Annual water billings : TZS 15,473,000.00																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption Rate (TZS/m³)</td><td>720</td><td>900</td><td>1,170</td><td>1,260</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,500</td><td>10,000</td><td>11,500</td><td>13,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Consumption Rate (TZS/m³)	720	900	1,170	1,260	Flat rate (TZS/month)	5,500	10,000	11,500	13,000
	Category of customer	Domestic	Institutions	Commercial	Industrial															
	Consumption Rate (TZS/m³)	720	900	1,170	1,260															
	Flat rate (TZS/month)	5,500	10,000	11,500	13,000															
<b>Note:</b> (i) The charge at water kiosks is TZS 25.00 per 20 litres. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																				
Challenges	1. Inadequate number of qualified staff. 2. Lack of funds for rehabilitation and extension of the existing water supply infrastructure 3. Lack of working tools including office building and transport facilities 4. Water distribution is a problem due to insufficient storage capacities 5. Low pipeline network coverage not matching with the population growth																			

NAMTUMBO WSSA PROFILE					2018/19																						
EWURA LICENCE No. WSSSL/34/2012 – Class III																											
District: Namtumbo, Region: Ruvuma																											
<b>General Description About the Utility</b>	Namtumbo Water Supply and Sanitation Authority (Namtumbo WSSA) was established by Act No. 8 of 1997 and came into operation on 8 <sup>th</sup> September, 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Namtumbo Township which is the headquarter of Namtumbo District in Ruvuma Region. Its area of responsibility has a total population of 47,988 people of whom 14,582 are directly served with water. The utility draws water from two main water sources namely Matogoro B intake (Namikiga and Matogoro streams) located at Libango village (gravity scheme) and Rwinga river intake water source (pumping scheme). The total installed water production capacity of all water sources is approximately 1,900m³/day. The total installed production capacity does not meet the daily demand of the Namtumbo Township (comprising of three sub-villages) and four other villages along the transmission line from Namikiga stream. The water production (water reaching Namtumbo - input into distribution network at Namtumbo Township) of 474.1m³/day is very low compared with the estimated water demand (for Namtumbo Township only) of 3,141.5m³/day. The utility has no water treatment facilities and water is supplied directly. The total length of the transmission and distribution system is 72.8km and water is supplied through rationing at an average of 7hrs/day. The system has three storage tanks with a total capacity of 225m³. The Township has no sewerage system and onsite sanitation is monitored by Namtumbo District Council. The Utility has 2 permanent employed staff, seconded from the District Council and 9 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 11 staff.																										
<b>General Data About Water Utility</b>	<table><tr><td>Total water connections</td><td>: 1,294</td></tr><tr><td>Total active connections</td><td>: 823</td></tr><tr><td>Total domestic connections</td><td>: 1,202</td></tr><tr><td>Total active kiosk/standpipe</td><td>: -</td></tr><tr><td>Metering ratio</td><td>: 54%</td></tr><tr><td>NRW</td><td>: 23%</td></tr><tr><td>Total staff</td><td>: 11</td></tr><tr><td>Staff/1000 connections</td><td>: 8.5</td></tr><tr><td>Annual O&amp;M costs</td><td>: TZS 119,602,000.00</td></tr><tr><td>Annual water collections (arrears included)</td><td>: TZS 60,438,000.00</td></tr><tr><td>Annual water billings</td><td>: TZS 80,414,000.00</td></tr></table>					Total water connections	: 1,294	Total active connections	: 823	Total domestic connections	: 1,202	Total active kiosk/standpipe	: -	Metering ratio	: 54%	NRW	: 23%	Total staff	: 11	Staff/1000 connections	: 8.5	Annual O&M costs	: TZS 119,602,000.00	Annual water collections (arrears included)	: TZS 60,438,000.00	Annual water billings	: TZS 80,414,000.00
Total water connections	: 1,294																										
Total active connections	: 823																										
Total domestic connections	: 1,202																										
Total active kiosk/standpipe	: -																										
Metering ratio	: 54%																										
NRW	: 23%																										
Total staff	: 11																										
Staff/1000 connections	: 8.5																										
Annual O&M costs	: TZS 119,602,000.00																										
Annual water collections (arrears included)	: TZS 60,438,000.00																										
Annual water billings	: TZS 80,414,000.00																										
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m3)</td><td>540</td><td>1,025</td><td>1,000</td><td>-</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>21,500</td><td>21,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m3)	540	1,025	1,000	-	Flat rate (TZS/month)	4,500	21,500	21,500	-							
Category of customer	Domestic	Commercial	Institutions	Industrial																							
Metered customers (TZS/m3)	540	1,025	1,000	-																							
Flat rate (TZS/month)	4,500	21,500	21,500	-																							
<b>Challenges</b>	<ol style="list-style-type: none"><li>1. Inadequate number of qualified staff.</li><li>2. Old age and dilapidated water infrastructure; C</li><li>3. High Non-Revenue water (NRW) due to existence of dilapidated water pipes</li><li>4. Low water production as compared to water demand</li><li>5. Lack of office building and office facilities such as Computer, printer etc.</li></ol>																										

NANSIO WSSA PROFILE					2018/19										
EWURA LICENSE No. WSSL/76/2012– Class III															
District: Ukerewe, Region: Mwanza															
General Description About the Utility		Nansio Water Supply and Sanitation Authority (Nansio WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Nansio WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 83,110 out of whom 39,240 are served by the utility. The utility draws water from Lake Victoria which gravitates to a sump where chlorination is done. The present production capacity is sufficient to meet the estimated water demand of 2,671m³/day. The utility has full conventional water treatment facilities. The total length of the distribution system is 81.5km and water is supplied through rationing at an average of 20 hours per day. The system has two storage tanks of total capacity of 3,680m³. The Authority has a faecal sludge digester thus onsite sanitary facilities are used under the supervision of Nansio WSSA. The Authority has 6 permanent staff seconded from the District Council, 4 staff seconded from Mwanza WSSA and three (3) staff employed by the utility on contract terms which makes the utility to have a total of 13.													
General Data About Water Utility		Total water connections : 2,641 Total active connections : 2,641 Total domestic connections : 2,454 Total operating water kiosk : 49 Metering ratio : 100% NRW : 50% Total staff : 13 Staffs/1000 connection : 4.9 Annual O&M costs : TZS 1,082,937,000.00 Annual water collections (arrears included) : TZS 87,774,000.00 Annual water billings : TZS 332,919,000.00													
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>725</td><td>840</td><td>1,180</td><td>1,415</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is 24.00 (ii) Last tariff review effective date: 1<sup>st</sup> October, 2017.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	725	840	1,180	1,415
Category of customer	Domestic	Institutional	Commercial	Industrial											
Consumption charge (TZS/m³)	725	840	1,180	1,415											
Challenges		1. High NRW 2. Inadequate service coverage. 3. Obsolete old and dilapidated water supply infrastructures 4. Low water coverage													



NGARA WSSA PROFILE					2018/19															
EWURA LICENSE No. WSSL/71/2012– Class III																				
District: Ngara, Region: Kagera																				
General Description About the Utility		Ngara Water Supply and Sanitation Authority (Ngara WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Ngara township which is the headquarter of the Ngara District, Kagera Region. Ngara WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 39,306 people of which 24,708 are currently served. The utility draws water from three (3) boreholes located at Mukidyama village in Ngara town. The boreholes have a combined installed production capacity of 1,389m³/day. The present production capacity is insufficient compared with the estimated water demand of 2,540m³/day. The total length of the distribution system is 58.12km and water is supplied through rationing at an average of 8hrs per day. The system has 5 storage tanks with a combined capacity of 691m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Ngara District Town Council. The utility has 3 permanent employed staff seconded from the District Council and 15 staff employed by the utility on contract terms which makes the utility to have a total of 18.																		
General Data About Water Utility		Total water connections : 2,801 Total active connections : 2,183 Total domestic connections : 2,085 Total operating water kiosk : 30 Metering ratio : 100% NRW : 30% Total staff : 18 Staffs/1000 connection : 8.2 Annual O&M costs : TZS 205,296,000.00 Annual water collections (arrears included) : TZS 180,360,000.00 Annual water billings : TZS 180,360,000.00																		
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,240-1,280</td><td>1,590</td><td>1,662</td><td>1,662</td></tr><tr><td>Flat rate charge (TZS/m³)</td><td>12,000</td><td>12,000</td><td>12,000</td><td>12,000</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is 25.00 (ii) Last tariff review effective date: 1<sup>st</sup> December, 2018.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,240-1,280	1,590	1,662	1,662	Flat rate charge (TZS/m³)	12,000	12,000	12,000	12,000
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	1,240-1,280	1,590	1,662	1,662																
Flat rate charge (TZS/m³)	12,000	12,000	12,000	12,000																
Challenges		1. High level of NRW. 2. Inadequate water distribution network. 3. Insufficient water production capacity. 4. Inadequate water storage facility 5. Lack of wastewater treatment facilities																		

NGUDU WSSA PROFILE				2018/19											
EWURA LICENSE No. WSSL/82/2012– Class III															
District: Kwimba, Region: Mwanza															
General Description About the Utility		Ngudu Water Supply and Sanitation Authority (Ngudu WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within Ngudu town which is the headquarter of Kwimba District in Mwanza Region. Ngudu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 33,304 people out of 22,314 are currently served. Ngudu WSSA's water supply is dependent on purchased bulk water from the Kahama-Shinyanga Water Supply and Sanitation Authority (KASHWASA). The estimated water demand of Ngudu town is 1,510m³/day. Water supply from KASHWASA is conveyed through 250 km gravity main to water tanks in Ngudu town. The total length of the distribution system is 25.1km and water is supplied through an average of 24hrs per day. There are three storage tanks with a combined capacity of 240m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Kwimba District Town Council. The Authority has 7 permanent staff seconded from the District Council and seven (7) staff employed under contract terms by the utility which makes the utility to have a total number of 14 employees.													
General Data About Water Utility		Total water connections : 1,495 Total active connections : 1,438 Total domestic connections : 1,443 Total operating water kiosk : 2 Metering ratio : 100% NRW : 27% Total staff : 14 Staffs/1000 connection : 9.7 Annual O&M costs : TZS 490,082,000.00 Annual water collections (arrears included) : TZS 219,567,000.00 Annual water billings : TZS 239,799000.00													
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Car Wash</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,500</td><td>1,750</td><td>2,600</td><td>2,800</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is 30.00 (ii) Last tariff review effective date: 1<sup>st</sup> May, 2019.</p>				Category of customer	Domestic	Institutional	Commercial	Car Wash	Consumption charge (TZS/m³)	1,500	1,750	2,600	2,800
Category of customer	Domestic	Institutional	Commercial	Car Wash											
Consumption charge (TZS/m³)	1,500	1,750	2,600	2,800											
Challenges		1. Inadequate storage capacity. 2. Low distribution network coverage 3. High NRW 4. Obsolete old and dilapidated distribution network 5. In adequate number of staff													

NZEGA WSSA PROFILE						2018/19												
EWURA LICENCE No. WSSSL/57/2012 - Class III																		
District: Nzega, Region: Tabora																		
<b>General Description About the Utility</b>	Nzega Water Supply and Sanitation Authority (Nzega WSSA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Nzega town which is the headquarters of Nzega District, Tabora Region. Nzega WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 75,476 out of whom 37,102 are directly served with water by the Utility. Currently, Nzega WSSA depends on Uchama dam and borehole situated at Nzega Bus Station for its water abstraction. Water production is 1922 m3/day, and water is supplied through rationing at an average of 4hrs/day. The township has no sewerage system; onsite sanitary facilities are in use under the Nzega District Town Council.																	
<b>General Data About Water Utility</b>	Total water connections : 3,041 Total active connections : 2,737 Total domestic connections : 2,692 Total active water kiosk/standpipe : 37 Metering ratio : 100% NRW : 34% Total staff : 18 Staff/1000 connections : 6 Annual O&M costs : TZS 962,176,719.00 Annual water collections (arrears included) : TZS 595,602,086.00 Annual water billings : TZS 574,207,579.00																	
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Cattle trough</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,225</td><td>1,355</td><td>1,465</td><td>1,465</td><td>1,900</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Cattle trough	Consumption charge (TZS/m³)	1,225	1,355	1,465	1,465	1,900
	Category of customer	Domestic	Institutional	Commercial	Industrial	Cattle trough												
	Consumption charge (TZS/m³)	1,225	1,355	1,465	1,465	1,900												
<b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> December, 2017																		
<b>Challenges</b>	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Inefficient revenue collection rate 4. Lack of sewerage services																	

ORKESUMET WSSA PROFILE				2018/19								
EWURA LICENCE No. WSSSL/13/2012 - Class III												
District: Simanjiro, Region: Manyara												
General Description About the Utility	Orkesumet Water Supply and Sanitation Authority (Orkesumet WSSA) was declared a fully autonomous public water utility through Government Notice No.168 published in 2005. The Authority is responsible for the overall operation and management of water supply and sanitation services in the Orkesumet Town which is the headquarter of the Simanjiro District, Manyara Region. Orkesumet town is comprised of three wards which are Orkesumet, Langai and Endonyongijape. Orkesumet is classified as Category C water authority and its area of responsibility has a total population of 18,223 out of whom 4579 are directly served by the utility. Due to high water scarcity at Orkesumet Town, most of the people fetch water at the kiosks. The utility depends on 3 operational borehole sources for water production which are Narosoito, Simanjiro Secondary and Water department boreholes. During the reporting period, in December 2017, the two boreholes namely Narosoito and Mkumbi dried up and therefore the utility remained with one operating borehole. The three boreholes have a combined installed capacity of 414 m³/day. The production is extremely low due to low yield of the borehole to meet the estimated water demand of 1,477.9 m³/day. There are few household connections also due to the low water production and limited distribution network which has a total length of 23.91km. The town has no sewerage system thus onsite sanitary facilities are in use under supervision of the Simanjiro District Council. Orkesumet WSSA has 7 staff of which five staff are seconded from Simanjiro District Council.											
General Data About Water Utility	<div> <div>Total water connections</div> <div>: 128</div> </div> <div> <div>Total active connections</div> <div>: 84</div> </div> <div> <div>Total domestic connections</div> <div>: 75</div> </div> <div> <div>Total active kiosks</div> <div>: 14</div> </div> <div> <div>Metering ratio</div> <div>: 100%</div> </div> <div> <div>NRW</div> <div>: 41%</div> </div> <div> <div>Total staff</div> <div>: 7</div> </div> <div> <div>Staff/1000 connections</div> <div>: 54.69</div> </div> <div> <div>Annual O&amp;M costs</div> <div>: TZS 95,035,000.00</div> </div> <div> <div>Annual water collections (arrears included)</div> <div>: TZS 77,482,000.00</div> </div> <div> <div>Annual water billings</div> <div>: TZS 83,221,000.00</div> </div>											
Tariff Structure	<table> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> </tr> <tr> <td>Consumption charge (TZS/m³)</td> <td>300</td> <td>335</td> <td>390</td> </tr> </table>				Category of customer	Domestic	Institutional	Commercial	Consumption charge (TZS/m³)	300	335	390
	Category of customer	Domestic	Institutional	Commercial								
	Consumption charge (TZS/m³)	300	335	390								
<div> <div>(i) The charge at kiosk is TZS 50 per 20 litres container</div> <div>(ii) Last tariff review effective date: 1<sup>st</sup> June 2011</div> </div>												
Challenges	<div> <div>1. Inadequate water sources and water supply to meet the demand;</div> <div>2. Lack of capital fund for development of new water sources and construction of water supply network</div> <div>3. Low customer base;</div> <div>4. Insufficient number of staff;</div> <div>5. Lack of adequate storage tanks.</div> </div>											

PANGANI WSSA PROFILE		2018/19																								
EWURA LICENCE No. WSSSL/08/2012 - Class III																										
District: Pangani, Region: Tanga																										
<b>General Description About the Utility</b>	Pangani Water Supply and Sanitation Authority (Pangani WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published on 30 <sup>th</sup> January 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Pangani town which is the headquarter of the Pangani District, Tanga Region. Pangani WSSA is classified as Category C water authority. Its area of responsibility has a total population of 19,111 people out of whom 11,890 are directly served by the utility. The utility draws water from four boreholes located at Boza well field with a combined installed production capacity of 1,488 m³/day, however, average daily water production is 837.47 m³/day. The present installed production capacity is not sufficient to meet the estimated water demand of 1,735 m³/day. The total length of the distribution system is 65 km and water is supplied through rationing at an average of 9 hrs per day. The system has 7 storage tanks with combined capacity of 1,015 m³. The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of the Pangani District Council. Pangani WSSA has 12 staff employed on contract terms and as casual laborers to support utility’s activities.																									
<b>General Data About Water Utility</b>	Total water connections : 1,288 Total active connections : 898 Total domestic connections : 1,180 Total active water kiosk/Standpipe : 0 Metering ratio : 72 % NRW : 57.8 % Total staff : 12 Staff/1000 connections : 9.32 Annual O&M costs : TZS 103,088,000.00 Annual water collections (arrears included) : TZS 99,703,000.00 Annual water billings : TZS 113,625,000.00																									
<b>Tariff Structure</b>	<table><thead><tr><th>Consumption Band</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr></thead><tbody><tr><td>1-5</td><td>1,000</td><td>-</td><td>-</td></tr><tr><td>6-10</td><td>1,200</td><td>-</td><td>-</td></tr><tr><td>11-30</td><td>1,400</td><td>-</td><td>-</td></tr><tr><td>1-30</td><td>-</td><td>1,200</td><td>1,300</td></tr><tr><td>&gt;30</td><td>1,500</td><td>1,500</td><td>1,500</td></tr></tbody></table> <p><b>Note:</b></p> <p>(i) The charge at water kiosks is TZS 30 per 20 litres container.</p> <p>(ii) Last tariff review effective date: 1<sup>st</sup> November 2016.</p>		Consumption Band	Domestic	Institutional	Commercial	1-5	1,000	-	-	6-10	1,200	-	-	11-30	1,400	-	-	1-30	-	1,200	1,300	>30	1,500	1,500	1,500
Consumption Band	Domestic	Institutional	Commercial																							
1-5	1,000	-	-																							
6-10	1,200	-	-																							
11-30	1,400	-	-																							
1-30	-	1,200	1,300																							
>30	1,500	1,500	1,500																							
<b>Challenges</b>	1. Dilapidated distribution network and low coverage; 2. Low metering ratio 3. Lack of authority’s office building and transport; 4. Lack of sufficient and qualified staff. 5. The number of inactive customers are high due to unreliability of water supply																									



RUANGWA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/ 24/2012– Class III																				
District: Ruangwa, Region: Lindi																				
<b>General Description About the Utility</b>	Ruangwa Water Supply and Sanitation Authority (Ruangwa WSSA) was established by Act No. 8 of 1997, was declared a fully autonomous public water utility through Government notice no. 168 published in 2005 and came into operation in 2007. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Ruangwa township which is headquarter of Ruangwa District in Lindi Region. Ruangwa town has a current population of about 14,641 out of whom 8,855 are served by the utility. The water supply scheme for Ruangwa town comprises of two boreholes located at Matyatya Valley, that pump its water into three storage tanks with a total capacity of 375m³. From these storage tanks water is supplied to the township through a distribution network with total length of 23km and water is supplied at an average of 2hrs/day. The current installed capacity is 960m³/day while the actual water production is 415m³/day which does not meet daily estimated water demand that stands at 1,129m³/day. The utility has no conventional water treatment facilities however chlorine is applied through storage tanks. The town has no sewerage system and onsite sanitation is monitored by Ruangwa District Council. The Utility has a total of fourteen (14) staff whereby two (2) are permanent staff seconded from Ruangwa District Council and twelve (12) staff on contract terms by utility.																			
<b>General Data About Water Utility</b>	Total Water Connections : 1,098 Total Active Connections : 674 Total Domestic connections : 1,021 Active water kiosk : 15 Metering Ratio : 100% NRW : 44% Total Staff : 14 Staff/1000 connections : 12.7 Annual O&M Costs : TZS 134,051,000.00 Annual Water Collections (Arrears included) : TZS 110,773,000.00 Annual Water Billings : TZS 130,398,000.00																			
<b>Tariff Structure</b>	<table><tr><th>Category of Customer</th><th>Domestic</th><th>Commercial</th><th>Institution</th><th>Industrial</th></tr><tr><td>Metered Customers (TShs/m³)</td><td>1,410</td><td>1,700</td><td>1,850</td><td>1,850</td></tr><tr><td>Flat rate (TShs/month)</td><td colspan="4">Not Allowed</td></tr></table> <p>(i)The charge at water Kiosks is TZS. 20/= per 20 litres jerry can. (ii) Last tariff review effective date : 1<sup>st</sup> December, 2016</p>					Category of Customer	Domestic	Commercial	Institution	Industrial	Metered Customers (TShs/m³)	1,410	1,700	1,850	1,850	Flat rate (TShs/month)	Not Allowed			
Category of Customer	Domestic	Commercial	Institution	Industrial																
Metered Customers (TShs/m³)	1,410	1,700	1,850	1,850																
Flat rate (TShs/month)	Not Allowed																			
<b>Challenges</b>	1. Inadequate water production against water demand 2. Low network coverage 3. High NRW 4. Insufficient revenue against expenditures 5. Inefficient staff to connection ratio.																			

RUJEWAWSSA PROFILE						2018/19																												
EWURA LICENCE No. WSSSL/47/2012 – Class III																																		
District: Mbarali, Region: Mbeya																																		
<b>General Description About the Utility</b>	Rujewa Water Supply and Sanitation Authority (Rujewa WSSA) was declared a fully autonomous public water utility in 2004. Rujewa WSSA is responsible for the overall operation and management of water supply and sanitation services for the Rujewa and Igawa Townships. Rujewa is the headquarter Township of Mbarali District, in Mbeya Region. Rujewa WSSA is classified as Category C water authority and it started its operation in 2005. Its area of responsibility has a total population of 57,565 people of whom 20,411 are directly served with water. The utility draws water from Mbarali River (gravity scheme) located in Igomelo Street, Mbarali District about 14km from Rujewa Township and five boreholes located at Uhamila, Ihanga, Isisi and Bomani area, in Rujewa Township. During the reporting period the sources produced an average of 1,980.5m³/day. The estimated daily water demand for the Township is 7,787m³/day. Water supply is through rationing and the average hours of service are 6hrs/day. The source installed production capacity is 2,752m³/day. The utility has no water treatment facilities. The total length of the pipe network including the main and distribution lines is 56.3km. The Rujewa WSSA has 9 storage tanks with total water storage capacity of 725m³. The Township has no sewerage system; onsite sanitary facilities are in use under supervision of the Rujewa Township Authority. The Utility has 2 permanent employed staff seconded from the District Council and 9 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 11 staff.																																	
<b>General Data About Water Utility</b>	Total water connections : 2,418 Total active connections : 1,314 Total domestic connections : 2,273 Total active kiosk/standpipe : 50 Metering ratio : 14% NRW : 28% Total staff : 11 Staff/1000 connections : 4.5 Annual O&M costs : TZS 96,230,000.00 Annual water collections (arrears included) : TZS 48,280,000.00 Annual water billings : TZS 72,551,000.00																																	
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td rowspan="3">Consumption rate (TZS/m³)</td><td>1– 4.5</td><td>300</td><td>550</td><td>560</td><td>250</td></tr><tr><td>4.5-11</td><td>345</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>&gt;11</td><td>540</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>Flat rate (TZS/month)</td><td>NA</td><td>4,500</td><td>11,500</td><td>11,500</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 50.00 per 20 litres bucket. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>						Category of customer	Band	Domestic	Institutions	Commercial	Kiosk	Consumption rate (TZS/m³)	1– 4.5	300	550	560	250	4.5-11	345	NA	NA	NA	>11	540	NA	NA	NA	Flat rate (TZS/month)	NA	4,500	11,500	11,500	NA
Category of customer	Band	Domestic	Institutions	Commercial	Kiosk																													
Consumption rate (TZS/m³)	1– 4.5	300	550	560	250																													
	4.5-11	345	NA	NA	NA																													
	>11	540	NA	NA	NA																													
Flat rate (TZS/month)	NA	4,500	11,500	11,500	NA																													
<b>Challenges</b>	1. Old and inadequate infrastructure 2. Insufficient storage capacity 3. Inadequate authority office and office equipment 4. Low water production capacity compared to demand 5. Low metering ration (14% only)																																	

SAME WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/07/2012 - Class III																				
District: Same, Region: Kilimanjaro																				
General Description About the Utility		Same Water Supply and Sanitation Authority (Same WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within Same urban area, which is the headquarter of Same District, Kilimanjaro Region. Same WSSA is classified as Category C water authority. Its area of responsibility has a total population of 28,235 people out of whom 18,420 are served by the utility. The main water sources for Same town is groundwater, whereby the utility maintain six (6) deep boreholes of which three are working. The spring water sources of Mahuu and Same dried over the past three years, however, Mahuu spring recharged during the reporting period and there was small amount of water produced. The water sources have combined installed production capacity of 1,104 m³/day when operating at 24 hours. Generally, the boreholes have low yield and the average daily water production during the reporting period is 817 m³/day. The installed production capacity is not sufficient to meet the estimated water demand of 2,632.56 m³/day for the township. The total length of the distribution system is 182.2 km and water is supplied at an average of 6.25 hrs per day. The distribution system has 10 storage tanks of various capacities with a combined volume of 1,024m³. The township has no sewerage system; Onsite sanitary facilities are in use under the supervision of the Same District Town Council. Same WSSA has a total of 18 staff of whom six (7) are staff seconded from Same District Council and 11 are employed by Same WSSA on contract terms.																		
General Data About Water Utility		Total water connections : 1,432 Total active connections : 1,298 Total Domestic connections : 1,475 Total active water kiosk/standpipe : 47 Metering ratio : 93.5% NRW : 34% Total staff : 18 Staff/1000 connections : 10.9 Annual O&M costs : TZS 351,770,000.00 Annual water collections (arrears included) : TZS 224,911,398.00 Annual water billings : TZS 247,027,000.00																		
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption (TZS/m³)</td><td>750</td><td>1,500</td><td>1025</td><td>1,500</td></tr><tr><td>Flat rate TZS/month</td><td>5,500</td><td>NA</td><td>NA</td><td>NA</td></tr></table> <p><b>Note:</b></p> <p>(i) The charge at water kiosks is TZS 20 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1<sup>st</sup> June 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption (TZS/m³)	750	1,500	1025	1,500	Flat rate TZS/month	5,500	NA	NA	NA
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption (TZS/m³)	750	1,500	1025	1,500																
Flat rate TZS/month	5,500	NA	NA	NA																
Challenges		1. Low water production to meet demand 2. Unreliable water sources 3. Lack of capital fund for development of new water sources, and rehabilitation of pipe networks 4. Lack of office building and transport for the authority 5. Insufficient number of staff.																		

SENGEREMA WSSA PROFILE					2018/19										
EWURA LICENSE No. WSSL/84/2012- Class III															
District: Sengerema, Region: Mwanza															
General Description About the Utility	Sengerema Water Supply and Sanitation Authority (Sengerema WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within Sengerema town which is the headquarter of Sengerema District in Mwanza Region. Sengerema WSSA is classified as a class C Water Authority. Its area of responsibility has a total population of 102,873 people out of 92,670 are currently served. The utility draws water from Lake Victoria and Nyamazugo water treatment plants and then pumped to Nyamazugo hill water storage tank. Water from Nyamazugo hill water tank gravitates to 4 storage tanks located at Sengerema town center. Water from tanks is supplied to the distribution system by gravity. The utility has a treatment facility with capacity of treating 9,000m³/day. The present production capacity is sufficient to meet the estimated water demand of 6,426m³/day. The total length of the distribution system is 104.52km and water is supplied through rationing at an average of 22hrs per day. The system has 10 storage tanks with a combined capacity of 4,860m³. The township has faecal sludge treatment system thus onsite sanitary facilities are used under the supervision of the Sengerema WSSA. The Authority has 4 permanent staff seconded from the District Council and twenty one (21) staff employed by the utility on contract terms which makes the utility to have a total of 25.														
General Data About Water Utility	Total water connections : 5,668														
	Total active connections : 5,443														
	Total domestic connections : 5,217														
	Total operational water kiosk/standpipe : 135														
	Metering ratio : 100%														
	NRW : 36%														
	Total staff : 20														
	Staffs/1000 connections : 4.6														
	Annual O&M costs : TZS 828,955,000.00														
	Annual water collections (Arrears included) : TZS 777,653,000.00														
	Annual water billings : TZS 777,653,000.00														
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,090 – 1,100</td><td>1,100</td><td>1,130</td><td>1,220</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,090 – 1,100	1,100	1,130	1,220
	Category of customer	Domestic	Institutional	Commercial	Industrial										
Consumption charge (TZS/m³)	1,090 – 1,100	1,100	1,130	1,220											
	<b>Note:</b> (i) The charge at water kiosks is 21.80														
	(ii) Last tariff review effective date: 1 <sup>st</sup> June, 2019.														
Challenges	<div><div>1.</div><div>Old and dilapidated water supply and distribution infrastructure</div></div> <div><div>2.</div><div>High NRW</div></div> <div><div>3.</div><div>Lack of wastewater treatment facility</div></div> <div><div>4.</div><div>Low water network coverage</div></div> <div><div>5.</div><div>Lack of sewerage network</div></div>														

SIKONGE WSSA PROFILE					2018/19
EWURA LICENCE No. WSSSL/64/2012 - Class III					
District: Sikonge, Region: Tabora					
<b>General Description About the Utility</b>	Sikonge Water Supply and Sanitation Authority (Sikonge WSSA) was declared fully autonomous public water utility in 2004 and is responsible for overall operation and management of water supply and sanitation services within the Sikonge township, Sikonge District, Tabora Region. Sikonge WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 26,350 out of whom 5,629 are directly served by the utility. The utility draws water from an earth fill dam called Utyatya dam. In the year 2018/2019, the total water production averaged at 325 m <sup>3</sup> /day. Water is supplied through rationing at an average of 10 hrs per day. The town has no sewerage system thus onsite sanitary facilities are in use under the Sikonge District Council supervision.				
<b>General Data About Water Utility</b>	Total water connections : 524 Total active connections : 495 Total domestic connections : 447 Total active water kiosk/standpipe : 10 Metering ratio : 100% NRW : 11% Total staff : 7 Staff/1000 connections : 13.4 Annual O&M costs : TZS 255,007,000.00 Annual water collections (arrears included) : TZS 19,733,000.00 Annual water billings : TZS 26,381,000.00				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	1,350	1,515	1,575	1,595
	<b>Note:</b> (i) The charge at water kiosks is TZS 30.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> September, 2018				
<b>Challenges</b>	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Insufficient revenue generation to meet O&M expenditures				



SONGE WSSA PROFILE					2018/19												
EWURA LICENCE No.WSSSL/14/2012 - Class III																	
District: Kilindi, Region: Tanga																	
General Description About the Utility		Songe Water Supply and Sanitation Authority (Songe WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services in the Songe Township which is the headquarter of the Kilindi District, Tanga Region. Songe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 25,997 out of whom 9,490 are directly served by the utility. The utility draws water from two ring wells, located near the Songe River valley and one deep borehole. Both sources have combined installed production capacity of 588 m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township which is 2,152.13 m³/ day. The total length of the pipe network is 30.1 km and water is supplied at an average of 3.6 hrs per day. There are 4 storage tanks which have combined storage volume of 340 m³. The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of Kilindi District Council. Songe WSSA has 8 staff of which 3 are employees seconded from the Kilindi District Council and five (5) casual laborers employed by the Utility.															
General Data About Water Utility		Total water connections : 400 Total active connections : 271 Total domestic connections : 316 Total active water kiosk/standpipe : 19 Metering ratio : 92.3 % NRW : 42.96 % Total staff : 8 Staff/1000 connections : 20 Annual O&M costs : TZS 82,173,000.00 Annual water collections (arrears included) : TZS 60,777,000.00 Annual water billings : TZS 63,543,000.00															
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Consumption rate (TZS/m³)</td><td>1,550</td><td>1,700</td><td>2,250</td></tr><tr><td>Flat rate(TZS/month)</td><td>6,900</td><td>32,000</td><td>40,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> January 2017.</p>				Category of customer	Domestic	Institutional	Commercial	Consumption rate (TZS/m³)	1,550	1,700	2,250	Flat rate(TZS/month)	6,900	32,000	40,000
Category of customer	Domestic	Institutional	Commercial														
Consumption rate (TZS/m³)	1,550	1,700	2,250														
Flat rate(TZS/month)	6,900	32,000	40,000														
Challenges		1. Lack of sufficient water sources and production to meet demand; 2. Lack of capital fund for extension of the distribution network; 3. Insufficient water storage tanks 4. Lack of qualified and competent staff; 5. Lack of transport facilities for operation and maintenance activities.															

**TARIME WSSA PROFILE**
**2018/19**
**EWURA LICENSE No. WSSL/77/2012- Class III**
**District: Tarime, Region: Mara**
**General Description  
About the Utility**

Tarime Water Supply and Sanitation Authority (Tarime WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within Tarime town which is the headquarters of Tarime District in Mara Region. Tarime WSSA is classified as a class C Water Authority. Its area of responsibility has a total population of 94,572 people out of 15,536 are currently served. The utility draws water from two sources, Nyandurumo spring and Tagota dam pumped directly to the distribution system. The utility has no treatment facility. The present production capacity is insufficient compared with the estimated water demand of 3,552m<sup>3</sup>/day. The total length of the distribution system is 51.48km and water is supplied through rationing at an average of 12hrs per day. The system has 4 storage tanks with a combined capacity of 800m<sup>3</sup>. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Tarime District Town Council. The Authority has 1 permanently staff seconded from the District Council and nineteen one (19) staff employed by the utility on contract terms which makes the utility to have a total of 20.

**General Data  
About  
Water Utility**

Total water connections	: 1,867
Total active connections	: 1,722
Total domestic connections	: 1,717
Total operational water kiosk/standpipe	: 6
Metering ratio	: 61%
NRW	: 52%
Total staff	: 20
Staffs/1000 connections	: 11.6
Annual O&M costs	: TZS 151,995,000
Annual water collections (Arrears included)	: TZS 96,776,000
Annual water billings	: TZS 137,750,000

**Tariff Structure**

Category of customer	Domestic	Institutions	Commercial	Industrial
Consumption charge (TZS/m <sup>3</sup> )	540	550	560	570
Flat rate charge (TZS/Month)	4,500	10,000	9,500	NA

**Note:** (i) The charge at water kiosks is 10.00  
 (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.

**Challenges**

1. Low coverage of water distribution network
2. High NRW
3. Low Metering Ratio
4. Obsolete old and dilapidated water distribution network
5. Lack of water treatment facility

TUKUYU WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/44/2012 – Class III																				
District: Rungwe, Region: Mbeya																				
<b>General Description About the Utility</b>		Tukuyu Water Supply and Sanitation Authority (Tukuyu WSSA) was declared a fully autonomous public water utility in 2002. Tukuyu WSSA is responsible for the overall operation and management of water supply and sanitation services within Tukuyu Township which is the headquarter of Rungwe District in Mbeya Region. Tukuyu WSSA is classified as Category C water Authority which started its operations in 2004. Its area of responsibility has a total population of 50,926 people out of whom 44,227 people are directly served with water. The main water sources for Tukuyu Township are Masalala spring and Mlagala stream (gravity schemes) located about 9km and 12km from the Township respectively. During the reporting period the average daily water production was 5,885m³/day which is below the estimated daily water demand of 6,215m³/day for the Township. The combined installed production capacity is 6,267m³/ day. The utility has no water treatment facilities. The total length of the entire pipe network is 55.4km and water is supplied through rationing at an average of 18hrs/day. The network has 4 storage tanks with combined storage volume of 810m³. The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Rungwe District Council. The Utility has 3 permanent employed staff seconded from the District Council and 20 staff are employed by the Utility (on contract basis) which makes the utility to have a total of 23 staff.																		
<b>General Data About Water Utility</b>		Total water connections : 4,553 Total active connections : 3,812 Total domestic connections : 4,252 Total active kiosk/standpipe : 2 Metering ratio : 83% NRW : 29% Total staff : 23 Staff/1000 connections : 5.1 Annual O&M costs : TZS 274,332,000.00 Annual water collections (arrears included) : TZS 262,766,000.00 Annual water billings : TZS 390,869,000.00																		
<b>Tariff Structure</b>		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m³)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate (TZS/month)</td><td>3,000</td><td>10,000</td><td>9,500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres. (ii) Last tariff review effective date : JANUARY 2012 but, effectively the tariff has been used from July, 2016</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	300	335	390	500	Flat rate (TZS/month)	3,000	10,000	9,500	13,000
Category of customer	Domestic	Institutions	Commercial	Industrial																
Metered (TZS/m³)	300	335	390	500																
Flat rate (TZS/month)	3,000	10,000	9,500	13,000																
<b>Challenges</b>		1. High NRW values 2. Inadequate storage capacity, available capacity 810m³ while requirement is 2,160m³ 3. Low water tariff as compared to the current operational costs 4. Low metering ratio 5. Delay of bills payment especially by Government Institutions resulting to low collection efficiency																		

TUNDURU WSSA PROFILE		2018/19																									
EWURA LICENCE No. WSSSL/35/2012 – Class III																											
District: Tunduru, Region: Ruvuma																											
<b>General Description About the Utility</b>	Tunduru Water Supply and Sanitation Authority (Tunduru WSSA) was established by Act No. 8 of 1997 on 30th January 2004. Tunduru WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Tunduru Township which is the headquarter of Tunduru District, in Ruvuma Region. Its area of responsibility has a total population of 48,784 people of which 24,624 people are directly served with water. The water sources for Tunduru WSSA water supply scheme are springs, streams and boreholes. The first scheme was constructed in the year 1953 with water from the Mlingoti pumping station which is still in use. Later, new sources were constructed to meet the growing demand of the Township. Currently the scheme has three types of water sources, which are Nanjoka Spring, seven boreholes, and Mlingoti Stream sources. The sources’ total installed production capacity is 1,600m³/day. During the reporting period the average daily water production for all water sources was 698.2m³/day which is not sufficient to meet the estimated water demand of 2,879m³ per day. The utility has no water treatment facilities and chlorination is not regularly done. The total length of the distribution system is 37km and water is supplied at an average of 12 hrs/day. The utility has 12 storage tanks with a total capacity of 455m³. The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Tunduru District Council. The Utility has a 2 permanent employed staff seconded from the District Council and 15 staff are employed by the utility (on permanent and contract basis) which makes the utility to have a total of 17 staff.																										
<b>General Data About Water Utility</b>	Total water connections : 1,963 Total active connections : 1,963 Total domestic connections : 1,927 Total active kiosk/standpipe : 4 Metering ratio : 98% NRW : 30% Total staff : 17 Staff/1000 connections : 8.5 Annual O&M costs : TZS 135,217,000.00 Annual water collections (arrears included) : TZS 131,230,000.00 Annual water billings : TZS 144,741,000.00																										
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered: 0 – 5m3 (TZS/m³)</td><td>540</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: 5 – 10m3 (TZS/m³)</td><td>585</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: above 10m3 (TZS/m³)</td><td>625</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>9,500</td><td>16,500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>		Category of customer	Domestic	Commercial	Institutions	Industrial	Metered: 0 – 5m3 (TZS/m³)	540	605	550	760	Metered: 5 – 10m3 (TZS/m³)	585	605	550	760	Metered: above 10m3 (TZS/m³)	625	605	550	760	Flat rate (TZS/month)	4,500	9,500	16,500	13,000
Category of customer	Domestic	Commercial	Institutions	Industrial																							
Metered: 0 – 5m3 (TZS/m³)	540	605	550	760																							
Metered: 5 – 10m3 (TZS/m³)	585	605	550	760																							
Metered: above 10m3 (TZS/m³)	625	605	550	760																							
Flat rate (TZS/month)	4,500	9,500	16,500	13,000																							
<b>Challenges</b>	1. Old and dilapidated infrastructures (constructed in 1953) 2. High electricity cost for running pumping stations 3. Low water network coverage 4. Lack of adequate skilled personnel 5. Non payment of water bills especially by institution customers																										

URAMBO WSSA PROFILE					2018/19										
EWURA LICENCE No. WSSSL/63/2012 - Class III															
District: Urambo, Region: Tabora															
General Description About the Utility		Urambo Water Supply and Sanitation Authority (Urambo WSSA) was declared a fully autonomous public water utility in 2005. It is responsible for the overall operation and management of water supply and sanitation services within the Urambo Urban area which is the headquarters of Urambo District, Tabora Region. Urambo is classified as Category C water authority. Its area of responsibility has a total population of 44,776 out of whom 11,140 are directly served by the utility. The utility draws water from seven deep boreholes, with a total production of 244m³/day. Water is supplied through rationing at an average of 4hrs/ day. The township has no sewerage system; onsite sanitary facilities are in use under Urambo District Town Council.													
General Data About Water Utility		Total water connections : 328 Total active connections : 296 Total domestic connections : 190 Total active water kiosk/standpipe : 40 Metering ratio : 88% NRW : 25% Total staff : 13 Staff/1000 connections : 39.7 Annual O&M costs : TZS 46,615,000.00 Annual water collections (arrears included) : TZS 40,770,000.00 Annual water billings : TZS 47,620,000.00													
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>890</td><td>1,340</td><td>1,340</td><td></td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 22 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> March, 2019</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	890	1,340	1,340	
Category of customer	Domestic	Institutional	Commercial	Industrial											
Consumption charge (TZS/m3)	890	1,340	1,340												
Challenges		1. Inadequate water production against demand 2. Inadequate water service coverage 3. Lack of sufficient skilled staff 4. Lack of sewerage services													



USA RIVER WSSA					2018/19												
EWURA LICENCE No. WSSSL/03/2014 - Class III																	
District: Arumeru, Region: Arusha																	
General Description About the Utility		Usa-River Water Supply and Sanitation Authority (Usa-River WSSA) is a fully autonomous public water utility which started its operations in 2009. Usa-River WSSA is responsible for the overall operation and management of water supply and sanitation services within Usa River Town which is the headquarter of Arumeru District in Arusha Region. Usa-River WSSA is classified as Category C water authority. Its area of responsibility has a total population of 28,242 people out of whom 20,620 are directly served with water by the utility. The main water sources for Usa River town are five springs which are Kibola, Kigeri, Ngarasero, Ndurumanga and Kiliflora. During the reporting period the estimated average daily water production was 4,128 m³/day which is sufficient to cater for the estimated daily water demand of 3,901 m³/day. The estimated combined installed production capacity is 5000 m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 64.12 km and water is supplied for 24 hrs/day. The network has 6 storage tanks with combined storage volume of 470 m³. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Arumeru District Council. The utility has a total number of 3 staff seconded from the Arumeru District Council and 20 staff employed on contract terms by the utility which makes the utility to have a total number of 23 staff.															
General Data About Water Utility		Total Water Connections : 2,550 Total Active Connections : 2,530 Total domestic connections : 2,403 Total Water Kiosk/Standpipe : 19 Metering Ratio : 53 % NRW : 66.1% Total Staff : 23 Staff/1000 connections : 9 Annual O&M Costs : TZS 218,807,000.00 Annual Water Collections (arrears included) : TZS 198,980,000.00 Annual Water Billings : TZS 251,834,000.00															
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutional</th></tr><tr><td>Metered (TZS/m³)</td><td>300</td><td>900</td><td>900</td></tr><tr><td>Flat rate (TZS/month)</td><td>3,000</td><td>10,000</td><td>10,000</td></tr></table> <p>Note: (i) Kiosk Tariff is TZS 10 per 20 liters container (ii) Last tariff review effective date: 2009 (ii) Last tariff review effective date : 1<sup>st</sup> June 2011</p>				Category of customer	Domestic	Commercial	Institutional	Metered (TZS/m³)	300	900	900	Flat rate (TZS/month)	3,000	10,000	10,000
Category of customer	Domestic	Commercial	Institutional														
Metered (TZS/m³)	300	900	900														
Flat rate (TZS/month)	3,000	10,000	10,000														
Challenges		1. Low metering ratio resulting into high NRW 2. Funds for rehabilitation of existing water sources and infrastructure 3. Lack of transport facilities. 4. Lack of sufficient and qualified staff.															

USHIROMBO WSSA PROFILE							2018/19
EWURA LICENSE No. WSSL/68/2012- Class III							
District: Bukombe, Region: Geita							
General Description About the Utility	Ushirombo Water Supply and Sanitation Authority (Ushirombo WSSA) was declared a fully autonomous public water utility through Government Notice No. 30 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Ushirombo township which is the headquarter of the Bukombe District, Geita Region. Ushirombo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 55,834 people of which 7,250 are currently served. The utility draws water from two (2) boreholes located 1.8km western of Ushirombo town. The boreholes have a combined installed production capacity of 720m³/day. The present production capacity is insufficient compared with the estimated water demand of 3,823m³/day. The total length of the distribution system is 15.50km and water is supplied through rationing at an average of 12hrs per day. The system has 2 storage tanks with a capacity of 90m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Bukombe District Town Council. The Authority has 3 permanent staff seconded from the District Council and 5 staff employed by the utility on contract terms which makes the utility to have a total of 8.						
General Data About Water Utility	Total Water Connections		: 488				
	Total Active Connections		: 466				
	Total domestic connections		: 455				
	Total Water Kiosk/Standpipe - Operational		: 8				
	Metering Ratio		: 100%				
	NRW		: 17%				
	Total Staff		: 8				
	Staff/1000 connections		: 17.2				
	Annual O&M Costs		: TZS 72,045,000.00				
	Annual Water Collections (arrears included)		: TZS 52,055,000.00				
Annual Water Billings		: TZS 50,850,000.00					
Tariff Structure	Category of customer		Domestic	Institutions	Commercial	Industrial	Others
	Consumption charge (TZS/m³)		1,500	1,500	-	-	-
	New Connection Fees (TZS/connection)		15,000	15,000	-	-	-
	Note: (i) The charge at water kiosks is 30.00						
	(ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011						
Challenges	1. Low water production capacity 2. Low water distribution network coverage leading to very low customer base 3. Lack of Authority’s office building and transport 4. Lack of wastewater treatment facilities 5. Insufficient water storage capacity						

UTETE WSSA PROFILES					2018/19										
EWURA LICENCE No. WSSSL/05/2014– Class III															
District: Rufiji, Region: Coast															
General Description About the Utility		The Utete Urban Water Supply and Sanitation Authority (Utete WSSA) was declared a fully autonomous public water utility through Government notice no. 258 published in 2002. Utete WSSA is responsible for the overall operation and management of water supply and sanitation services for Utete Town which is located in Rufiji District, Coast Region. Utete WSSA is classified under Category C water authority. It started its operation in December, 2003. Its area of responsibility has a total population of 14,362 out of whom 6,621 are accessing water services provided by the utility. The total water demand for the town is estimated at 1,005m³/day while water production is estimated as 436.5m³/day. Utete WSSA draws water from a borehole namely Lugongwe borehole that has installed production capacity of 1,560m³/day. The water network has is 26.07km with a total storage capacity of 550m³. Utete WSSA supplies water to its customers for 24hours a day. The town has no sewerage system; onsite sanitary facilities are in use under the support of Utete District Council. The Utility has a total of eighteen (18) staff whereby seventeen (17) are permanent staff seconded from Rufiji District Council and one (1) from MoW.													
General Data About Water Utility		Total Water Connections : 846 Total Active Connections : 732 Total Domestic Connections : 803 Total active Kiosk/Standpipe : 4 Metering Ratio : 100% NRW : 10% Total Staff : 18 Staff per 1000 connections : 21.3 Annual O&M costs : TZS 154,344,200.00 Annual collection from water sales : TZS 52,027,000.00 Annual water billing : TZS 140,796,000.00													
Tariff Structure		<table><tr><th>Category of Customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered Customers (TZS/m³)</td><td>830-1,200</td><td>1500</td><td>1600</td><td>1,000</td></tr></table> <p><b>Note:</b> Last tariff review effective date : 1<sup>st</sup> January, 2017</p>				Category of Customer	Domestic	Institutions	Commercial	Kiosk	Metered Customers (TZS/m³)	830-1,200	1500	1600	1,000
Category of Customer	Domestic	Institutions	Commercial	Kiosk											
Metered Customers (TZS/m³)	830-1,200	1500	1600	1,000											
Challenges		1. Inadequate water production against water demand 2. Inadequate water supply services coverage 3. Inadequate revenues against expenditures 4. Inefficient revenue collection 5. Inefficient staff to connections ratio													

BASHNET WSSA PROFILE			2018/19		
EWURA LICENCE No. WSSSL/01/2015 - Class III					
District: Babati, Region: Manyara					
General Description About the Utility	Bashnet Water Supply and Sanitation Authority (Bashnet WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Bashnet town is one of the small towns located in Babati district council about 47km from the Babati Town along the Babati-Mbulu Road. The water supply area covers four wards namely Bashanet, Nar, Secheda and Ufana which have a population of 59,351 people of whom 17,166 are directly served by the utility.				
	Bashnet WSSAextract water water from five spring sources namely Donya, Bashnet Saria, Dawite, Tlagami and Walahu. The combined installed water production is 750m3/day. The installed capacity is not sufficient to meet the daily demand of 4,154.58 m3. Average production varies depending on the season. The daily average water production from the five sources during the reporting period is 357.86 m3/day. The length of the gravity main and distribution lines is 88.70 km and average service hours is 5.85 per day. The town has 16 storage tanks with combined capacity of 1,058 m3.				
The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Babati District Council. The utility has one (1) staff seconded from the Babati District Council and ten (10) employed on contract terms by the utility which makes a total of 11 staff.					
General Data About Water Utility	Total water connections : 572				
	Total active connections : 541				
Total domestic connections : 436					
Total water operating kiosk/standpipe : 85					
Metering ratio : 100%					
NRW : 46%					
Total staff : 11					
Staff/1000 connections : 19.2					
Annual expenditure : TZS 79,246,100.00					
Annual collections : TZS 76,540,293.00					
Annual Billing : TZS 74,336,750.00					
Tariff Structure	Category of customer		Domestic	Institutional	Kiosk
	Consumption charge (TZS/m³)		1000	1000	1000
Note: Last tariff review effective date : 1 <sup>st</sup> June 2011					
Challenges	1. Low water production to meet water demand.				
2. Lack of billing software to improve commercial operations.					
3. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of services to uncovered areas.					
4. Lack of sufficient and qualified staff.					

GALLAPO WSSA PROFILE					2018/19														
EWURA LICENCE No. WSSSL/01/2014 - Class III																			
District: Babati, Region: Manyara																			
General Description About the Utility	Gallapo Water Supply and Sanitation Authority (Gallapo WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Gallapo is a small town located in Babati District about 22km from the Babati Town. The utility is classified as Category C water authority. The water supply area covers two wards namely Gallapo and Qash. The total population of the township is projected at 42,534 of whom 25,160 people are receiving water services from the utility. The Utility has in place a Board of Directors appointed in 28 <sup>th</sup> December, 2016.																		
	Gallapo WSSA depends on Chalo borehole, four spring water sources, namely the Halla, Gedamara, Yaernas and Endanoga streams/springs. The combined installed production capacity of the sources is estimated at 2,373 m³/day. The average water production during the reporting period is 1,375 m³/day. The installed water production capacity is not sufficient to meet the estimated water demand of 2,806.10 m³/day. The entire water supply network has approximately 102.77km comprising G.S, uPVC and HDPE pipes. Gallapo Water Supply network has eleven storage tanks with combined storage volume of 850m³. Water is supplied at an average of 6.2 hours per day. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Babati District Council. Gallapo WSSA has one employed staff seconded from the Babati District Council and seven staff employed on contract terms by the utility which makes the utility to have a total number of eight employees.																		
General Data About Water Utility	Total water connections : 1,192																		
	Total active connection : 1,094																		
	Total domestic connections : 1,071																		
	Total active kiosk : 51																		
	Metering Ratio : 80.71%																		
	NRW : 67.1%																		
	Total Staff : 8																		
	Staff per 1000 connections : 6.7																		
	Annual water collection : TZS 70,978,000.00																		
	Annual Operation and Maintenance : TZS 39,798,000.00																		
	Annual water billing revenue : TZS 50,537,000.00																		
Tariff Structure	<table><tr><th>Category</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered</td><td>300</td><td>335</td><td>390</td><td rowspan="2">TZS 10 per 20 litres container</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4,500</td><td>10,000</td><td>9,500</td></tr></table>					Category	Domestic	Institutional	Commercial	Kiosk	Metered	300	335	390	TZS 10 per 20 litres container	Flat rate charge (TZS/month)	4,500	10,000	9,500
	Category	Domestic	Institutional	Commercial	Kiosk														
Metered	300	335	390	TZS 10 per 20 litres container															
Flat rate charge (TZS/month)	4,500	10,000	9,500																
	Note:																		
	Last tariff review effective date: 1 <sup>st</sup> June 2011.																		
Challenges	<div>1. Lack of funds for rehabilitation of existing water infrastructure and development of new water sources</div> <div>2. Low water production to meet demand</div> <div>3. High Non Revenue Water</div> <div>4. Low willingness for customers to pay for water services</div>																		



ILULA WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/37/2012 – Class III																				
District: Kilolo, Region: Iringa																				
General Description About the Utility	Ilula Water Supply and Sanitation Authority (Ilula WSSA) was declared fully autonomous public water utility in 2002. Ilula WSSA is responsible for the overall operation and management of water supply and sanitation services for Ilula Township which is located in Kilolo District, Iringa region. Ilula WSSA is classified as Category C water authority. It started its operation in August, 2009. Its area of responsibility has a total population of 40,721 out of whom 17,440 are directly served by the Utility. Ilula WSSA draws water from two water sources, namely Idemule and Ilomba, both being streams. Idemule stream intake is located in Mazombe Village which is about 15kms from Ilula Township, while Ilomba stream intake is located in Imalutwa Village which is about 11kms from Ilula Township. The combined daily water production is 989m³/day. Water is supplied for an average of 8hours a day. The Township has no sewerage system; onsite sanitary facilities are in use under the support of Kilolo District Council.																			
General Data About Water Utility	<div> <div>Total water connections</div> <div>: 1,186</div> </div> <div> <div>Total active connections</div> <div>: 1,163</div> </div> <div> <div>Total domestic connections</div> <div>: 1,072</div> </div> <div> <div>Total active kiosk/standpipe</div> <div>: 56</div> </div> <div> <div>Metering ratio</div> <div>: 40%</div> </div> <div> <div>NRW</div> <div>: 33%</div> </div> <div> <div>Total staff</div> <div>: 10</div> </div> <div> <div>Staff/1000 connections</div> <div>: 8</div> </div> <div> <div>Annual O&amp;M costs</div> <div>: TZS 222,364,000.00</div> </div> <div> <div>Annual water collections (arrears included)</div> <div>: TZS 81,891,000.00</div> </div> <div> <div>Annual water billings</div> <div>: TZS 89,952,000.00</div> </div>																			
Tariff Structure	<table> <tr> <th>Category of Customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Kiosk</th> </tr> <tr> <td>Metered Customers (TZS/m3)</td> <td>395 - 495</td> <td>450 - 550</td> <td>455 – 560</td> <td>1,000</td> </tr> <tr> <td>Flat rate (TZS/Month)</td> <td>4,500</td> <td>10,000 – 21,500</td> <td>9,500 – 30,000</td> <td></td> </tr> </table>					Category of Customer	Domestic	Institutions	Commercial	Kiosk	Metered Customers (TZS/m3)	395 - 495	450 - 550	455 – 560	1,000	Flat rate (TZS/Month)	4,500	10,000 – 21,500	9,500 – 30,000	
	Category of Customer	Domestic	Institutions	Commercial	Kiosk															
	Metered Customers (TZS/m3)	395 - 495	450 - 550	455 – 560	1,000															
	Flat rate (TZS/Month)	4,500	10,000 – 21,500	9,500 – 30,000																
<p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres bucket.</p> <p><b>Note:</b> Last tariff review effective date: 1<sup>st</sup> June, 2011</p>																				
Challenges	<div> <div>1. Unreliable water sources that do not meet demand of growing Ilula township</div> <div>2. Lack of working facilities and transport (vehicle)</div> <div>3. Degradation of water sources due to human activities upstream of sources</div> <div>4. High NRW due to dilapidated network</div> <div>5. Low pipe network coverage</div> </div>																			

**ISAKA WSSA PROFILE**  
**EWURA LICENSE No. WSSL/60/2012**
**2018/19**
**District: Kahama, Region: Shinyanga**
**General Description**  
**About the Utility**

Isaka Water Supply and Sanitation Authority (Isaka WSSA) was declared a fully autonomous public water utility through Government Notice No 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Isaka Township area located in the Kahama District, Shinyanga Region. Isaka WSSA is classified as Category C water authority. Its area of responsibility has a total population of 25,375 people out of whom 2,880 are served by the utility. The utility draws water from one borehole source at Numbi village. Water from the borehole is pumped through the transmission main to a storage tank located at Bandari area in Isaka town center. The installed production capacity is 480m<sup>3</sup>/day. The present production capacity is low compared with the estimated water demand of 246m<sup>3</sup>/day. The utility has no water treatment facilities. The total length of the distribution system is 11.5 km and water is supplied through rationing at an average of 4hrs per day. The system has one storage tank with capacity of 45m<sup>3</sup>. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Msalala District Council. The Utility has a one (1) permanent employed staff seconded from the Msalala District Council and two (2) staff employed on contract terms by the utility which makes the utility to have a total number of 3.

**General Data**  
**About**  
**Water Utility**

Total Water Connections	: 94
Total Active Connections	: 94
Total domestic connections	: 78
Total Water Kiosk/Standpipe - Operational	: 7
Metering Ratio	: 100%
NRW	: 25%
Total Staff	: 3
Staff/1000 connections	: 31.9
Annual O&M Costs	: TZS 4,800,000.00
Annual Water Collections (arrears included)	: TZS 1,980,000.00
Annual Water Billings	: TZS 2,760,000.00

**Tariff Structure**

Category of customer	Domestic	Institutional	Commercial	Industrial
Consumption charge (TZS/m <sup>3</sup> )	1,000	1,000	-	-
Reconnection charge (TZS/connection)	5,500	5,500	-	-
Meter Rental Fee (TZS/Month)	1,000	1,000		
<b>Note:</b> (i) The charge at water kiosks is 30.00 (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011				

**Challenges**

1. Insufficient water production capacity
2. Inadequate water distribution network
3. Insufficient storage capacity, leading to very low hours of service
4. Lack of sufficient qualified personnel to run the scheme
5. High NRW

KASUMULU WSSA PROFILE					2018/19																			
EWURA LICENCE No. WSSSL/42/2012 – Class III																								
District: Kyela, Region: Mbeya																								
<b>General Description About the Utility</b>	Kasumulu Water Supply and Sanitation Authority (Kasumulu WSSA) was declared a fully autonomous public water utility in 2005. Kasumulu WSSA is responsible for the overall operation and management of water supply and sanitation services within the Kasumulu Township area which is a Township in Kyela District in Mbeya Region. Kasumulu WSSA is classified as Category C water authority. It's area of responsibility has a total population of 21,141 people of whom 8,180 are directly served with water. The utility draws water from one surface water source which is Mwega river intake and two borehole which are Lubele I and II located at Lubele area in Kasumulu Township. Mwega river intake is a gravity scheme located at Landani village in Ileje District about 15kms from Kasumulu Township. The scheme also serves several other villages which are located along transmission main before reaching Kasumulu Township. The total estimated average water produced from the sources during the reporting period was 802.6m³/day. The installed production capacity is 1,461 m³/day. Water supplied to Kasumulu Township is not sufficient to meet the estimated water demand of 2,419m³/day. There are neither water treatment facilities nor a water quality monitoring programme. The total length of the entire pipe network is 28 km and water is supplied at an average of 12 hrs per day. The network at Kasumulu has 2 storage tank with storage volume of 315m³. The Township has no sewerage system; onsite sanitation facilities are in use under supervision of the Kasumulu Township Authority. The Utility has a 1 permanent employed staff seconded from the District Council and 5 staff are employed by the Utility (on contract basis) which makes the utility to have a total of 6 staff.																							
<b>General Data About Water Utility</b>	Total water connections : 858 Total active connections : 319 Total domestic connections : 798 Total active kiosk/standpipe : 1 Metering ratio : 6% NRW : 37% Total staff : 6 Staff/1000 connections : 7.0 Annual O&M costs : TZS 6,263,000.00 Annual water collections (arrears included) : TZS 9,504,000.00 Annual water billings : TZS 12,000,000.00																							
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m³)</td><td>395</td><td>450</td><td>560</td><td>670</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>13,000</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 10.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>						Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Metered (TZS/m³)	395	450	560	670	NA	Flat rate charge (TZS/month)	4,500	10,000	9,500	13,000	NA
Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk																			
Metered (TZS/m³)	395	450	560	670	NA																			
Flat rate charge (TZS/month)	4,500	10,000	9,500	13,000	NA																			
<b>Challenges</b>	<div>1. Low water production as compared to water demand</div> <div>2. Lack of adequate infrastructure for provision of services</div> <div>3. Low metering ratio as customers are reluctant to accept meter installation</div> <div>4. Low pipeline network coverage not matching with the population growth</div> <div>5. Insufficient number of qualified staff</div>																							

KIBAIGWA WSSA PROFILE					2018/19
EWURA LICENCE No. WSSSL/02/2016- Class III					
District:Kongwa, Region: Dodoma					
<b>General Description About the Utility</b>	Kibaigwa Water Supply and Sanitation Authority (Kibaigwa WSSA) was declared a fully autonomous public water utility in May, 2015. It is responsible for the overall operation and management of water supply and sanitation services within the Kibaigwa Urban area which is a small town of Kongwa District, Dodoma Region. Kibaigwa WSSA is classified as Category C water authority. Its area of responsibility has a total population of 31,133 out of whom 28,555 are directly served by the Utility. The utility draws water from four deep boreholes, with a total daily production of 1,091m <sup>3</sup> /day. Water is supplied for 24hrs a day. The township has no sewerage system; onsite sanitary facilities are in use under Kongwa District Council.				
<b>General Data About Water Utility</b>	Total water connections : 2,160 Total active connections : 1,875 Total domestic connections : 1,971 Total active water kiosk/standpipe : 85 Metering ratio : 100% NRW : 13% Total staff : 17 Staff/1000 connections : 9 Annual O&M costs : TZS 464,273,800.00 Annual water collections (arrears included) : TZS 411,764,000.00 Annual water billings : TZS 480,531,000.00				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	1,500	1,500	1,500	-
	<b>Note:</b> (i) The charge at water kiosks is TZS 20.00 per 20 litres. (ii) The tariff in use has not been approved by EWURA and they are using tariff approved since they were operating as COWSO, Kibaigwa WSSA is yet to apply for tariff review				
<b>Challenges</b>	1. Lack of sufficient skilled staff 2. Lack of sewerage services				

MAGANZO WSSA PROFILE					2018/19										
EWURA LICENSE No. WSSL/60/2012															
District: Kishapu, Region: Sinyanga															
General Description About the Utility		Maganzo Water Supply and Sanitation Authority (Maganzo WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Maganzo Township area located in the Kishapu District, Shinyanga Region. Maganzo WSSA is classified as Category C water authority. Its area of responsibility has a total population of 14,099 out of whom 5,990 are served by the utility. Maganzo WSSA's water supply is dependent on bulk water purchase from the Kahama-Shinyanga Water Supply and Sanitation Authority (KASHWASA). The estimated water demand of Maganzo Township is 771m³/day. The utility has no water treatment facilities. The total length of the distribution system is 13 km and water is supplied through rationing at an average of 20hrs per day. The system has two storage tanks with capacity of 215m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Kishapu District Council. The utility has a one (1) permanent employed staff seconded from the Kishapu District Council and one (1) staff employed on contract terms by the utility which makes the utility to have a total number of 2.													
General Data About Water Utility		Total Water Connections : 215 Total Active Connections : 215 Total domestic connections : 165 Total Water Kiosk/Standpipe - Operational : 25 Metering Ratio : 100% NRW : 2% Total Staff : 2 Staff/1000 connections : 9.3 Annual O&M Costs : TZS 145,523,000.00 Annual Water Collections (arrears included) : TZS 140,132,000.00 Annual Water Billings : TZS 130,493,000.00													
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,500</td><td>2,060</td><td>2,100</td><td>2,930</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is 38.00 (ii) Last tariff review effective date: 1<sup>st</sup> May, 2019</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,500	2,060	2,100	2,930
Category of customer	Domestic	Institutional	Commercial	Industrial											
Consumption charge (TZS/m³)	1,500	2,060	2,100	2,930											
Challenges		1. Inadequate water distribution network, leading to very low customer base. 2. Insufficient storage capacity, leading to very low hours of service. 3. Lack of sufficient qualified personnel to run the scheme. 4. High NRW													



MAGUGU WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/11/2012 - Class III																				
District: Babati, Region: Manyara																				
General Description About the Utility	Magugu Water Supply and Sanitation Authority (Magugu WSSA) was declared a fully autonomous public water utility through Government Notice No. 20 published in 2004. Magugu WSSA is responsible for the overall operation and management of water supply and sanitation services for Magugu township located in the Babati District, Manyara Region. Magugu WSSA is classified as Category C water utility. Its area of responsibility has a total population of 58,941 people out of whom 34,022 are directly served by the utility. The utility draws water from the Darakuta intake at the Kou River formed by the springs originating from the Haysali hills in the Mbulu District. The utility also draws water from Chemchem spring and two boreholes. Pre-treatment of water from Darakuta river is done through simple sedimentation tank and thereafter gravitates to the Magugu town. The combined installed production capacity is 2,146 m³/day. The installed production capacity is not sufficient to meet the estimated demand of the township of 4,125.87 m³/day. The total length of the pipe network is 125 km and water is supplied at an average of 15 hrs/day. There are 8 storage tanks which have combined storage volume of 450 m³. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Babati District Town Council. Magugu WSSA has a total of 15 employees, one seconded from Babati District Council and 14 are employed by the utility.																			
General Data About Water Utility	<div> <div>Total water connections</div> <div>: 1,638</div> </div> <div> <div>Total active connections</div> <div>: 1,580</div> </div> <div> <div>Total Domestic connections</div> <div>: 1,481</div> </div> <div> <div>Total active water kiosk/standpipe</div> <div>: 65</div> </div> <div> <div>Metering ratio</div> <div>: 100%</div> </div> <div> <div>NRW</div> <div>: 44.92%</div> </div> <div> <div>Total staff</div> <div>: 15</div> </div> <div> <div>Staff/1000 connections</div> <div>: 9.16</div> </div> <div> <div>Annual O&amp;M costs</div> <div>: TZS 185,779,000.00</div> </div> <div> <div>Annual water collections (arrears included)</div> <div>: TZS 162,059,000.00</div> </div> <div> <div>Annual water billings</div> <div>: TZS 165,584,000.00</div> </div>																			
Tariff Structure	<table> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> </tr> <tr> <td>Consumption charges (TZS/m³)</td> <td>540</td> <td>550</td> <td>560</td> <td>570</td> </tr> <tr> <td>Flat rates (TZS/month)</td> <td>5,500</td> <td>12,000 – 22,500</td> <td>9500 – 24,000</td> <td>NA</td> </tr> </table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charges (TZS/m³)	540	550	560	570	Flat rates (TZS/month)	5,500	12,000 – 22,500	9500 – 24,000	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charges (TZS/m³)	540	550	560	570															
	Flat rates (TZS/month)	5,500	12,000 – 22,500	9500 – 24,000	NA															
<div>Note:</div> <div>(i) The charge at water kiosks is TZS 25 per 20 litres container.</div> <div>(ii) Last tariff review effective date: 1<sup>st</sup> June 2011</div>																				
Challenges	<div> <div>1.</div> <div>Old and worn out existing water infrastructure;</div> </div> <div> <div>2.</div> <div>Fund for construction of full conventional water treatment plant;</div> </div> <div> <div>3.</div> <div>Lack of office building and transport;</div> </div> <div> <div>4.</div> <div>Lack of sufficient staff.</div> </div>																			

MAKAMBAKO WSSA PROFILE							2018/19																					
EWURA LICENCE No. WSSSL/40/2012 – Class III																												
District: Njombe, Region: Njombe																												
General Description About the Utility	Makambako Water Supply and Sanitation Authority (Makambako WSSA)) was declared a fully autonomous public water utility in June, 2002. Makambako WSSA is responsible for the overall operation and management of water supply and sanitation services in Makambako Township situated in Njombe District, Njombe Region. Makambako WSSA started its operation in January, 2004 and is classified as Category “C’ water authority. It. Its area of responsibility has a total population of 83,391 people of whom 40,309 people are directly served with water. The average water production from the sources during the reporting period was 2,936m³/day. The source installed production capacity is 3,972m³/day. The reported present production capacity is not sufficient to meet the estimated water demand of 6,204m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 71km and water is supplied at an average of 19hrs/day. The network has 7 storage tanks of different sizes with total storage capacity of 990m³. The Township has no sewerage system; onsite sanitary facilities are in use under supervision of the Makambako Township Council. The Utility has a 1 permanent employed staff seconded from MoW and 20 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 21 staff.																											
General Data About Water Utility	Total water connections : 5,055																											
	Total active connections : 4,208																											
	Total domestic connections : 4,668																											
	Total active water kiosk/standpipe : 49																											
	Metering ratio : 100%																											
	NRW : 31%																											
	Total staff : 21																											
	Staff/1000 connections : 4																											
	Annual O&M costs : TZS 591,256,000.00																											
	Annual water collections (are included) : TZS 384,759,000.00																											
	Annual water billings : TZS 395,043,000.00																											
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th><th>Construction</th></tr><tr><td>Metered (TZS/m³)</td><td>580</td><td>730</td><td>745</td><td>1,045</td><td>500</td><td>1,460</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr></table>							Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Construction	Metered (TZS/m³)	580	730	745	1,045	500	1,460	Flat rate charge (TZS/month)	NA	NA	NA	NA	NA	NA
	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Construction																					
Metered (TZS/m³)	580	730	745	1,045	500	1,460																						
Flat rate charge (TZS/month)	NA	NA	NA	NA	NA	NA																						
	<b>Note:</b> Tariff effective date : 1 <sup>st</sup> July, 2017																											
Challenges	1. Low water production as compared to demand																											
	2. Lack of conventional treatment plant																											
	3. High NRW values due to old network																											
	4. Old and inadequate infrastructures for water supply including office building																											
	5. Lack of adequate number of skilled personnel																											

MIKUMI WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/04/2017- Class III																				
District: Kilosa, Region: Morogoro																				
General Description About the Utility		Mikumi Urban Water Supply and Sewerage Authority (Mikumi WSSA) was declared a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services within the Mikumi Urban area which is a small town of Kilosa District, Morogoro Region. Mikumi WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 23,383 out of which 8,920 people are currently served. In the reported period, Mikumi WSSA produced a total of 478.2m³/day which is insufficient compared with the estimated water demand of 1,500m³/day. The total length of the pipeline system is 78.5km. Water is supplied through rationing at an average of 10hrs/day. The system has four storage tanks with a combined storage capacity of 685m³. The township has no sewerage system; onsite sanitary facilities are in use under Kilosa District Council. Mikumi WSSA has a total of 14 staff; 1 of them is permanent employee and the rest are contract employees.																		
General Data About Water Utility		Total water connections : 885 Total active connections : 885 Total active water kiosk/standpipe : 72 Metering ratio : 100% NRW : 21% Total staff : 14 Staff/1000 connections : 15.8 Annual O&M costs : TZS 154,292,600.00 Annual water collections (arrears included) : TZS 140,766,000.00 Annual water billings : TZS 146,392,100.00																		
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,250</td><td>1,350</td><td>1,450</td><td>2,000</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td colspan="4">Not Approved</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 25 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> April, 2019</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,250	1,350	1,450	2,000	Flat rate charge (TZS/Month)	Not Approved			
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	1,250	1,350	1,450	2,000																
Flat rate charge (TZS/Month)	Not Approved																			
Challenges		1. Inadequate water production against demand 2. Inadequate water service coverage 3. Insufficient hours of service 4. Insufficient revenue against expenditures 5. Inefficient staff to connection ratio																		

MOMBO WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/06/2012 - Class III																				
District: Korogwe, Region: Tanga																				
General Description About the Utility	Mombo Water Supply and Sanitation Authority (Mombo WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Mombo Township area located in the Korogwe District, Tanga Region. Mombo WSSA is classified as Category C water authority. Its area of responsibility has a total population of 19,634 people out of whom 10,122 are directly served by the utility. The utility draws water from two intake river sources, the Mbokoi and Soni which are collectively connected to gravity main supplying water direct to customers. The combined installed production capacity is 620m³/day. The present production capacity is low compared with the estimated water demand of 1,576.07 m³/day. The utility has no water treatment facilities. The total length of the distribution system is 13.07 km and water is supplied through rationing at an average of 17.57 hrs per day. The system has 2 storage tanks with combined capacity of 90 m³ but presently not in use owing to location problems. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Mombo Township Authority. The Utility has two (2) staff seconded from the Korogwe District Council and six (6) staff employed on contract terms by the utility which makes the utility to have a total number of 8.																			
	General Data About Water Utility	Total water connections : 718 Total active connections : 605 Total domestic connections : 630 Total active kiosk/standpipe : 14 Metering ratio : 50% NRW : 28% Total staff : 8 Staff/1000 connections : 11 Annual O&M costs : TZS 57,154,000.00 Annual water collections (arrears included) : TZS 35,945,000.00 Annual water billings : TZS 45,102,000.00																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>395</td><td>400</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4500</td><td>16,500</td><td>9,500</td><td>NA</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	395	400	390	500	Flat rate charge (TZS/month)	4500	16,500	9,500	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m³)	395	400	390	500															
	Flat rate charge (TZS/month)	4500	16,500	9,500	NA															
<b>Note:</b> (i) The charge at water kiosks is TZS 10 per 20 litres container. (ii) Last tariff effective date: 1 <sup>st</sup> June 2011																				
Challenges	<div>1. Low production from the available water sources;</div> <div>2. Low network coverage;</div> <div>3. Lack of water treatment facilities;</div> <div>4. Insufficient storage tanks;</div> <div>5. Lack of authority’s office building and transport;</div>																			

TUNDUMA WSSA PROFILE				2018/19												
EWURA LICENCE No. WSSSL/49/2012 – Class III																
District: Momba, Region: Songwe																
General Description About the Utility	Tunduma Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004.Tunduma WSSA is responsible for the overall operation and management of water supply and sanitation services for the Tunduma Township area in Momba District, Songwe Region. Tunduma WSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 102,666 people of whom 5,010 people are directly served with water. The utility draws water from five WSSAs boreholes of MB.No.250/03, MB.No.264/08, MB.No.5/4/2014, MB.No.265/08 and MB No. 158/10. It also manages five boreholes drilled by Town-council. During reporting period only two boreholes were operational and the average water production from the sources was 62m³/day. The source installed water production capacity in the reporting period is 468.8m³/day. The present production capacity is not sufficient to meet the estimated water demand of 7,246m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 32.24 km and water is supplied at an average of 4hrs/day. The distribution network has 3 storage tanks of different sizes and 2 simtanks of 10m³ each which sum up to a storage volume of 295m³. The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Tunduma Township Authority. The Utility has a 4 permanent employed staff seconded from the District Council and 4 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 8staff.															
General Data About Water Utility	Total water connections : 715 Total active connections : 297 Total domestic connections : 540 Total active kiosk/standpipe : 9 Metering ratio : 77% NRW : 20% Total staff : 8 Staff/1000 connections : 21 Annual O&M costs : TZS 16,768,000.00 Annual water collections (arrears included) : TZS 9,221,000.00 Annual water billings : TZS 11,782,000.00															
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered (TZS/m3)</td><td>420</td><td>500</td><td>655</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,500</td><td>10,000</td><td>11,500 – 17,500</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m3)	420	500	655	Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500
	Category of customer	Domestic	Institutions	Commercial												
	Metered (TZS/m3)	420	500	655												
	Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500												
Note: (i) The charge at water kiosks is TZS 50.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																
Challenges	1. Inadequate yield from water sources within Tunduma WSSA service area 2. Inadequate qualified staff 3. Lack of adequate infrastructure for provision of services 4. Low water production 5. High electricity costs with frequent interruptions due to Low voltage on power supplied															



TURIANI WSSA PROFILE					2018/19															
EWURA LICENCE No. WSSSL/03/2017- Class III																				
District: Mvomero, Region: Morogoro																				
General Description About the Utility		Turiani Urban Water Supply and Sewerage Authority (Turiani WSSA) was declared a fully autonomous public water utility on 30 <sup>th</sup> December, 2016. It is responsible for the overall operation and management of water supply and sanitation services within the Turiani Urban area which is a small town of Mvomero District, Morogoro Region. Turiani WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 70,615 out of which 28,760 people are currently served. The utility draws water from Mvaji and Divue Rivers as well as Madizini borehole, the sources altogether have a total production capacity of 11,834m³/day which is sufficient compared with the estimated water demand of 6,355m³/day. During the reported period, Turiani WSSA produced a total 2,445,500m³ of water. The total length of the pipeline system is 103km. Water is supplied for 24hrs/day. The system has four storage tanks and 20 poly tanks with a combined storage capacity of 675m³. The township has no sewerage system; Turiani WSSA has a total of 22 staff; one of them is a permanent employee and the rest are contract employees.																		
General Data About Water Utility		Total water connections : 2,362 Total active connections : 2,207 Total active water kiosk/standpipe : 25 Metering ratio : 74% NRW : 26% Total staff : 22 Staff/1000 connections : 9.3 Annual O&M costs : TZS 204,692,600.00 Annual water collections (arrears included) : TZS 182,059,415.00 Annual water billings : TZS 209,750,000.00																		
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>840</td><td>890</td><td>1,000</td><td>1,110</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>3,780</td><td>19,430</td><td>21,530</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charge at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> April, 2019</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	840	890	1,000	1,110	Flat rate charge (TZS/Month)	3,780	19,430	21,530	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	840	890	1,000	1,110																
Flat rate charge (TZS/Month)	3,780	19,430	21,530	-																
Challenges		<ol style="list-style-type: none"><li>1. Inadequate water service coverage</li><li>2. Lack of sewerage services</li><li>3. Low customer metering rate</li><li>4. Inefficient staff to connection ratio</li><li>5. Inefficient revenue collection</li></ol>																		

**APPENDIX 2:**  
**KEY PERFORMANCE DATA**  
**AND INDICATORS (2015/16 to 2017/18)**

**Table A2.1 (a): Amount of Water Abstraction from Various Sources**

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers(m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
District Water Supply and Sanitation Authorities																
1	Biharamulo						150,000							185,572	278,947	364,750
2	Bunda										768,600	805,673	887138			
3	Chamwino	431,000	447,864	470,204												
4	Chato												891,000			
5	Chunya	181,267	151,325	136,640												
6	Dakawa	148,680	154,080	175,895												
7	Gairo	13,987	16,519	14,838												
8	Handeni	18,623	18,474	36,782		1,682	28,440	1,780.0	1,765.7	56.0				164,250	163,250	164,250
9	Ifakara	253,675	210,520	220,050			-			-			-	140,160	129,280	126,400
10	Igunga				677,273	828,954	697,240									
11	Itumba-Isongole							603,965.0	566,322.0	709,543.0						
12	Karagwe	30,583	36,974	48,631				22,151.0	23,255.0					30,334	32,804	42,812
13	Karatu		259,000	185,970												
14	Kasulu							892,656.7	937,289	827167						
15	Katesh	22,780	43,080	9,553										668,326	354,587	572,639
16	Kibaya	118,623	103,244	99,552										16,987	8,660	12,034
17	Kibondo	77,741	78,500	73,000				361,080.0	118,136.3	142,587.0				85,386	86,405	65,700
18	Kilindoni	13,160	18,840	32,781			-			-			-	35,590	41,760	32,903
19	Kilolo													273,594	338,542	528,582
20	Kilosa	300,240	192,798	321,374												
21	Kilwa Masoko	357,721	390,172	443,577												
22	Kiomboi	121,101	109,344	122,607												
23	Kisarawe	31,579	38,775	38,775	24,362	8,420	8,420			-			-			-
24	Kishapu							20,237.4	6,083.0		3,196	47,350	124,860			
25	Kondoa	49,130	49,130	49,130.0										638,750	640,120	1,198,660
26	Kongwa	99,050	138,665	239,440										34,325	12,410	
27	Korogwe	194,686	192,370	232,287							624,544.1	474,011.4		339,658		
28	Kyela	636,440	592,510	317,442				334,350.0	385,769.0	401,002.0						
29	Liwale			-			-	290,907.0	252,906.0	268,038			-			-
30	Loliondo	84,940	88,825	90,787												
31	Ludewa													169,783	121,482	157,408

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers(m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2018/19	2018/19
	District Water Supply and Sanitation Authorities															
32	Lushoto														799,457	822,960
33	Mafinga															
34	Magu												345,600	352,082		
35	Mahenge	49,000	57,600	70,200			-				-				183,600	164,250
36	Makete														214,472	308,474
37	Mangaka	2,160		3,000			-				-					-
38	Manyoni	289,696	291,496	303,171												
39	Mbinga															
40	Mbulu	110,765	155,520	274,234												
41	Misungwi															
42	Mkuranga	65,553	55,493	60,660			-				-		225,763	217,488	243,562	
43	Monduli	230,137	178,167	247,628											141,450	183,917
44	Mpwapwa	800,112	886,488	667,726											186,570	262,800
45	Mugumu				475,000	437,000	648,560									
46	Muheza	31,866	24,383	22,496												
47	Muleba														286,480	327,070
48	Mwanga	730,256	547,336	466,350												
49	Mwanhuzi				301,340	310,275	337,659									
50	Namanyere	10,870	6,113	6,960	13,028	25,380	49,185									
51	Nantumbo														442,015	460,450
52	Nansio												637,911	483,891	666,000	
53	Ngara	479,363	513,841	441,835												
54	Ngudu	0		0				0					236,327	205,060	219,600	
55	Nzega			87,843	669,405	669,561	777,040									
56	Orkesumet	172,645	70,203	56,220												
57	Pangani	300,392	284,326	305,676												
58	Ruangwa	133,238	101,530	151,485				-			-				-	-
59	Rujewa	48,600	48,600	48,600					674,280	744,000	744,000					
60	Same	364,458	356,852	279,778											7,330	16,811
61	Sengerema												871,690	1,362,312	1,670,500	
62	Sikonge				55,623	52,957	219,000									
63	Songe	23,374	30,376	47,059												
64	Tarime	51,840	151,200	61,320	73,656	68,400	73,000				-				216,000	307,800
																246,375

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers(m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
District Water Supply and Sanitation Authorities																
65	Tukuyu							1,384,006	1,568,535	1,711,320				425,872	427,305	465,960
66	Tunduru	181,680	173,637	164,516										115,974	89,478	90,340
67	Urambo	133,590	123,370	143,280												
68	Usa River													1,667,237	1,506,720	1,506,720
69	Ushirombo	44,474	50,456	48,438												
70	Utete	160,437	164,275	160,475			-			-			-			-
	TOTAL 1	7616,792	7,602,271	7,478,264	2,289,687	2,402,629	2,988,544	7,213,523	7,302,815	7,586,524	3,089,087	3,473,856	5,092,742	7,822,178	7,444,803	8,378,465
Township Water Supply and Sanitation Authorities																
71	Bashnet													61,114	102,622	130,620
72	Gallapo			17,239										554,443	596,610	484,508
73	Ilula							438,527	438,527	360,840						
74	Isaka	10,585	9,876	9,125												
75	Kasumulu	96,876	94,608	17,025				273,672	275,184	275,940						
76	Kibaigwa	433,444	429,575	398,062												
77	Maganzo			N/A			N/A			N/A		95,254	74,431			
78	Magugu	12,178	11,640	11,430				512,737	460,240	466,491				18,496	12,576	22,905
79	Makambako	79,856	62,736	44,397				1,008,767	1,050,479	1,027,171.0						
80	Mikumi		81,000	98,550			-	249,120	286,200	75,987			-			-
81	Mombo							185,760	207,360	162,425						
82	Tunduma	125,862	38,230	22,605												
83	Turiani			-			-	1,277,500.0	1,381,932.0	2,445,500			-			-
	TOTAL 2	758,801	727,665	618,433	0	0	0	3,967,693	4,099,922	4,814,354	0	95,254	74,431	1,498,076	1,502,304	638,033
	TOTAL (1+2)	8,375,593	8,329,936	8,096,697	2,289,687	2,402,629	2,988,544	11,181,217	11,402,737	12,400,878	3,089,087	3,569,110	5,167,173	9,320,254	8,947,107	9,016,498

**Table A2.1 (b): Total amount of Water Abstraction**

Total Water Abstraction (Million m³)			
FY	2016/17	2017/18	2018/19
District WSSAs	28.0	28.2	31.5
Township WSSAs	6.2	6.4	6.1
All DT WSSAs	34.3	34.7	37.7



**Table A2.2: Analysis of Amount of Water Produced, Billed and Demand**

S/N	Name of WSSA	Annual Water Production [m³/year]			Annual Water Demand [m³/year]			Annual Billed Volume [m³/year]			Ratio of Production to Demand (%)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
District Water Supply and Sanitation Authorities													
1	Biharamulo	185,572	278,947	302,582	792,908	820,411	839,500	142,519	228,445	266,272	23	34	36
2	Bunda	768,600	805,673	881,138	2,356,445	2,521,055	2,686,765	418,311	439,981	576,665	33	32	33
3	Chamwino	431,000	438,200	442,862	609,372	612,102	734,400	224,849	286,940	338,000	54	70	60
4	Chato			891,000			1,717,200			534,600			52
5	Chunya	146,910	124,984	136,640	657,000	786,210	808,840	95,538	83,725	78,929	22	16	17
6	Dakawa	148,680	154,080	175,895	1,070,688	1,111,578	1,235,382	98,129	136,285	116,091	14	14	14
7	Gairo	178,237	179,769	179,088	1,394,719	1,416,675	1,419,850	61,560	63,500	39,937	13	13	13
8	Handeni	22,099	21,922	65,278	2,165,144	2,195,456	2,226,192	16,648	15,188	53,052	1	1	3
9	Ifakara	393,835	339,800	355,900	2,817,395	2,851,201	3,197,327	263,410	301,360	295,400	14	12	11
10	Igunga	677,273	809,232	697,240	1,465,829	1,460,000	1,508,338	400,429	473,164	534,728	46	54	46
11	Itumba-Isongole	603,965	566,322	709,543	693,560	693,595	693,595	369,996	380,521	410,572	87	82	102
12	Karagwe	83,001	85,538	91,243	3,555,812	3,655,375	3,754,070	64,005	64,422	72,535	2	2	2
13	Karatu		141,330	185,970		1,715,500	1,775,543		91,395	138,420		8	10
14	Kasulu	1,017,217	937,289	827,167	1,844,710	1,894,845	1,964,954	590,999	543,696	542,203	55	49	42
15	Katesh	691,106	397,667	572,639	1,053,571	1,085,178	1,117,734	315,926	258,606	351,230	66	37	51
16	Kibaya	135,610	111,904	111,586	593,246	618,162	661,338	82,416	77,270	77,402	23	18	17
17	Kibondo	524,207	449,945	467,943	1,478,880	1,515,852	1,567,391	347,425	326,580	293,922	35	30	30
18	Kilindoni	49,238	60,600	45,780	496,539	502,143	803,000	32,343	33,940	38,005	10	12	6
19	Kilolo	273,594	338,542	528,582	924,120	825,287	870,278	97,400	185,595	360,281	20	33	61
20	Kilosa	300,240	192,798	321,374	842,428	875,956	1,021,950	194,180	85,768	224,961	36	22	31
21	Kilwa Masoko	357,721	390,155	443,577	842,428	831,440	821,740	234,138	242,022	239,741	42	47	54
22	Kiomboi	92,308	106,756	122,607	438,602	486,180	568,440	72,653	91,198	80,801	24	25	22
23	Kisarawe	55,941	39,448	57,633	459,900	479,610	484,688	35,395	28,415	43,113	12	8	12
24	Kishapu	22,150	53,433	124,860	580,558	596,813	614,729	17,277	43,628	112,458	4	9	20
25	Kondoa	687,880	690,580	809,570	2,190,000	2,259,350	2,263,000	433,718	424,150	485,742	29	30	36
26	Kongwa	133,375	165,100	251,850	927,519	918,213	918,213	95,149	93,096	170,130	14	18	27
27	Korogwe	534,344	816,914	706,298	2,019,251	2,071,752	2,125,617	347,796	447,530	457,551	26	39	33
28	Kyela	970,790	978,279	597,580	2,012,756	2,102,352	2,253,534	617,315	467,498	416,562	48	47	27
29	Liwale	290,902	252,906	268,038	830,420	675,877	736,694	158,992	181,278	191,579	35	37	36
30	Loliondo	84,940	88,825	90,787	462,655	471,036	484,696	54,823	56,587	50,546	18	19	19
31	Ludewa	169,783	121,482	157,408	381,496	381,425	381,425	81,558	86,781	91,790	45	32	41
32	Lushoto	739,435	799,457	822,960	1,024,220	1,038,559	1,053,099	427,617	441,847	429,668	72	77	78

S/N	Name of WSSA	Annual Water Production [m <sup>3</sup> /year]			Annual Water Demand [m <sup>3</sup> /year]			Annual Billed Volume [m <sup>3</sup> /year]			Ratio of Production to Demand (%)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
33	Mafinga	674,583	753,613	790,306	2,294,932	2,458,855	2,458,855	354,084	456,150	487,450	29	31	32
34	Magu	339,188	352,082	383,096	993,242	1,021,053	1,049,642	184,830	186,040	197,710	34	34	36
35	Mahenge	246,656	266,625	224,640	621,197	678,900	703,874	170,212	185,012	124,640	40	39	32
36	Makete	214,472	308,474	304,861	812,125	812,125	813,950	157,085	178,989	170,273	36	38	37
37	Mangaka	2,160		3,000	313,844		357,700			2,640	1	na	1
38	Manyoni	289,696	291,496	303,171	677,955	691,499	808,560	227,305	227,089	238,804	44	42	37
39	Mbinga	729,641	741,264	810,785	1,901,650	1,924,117	1,992,000	483,093	452,006	500,636	38	39	41
40	Mbulu	497,146	537,544	652,666	4,164,370	4,322,616	4,486,875	275,777	283,395	294,795	12	12	15
41	Misungwi	225,763	217,488	243,562	1,197,918	1,243,439	1,411,200	149,429	166,744	174,274	19	17	17
42	Mkuranga	65,553	55,493	60,660	719,492	975,600	997,364	32,987	40,067	54,995	9	6	6
43	Monduli	371,425	362,084	401,500	677,658	696,429	705,579	264,011	238,763	269,551	55	52	57
44	Mpwapwa	986,682	886,488	841,376	1,286,110	1,286,110	1,142,450	685,924	827,561	532,273	77	69	74
45	Mugumu	475,000	437,000	648,560	764,250	784,121	813,600	323,145	316,026	443,992	62	56	80
46	Muheza	429,491	565,575	683,985	1,912,661	1,937,525	1,962,713	138,805	216,753	322,983	22	29	35
47	Muleba	373,306	363,412	406,798	555,181	588,675	566,088	283,713	290,730	306,859	67	62	72
48	Mwanga	730,256	547,336	466,350	1,049,594	1,077,933	1,107,037	330,867	280,203	278,357	70	51	42
49	Mwanhuzi	301,340	295,881	306,963	782,798	941,323	977,093	245,592	248,791	263,252	38	31	31
50	Namanayere	23,898	31,493	56,145	689,485	691,510	703,299	15,132	11,663	19,844.21	3	5	8
51	Namtumbo	168,752	182,805	173,053	836,892	980,795	1,146,630	112,629	124,207	132,757	20	19	15
52	Nansio	849,720	460,934	540,000	915,480	950,268	975,000	526,826	330,566	417,842	93	49	55
53	Ngara	479,363	513,841	441,835	900,000	923,400	927,100	244,475	245,625	220,643	53	56	48
54	Ngudu	236,327	207,099	219,600	493,514	512,268	551,267	155,566	128,334	159,548	48	40	40
55	Nzega	576,000	585,632	701,600	1,143,717	1,796,099	1,796,099	437,073	440,083	461,812	50	33	39
56	Orkesumet	172,645	70,203	56,220	511,026	523,084	535,426	119,000	37,459	33,184	34	13	11
57	Pangani	300,392	284,326	305,676	606,301	619,640	633,272	82,473	110,315	129,009	50	46	48
58	Ruangwa	133,238	101,530	151,485	386,403	399,675	412,000	89,270	56,736	89,640	34	25	37
59	Rujewa	722,880	792,600	722,880	2,836,089	2,842,200	2,842,200	448,186	520,469	519,348	25	28	25
60	Same	371,788	373,663	298,316	936,379	948,552	960,883	206,126	213,771	196,851	40	39	31
61	Sengerema	871,690	1,297,440	1,670,500	2,555,000	2,555,000	2,345,500	522,143	1,014,628	1,072,467	34	51	71
62	Sikonge	55,623	52,957	118,625	673,352	680,360	654,007	46,057	47,132	92,268	8	8	18
63	Songe	23,374	30,376	47,059	755,024	770,125	785,527	17,022	15,445	24,384	3	4	6
64	Tarime	396,000	527,400	509,165	1,296,540	1,404,000	1,460,000	207,356	226,092	243,005	31	38	35
65	Tukuyu	1,809,878	1,902,623	2,148,124	2,246,263	2,072,060	2,268,476	1,118,505	1,227,880	1,519,297	81	92	95
66	Tunduru	297,654	263,115	254,856	924,213	1,050,991	1,050,991	162,880	170,815	177,917	32	25	24

S/N	Name of WSSA	Annual Water Production [m <sup>3</sup> /year]			Annual Water Demand [m <sup>3</sup> /year]			Annual Billed Volume [m <sup>3</sup> /year]			Ratio of Production to Demand (%)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
67	Urambo	133,590	123,370	89,134	1,157,251	1,215,815	1,299,765	102,985	92,710	69,525	12	10	7
68	Usa River	1,667,237	1,506,720	1,506,720	1,075,078	1,104,105	1,423,865	350,853	394,357	510,350	155	136	106
69	Ushirombo	43,847	50,456	48,438	1,304,949,00	1,350,949,00	1,395,530,32	36,576	41,878	40,203	3	4	3
70	Utete	159,114	163,324	159,338	308,281	308,967	366,949	132,450	145,687	142,920	52	53	43
	<b>TOTAL/AVG. 1</b>	<b>27,998,682</b>	<b>27,441,639</b>	<b>30,193,665</b>	<b>82,179,744</b>	<b>84,609,371</b>	<b>90,197,890</b>	<b>16,344,490</b>	<b>16,870,581</b>	<b>19,049,184</b>	<b>34</b>	<b>32</b>	<b>33</b>
<b>Township Water Supply and Sanitation Authorities</b>													
71	Bashmet	61,114	102,622	130,620	1,423,837	1,469,400	1,516,420	54,227	45,109	70,606	4	7	9
72	Gallapo	554,443	596,610	501,747	1,000,082	1,012,083	1,024,228	152,778	166,440	165,198	55	59	49
73	Ilula	438,527	380,838	360,888	980,755	1,010,094	1,040,433	192,592	249,960	228,765	45	43	35
74	Isaka	10,585	9,876	9,125	85,550	87,261	89,879	5,822	5,904	6,844	12	11	10
75	Kasumulu	370,548	369,792	292,965	904,105	882,935	882,935	204,087	205,236	184,260	41	42	33
76	Kibaigwa	433,444	429,575	398,062	432,000	432,000	432,000	342,013	350,854	347,739	89	99	92
77	Maganzo		95,254	76,140		271,299	281,337		75,403	74,431		35	27
78	Magugu	543,412	484,456	500,826	1,427,800	1,466,351	1,505,942	215,907	275,018	275,849	38	33	33
79	Makambako	1,088,623	1,113,215	1,071,568	2,503,535	2,221,755	2,264,331	757,961	779,332	744,176	43	50	47
80	Mikumi	249,120	367,200	174,537	413,545	468,000	547,500	108,048	208,926	137,430	60	78	32
81	Mombo	185,760	207,360	162,425	552,927	563,986	575,266	118,498	112,707	116,351	34	37	28
82	Tunduma	125,862	38,230	22,605	2,529,450	2,623,255	2,644,816	88,103	29,005	17,988,00	5	1	1
83	Turiani	1,277,500	1,381,932	2,445,500	1,340,640	1,827,478	2,319,702	934,400	1,077,546	1,809,670	95	76	105
	<b>TOTAL/AVG. 2</b>	<b>6,224,571</b>	<b>6,367,456</b>	<b>6,147,008</b>	<b>16,248,506</b>	<b>15,955,895</b>	<b>15,124,788</b>	<b>3,801,160</b>	<b>4,167,667</b>	<b>4,179,306</b>	<b>38</b>	<b>40</b>	<b>41</b>
	<b>TOTAL / AVERAGE 3</b>	<b>34,223,253</b>	<b>33,809,094</b>	<b>36,340,673</b>	<b>98,428,250</b>	<b>100,565,267</b>	<b>105,322,678</b>	<b>20,145,650</b>	<b>21,038,248</b>	<b>23,228,490</b>	<b>35</b>	<b>34</b>	<b>35</b>

**Table A2.3: Analysis of Non Revenue Water**

S/N	WSSA	NRW (%)			NRW (m³/conn/day)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
District Water Supply and Sanitation Authorities							
1	Bihamulo	23	18	12	0.12	0.13	0.08
2	Bunda	46	45	35	0.51	0.39	0.22
3	Chamwino	33	32	24	0.33	0.32	0.19
4	Chato			40			0.51
5	Chunya	35	33	42	0.12	0.09	0.12
6	Dakawa	34	12	34	0.3	0.09	0.29
7	Gairo	65	65	78	1.43	1.41	1.66
8	Handeni	25	31	19	0.03	0.03	0.05
9	Ifakara	33	11	17	0.27	0.08	0.12
10	Igunga	42	20	23	0.54	0.21	0.23
11	Itumba-Isongole	39	33	42	0.41	0.32	0.51
12	Karagwe	23	31	21	0.1	0.14	0.08
13	Karatu		35	26		0.76	0.55
14	Kasulu	42	42	34	0.32	0.29	0.20
15	Katesh	54	35	39	0.54	0.19	0.28
16	Kibaya	39	31	31	0.3	0.18	0.15
17	Kibondo	34	27	37	0.25	0.17	0.23
18	Kilindoni	34	44	17	0.11	0.17	0.04
19	Kilolo	32	32	32	0.37	0.44	0.51
20	Kilosa	35	56	30	0.18	0.18	0.13
21	Kilwa Masoko	35	38	46	0.19	0.24	0.31
22	Kiomboi	25	26	34	0.1	0.09	0.13
23	Kisarawe	37	28	25	0.12	0.07	0.10
24	Kishapu	22	18	10	0.1	0.06	0.04
25	Kondoa	38	40	40	0.21	0.21	0.24
26	Kongwa	29	44	32	0.1	0.15	0.18
27	Korogwe	35	45	35	0.16	0.28	0.18
28	Kyela	36	52	30	0.27	0.38	0.20
29	Liwale	45	28	28.5	0.19	0.11	0.11
30	Loliondo	35	36	44	0.14	0.13	0.15

S/N	WSSA	NRW (%)			NRW (m <sup>3</sup> /conn/day)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
31	Ludewa	52	29	42	0.46	0.18	0.32
32	Lushoto	42	45	48	0.49	0.52	0.54
33	Mafinga	48	39	38	0.26	0.23	0.22
34	Magu	46	47	48	0.34	0.37	0.39
35	Mahenge	31	17	45	0.23	0.14	0.29
36	Makete	27	42	44	0.11	0.23	0.23
37	Mangaka	no data	no data	12	no data	no data	0.14
38	Manyoni	22	24	21	0.09	0.09	0.07
39	Mbinga	34	39	38	0.28	0.31	0.30
40	Mbulu	45	47	55	0.31	0.35	0.46
41	Misungwi	34	23	28	0.14	0.09	0.12
42	Mkuranga	50	28	9	0.41	0.15	0.05
43	Monduli	29	34	33	0.15	0.16	0.16
44	Mpwapwa	30	7	37	0.28	0.05	0.26
45	Mugumu	32	277	32	0.25	0.19	0.30
46	Muheza	68	62	53	0.37	0.44	0.45
47	Muleba	24	20	25	0.14	0.1	0.12
48	Mwanga	54.7	48.8	40	0.5	0.31	0.21
49	Mwanhuzi	19	16	14	0.08	0.06	0.05
50	Namanyere	37	63	65	0.11	0.21	0.33
51	Namtumbo	35	32	23	0.14	0.13	0.09
52	Nansio	38	28	23	0.53	0.17	0.13
53	Ngara	49	52	50	0.25	0.27	0.22
54	Ngudu	34	38	27	0.19	0.17	0.11
55	Nzega	24	25	34	0.14	0.13	0.22
56	Orkesumet	31	47	41	1.11	0.58	0.49
57	Pangani	73	61	58	0.43	0.35	0.38
58	Ruangwa	33	44	41	0.13	0.12	0.15
59	Rujewa	38	34	28	0.46	0.46	0.23
60	Same	45	43	34	0.29	0.28	0.17
61	Sengerema	40	22	36	0.26	0.17	0.29
62	Sikonge	17	11	22	0.06	0.03	0.14



S/N	WSSA	NRW (%)			NRW (m <sup>3</sup> /conn/day)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
63	Songe	27	49	48	0.05	0.11	0.16
64	Tarime	48	57	52	0.33	0.47	0.39
65	Tukuyu	38	35	29	0.47	0.43	0.38
66	Tunduru	45	35	30	0.33	0.16	0.11
67	Urambo	23	25	22	0.3	0.28	0.16
68	Usa River	79	74	66	2.11	1.37	1.07
69	Ushirombo	17	17	17	0.05	0.05	0.05
70	Ulete	17	11	10	0.1	0.06	0.05
	<b>TOTAL/AVG. 1</b>	<b>41</b>	<b>35</b>	<b>37</b>	<b>0.60</b>	<b>0.28</b>	<b>0.25</b>
<b>Township Water Supply and Sanitation Authorities</b>							
71	Bashnet	11	56	46	0.05	0.32	0.29
72	Gallapo	72	72	67	1.23	1.18	0.77
73	Ilula	43	33	37	0.44	0.31	0.31
74	Isaka	45	40	25	0.14	0.12	0.07
75	Kasumulu	45	44	37	0.54	0.53	0.35
76	Kibaigwa	21	18	13	0.15	0.11	0.06
77	Maganzo		21	2		2.18	0.02
78	Magugu	60	43	45	0.67	0.4	0.38
79	Makambako	30	30	31	0.2	0.19	0.18
80	Mikumi	57	43	21	1.89	1.04	0.11
81	Mombo	36	46	28	0.29	0.38	0.18
82	Tunduma	30	24	20	0.15	0.04	0.02
83	Turiani	27	22	26	0.78	0.43	0.74
	<b>TOTAL/AVG. 2</b>	<b>31</b>	<b>37</b>	<b>32</b>	<b>1.87</b>	<b>0.28</b>	<b>0.31</b>
	<b>TOTAL / AVERAGE</b>	<b>39</b>	<b>36</b>	<b>36</b>	<b>0.66</b>	<b>0.28</b>	<b>0.26</b>

**Table A2.4: Number of Water Connections**

S/N	Name of WSSA	Total Connections (Nos)			Active Connections(Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks(Nos)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
District Water Supply and Sanitation Authorities																
1	Biharamulo	978	1089	1260	899	1,037	1,260	921	945	1,150	6	6	12	7	6	12
2	Bunda	1881	2579	3767	1595	2,009	3,553	1,579	2,223	3,313	40	18	75	22	19	74
3	Chamwino	1182	1212	1504	934	1,032	1,105	998	1,106	1,408	18	19	7	3	4	7
4	Chato			1,902			1,815			1,781			95			85
5	Chunya	1,204	1,270	1,312	714	821	794	1,133	1,197	1,237	1	4	4	1	1	2
6	Dakawa	459	554	574	407	501	574	430	447	501	18	30	18	3	3	10
7	Gairo	224	226	229	224	226	229	2	3	3	168	177	168	168	174	168
8	Handeni	591	591	661	55	47	217	458	458	490	52	52	79	28	22	59
9	Ifakara	1,306	1,340	1,362	1,306	1,306	1,315	1,199	1,220	1,240	47	48	48	47	33	35
10	Igunga	1,714	1,804	1,976	1,263	1,372	1,976	1,252	1,507	1,757	42	34	33	27	31	33
11	Itumba-Isongole	1,575	1,584	1,614	1,465	1,491	1,521	1,425	1,487	1,517	69	69	69	11	15	15
12	Karagwe	533	577	627	468	554	583	416	448	475	23	27	49	21	27	37
13	Karatu		179	237		175	233		123	166		14	17		14	17
14	Kasulu	3,626	3,720	3,863	2,954	2,972	3,029	3,355	3,429	3,568	4	4	4	4	4	4
15	Katesh	1,898	2,056	2,147	1,720	1,936	2,112	1,739	1,889	1,967	27	27	32	6	8	14
16	Kibaya	480	523	622	480	523	578	408	446	530	28	32	36	28	30	34
17	Kibondo	1,925	2,018	2,058	1,471	1,496	1,132	1,186	1,197	1,037	11	11	11	9	9	10
18	Kilindoni	429	431	548	330	386	548	386	351	515	8	5	4	7	7	2
19	Kilolo	647	666	899	451	604	897	459	560	791	53	63	72	32	50	36
20	Kilosa	1,654	1,674	2,025	683	1,225	1,977	1,585	1,594	1,929	47	47	48	2	6	48
21	Kilwa Masoko	1,738	1,723	1,824	1,738	1,691	1,806	1,611	1,553	1,700	12	9	8	11	9	7
22	Kiomboi	817	900	915	709	793	901	699	749	827	18	18	18	7	6	4
23	Kisarawe	468	456	399	460	399	304	424	418	350	7	4	4	4	4	4
24	Kishapu	139	434	828	127	383	816	109	383	752	10	9	11	7	9	11
25	Kondoa	3,500	3,632	3,757	2,700	3,455	3,660	2,955	3,361	3,648	13	11	24	4	3	24
26	Kongwa	1,020	1,275	1,275	763	1,247	1,208	872	1,121	1,172	30	30	28	13	13	28
27	Korogwe	3,210	3,578	3,870	2,644	2,885	3,208	2,978	3,309	3,569	50	67	90	35	47	67
28	Kyela	3,608	3,656	2,457	2,168	2,459	2,417	3,432	3,492	2,299	-	42	12	12	12	12
29	Liwale	1,932	1,735	1,873	1,791	1,730	1,872	1,816	1,641	1,779	5	7	7	3	5	3

S/N	Name of WSSA	Total Connections (Nos)			Active Connections(Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks(Nos)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
30	Lolondo	579	660	732	571	644	728	504	573	643	21	28	19	20	24	15
31	Ludewa	523	538	563	480	328	402	469	496	520	7	7	7	3	7	7
32	Lushoto	1,757	1,879	1,997	1,635	1,350	1,314	1,542	1,592	1,688	6	7	7	4	6	6
33	Mafinga	3,439	3,507	3,795	2,718	2,483	2,430	3,175	3,189	3,462	1	1	1	1	1	1
34	Magu	1,230	1,230	1,301	1,038	1,026	1,101	1,080	1,080	997	30	30	30	15	15	27
35	Mahenge	921	731	943	626	586	677	696	707	639	4	4	3	2	3	1
36	Makete	1,416	1,536	1,604	1,185	1,242	1,269	1,332	1,452	1,479	0	0	0	0	0	0
37	Mangaka	22		7	14		5				22		6	14		4
38	Manyoni	1,947	2,062	2,438	1,821	1,854	2,288	1,682	1,818	2,235	43	41	52	42	25	41
39	Mbinga	2,428	2,592	2,844	2,368	2,592	2,744	2,228	2,375	2,626	4	6	7	3	1	7
40	Mbulu	1,936	1,970	2,138	1,890	1,961	1,924	1,606	1,632	1,780	34	34	40	28	27	33
41	Misungwi	1,475	1,626	1,645	1,475	1,521	1,645	1,379	1,526	1,536	10	10	10	5	4	4
42	Mkuranga	218	283	290	194	283	290	185	246	250						
43	Monduli	2,027	2,128	2,254	1,977	2,080	2,201	1,867	1,960	2,082	21	21	21	16	20	15
44	Mpwapwa	2,947	3,006	3,255	2,554	2,536	3,138	2,862	2,985	3,134	25	18	18	15	15	10
45	Mugumu	1,632	1,740	1,862	1,539	1,639	1,530	1,463	1,563	1,392	4	4	7	1	1	1
46	Muheza	2,179	2,179	2,198	1,891	1,891	1,956	2,062	2,062	2,062	40	40	40	21	21	17
47	Muleba	1,806	2,039	2,280	1,793	1,940	2,183	1,595	1,829	2,085	20	22	23	17	17	18
48	Mwanga	2,167	2,343	2,475	1,835	2,006	2,090	1,990	2,143	2,274	15	15	16	15	15	16
49	Mwanhuzi	1,970	2,065	2,262	1,724	2,060	1,754	1,809	1,898	2,086	26	26	28	22	22	24
50	Namanyere	222	260	297	222	260	274	181	215	252	15	15	15	15	11	10
51	Namtumbo	1,188	1,233	1,294	739	848	823	825	1,145	1,202	-	-	-	0	0	0
52	Nansio	1,685	2,146	2,641	1,657	2,090	2,641	1,558	1,994	2,454	39	43	49	39	43	49
53	Ngara	2,554	2,682	2,801	2,554	2,682	2,801	2,361	2,458	2,562	33	33	33	29	29	30
54	Ngudu	1,159	1,287	1,495	1,159	1,287	1,438	1,074	1,197	1,443	7	9	11	7	9	2
55	Nzega	2,752	3,041	3,041	2,708	2,737	2,737	2,481	2,692	2,692	30	34	43	24	24	37
56	Orkesumet	132	127	128	91	83	84	63	63	75	41	23	23	20	16	14
57	Pangani	1,378	1,379	1,288	847	1,331	898	1,316	1,302	1,180	8	8	-	0	0	0
58	Ruangwa	922	991	1,098	833	838	674	866	923	1,021	12	10	20	11	10	15
59	Rujewa	1,635	1,635	2,418	989	1,089	1,314	1,384	1,533	2,273	148	148	148	50	50	50
60	Same	1,546	1,586	1,653	1,252	1,254	1,298	1,371	1,408	1,475	48	48	47	43	43	41
61	Sengerema	3,724	4,536	5,668	3,724	4,371	5,443	3,579	4,242	5,217	108	137	143	108	125	135

S/N	Name of WSSA	Total Connections (Nos)			Active Connections(Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks(Nos)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
62	Sikonge	424	474	524	423	446	495	310	423	447	7	10	10	6	9	10
63	Songe	348	362	400	242	202	271	290	298	316	25	29	38	9	8	19
64	Tarime	1,570	1,768	1,867	1,570	1,581	1,722	1,449	1,471	1,717	5	6	9	5	6	6
65	Tukuyu	4,061	4,313	4,553	3,729	3,518	3,812	3,857	4,025	4,252	2	2	2	2	2	2
66	Tunduru	1,114	1,592	1,963	1,114	1,615	1,963	1,073	1,556	1,927	5	10	10	5	6	4
67	Urambo	276	302	328	248	277	296	157	176	190	35	35	40	32	30	40
68	Usa River	1,713	2,222	2,550	1,215	2,003	2,530	1,543	2,055	2,403	33	29	19	23	21	19
69	Ushirombo	393	475	488	371	453	466	361	443	455	14	14	17	7	8	9
70	Utete	759	807	846	683	725	732	719	765	803	4	4	4	4	0	4
	<b>TOTAL 1</b>	<b>102,595</b>	<b>108,814</b>	<b>120,609</b>	<b>87,874</b>	<b>94,467</b>	<b>106,021</b>	<b>91,777</b>	<b>98,167</b>	<b>108,797</b>	<b>1,763</b>	<b>1,845</b>	<b>2,099</b>	<b>1,209</b>	<b>1,245</b>	<b>1,605</b>
<b>Township Water Supply and Sanitation Authorities</b>																
71	Bashnet	402	498	572	335	477	541	317	375	436	59	91	103	47	83	85
72	Gallapo	896	996	1,192	879	894	1,094	805	899	1,071	60	58	75	43	32	51
73	Ilula	1,167	1,139	1,186	908	1,157	1,163	896	1,038	1,072	68	70	70	54	70	56
74	Isaka	93	93	94	93	93	94	77	77	78	7	7	7	7	7	7
75	Kasumulu	852	854	858	316	316	319	795	794	798	26	26	26	1	1	1
76	Kibaigwa	1,693	1,919	2,160	1,402	1,597	1,875	1,335	1,833	1,971	76	86	85	67	81	85
77	Maganzo		25	215		25	215		0	165		25	25		25	25
78	Magugu	1,346	1,443	1,638	1,294	1,433	1,580	1,205	1,297	1,481	83	79	87	68	69	65
79	Makambako	4,625	4,816	5,055	4,624	4,466	4,208	4,295	4,471	4,668	50	50	49	27	50	49
80	Mikumi	205	418	885	180	366	885	180	342	760	40	76	72	26	24	72
81	Mombo	643	689	718	556	563	605	508	603	630	23	23	16	15	15	14
82	Tunduma	673	698	715	657	220	297	544	214	231	25	6	25	25	6	9
83	Turiani	1,782	1,947	2,362	1,622	1,898	2,207	1,568	1,819	2,251	20	18	25	20	18	25
	<b>TOTAL 2</b>	<b>19,806</b>	<b>21,376</b>	<b>17,650</b>	<b>17,424</b>	<b>18,424</b>	<b>15,083</b>	<b>17,580</b>	<b>19,231</b>	<b>15,612</b>	<b>666</b>	<b>756</b>	<b>665</b>	<b>529</b>	<b>622</b>	<b>544</b>
	<b>TOTAL</b>	<b>122,401</b>	<b>130,190</b>	<b>138,259</b>	<b>105,298</b>	<b>112,891</b>	<b>121,104</b>	<b>109,357</b>	<b>117,398</b>	<b>124,409</b>	<b>2,429</b>	<b>2,601</b>	<b>2,764</b>	<b>1,738</b>	<b>1,867</b>	<b>2,149</b>

**Table A2.5: Analysis of Water Supply Coverage and Service Hours**

S/N	Name of WSSA	Total Population in the service area [No]			Proportion of Population Living in the area with water network[%]			Average No of people served per domestic connections	Average No of people served per kiosk	Boarding Institution population (No)	Population Directly Served (No)	Population Directly Served (%)				Average Service Hours [hrs]		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19					2016/17	2017/18	2018/19 Reported	2018/19 Calculated	2016/17	2017/18	2018/19
District Water Supply and Sanitation Authorities																		
1	Biharamulo	29,964	32,556	34,655	68	70	78	10	250	0	14,500	48	50	54	42	6	14	14
2	Bunda	153,497	163,890	168,425	56	58	76	15	250	0	68,195	48	50	50	40	16	16	16
3	Chamwino	27,252	28,434	29,534	73	75	78	11	250	0	17,238	44	48	52	58	14	18	14
4	Chato			43,279			53	8	150	0	26,998	-	0	40	62			20
5	Chunya	25,663	26,930	27,711	74	70	70	10	250	4,196	17,066	61	56	60	62	7	7	6
6	Dakawa	42,198	47,450	48,352	42	42	42	10	250	0	7,510	12	14	14	16	7	8	8
7	Gairo	37,646	38,813	40,016	30	35	35	5	80	0	13,455	89	90	90	34	3	3	3
8	Handeni	84,747	85,934	87,137	49	49	40	12	300	2,281	25,861	16	14	30	30	8	8	5
9	Ifakara	108,978	111,593	125,140	47	66	66	10	250	0	21,150	22	19	52	17	4	3	4
10	Igunga	59,035	57,371	37,980	60	66	66	9	250	0	24,063	36	38		63	12	14	14
11	Itumba-Isongole	22,612	23,219	23,621	80	80	80	10	250	356	19,276	77	65	61	82	17	16	16
12	Karagwe	86,391	86,911	87,190	38	38	41	10	250	0	14,000	11	11	16	16	4	4	4
13	Karatu		58,159	60,195		15	15	7	200	350	4,912		6	8	8		11	12
14	Kasulu	76,452	78,287	80,479	69	69	69	10	250	0	36,680	45	45	48	46	15	15	15
15	Katesh	18,916	31,269	32,207	51	43	46	5	100	985	12,220	49	33	38	38	3	3	3
16	Kibaya	23,839	24,841	25,884	73	79.70	80	10	400	788	19,688	73	75	76	76	2	2	2
17	Kibondo	44,900	46,157	53,030	62	68	46	8	250	0	10,796	26	28	23	20	5	5	4
18	Kilindoni	19,382	16,348	16,432	49	22	22	6	200	0	3,490	29	11	29	21	3	4	5
19	Kililo	28,394	29,246	30,123	60	52	98	10	250	1,684	18,594	52	70	80	62	6	12	22
20	Kilosa	38,909	39,998	39,998	93	93	93	6	250	0	23,574	26	40	40	59	5	5	10
21	Kilwa Masoko	18,992	19,163	19,374	72	86	87	5	250	0	10,250	57	41	68	53	4	3	4
22	Kiombi	17,208	18,481	16,766	60	62	61	6	250	0	5,962	34	35	35	36	4	4	4
23	Kisarawe	12,600	13,140	13,175	70	71	71	6	250	0	3,100	28	25	0	24	1	3	1
24	Kishapu	21,275	21,871	24,394	26	50	48	10	250	0	10,270	13	36	45	42	8	12	20
25	Kondoa	32,767	33,150	33,846	50	70	75	8	100	0	31,584	49	49	62	93	3	3	4
26	Kongwa	33,938	32,252	32,252	63	97	97	7	143	0	12,208	23	24	45	38	4	4	5
27	Korogwe	77,662	79,681	81,753	72	71	79	10	250	3,302	55,742	50	56	68	68	5	7	8
28	Kyela	73,299	73,299	78,570	60	75	70	10	250	0	25,990	51	29	21	33	6	14	11
29	Liwale	32,534	29,455	33,639	50	50	53	8	250	0	14,982	47	49	49	45	6	5	7
30	Loliondo	15,746	16,203	16,672	73	69	63	10	200	834	10,264	73	65	62	62	11	7	7



S/N	Name of WSSA	Total Population in the service area [No]			Proportion of Population Living in the area with water network[%]			Average No of people served per domestic connections	Average No of people served per kiosk	Boarding Institution population (No)	Population Directly Served (No)	Population Directly Served (%)				Average Service Hours [hrs]		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19					2016/17	2017/18	2018/19 Reported	2018/19 Calculated	2016/17	2017/18	2018/19
31	Ludewa	12,446	12,446	12,446	63	74	79	10	250	450	7,400	44	54	54	59	7	8	8
32	Lushoto	30,219	30,642	31,071	74	73	73	10	250	2,617	20,997	54	57	676	68	7	7	8
33	Mafinga	71,641	74,851	77,343	59	60	58	12	250	0	41,794	54	53	72	54	7	7	14
34	Magu	44,050	45,283	46,551	23	25	44	6	300	0	14,082	25	23	37	30	6	6	8
35	Mahenge	24,897	24,915	25,712	75	66	66	10	250	0	6,640	no data	40	0	26	7	7	4
36	Makete	14,182	14,208	14,315	67	64	65	7	250	504	10,857	69	53	55	76	19.5	19	21
37	Mangaka	12,007		14,000	5		14	0	250	0	1,000	29		6	7	8		12
38	Manyoni	28,930	33,088	32,088	72	60	58	6	250	0	23,660	75	59	58	74	13	13	12
39	Mbinga	62,518	64,270	54,896	46	47	50	9	200	2,120	27,154	36	37	47	49	13	19	19
40	Mbulu	141,730	147,115	152,706	18	17	17	10	100	1,610	22,710	13	15	15	15	10	8	5
41	Misungwi	45,509	46,783	56,600	50	52	60	10	250	0	16,360	33	34	42	29	14	14	14
42	Mkuranga	15,004	15,530	16,074	12	12	12	10	250	0	2,500	7	9	9	16	6	12	12
43	Monduli	22,768	23,382	24,014	83	86	85	6	50	4,474	17,716	81	80	74	74	2	2	2
44	Mpwapwa	44,715	44,715	45,654	78	84	69	5	250	12,000	30,170	40	45	60	66	12	12	12
45	Mugumu	22,791	23,475	32,060	29	31	75	6	100	0	8,452	39	39	53	26	16	16	14
46	Muheza	35,739	32,832	33,259	71	77	77	10	150	315	23,485	67	72	71	71	6	6	5
47	Muleba	22,462	23,360	24,360	79	80	70	10	100	0	22,650	75	76	70	93	23	23	23
48	Mwanga	18,032	18,667	19,019	78	85	85	4	200	2,452	15,203	87	85	80	80	6	6	8
49	Mwanhuzi	40,757	41,898	43,364	52	68	70	6	200	0	17,316	37	40	41	40	22	22	22
50	Namanyere	22,493	24,934	24,048	40	36	36	10	250	0	5,020	26	19	23	21	5	8	8
51	Namtumbo	38,383	47,988	47,988	55	63	63	10	250	2,562	14,582	31	22	23	30	7	7	7
52	Nansio	79,980	83,019	83,110	86	88	90	10	300	0	39,240	34	36	75	47	16	16	20
53	Ngara	37,485	38,535	39,306	62	88	88	10	300	0	34,620	86	86	86	88	8	8	8
54	Ngudu	31,425	32,397	33,304	71	72	77	10	300	0	15,030	48	63	67	45	24	23	24
55	Nzega	40,536	75,364	75,476	58	73	73	6	250	0	25,402	52	47	73	34	18	3	4
56	Orkesumet	17,392	17,803	18,223	61	60	33	10	250	329	4,579	32	26	25	25	3	12	2
57	Pangani	18,297	18,700	19,111	78	78	87	10	250	90	11,890	72	73	62	62	76	9	9
58	Ruangwa	14,513	14,554	14,641	55	61	62	5	250	0	8,855	49	49	60	60	35	3	2
59	Rujewa	57,405	57,565	57,565	53	58	57	7	90	0	20,411	25	27	30	35	5	6	6
60	Same	27,515	27,872	28,235	73	72	72	10	50	1,620	18,420	58	58	65	65	729	8	6
61	Sengerema	97,345	100,071	102,873	63	85	96	10	300	0	92,670	70	80	87	90	20	19	22
62	Sikonge	26,354	26,450	26,350	46	66	21	7	250	0	5,629	14	31	17	21	10	12	10

S/N	Name of WSSA	Total Population in the service area [No]			Proportion of Population Living in the area with water network[%]			Average No of people served per domestic connections	Average No of people served per klolek	Boarding Institution population (No)	Population Directly Served (No)	Population Directly Served (%)				Average Service Hours [hrs]		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19					2016/17	2017/18	2018/19 Reported	2018/19 Calculated	2016/17	2017/18	2018/19
63	Songe	29,561	30,152	25,997	34	34	41	15	250	0	9,490	22	21	37	37	1	3	4
64	Tarime	87,106	91,030	94,572	40	47	58	8	300	0	15,536	15	15	43	16	10	12	12
65	Tukuyu	49,788	50,926	50,926	82	84	84	8	200	5,459	39,875	80	83	87	78	17	17	18
66	Tunduru	45,657	48,657	48,784	70	64	70	12	300	300	24,624	32	45	70	50	7	12	12
67	Urambo	42,274	43,458	44,776	56	55	58	6	250	0	11,140	22	23	27	25	4	4	4
68	Usa River	26,777	27,499	28,242	80	81	80	8	54	370	20,620	53	64	73	73	16	17	24
69	Ushiroambo	52,988	54,366	55,834	23	23	26	10	300	0	7,250	10	11	12	13	16	16	16
70	Urete	14,010	14,108	14,362	88	85	85	7	250	0	6,621	43	45	46	46	24	24	24
<b>TOTAL/AVG. 1</b>		<b>2,895,148</b>	<b>3,007,009</b>	<b>3,131,082</b>	<b>58.5</b>	<b>62.2</b>	<b>62.6</b>	<b>8.6</b>	<b>226.3</b>	<b>64,294.0</b>	<b>1,359,475</b>	<b>44</b>	<b>43</b>	<b>48</b>	<b>43</b>	<b>91</b>	<b>10</b>	<b>10</b>
<b>Township Water Supply and Sanitation Authorities</b>																		
71	Bashnet	55,727	57,511	59,351	55	47	49	10	150	56	17,166	18	29	29	29	485	6	6
72	Gallapo	41,532	42,030	42,534	45	45	61	10	250	1,700	25,160	45	40	59	59	40	6	6
73	Ilula	39,534	39,535	40,721	62	62	50	10	120	0	17,440	51	48	48	43	8	10	8
74	Isaka	24,082	24,564	25,375	24	24	24	10	300	0	2,880	12	12	12	11	9	8	4
75	Kasumulu	19,141	21,041	21,141	64	58	59	10	200	0	8,180	42	39	39	39	4	12	12
76	Kibagwa	27,983	30,703	31,133	99	99	92	5	220	0	28,555	96	92	99	92	24	24	24
77	Maganzo		13,702	14,099		75	53	6	200	0	5,990		46	43	42		18	20
78	Magugu	55,883	57,391	58,941	57	57	67	12	250	0	34,022	56	57	58	58	14.5	16	12
79	Makambako	83,115	81,155	83,391	66	68	66	6	200	2,501	40,309	41	48	50	48	11	15	24
80	Mikumi	22,580	23,122	23,383	47	90	82	7	50	0	8,920	11	35	35	38	4	14	10
81	Mombo	18,872	19,249	19,634	81	80	81	10	250	322	10,122	47	51	52	52	16	16	18
82	Tunduma	102,666	102,666	102,666	34	34	34	10	300	0	5,010	13	4	4	5	2	2	4
83	Turiani	52,397	55,631	70,615	92	92	93	10	250	0	28,760	39	38	38	41	24	24	24
<b>TOTAL/AVG. 2</b>		<b>645,327</b>	<b>639,387</b>	<b>533,634</b>	<b>56</b>	<b>65</b>	<b>62</b>	<b>137</b>	<b>3,140</b>	<b>5,079</b>	<b>215,848</b>	<b>39</b>	<b>43</b>	<b>44</b>	<b>40</b>	<b>9</b>	<b>13</b>	<b>13</b>
<b>TOTAL / AVERAGE (1+2)</b>		<b>3,540,476</b>	<b>3,646,395</b>	<b>3,664,716</b>	<b>58</b>	<b>63</b>	<b>62</b>	<b>145.6</b>	<b>3,366.3</b>	<b>69,373.0</b>	<b>1,575,323</b>	<b>43</b>	<b>43</b>	<b>46</b>	<b>43</b>	<b>9</b>	<b>11</b>	<b>12</b>

**Table A2.6: Analysis of Metering and Staff Levels**

S/N	Name WSSA	Metering ratio(%)			Total Staff (Nos)			Employed by WSSA		Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
District Water Supply and Sanitation Authorities															
1	Biharamulo	100	100	100	11	4	4	2	0	11.2	3.7	3.2	3	1	1
2	Bunda	96	100	100	23	21	32	0	9	12.2	8.1	8.5	4	4	4
3	Chamwino	74	74	60	17	17	17	0	0	14.4	14.0	11.3	2	2	3
4	Chato			100			23	no data	3			12.1			3
5	Chunya	94	87	86	9	9	8	6	5	7.5	7.1	6.1	1	1	1
6	Dakawa	75	80	83	7	13	13	0	11	15.3	23.5	22.6	2	2	3
7	Gairo	14	26	26	6	6	6	0	0	26.8	26.5	26.2	1	1	1
8	Handeni	100	100	100	21	10	14	8	9.0	35.5	16.9	21.2	0	0	2
9	Ifakara	25	25	40	18	13	13	0	6	13.8	9.7	9.5	1	0	0
10	Igunga	100	100	100	16	16	17	2	2	10.9	9.3	8.6	2	4	4
11	Itumba-Isongole	32	37	37	14	12	12	11	11	8.9	7.6	7.4	2	2	2
12	Karagwe	80	100	100	13	12	12	5	0	24.4	7.6	19.1	1	1	1
13	Karatu		100	100		12	10	7	8.0		67.0	42.2		2	2
14	Kasulu	36	35	38	14	16	16	2	0	3.9	4.3	4.1	2	2	
15	Katesh	29	35	45	16	14	14	10	10	8.4	6.8	6.5	3	2	2
16	Kibaya	100	100	100	12	10	10	6	9	25.0	19.1	16.1	2	2	2
17	Kibondo	38	90	95	38	37	40	1	0	19.7	18.3	19.4	16	16	15
18	Kilindoni	39	33	33	7	7	5	4	4	16.3	16.2	9.1	0	0	0
19	Kilolo	55	93	95	6	6	6	0	0	12.1	9.3	6.7	1	1	1
20	Kilosa	24	73	94	26	14	18	0	16	15.7	8.4	8.9	3	2	3
21	Kilwa Masoko	95	100	100	26	26	26	0	20	15.0	15.1	14.3	5	5	5
22	Kiomboi	100	100	100	8	7	6	0	0	10.4	8.6	6.6	1	1	1
23	Kisarawe	79	100	100	12	8	8	0	1	25.6	17.5	20.1	0	0	8
24	Kishapu	100	100	100	5	5	7	0	0	36.0	11.0	8.5	2	2	1
25	Kondoa	68	70	48	21	22	17	0	0	6.7	6.3	4.5	3	4	3
26	Kongwa	98	100	95	12	9	13	0	0	11.8	7.1	10.2	2	0	2
27	Korogwe	100	100	100	36	48	45	38	39	11.2	13.4	11.6	12	17	17
28	Kyela	20	27	42	19	19	21	17	19	5.9	5.2	8.5	8	6	12
29	Liwale	91	95	98	25	24	21	0	16	12.9	13.8	11.2	3	3	3
30	Loliondo	97	100	99	14	13	14	10	10	24.2	19.7	19.1	5	6	6

S/N	Name WSSA	Metering ratio(%)			Total Staff (Nos)			Employed by WSSA		Staff per 1000 connections (Nos)				Female Staff (Nos)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	
31	Ludewa	11	60	36	7	6	7	4	4	13.4	11.2	12.4	0	2	1	
32	Lushoto	51	42	25	14	14	17	13	13	8.0	7.5	8.5	4	3	3	
33	Mafinga	85	88	100	21.0	24	20	0	0	6.1	6.8	5.3	7	7	7	
34	Magu	14	14	24	8.0	8.0	27.0	0.0	0	6.5	2.3	20.8	2	2	7	
35	Mahenge	27	42	85	11	10	10	0	6	11.9	13.7	10.6	1	1	3	
36	Makete	60	56	72	13	13	13	10	10.0	9.2	8.5	8.1	2	2	3	
37	Mangaka	45		100	2		5	4	4	90.9	no data	714.3	0		0	
38	Manyoni	100	100	100	9	9	9	0	0	4.9	4.6	3.7	3	3	4	
39	Mbinga	100	100	100	20	20	21	19	20.0	8.2	7.7	7.4	7	8	9	
40	Mbulu	90	82	83	24	20	24	23	23.0	12.4	10.2	11.2	4	4	4	
41	Misungwi	100	100	100	16	15	14	4	0	10.8	10.8	8.5	4	4	5	
42	Mkuranga	98	98	98	4	5	8	4	5	18.3	17.7	27.6	0	0	0	
43	Monduli	100	100	100	26	26	25	17	17.0	12.8	12.2	11.1	2	2	2	
44	Mpwapwa	100	100	100	33	32	32	1	1	11.2	10.6	9.8	6	5	5	
45	Mugumu	47	50	48	12	12	14	0	0	7.4	6.9	7.5	3	3	1	
46	Muheza	27	29	43	16	16	20	15	17.0	7.3	7.3	9.1	3	4	5	
47	Muleba	100	100	100	10	10	13	2	0	5.5	4.9	5.7	1	1	2	
48	Mwanga	100	100	100	27	28	28	20	19.0	12.5	12.0	11.3	8	7	7	
49	Mwanhuzi	100	100	100	18	18	18	1	0	9.1	8.7	8.0	4	4	4	
50	Namanyere	100	100	100	4	15	15	11	11	18.0	57.7	50.5	0	0	7	
51	Namtumbo	45	54	64	11	12	11	10	9	9.3	9.7	8.5	2	2	2	
52	Nansio	100	100	100	14	14	13	3	0	8.3	6.5	4.9	4	4	2	
53	Ngara	100	100	100	18	18	18	0	0	7.0	6.7	6.4	4	4	4	
54	Ngudu	100	100	100	14	14	14	2	0	12.1	10.9	9.4	1	1	1	
55	Nzega	100	100	100	29	29	17	0	0	9.4	9.5	5.6	6	8	4	
56	Orkesumet	100	100	100	8	8	7	3	2.0	60.6	63.0	54.7	0	1	1	
57	Pangani	35	64	72	17	18	12	0	0.0	12.3	13.1	9.3	2	5	5	
58	Ruangwa	90	100	100	14	15	15	13	13	15.2	15.1	13.7	4	4	4	
59	Rujewa	9	19	14	11	12	11	10	9.0	6.7	7.3	4.5	3	3	4	
60	Same	91	94	94	19	17	18	11	11	12.3	10.7	10.9	3	4	4	
61	Sengerema	85	100	100	27	20	25	2	0	7.3	4.4	4.4	4	9	3	
62	Sikonge	100	100	100	9	7	7	0	0	21.2	14.8	13.4	1	1	2	

S/N	Name WSSA	Metering ratio(%)			Total Staff (Nos)			Employed by WSSA		Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19
63	Songe	10	97	92	9	10	8	7	6.0	25.9	27.6	20.0	0	0	1
64	Tarime	50	55	61	24	20	20	0	0	15.3	11.3	10.7	7	6	6
65	Tukuyu	62	83	83	21	24	23	21	20.0	5.2	5.6	5.1	8	11	10
66	Tunduru	82	97	98	18	18	17	15	15	16.2	11.3	8.7	2	2	2
67	Urambo	86	90	88	14	12	13	0	0	50.7	39.7	39.6	3	2	2
68	Usa River	42	42	53	18	22	23	18	20.0	10.5	9.9	9.0	6	9	11
69	Ushirombo	100	100	100	6	6	8	0	0	15.3	12.6	16.4	1	1	1
70	Urete	100	100	100	21	19	18	4	6	27.7	23.5	21.3	4	3	3
	<b>TOTAL/AVG. 1</b>	<b>71</b>	<b>80</b>	<b>82</b>	<b>1,087</b>	<b>1,046</b>	<b>1,106</b>	<b>399</b>	<b>469</b>	<b>16.0</b>	<b>14</b>	<b>9.2</b>	<b>222</b>	<b>231</b>	<b>261</b>
<b>Township Water Supply and Sanitation Authorities</b>															
71	Bashnet	100	100	100	8	7	11	6	10	20	14	19	2	3	3
72	Gallapo	59	71	81	9	9	8	8	7	10	9	6	1	2	2
73	Ilula	32	38	40	10	10	10		0	11	9	8	3	4	4
74	Isaka	100	100	100	3	3	3	0	0	32	32	32	1	1	1
75	Kasumulu	8	4	6	10	6	6	5	5	12	7	7	4	2	2
76	Kibaigwa	100	100	100	15	15	17	1	0	9	8	9	3	4	4
77	Maganzo		100	100		2	2	0	0		80	14		0	1
78	Magugu	83	100	100	15	15	15	14	14	11	10	9	3	3	3
79	Makambako	97	100	100	31	19	21	17	20	7	4	4	5	3	4
80	Mikumi	55	99	100	6	14	14	8	13	29	33	16	1	1	1
81	Mombo	90	46	50	9	7	8	6	6	14	10	11	3	2	2
82	Tunduma	77	77	77	15	15	8	11	4	0	22	21	11	3	7
83	Turiani	70	90	74	16	20	18		16	13	10	8	6	6	6
	<b>TOTAL/AVG. 2</b>	<b>74</b>	<b>78</b>	<b>79</b>	<b>164</b>	<b>168</b>	<b>141</b>	<b>76</b>	<b>0</b>	<b>64.1</b>	<b>18</b>	<b>13</b>	<b>57</b>	<b>47</b>	<b>40</b>
	<b>TOTAL / AVERAGE (1+2)</b>	<b>72</b>	<b>72</b>	<b>72</b>	<b>1,251</b>	<b>1,214</b>	<b>1,247</b>	<b>472</b>	<b>469</b>	<b>22.5</b>	<b>16</b>	<b>11</b>	<b>279</b>	<b>278</b>	<b>301</b>



**Table A2.7: Analysis of Revenue Collection**

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/year)			Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Capital Grants (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)			Total Collections (Thousand TZS/year)	Collection Efficiency (%)		
		2016/17	2017/18	2018/19				2016/17	2017/18	2018/19		2016/17	2017/18	2018/19
District Water Supply and Sanitat														
1	Biharamulo	113,216	140,485	209,388	34,444	243,833		108,751	148,723	195,811	230,256	96.1	105.9	93.5
2	Bunda	249,688	477,632	693,013	288,126	981,138		331,886	373,310	508,681	796,807	132.9	99.9	73.4
3	Chamwino	105,915	201,320	142,500	476	142,976		83,976	137,988	111,151	111,626	79.3	68.5	78.0
4	Chato	NA	NA	258,592	89,743	348,336	372,818			183,615	273,358			71.0
5	Chunya	191,485	127,254	106,336	21,379	127,715		148,965	121,488	104,820	126,198	77.8	95.5	98.6
6	Dakawa	52,412	56,622	72,901	1,020	73,921		47,247	42,570	52,830	53,850	90.1	75.2	72.5
7	Gairo	81,332	108,225	108,226		108,226		76,617	98,066	84,107	84,107	94.2	90.6	77.7
8	Handeni	23,164	22,610	79,305	24,496	103,801	277,477	23,164	19,731	66,381	90,877	100.0	87.3	83.70
9	Ifakara	117,505	115,189	105,470	723	106,194		121,870	105,460	93,326	94,049	103.7	91.6	88.5
10	Igunga	509,463	435,195	591,405	75,250	666,655		499,741	372,240	486,666	561,916	98.1	85.5	82.3
11	Itumba-Isongole	90,334	53,480	72,551	9,406	81,957		67,883	67,601	48,280	57,685	75.1	76.7	66.5
12	Karagwe	133,245	111,278	99,814	13,248	113,063	106,209,387	146,478	111,278	133,245	146,493	109.9	86.4	133.5
13	Karatu		149,802	209,526	29,667	239,193	-		148,560	200,425	230,092		99.2	95.7
14	Kasulu	191,168	185,339	161,723	21,128	182,850	41,635	191,468	152,670	141,215	162,343	100.2	82.4	87.3
15	Katesh	186,774	80,439	78,939	73,582	152,521		83,749	74,083	69,939	143,521	44.8	39.7	88.6
16	Kibaya	154,272	142,619	144,297	18,769	163,067		142,508	133,897	140,835	159,605	92.4	93.9	97.6
17	Kibondo	109,343	99,102	125,920	286	126,206		92,594	87,474	121,990	122,276	84.7	88.3	96.9
18	Kilindoni	30,240	20,753	20,257		20,257		19,188	16,761	21,244	21,244	63.5	80.8	104.9
19	Kiloli	78,620	51,040	166,595	37,664	204,259		35,151	77,967	62,133	99,797	44.7	152.8	37.3
20	Kilosa	46,949	102,921	269,954	10,616	280,570		46,949	54,285	174,737	185,353	100.0	52.7	64.7
21	Kilwa Masoko	214,986	310,879	265,532	10,616	276,148		245,048	232,789	256,167	266,783	114.0	74.9	96.5
22	Kiromboi	77,186	107,198	85,742		85,742		81,140	90,335	52,616	52,616	105.1	84.3	61.4
23	Kisarawe	45,685	35,688	52,038	0	52,038		26,421	44,412	49,667	49,667	57.8	58.1	95.4
24	Kishapu	21,594	57,721	154,581	10,105	164,686		18,078	24,512	152,397	162,502	83.7	42.5	98.6
25	Kondoa	278,860	205,739	399,030	12,823	411,854		235,157	203,000	214,493	227,316	84.3	98.7	53.8
26	Kongwa	93,354	102,000	75,341		75,341		93,354	95,000		0	100.0	93.1	
27	Korogwe	326,199	704,710	569,558	37,240	606,798		321,562	533,020	480,227	517,468	98.6	75.6	84.32
28	Kyela	135,652	131,747	95,037	0	95,037		45,488	65,558	57,089	60,763	33.5	49.8	59.9
29	Liwale	88,508	143,508	139,100	11,048	150,148	60,052	84,384	74,628	123,092	134,140	95	52.0	88.5

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/year)			Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Capital Grants (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)			Total Collections (Thousand TZS/year)	Collection Efficiency (%)		
		2016/17	2017/18	2018/19				2016/17	2017/18	2018/19		2016/17	2017/18	2018/19
30	Loliondo	138,195	133,766	135,532	7,405	142,936	29,924	123,493	133,924	111,264	118,668	89	100.1	82.09
31	Ludewa	30,829	34,191	31,890	1,425	33,315	0	21,422	15,421	17,181	18,606	69	45.1	53.7
32	Lushoto	112,660	103,358	92,435	66,374	158,809		97,259	93,746	81,138	147,512	86	91.2	87.8
33	Mainga	431,875	399,370	425,460	30,521	455,981	143,547	364,918	488,055	421,336	451,857	84	122.2	99.0
34	Magu	74,595	78,409	132,987	6,000	138,987		74,593	68,042	138,987	144,987	100	86.8	104.5
35	Mahenge	49,560	65,051	55,389		55,389		32,395	65,051	1	1	65	100.0	0.0
36	Makete	117,966	92,294	83,009		83,009	0	85,036	68,182	75,001	75,001	72	73.9	90.4
37	Mangaka	2,253	NI	NI		0		2,253			0	100	no data	no data
38	Manyoni	124,386	115,708	241,990	16,323	258,314		118,369	105,000	241,990	258,314	95	90.7	100.0
39	Mbinga	291,468	277,805	306,905	11,700	318,605	0	297,495	271,710	269,170	353,587	102	97.8	87.7
40	Mbulu	150,678	105,056	170,810	5,323	176,132	0	107,557	54,886	118,802	124,125	71	52.2	69.6
41	Misungwi	154,476	144,300	194,839	64,217	259,057	14,230	137,276	139,455	183,016		89	96.6	93.9
42	Mkuranga	17,866	17,923	35,747		35,747		14,795	12,494	23,469	23,469	83	no data	65.7
43	Monduli	387,439	413,975	366,514	61,189	427,703	297,717	312,220	338,896	336,865	398,054	81	81.9	91.9
44	Mwapwa	382,242	411,668	475,611	73,767	549,378		320,999	411,668	394,128	467,895	84	100.0	82.9
45	Mugumu	207,304	349,900	354,090	24,940	379,030		127,374	299,800	29,035	53,975	61.4	85.7	8.2
46	Muheza	73,037	110,788	113,202	4,534	117,735		67,091	89,556	132,107	136,641	91.9	80.8	116.70
47	Muleba	219,423	265,162	289,484	85,683	375,166		215,834	234,652	289,484	375,166	98.4	88.5	100.0
48	Mwanga	323,657	344,147	324,128	224,803	548,931	15,000	285,003	322,302	288,097	512,900	88.1	97.8	88.9
49	Mwanhuzi	283,897	242,044	246,553	52,828	299,381		233,287	274,774	299,381	352,209	82.2	113.5	121.4
50	Namanyere	18,739	14,591	15,473		15,473		13,050	9,559	11,379	11,379	69.6	65.5	73.5
51	Namitumbo	63,185	76,378	80,414	10,971	91,385	0	44,708	62,917	60,438	71,409	70.8	82.4	75.2
52	Nansio	144,670	103,263	332,919	13,592	346,511		100,660	87,774	332,078	345,670	69.6	85.0	99.7
53	Ngara	202,261	147,373	207,114	26,754	233,868		154,498	132,599	190,545	217,299	76.4	90.0	92.0
54	Ngudu	189,913	157,649	239,799	4,538	244,337		170,140	141,933	219,567	224,105	89.6	90.0	91.6
55	Nzega	369,764	445,414	574,208	436,756	1,010,964	577,196	265,326	360,199	486,543	923,299	71.8	80.9	84.7
56	Orkesumet	102,034	101,515	83,221	29,535	112,756	0	101,406	94,363	77,482	107,017	99.4	93.0	93.1
57	Pangani	102,461	98,520	113,625	5,837	119,463	0	74,433	105,984	99,703	105,540	72.6	107.6	87.7
58	Ruangwa	93,637	97,170	130,398	17,757	148,155		87,605	99,235	110,773	128,530	93.6	102.1	84.9
59	Rujewa	89,864	56,216	72,551	9,406	81,957		59,759	63,590	48,280	57,685	66.5	72.7	66.5

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/year)			Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Capital Grants (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)			Total Collections (Thousand TZS/year)	Collection Efficiency (%)		
		2016/17	2017/18	2018/19				2016/17	2017/18	2018/19		2016/17	2017/18	2018/19
60	Same	197,879	248,551	247,027	28,467	275,493		177,877	163,238	201,899	230,366	89.9	78.2	81.7
61	Sengerema	280,694	356,354	777,653	44,233	821,886		271,239	465,181	637,675	681,908	96.6	130.5	82.0
62	Sikonge	26,630	27,575	26,381	20,287	46,669		22,635	19,733	16,884	37,171	85.0	71.6	64.0
63	Songe	32,474	43,846	63,543	13,414	76,957		25,513	39,867	60,777	74,191	78.6	84.5	95.6
64	Tarime	117,248	134,096	137,750	6,749	144,499		118,481	118,641	96,776		101.1	85.0	70.3
65	Tukuyu	287,234	370,968	390,869	60,288	451,157		227,127	248,392	262,766	254,987	79.1	67.0	72.5
66	Tunduru	147,127	180,000	144,741	13,603	158,344		100,045	164,000	131,230	144,833	68.0	91.1	90.7
67	Urambo	34,800	52,764	47,620		47,620		32,240	42,817	40,770	40,770	92.6	81.1	85.6
68	Usa River	180,077	207,643	251,834	14,515	266,349	0	134,709	180,684	198,980	213,495	74.8	87.0	79.0
69	Ushirombo	49,564	50,850	54,092	6,090	60,182		49,721	52,055	54,902	60,992	100.3	102.4	101.5
70	Ufete	98,364	147,876	140,796	102,329	243,125		90,117	64,393	52,027	154,356	91.6	43.5	37.0
<b>TOTAL/AVG. 1</b>		<b>10,149,573</b>	<b>11,304,022</b>	<b>13,761,274</b>	<b>2,434,009</b>	<b>16,195,283</b>	<b>108,038,982.7</b>	<b>8,778,777</b>	<b>9,912,174</b>	<b>11,229,105</b>	<b>13,320,679</b>	<b>85.3</b>	<b>82.6</b>	<b>82.1</b>
<b>Township Water Supply and Sanitation Authorities</b>														
71	Basinet	51,262	49,355	74,336	3,230	77,566		54,158	46,565	74,031	77,261	105.6	94.3	99.6
72	Gallapo	44,230	51,330	50,537	20,115	70,652	0	39,758	37,996	40,258	60,373	89.9	81.8	79.7
73	Ilula	121,701	91,985	89,952	26,852	116,804		72,474	91,985	81,891	108,743	59.6	100.0	91.0
74	Isaka	3,018	2,952	2,760	500	3,260		2,952	1,534	1,980	2,480	97.8	52.0	71.7
75	Kasumulu	18,930	13,500	12,000	0	12,000	0	9,386	16,958	9,504	9,504	49.6	125.6	79.2
76	Kibaigwa	421,826	453,952	480,531	0	480,531		377,444	453,952	411,764	411,764	89.5	100.0	85.7
77	Maganzo		43,734	130,493	2,954	133,446			43,734	140,132	143,085		100.0	107.4
78	Magugu	124,217	143,198	173,646	26,871	200,517	0	122,753	145,724	165,584	192,455	98.8	98.3	95.4
79	Makambako	275,600	408,936	395,043	101,488	496,531	78,383	300,041	323,800	384,759	486,247	108.9	79.2	97.4
80	Mikumi	29,010	36,667	140,766	17,533	158,299		19,271	56,095	140,766	158,299	66.4	153.0	100.0
81	Mombo	51,267	56,239	45,102	6,946	52,048	141,944	38,295	33,064	35,945	42,891	74.7	58.8	79.7
82	Tunduma	10,985	10,407	11,782	410	12,192		9,849	10,407	9,221	9,631	89.7	100.0	78.3
83	Turiani	116,040	128,034	209,750	5,875	215,625		125,840	137,670	182,059	187,934	108.4	107.5	86.8
<b>TOTAL/AVG. 2</b>		<b>1,268,087</b>	<b>1,490,290</b>	<b>1,816,698</b>	<b>212,773</b>	<b>2,029,472</b>	<b>220,328</b>	<b>1,172,222</b>	<b>1,399,485</b>	<b>1,677,893</b>	<b>1,890,667</b>	<b>85.3</b>	<b>94.1</b>	<b>88.6</b>
<b>TOTAL / AVERAGE (1+2)</b>		<b>11,417,660</b>	<b>12,794,312</b>	<b>15,577,972</b>	<b>2,646,782</b>	<b>18,224,755</b>	<b>108,259,310</b>	<b>9,950,999</b>	<b>11,311,659</b>	<b>12,906,998</b>	<b>15,211,346</b>	<b>85.3</b>	<b>88.4</b>	<b>85.4</b>

**Table A2.8: Analysis of Expenditure**

S/N	Name of WSSA	Personel Costs (Thousand TZS/year)			Depreciation Costs (Thousand TZS/year)			Total O&M Expenditure Including Depreciation (Thousand TZS/year)			Working ratio - 2017/18	Working ratio - 2018/19	Operating ratio
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19			
District Water Supply and Sanitation Authorities													
1	Biharamulo	25,714	53,921	49,715	no data	98,399	no data	105,751	117,539	161,995	0.14	0.77	0.77
2	Bunda	130,683	168,999	257,172	no data	1,535,029	1,535,029	290,286	2,007,395	2,412,285	0.99	1.27	3.48
3	Chamwino	27,900	38,061	47,737	no data	no data	13,588	76,140	133,530	151,813	0.66	0.97	1.07
4	Chato			168,849		no data	no data			168,849		0.65	0.65
5	Chunya	52,411	45,558	33,101	no data	20,567	47,425	212,811	162,778	168,893	1.12	1.14	1.59
6	Dakawa	12,839	18,206	17,160.0	no data	no data	no data	36,088	47,224	36,151.6	0.83	0.50	0.50
7	Gairo	29,896	30,762	52,293.2	no data	no data	no data	46,686	58,498	29,813.0	0.54	0.28	0.28
8	Handeni	82,389	57,276	78,373	no data	no data	no data	100,447	82,956	398,860	3.67	5.03	5.03
9	Ifakara	34,109	35,600	22,950.0	no data	no data	no data	62,750	106,020	93,917.8	0.92	0.89	0.89
10	Igunga	120,196	145,693	159,154	no data	200,648	143,750	475,421	389,285	471,307	0.43	0.55	0.80
11	Itumba-Isongole	36,187	39,090	43,628	no data	12,857	16,613	68,629	69,945	96,230	1.07	1.10	1.33
12	Karagwe	61,405	48,182	42,602	no data	107,960	110,709	153,137	244,552	225,757	1.23	1.15	2.26
13	Karatu		55,948	95,179		no data	no data		211,842	267,284	1.41	1.28	1.28
14	Kasulu	149,646	101,053	139,574	no data	no data	no data	219,325	187,081	202,630	1.01	1.25	1.25
15	Katesh	114,210	101,524	113,290	no data	no data	no data	181,235	159,340	160,470	1.98	2.03	2.03
16	Kibaya	89,377	69,983	69,181	no data	no data	109,794	189,752	265,925	270,733	1.86	1.12	1.88
17	Kibondo	59,671	48,204	63,872	no data	no data	no data	75,295	75,295	86,615	0.76	0.69	0.69
18	Kilindoni	6,953	11,480	6,575.0	no data	no data	no data	31,609	27,056	23,318.9	1.30	1.15	1.15
19	Kilolo	26,450	21,824	22,411	no data	no data	no data	63,591	76,517	101,377	1.50	0.61	0.61
20	Kilosa	25,355	25,332	55,257.1	no data	no data	no data	55,261	69,193	183,583.3	0.67	0.68	0.68
21	Kilwa Masoko	82,162	97,751	112,598.5	56,380	56,380	56,380.4	243,267	275,806	294,501.9	0.71	0.90	1.11
22	Klomboi	no data	17,716		no data	no data	no data	118,306	108,114	105,214	1.01	1.23	1.23
23	Kisarawe	75,395	70,400	76,080	no data	107,306	no data	127,410	380,248	229,320.6	7.65	4.41	4.41
24	Kishapu	11,149	18,928	44,981	no data	no data	no data	7,166	18,611	220,211	0.32	1.42	1.42
25	Kondoa	56,507	54,237	39,084	no data	no data	no data	240,817	204,685	224,339	0.99	0.56	0.56
26	Kongwa	51,650	52,000		no data	no data	no data	215,521	81,000	81,000	0.79	1.08	1.08
27	Korogwe	245,190	238,069	275,449	no data	87,696	no data	476,507	543,309	618,585	0.65	1.09	1.09
28	Kyela	30,454	35,319	18,464	no data	98,019	no data	74,531	174,392	62,393	0.58	0.66	0.66
29	Liwale	38,227	42,496	99,552.5	no data	no data	61,953.7	186,841	132,659	245,419.6	0.92	1.32	1.76
30	Loliondo	71,252	72,788	58,240	147,896	29,924	31,193	141,682	121,399	175,078	0.68	1.06	1.29

S/N	Name of WSSA	Personnel Costs (Thousand TZS/year)			Depreciation Costs (Thousand TZS/year)			Total O&M Expenditure Including Depreciation (Thousand TZS/year)			Working ratio - 2017/18	Working ratio - 2018/19	Operating ratio
		2016/17	2017/18	2018/19	2016/17	2017/18	2018/19	2016/17	2017/18	2018/19			
31	Ludewa	no data	3,750	4,665	no data	no data	no data	17,108	12,397	16,805	0.36	0.53	0.53
32	Lushoto	104,017	123,806	115,665	no data	no data	no data	146,416	93,678	151,270	0.91	1.64	1.64
33	Mafinga	61,060	90,662	174,862	no data	no data	no data	338,476	354,474	650,413	0.89	1.18	1.53
34	Magu	no data	170,975	175,195	no data	no data	no data	102,258	98,010	102,258	1.25	0.77	0.77
35	Mahenge	no data	no data	no data	no data	no data	no data	42,395	no data	68,903	no data	1.24	1.24
36	Makete	36,405	38,938	44,744	no data	no data	no data	81,382	81,940	100,562	0.68	0.94	1.21
37	Mangaka	no data	no data	9,240	no data	no data	no data	11,997	no data	11,640	no data	no data	no data
38	Manyoni	67,782	64,005	45,310	no data	no data	no data	156,642	101,138	243,830	0.87	0.93	1.01
39	Mbinga	114,754	135,558	141,362	198,953	42,023	64,916	291,577	237,999	273,688	0.71	0.68	0.89
40	Mbulu	65,785	56,305	50,925	no data	no data	no data	131,593	108,827	127,692	1.04	0.75	0.75
41	Misungwi	105,611	104,143	113,719	no data	no data	no data	213,585	235,202	307,917	1.53	1.51	1.58
42	Mkuranga	8,193	no data	no data	no data	no data	no data	42,752	16,480	30,000.0	0.92	0.84	0.84
43	Monduli	202,853	139,861	134,080	no data	331,970	336,939	407,133	772,497	786,173	1.06	1.23	2.15
44	Mpwapwa	136,781	119,416	144,710	no data	no data	105,220	158,329	471,320	434,182	0.90	0.69	0.91
45	Mugumu	21,600	104,930	85,090	no data	no data	no data	193,230	171,550	190,450	0.49	0.54	0.54
46	Muheza	75,618	82,820	64,943	no data	no data	no data	121,521	163,318	156,408	1.47	1.38	1.38
47	Muleba	162,079	179,229	144,205	no data	62,783	85,911	262,979	359,156	372,911	1.12	0.99	1.29
48	Mwanga	178,146	190,229	217,246	54,390	56,299	62,110	403,690	193,562	332,812	0.40	0.84	1.03
49	Mwanhuzi	90,001	99,731	110,774	no data	no data	no data	246,115	262,028	213,731	1.08	0.87	0.87
50	Namanyere	no data	3544.3	75471	no data	no data	no data	13,036	5,373	7,900	0.37	0.51	0.51
51	Namtumbo	21,347	26,636	24,337	no data	69,116	69,094	45,296	120,241	119,602	0.67	0.63	1.49
52	Nansio	39,436	51,791	96,050	no data	no data	534,770	17,304	487,071	1,082,937	4.72	1.65	3.25
53	Ngara	28,097	6,402	35,770	no data	no data	no data	172,446	161,950	205,296	1.10	0.99	0.99
54	Ngudu	80,946	87,330	91,384	32,645	no data	278,815	261,195	311,802	490,082	1.98	0.88	2.04
55	Nzega	79,979	151,838	153,848	426,525	436,852	579,476	369,979	887,288	1,496,853	1.01	1.60	2.61
56	Orkesumet	43,810	76,087	53,934	no data	no data	no data	79,796	110,984	95,035	1.09	1.14	1.14
57	Pangani	91,974	47,327	51,834	no data	no data	no data	152,212	116,329	103,088	1.18	0.91	0.91
58	Ruangwa	62,725	41,698	43,050.0	no data	127,410	no data	102,385	198,220	134,051.0	0.73	1.03	1.03
59	Rujewa	29,890	30,110	43,628	no data	no data	16,613	48,543	89,872	96,230	1.60	1.10	1.33
60	Same	87,234	76,583	33,643	46,615	76,228	65,532	279,144	345,331	351,770	1.08	1.16	1.42
61	Sengerema	63,240	95,656	168,709	21,539	no data	no data	290,811	534,729	828,955	1.50	1.07	1.07
62	Sikonge	19,509	19,298	13,444	no data	83,628	no data	30,598	255,007	51,098	6.21	1.94	1.94



S/N	Name of WSSA	Personnel Costs (Thousand TZS/year)				Depreciation Costs (Thousand TZS/year)				Total O&M Expenditure Including Depreciation (Thousand TZS/year)				Working ratio - 2017/18	Working ratio - 2018/19	Operating ratio
		2016/17	2017/18	2018/19		2016/17	2017/18	2018/19		2016/17	2017/18	2018/19				
63	Songe	30,096	17,330	24,860		no data	51,969	no data		49,732	98,215	82,173		1.05	1.29	1.29
64	Tarime	67,824	92,435	95,652		no data	131,095	10,556		50,657	131,095	151,995		0.00	1.03	1.10
65	Tukuyu	124,111	142,453	89,835.66		no data	98,807	no data		281,084	227,193	274,332		0.35	0.70	0.70
66	Tunduru	36,180	37,123	no data		no data	no data	no data		117,090	143,823	135,217		0.80	0.93	0.93
67	Urambo	24,000	24,760	21,600		no data	no data	no data		40,800	46,615	no data		0.88	no data	0.00
68	Usa River	72,284	75,777	121,622.96		no data	139,236.24	no data		135,545	182,021	218,807		0.21	0.87	0.87
69	Ushirombo	13,890	13,060	14,502		no data	no data	no data		72,305	72,045	75,025		1.42	1.39	1.39
70	Utete	115,018	127,024	114,174.8		66,733	73,449	45,816.5		180,739	168,307	199,103.7		0.64	1.09	1.41
<b>TOTAL/AVG. 1</b>		<b>4,309,656</b>	<b>4,765,017</b>	<b>5,338,683</b>		<b>1,051,676</b>	<b>4,270,811</b>	<b>4,584,951</b>		<b>10,436,136</b>	<b>14,959,281</b>	<b>18,739,137</b>		<b>0.95</b>	<b>1.03</b>	<b>1.36</b>
<b>Township Water Supply and Sanitation Authorities</b>																
71	Bashnet	23,374	36,206	32,300		no data	no data	no data		53,988	77,657	79,246		1.57	1.07	1.07
72	Gallapo	28,063	28,899	32,075		no data	no data	no data		53,278	61,854	70,978		1.21	1.40	1.40
73	Ilula	36,835	42,496	46,832		no data	no data	106,542		87,061	114,818	222,364		1.25	1.29	2.47
74	Isaka	2,100	2,100	2,000		no data	no data	no data		3,211	4,556	4,800		1.54	1.74	1.74
75	Kasumulu	2700	1,050.00	2,255.00		no data	58,200	48,958		5,391	63,918	55,221		0.42	0.52	4.60
76	Kibaigwa	132,377.9	109,437.0	122,291.0		no data	no data	no data		415,458	298,435	464,273.8		0.66	0.97	0.97
77	Maganzo	no data	6,673.7	41,140.5		no data	no data	no data		no data	44,491	145,523		1.02	1.12	1.12
78	Magugu	74,304	92,072	102,034		no data	no data	no data		152,488	181,042	185,779		1.26	1.07	1.07
79	Makambako	214,226.1	176,352.6	194,409.9		no data	42,073	96,527		373,182	401,542	591,256		0.88	1.25	1.50
80	Mikumi	6,000.0	16,016.4	44,225.4		no data	no data	no data		12,902	43,272	154,292.6		1.18	1.10	1.10
81	Mombo	53,092.0	55,525.0	40,648.0		no data	no data	no data		93,997	93,378	57,154		1.66	1.27	1.27
82	Tunduma	47,985.0	6,185.0	7,087.0		492,688.3	no data	no data		124,857	12,035	16,768		1.16	1.42	1.42
83	Turiani	46,349.9	58,820.0	75,580.6		no data	no data	60,000.0		116,040	133,407	204,692.6		1.04	0.69	0.98
<b>TOTAL/AVG. 2</b>		<b>667,407</b>	<b>631,833</b>	<b>742,879</b>		<b>492,688</b>	<b>100,273</b>	<b>312,028</b>		<b>1,491,853</b>	<b>1,530,405</b>	<b>2,252,347</b>		<b>0.96</b>	<b>1.07</b>	<b>1.24</b>
<b>TOTAL / AVERAGE (1+2)</b>		<b>4,977,063</b>	<b>5,396,850</b>	<b>6,081,562</b>		<b>1,544,364</b>	<b>4,371,084</b>	<b>4,896,979</b>		<b>11,927,989</b>	<b>16,489,686</b>	<b>20,991,484</b>		<b>0.95</b>	<b>1.03</b>	<b>1.35</b>

**APPENDIX 3:**  
**DT WSSA's BOARD OF DIRECTORS STATUS**

**Table A3.1: DT WSSAs Board of Directors Status as at June, 2019 and Status of Report Submission**

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2018/19 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
District Water Supply and Sanitation Authorities						
1	Biharamulo	Yes	Yes		The Board was appointed on 23 <sup>rd</sup> May 2017	Annual Report
2	Bunda	Yes	Yes		The Board was appointed on 28 <sup>th</sup> November 2018	Data sheet
3	Chamwino	Yes	Yes		The Board was Appointed on 19 <sup>th</sup> December, 2018	Annual report
4	Chato	Yes	Yes		The Board was appointed on 16 <sup>th</sup> February 2017.	Annual Report
5	Chunya	Yes	Yes		The Board was appointed on February, 2019	Datasheet
6	Dakawa	Yes	No		Expired since, July 2018. The progress of Board formulation is at Ministry level.	Datasheet
7	Handeni	Yes	Yes		The Board was appointed on 21 <sup>st</sup> March 2018	Datasheet
8	Gairo	Yes	No		The tenure of the Board had expired on 15 <sup>th</sup> February 2018; however the board tenure has been extended until 31 <sup>st</sup> December 2019	Data sheet
9	Ifakara	YES	No		Ministry level	Data sheet
10	Igunga	Yes	No		Tenure of the Board expired on 3 <sup>rd</sup> October, 2019. Progress for formula for formulation of the Board is at utility level.	Annual Report
11	Isikizya (Uyui)	No	No		The Board has never been appointed	Not Submitted
12	Itumba-Isongole	Yes	Yes		Board tenure expired on 31 <sup>st</sup> August, 2019.	Annual Report
13	Karagwe	Yes	Yes		Expired 31st August 2019 but the tenure has been extended to 31st December 2019	Data sheet
14	Karatu	Yes			The Board was appointed on 27th November 2017	Datasheet
15	Kasulu	Yes	Yes		The Board was appointed since 21st February 2017	Annual report
16	Katesh	Yes	Yes		The Board was appointed on 3 <sup>th</sup> September 2015 will come to an end on December 2019.	Annual Report
17	Kibaya	Yes	Yes		The Board was appointed on 15 <sup>th</sup> September 2015 will come to an end by December 2019.	Annual Report
18	Kibondo	Yes	No		Board tenure of the Board expired on 30 <sup>th</sup> June, 2019.	Datasheet
19	Kilindoni	Yes	No		Tenure of the Board expired on February, 2017. Progress for formula for formulation of the Board is at utility level.	Datasheet
20	Kilolo	Yes	No		The tenure of the Board expired on 31 <sup>st</sup> August 2019	Annual Report
21	Kilosa	Yes	Yes		The tenure of the Board had expired on 31 <sup>st</sup> August 2019; however the board tenure has been extended until 31 <sup>st</sup> December 2019	Datasheet
22	Kilwa Masoko	Yes	Yes		The tenure of the Board had expired on 31 <sup>st</sup> August 2019; however the board tenure has been extended until 31 <sup>st</sup> December 2019.	Data sheet

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2018/19 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
23	Kiomboi	Yes	Yes		The Board was appointed on September 2016 and will come to end on 30 <sup>th</sup> December 2019 following a three months extension by MoW	Data sheet
24	Kisarawe	Yes	Yes		The tenure of the Board had expired on 31 <sup>st</sup> August 2019; however the board tenure has been extended until 31 <sup>st</sup> December 2019.	Data sheet
25	Kishapu	Yes	Yes		The Board was appointed since 5 <sup>th</sup> October 2016	Datasheet
26	Kondoa	Yes	No		Tenure of the Board expired on July, 2018. Progress for formula for formulation of the Board is at utility level.	Annual report
27	Kongwa	Yes	No		Tenure of the Board expired on August, 2018. Progress for formula for formulation of the Board is at utility level.	Data sheet
28	Korogwe	Yes	Yes		The Board was appointed on 23 <sup>th</sup> April 2017	Annual Report
29	Kyela	Yes	No		The Board is in place since 23 <sup>rd</sup> May 2018.	Datasheet
30	Liwale	Yes	Yes		The Board is in place since 23 <sup>rd</sup> May 2018	Annual report
31	Loliondo	Yes	Yes		The Board was appointed on 5 <sup>th</sup> September 2016 will come to an end on December 2019.	Annual Report
32	Longido	Yes	No		The tenure of the Board expired on May 2017; however since establishment the utility is operating as COWSO	Not Submitted
33	Ludewa	Yes	No		Board exist since 28 February 2018 but no Board meeting conducted for FY 2018/19	Datasheet
34	Lushoto	Yes	Yes		The Board was appointed on 27 <sup>th</sup> February 2019	Annual Report
35	Mafinga	Yes	Yes		The Board was appointed on 4 <sup>th</sup> September, 2018	Annual Report
36	Magu	Yes	Yes		The Board was appointed since 31 <sup>st</sup> December 2018	Data sheet
37	Mahenge	Yes	No		The Board office tenure was expired since July 2018	Data sheet
38	Makete	Yes	Yes		The board is in place since February, 2018	Annual Report
39	Mangaka	Yes	No		The Board was appointed on 15 <sup>th</sup> October 2017	Not Submitted
40	Manyoni	Yes	Yes		The Board was appointed on 1 <sup>st</sup> September, 2016	Annual Report
41	Mbinga	Yes	Yes		The board is in place since 2 <sup>nd</sup> October , 2018	Annual Report
42	Mbulu	Yes	Yes		The Board was appointed on 15 <sup>th</sup> October 2017	Datasheet
43	Misungwi	Yes	Yes		The Board was appointed on 2 <sup>nd</sup> October 2018.	Data sheet
44	Mkuranga	Yes	Yes		The Board was appointed on 13 <sup>th</sup> March 2019. However from 1 <sup>st</sup> July 2019, Mkuranga WSSAs has been clustered with DAWASA.	Annual Report
45	Monduli	Yes	Yes		The Board was appointed on 27 <sup>th</sup> November 2017	Da ta sheet
46	Mpwapwa	Yes	No		Tenure of the Board expired on August, 2018. Progress for formula for formulation of the Board is at utility level.	Annual Report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2018/19 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
47	Mugumu	Yes	Yes		The tenure of the Board expired on September 2019 and extended to December, 2019	Datasheet
48	Muheza	Yes	Yes		The Board was appointed on 16 <sup>th</sup> October 2017	Annual report
49	Muleba	Yes	Yes		Expired 31 <sup>st</sup> August 2019 but the tenure has been extended to 31 <sup>st</sup> December 2019	Annual Report
50	Mwanga	Yes	Yes		The Board was appointed on 1 <sup>st</sup> June 2018	Data sheet
51	Mwanhuzi	Yes	Yes		The Board was appointed on 13 <sup>th</sup> March 2017	Annual Report
52	Namanyere	Yes	No		Ministry level	Datasheet
53	Namtumbo	Yes	Yes		The Board is in place since February, 2019	Annual Report
54	Nansio	Yes	Yes		The board was expired since 1 <sup>st</sup> February 2017. Currently, under supervision by Mwanza WSSA board.	Annual Report
55	Ngara	Yes	Yes		The Board was appointed on 17 <sup>th</sup> November 2017.	Annual Report
56	Ngudu	Yes	Yes		The Board was appointed August 2018.	Annual Report
57	Nzega	Yes	Yes		The Board was Appointed on 10 <sup>th</sup> January, 2017	Annual Report
58	Orkesumet	Yes	Yes		The Board was appointed on 3 <sup>th</sup> October 2016 will come to an end by December 2019	Data sheet
59	Pangani	Yes	Yes		The Board was appointed on 25 <sup>th</sup> June 2019	Data sheet
60	Ruangwa	Yes	Yes		The tenure of the Board had expired on 31 <sup>st</sup> August 2019; however the board tenure has been extended until 31 <sup>st</sup> December 2019	Annual Report
61	Rujewa	Yes	Yes		The board is in place since 28 <sup>th</sup> August, 2018	Annual Report
62	Same	Yes	Yes		The Board was appointed on 20 <sup>th</sup> April 2018	Annual Report
63	Sengerema	Yes	Yes		The Board was appointed on 8 <sup>th</sup> November 2018	Datasheet
64	Sikonge	Yes	Yes		The Board was appointed on September 2016 and will come to an end on 30 <sup>th</sup> December 2019 following a three months extension by MoW	Datasheet
65	Songe	Yes	Yes		The Board was appointed on 20 <sup>th</sup> April 2017	Data sheet
66	Tarime	Yes	Yes		The Board was appointed since February 2019	Datasheet
67	Tukuyu	Yes	Yes		The Board is in place April, 2019	Annual Report
68	Tunduru	Yes	Yes		The board is in place since 14 <sup>th</sup> November 2017	Annual Report
69	Urambo	Yes	No		Ministry level	Annual Report
70	Usa River	Yes	Yes		The Board was appointed on 1 <sup>st</sup> July 2015 and will come to an end on 30 <sup>th</sup> December 2019 following a year extension by MoW	Annual report



No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2018/19 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
71	Ushirombo	Yes	Yes		Expired 11 <sup>th</sup> March 2019 but the tenure has been extended to 31 <sup>st</sup> December 2019	Datasheet
72	Utete	Yes	Yes		The tenure of the Board will expire on 31 <sup>st</sup> December 2019.	Annual Report
73	Vwawa	Yes	No		The utility was clustered with Mlowo WSSA to form Vwawa-Mlowo WSSA a Regional WSSA operating at the headquarter of Songwe Region	Not submitted
<b>Township Water Supply and Sanitation Authorities</b>						
74	Bashnet	Yes	Yes		The Board was appointed on 8 <sup>th</sup> September 2016 and will come to an end on 30 <sup>th</sup> December 2019	Data sheet
75	Bonga	No	No		The utility operates as COWSO since its establishment	Not submitted
76	Chala	No	No		The utility operates as COWSO since its establishment due to lack of infrastructures. The current infrastructure operated by COWSO are owned by church office.	Not submitted
77	Dareda	Yes	No		The utility ceased to operate as WSSA in December 2014 due to conflict between management and COWSO. Currently the utility is operating as WSSA	Not submitted
78	Didia	No	No		The utility operates as COWSO since its establishment	Not submitted
79	Gallapo	Yes	Yes		The Board was appointed on 29 <sup>th</sup> December 2016	Not submitted
80	Ilula	Yes	Yes		The Board was appointed on 5 <sup>th</sup> February 2019 and will come to an end on 4 <sup>th</sup> February 2022	Annual report
81	Isaka	Yes	Yes		The Board was appointed since December 2016	Datasheet
82	Iselamagazi	No	No		The utility operates as COWSO since its establishment	Not submitted
83	Jomu (Tinde)	No	No		The utility operates as COWSO since its establishment	Not submitted
84	Kasumulu	Yes	Yes		The Board is in place since 23 <sup>rd</sup> May 2018	Data sheet
85	Kibaigwa	Yes	No		Currently the Utility is under supervision of Dodoma WSSA Board	Annual report
86	Laela	No	No		The utility operates as COWSO since its establishment	Not submitted
87	Lalago	No	No		The utility operates as COWSO since its establishment	Not submitted
88	Maganzo	Yes	Yes		The utility operates as COWSO since its establishment	Annual Report
89	Magugu	Yes	Yes		The Board was appointed on 9 <sup>th</sup> September 2017 and will come to an end on 30 <sup>th</sup> December 2019	Annual Report
90	Makambako	Yes	No		The Board was dissolved in April 2019. Currently the Utility is under supervision of Iringa WSSA Board	Annual Report
91	Malampaka	Yes	Yes		The utility operates as COWSO since its establishment	Not submitted

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2018/19 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
92	Mbalizi	Yes	No		The utility was clustered with Mbeya WSSA	Not submitted
93	Mikumi	Yes	Yes		The tenure of the Board had expired on 31 <sup>st</sup> August 2019; however the board tenure has been extended until 31 <sup>st</sup> December 2019.	Annual Report
94	Mlowo	Yes	No		The utility was clustered with Vwawa WSSA to form Vwawa-Mlowo WSSA a Regional WSSA operating at the headquarter of Songwe Region	Not submitted
95	Mombo	Yes	Yes		The Board was appointed on 14 <sup>th</sup> March 2017	Data sheet
96	Sang'walugesha	No	No		The utility operates as COWSO since its establishment	Not submitted
97	Tunduma	Yes	No		Tenure of the Board expired since February 2016	Datasheet
98	Turiani	Yes	Yes		The tenure of the Board had expired on 1 <sup>st</sup> February 2018; however the board tenure has been extended until 31 <sup>st</sup> December 2019. .	Annual Report

## **APPENDIX 4:**

### **COMPLIANCE WITH REGULATORY OBLIGATIONS**

**(Tariff Conditions, Reporting and Implementataion of  
Recommendations of Previous Perfomance Report  
–FY 2018/19)**

# **Compliance With Tariff Conditions for District WSSA**

**Table A4.1: Evaluation of DT WSSAs Compliance with Tariff Order Conditions as of June 2019**

A4.1(i): Biharamulo WSSA Tariff Order GN No. 798/ 2018				
Condition	Deadline	Compliance (%)	Remarks	
On or before 3 <sup>rd</sup> March 2018, Biharamulo WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order;	3 <sup>rd</sup> March 2018	100	Timely submitted	
Biharamulo WSSA shall undertake valuation of their assets and submit to EWURA an Asset Valuation Report certified by registered Valuer on or before 30 <sup>th</sup> June 2018	30 <sup>th</sup> June 2018	0	There was no evidence from Biharamulo WSSA that valuation was conducted	
On or before 31 <sup>st</sup> January 2018, Biharamulo WSSA shall start treating water by adding chlorine dosing;	31 <sup>st</sup> January 2018	100	Construction of water treatment plant at Ruziba water source completed	
Biharamulo shall cause their financial reports to be audited by the Controller and Auditor General and ensure that on or before 30 <sup>th</sup> June 2019 they submit to EWURA copies of their audited financial statements for the years ended 30 <sup>th</sup> June 2018, 30 <sup>th</sup> June 2017 and 30 <sup>th</sup> June 2016;	Continuous	50	Draft financial statements for the FY. 2017/18 was submitted to EWURA timely	
Biharamulo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA such information shall be used by EWURA to evaluate Biharamulo WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time.	continuous	100	The required reports were timely submitted	
New Investments (Biharamulo WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)				
Drilling of Borehole at Purchase of submersible pump, Construction of Pump house and installation of electricity at Ng'ambo area	30 <sup>th</sup> June 2018	0	Biharamulo WSSA did not provided evidence that drilling of bore hole, Purchase of submersible, construction of pump house and installation of electricity at Ng'ambo area had been done	
Purchase of 2 Bulk Water Meters of 3" for Ng'ambo pump house	30 <sup>th</sup> June 2018	0	Biharamulo WSSA did not provide evidence that 2 bulk water meters of 3" for Ng'ambo pump house were purchased	
Purchase of 1 Computer and 1 Printer	30 <sup>th</sup> June 2018	100	Implemented	
Purchase of 1 Motor Cycles (Boxer)	30 <sup>th</sup> June 2018	100	Implemented	
To attain the key performance indicator as indicated in the Third Schedule				
New Connections (water)	30 <sup>th</sup> June 2018	100	Actual implementation was 111 out of 63 targeted number of customers	
Non-Revenue Water	30 <sup>th</sup> June 2018	100	Actual NRW was 18% as at 30 <sup>th</sup> June 2018. The performance target was 22%	
Metering Ratio	30 <sup>th</sup> June 2018	100	Actual performance in metering ratio is 100% as at 30 <sup>th</sup> June 2018. The performance target was 97%	
Revenue Collection efficiency	30 <sup>th</sup> June 2018	100	Actual Revenue Collection Efficiency was 106% as at 30 <sup>th</sup> June 2018. Performance target was 94%	
OVERALL COMPLIANCE	13 Conditions	73		



<b>A4.1(iii): Bunda WSSA): Tariff Order GN. 189/2019</b>				
<b>Condition</b>	<b>Deadline</b>	<b>Compliance (%)</b>	<b>Remarks</b>	
On or before 31st May 2019, Bunda WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order	31 <sup>st</sup> May 2019	0	Not submitted	
Bunda WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (i) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 <sup>th</sup> Sept 2019	0	Not implemented	
Bunda WSSA shall put in place a comprehensive strategy to control Non-Revenue Water and submit its document to EWURA before or on 30th June 2019.	30 <sup>th</sup> Sept 2019	On progress	On progress	
Bunda WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 <sup>th</sup> Sept 2019	On progress	On progress	
Bunda WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Bunda WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Monthly basis	100	Timely submitted	
<b>To attain the key performance indicator as indicated in the Third Schedule</b>				
New Connections (water)	30 <sup>th</sup> June 2019	100	Actual implementation was 1,820 out of 1,600 targeted number of customers	
Non-Revenue Water	30 <sup>th</sup> June 2019	100	Actual NRW was 43% as at 30 <sup>th</sup> June 2019. The performance target was 40%	
Metering Ratio	30 <sup>th</sup> June 2019	100		
Revenue Collection efficiency	30 <sup>th</sup> June 2018	100	Actual Revenue Collection Efficiency was 90% as at 30 <sup>th</sup> June 2019. Performance target was 87%	
<b>OVERALL COMPLIANCE</b>	<b>22 Conditions</b>	<b>100</b>		

<b>A4.1(iii):Igunga WSSA (Order No 16-017 of 1st October, 2016)</b>				
<b>Condition</b>	<b>Due Date</b>	<b>Compliance</b>	<b>Remarks</b>	
1. On or before 31 <sup>st</sup> January,2017, Igunga WSSA shall submit to EWURA a revised Business Plan, incorporating the approved tariff and implementation of the conditions contained in this order	31 <sup>st</sup> January, 2017	100	Implemented.	
2. Igunga WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariff	30 <sup>th</sup> June, 2019	100	Igunga WSSA, has implemented all but one of the six required projects,	
i. Replacement of defect/aged water meters and procurement of water meters for new customers (128 meters in 2016/17, 80 in 2017/18 and 128 in 2018/19).		100	Procured and installed 250 meters, out of that 50 meters were replacing defective/aged meters.	
ii. Procure and install bulk meters 8", 6", 4" and 1.5".		100	Igunga WSSA has procured and installed 3 meters of 8" diameter, 4 meters of 4" diameter and 4 meters of 3" diameters; to the outlet main line from Igogo storage tanks, main distribution lines to Zone A, B and C as well as main line to Ibutamisuzi, Mbutu and Bunjiri villages	
iii. Procure generator with capacity 440kW.	30 <sup>th</sup> June, 2019	0	Not implemented.	
iv. Procure motor and its fittings with capacity 30kW.	30 <sup>th</sup> June, 2019	100	Procured a motor with a rated of capacity of 45kW, and a pump with capacity of 220m <sup>3</sup> /hr.	
v. Procure pipes for extension of networks to areas of Hanihani Primary and Secondary Schools, Sakao and areas within Igunga town	30 <sup>th</sup> June, 2019	100	Procured and laid 0.3km of PVC pipes, 3" diameter to Mahakamani area; 0.3km of poly pipe 1.5" diameter to Hanihani Primary School; 0.2km, poly pipe, 2" diameter to Masanga area; and 0.52km, of 2" diameter poly pipe, TRA to TANESCO Area.	
vi. Replace aged infrastructure at Uarabuni, Stoo, Pollisi and Mahakamani areas	30 <sup>th</sup> June, 2019	100	Procured and laid 0.2km, 1.5" diameter and 0.15km, 2" diameter poly pipes at Stoo area; and 0.1km, poly pipe, 1.5" diameter to Mwayunge area	
3. IGUWASA shall, after the end of each financial year, ensure that their financial statements are audited by the Controller and Auditor General		100	Submitted Draft Financial Statement for the Financial year 2016/17.	
4. On or before 30 <sup>th</sup> June,2017, IGUWASA shall submit to EWURA, a Customer Outreach Program, which among other things will include stakeholders participation in preparation of a strategy to protect water sources and other infrastructures and water rationing program	30 <sup>th</sup> June, 2017	0	Not submitted	
5. On or before 30 <sup>th</sup> June,2019, IGUWASA shall pay all debt owed to JUNACO Ltd amounting to 196Million	30 <sup>th</sup> June, 2019	0	Not implemented.	
6. IGUWASA shall attain the Key Performance Indicators as shown in the Third Schedule		75		
7. IGUWASA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA		100	Submitted timely Majlis monthly reports, Annual Progress Report and Draft Financial Statements for the 2016/17 financial year.	
<b>OVERALL COMPLIANCE</b>	<b>7 Conditions</b>	<b>84.4%</b>		

<b>A4.1(iv): Karagwe WSS Order GN. 188/2019</b>				
<b>Condition</b>	<b>Deadline</b>	<b>Compliance (%)</b>	<b>Remarks</b>	
On or before 31 <sup>st</sup> May 2019, Karagwe WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order	31 <sup>st</sup> May 2019	0	Not submitted	
Karagwe WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure	30 <sup>th</sup> Sept 2019	0	Not implemented	
Karagwe WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 <sup>th</sup> Sept 2019	On progress	On progress	
Karagwe WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA; and such information will be used by EWURA to evaluate Karagwe WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Monthly basis	100	Timely submitted	
<b>To attain the key performance indicator as indicated in the Third Schedule</b>				
New Connections (water)	30 <sup>th</sup> June 2019	100	Actual implementation was 205 out of 213 targeted number of customers	
Non-Revenue Water	30 <sup>th</sup> June 2019	100	Actual NRW was 25% as at 30 <sup>th</sup> June 2018. The performance target was 20%	
Metering Ratio	30 <sup>th</sup> June 2019	100	Actual performance in metering ratio is 100% as at 30 <sup>th</sup> June 2018. The performance target was 100%	
Revenue Collection efficiency	30 <sup>th</sup> June 2019	100	Actual Revenue Collection Efficiency was 75% as at 30 <sup>th</sup> June 2018. Performance target was 85%	
<b>OVERALL COMPLIANCE</b>	<b>8 Conditions</b>	<b>62.5</b>		

A4.1(v): Katesh WSSA (Tariff Adjustment ) Order, 2017 of 1st June 2017				
	Condition	Deadline	Compliance (%)	Remarks
1	To implementation of the projects as detailed in the Second Schedule by using funds generated from the approved tariffs.			
	(i) Procurement and Installation of 400 water meters to unmetered customers	30 <sup>th</sup> June 2019	40	160 water meters installed were procured and installed.
	(ii) Construction of new intake weir at Himat to replace the existing intake with proper gates for cleaning purposes	30 <sup>th</sup> June 2019	0	Not constructed due to financial constraints
	(iii) Procurement of pump to replace the existing booster Pump at Mogitu and Procurement of Standby Booster Pump	30 <sup>th</sup> June 2019	0	Not procured due to financial constraints
	(iv) Procurement and replacement of 2 wash out valves with size 2" and 3" at Himat Gravity Main	30 <sup>th</sup> June 2019	100	The Utility procured and replaced two wash out valves with 2"Ø and 3"Ø at Himat Gravity main.
	(v) Procurement and replacement of 3 Air Valves at Himat Gravity Main and 5 air valves for Mogitu rising main.	30 <sup>th</sup> June 2019	100	Procurement and replacement of 5 air valves at Himat gravity main and Mogitu rising main
	(vi) Procurement and replacement of HDPE and G.S pipes with diameter ranging from 3" to 212" on rocky areas about 0.6 km at Mogitu-Gijega rising main.	30 <sup>th</sup> June 2019	0	Not procured due to financial constraints
	(vii) Procurement and replacement of 63mm to 90mm of HDPE pipes from Ganana area tank to KKT area.	30 <sup>th</sup> June 2019	0	Not procured.
	(viii) Procurement and replacement of 63mm to 90mm of HDPE pipes from Katesh 'A' Pr. School tank to Kwellcentre areas	30 <sup>th</sup> June 2019	0	Not procured.
	(ix) Procurement and replacement of 32mm to 63 mm of HDPE pipes at Kisaka and other distribution lines	30 <sup>th</sup> June 2019	100	Utility procured and replaced 32mmØ to 63mmØ of HDPE pipes at Kisaka and other distribution lines.
4	(x) Replacement various office furniture	30 <sup>th</sup> June 2019	0	Office furniture i.e Steel bench and Executive chairs at Billing and MD Offices were procured.
	(d) Katesh shall cause their financial reports to be audited by the Controller and Auditor General and ensure they submit to EWURA copies of their audited financial statements for the years ended so" June 2017, 30th June 2016 and so" June 2015	30 <sup>th</sup> June 2019	0	The Utility engaged Internal Auditor to carry to audit Financial reports of the Utility
	Shall attain the key performance indicator as indicated in the Third Schedule			
2	(i) New Connections (water) 240 nos	30 <sup>th</sup> June 2019	44.17	106 new connection were conducted
	(ii) Non-Revenue Water 30%	30 <sup>th</sup> June 2019	90.95	The Utility attained 39.05% NRRW
	(iii) Metering ratio 100%	30 <sup>th</sup> June 2019	43	Metering ratio attained is 42.8%
	(iv) Revenue Collection efficiency 95%	30 <sup>th</sup> June 2019	49	Revenue Collection efficiency is 49.30%
3	Katesh WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Ongoing	100	Monthly reports through Majlis are reported to EWURA as required.
OVERALL COMPLIANCE			16 Conditions	41.70

<b>A4.1(vi):Kibaya WSSA (Tariff Adjustment ) Order No. 2017-005 of 1st July, 2017</b>				
	<b>Condition</b>	<b>Deadline</b>	<b>Compliance (%)</b>	<b>Remarks</b>
1	To implement the projects as detailed in the Second Schedule by using funds generated from the approved tariffs.			
	<b>NEW INVESTMENT</b>			
	(i) Procurement of new valves of 3" and 4" size	30 <sup>th</sup> June 2019	100	Implemente as per the order where 3" was installed on the distribution line supplying water to the hospital and 4" was installed on the main distribution line from Kageze pumping station.
	(ii) Procurement of 200 water customer meters	30 <sup>th</sup> June 2019	89	The Utility procured 178 customer meter up to date
	(iii) Construction of five kiosk building	30 <sup>th</sup> June 2019	100	Five kiosks where constructed at different location in Kibaya WSSA service area using own source.
	(iv) Purchase of various office furniture	30 <sup>th</sup> June 2019	0	Not done
	(v) Procurement of two motor cycles	30 <sup>th</sup> June 2019	0	Not done
	(vi) Procurement of five bicycle	30 <sup>th</sup> June 2019	0	Not done
	(vii) Procurement of one laptop and one desktop computer	30 <sup>th</sup> June 2019	50	Only desktop was procured.
	(viii) Procurement of various working tools	30 <sup>th</sup> June 2019	100	Various working tools were procured as recommended
2	(ix) Procurement of one generator	30 <sup>th</sup> June 2019	0	Not done
	<b>REHABILITATION AND REPLACEMENT</b>			
	(i) Rehabilitation of chemchem, shuki and Magereza pump house	30 <sup>th</sup> June 2019	0	Not done
	(ii) Rehabilitation of Chemchem sump	30 <sup>th</sup> June 2019	0	Not done
	Kibaya WSSA shall undertake valuation of their asset and submit to EWURA an Asset Valuation Report certified by registered Valuer	30 <sup>th</sup> June 2019	0	Not done
	Kibaya WSSA shall cause their financial reports to be audited by the Controller and Auditor General (CAG) and ensure that they submit to EWURA copies of their audited financial statements for the year ended 30 <sup>th</sup> June 2017.	30 <sup>th</sup> June 2019	0	Not done
	Shall attain the key performance indicator as indicated in the Third Schedule			
	(i) New Connections (water) 154 nos	30 <sup>th</sup> June 2019	57	Only 88 new connections customers were conducted.
	(ii) Non Revenue Water 28%	30 <sup>th</sup> June 2019	97.2	NRW is 30.8% as of April 2019
	(iii) Metering ratio 100%	30 <sup>th</sup> June 2019	100	Kibaya WSSA 100% metering ratio.
3	(iv) Revenue Collection efficiency 97%	30 <sup>th</sup> June 2019	95	Kibaya WSSA has 92% revenue collection as of June 2019.
	Kibaya WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA.	Ongoing	100	Kibaya WSSA always submit required information as requested by EWURA.
<b>OVERALL COMPLIANCE</b>			<b>49</b>	



<b>A4.1(vii): Kiliwa Masoko WSSA Tariff Order No 16-015 of 1st September, 2016</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance (%)</b>	<b>Remarks</b>
Kiliwa Masoko WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate KIMUWASA's performance in comparison with other WSSAs and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	33	Submitted all monthly Majlis progress reports, however only four reports were timely submitted
<b>OVERALL COMPLIANCE (%)</b>	<b>1 Condition</b>	<b>33</b>	

<b>A4.1(viii): Kisarawe WSSA Tariff Order No. 16-016 of 2016</b>			
	<b>Deadline</b>	<b>Compliance</b>	<b>Implementation Status</b>
Kisarawe WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Kisarawe WSSA's performance in comparison with other WSSAs and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	92	Submitted all monthly Majlis progress reports, however one report was lately submitted.
<b>OVERALL COMPLIANCE (%)</b>	<b>1 Condition</b>	<b>92</b>	

A4.1(ix): Kishapu WSSA Tariff Order GN.424/ 2019				
Condition	Due date	Compliance (%)	Remarks	
On or before 31st March 2018, the Authority shall submit a revised Business Plan to EWURA that incorporates the approved tariffs and implementation of conditions of this Order;	31 <sup>st</sup> March 2018	100	Timely submitted	
The Authority shall undertake valuation of its assets and submit to EWURA an Asset Valuation Report certified by registered Valuer on or before 30 <sup>th</sup> December 2018	30 <sup>th</sup> Dec 2019	0	Not implemented	
The Authority shall cause its financial reports to be audited by the Controller and Auditor General and ensure that on or before 30 <sup>th</sup> June 2019 it submits to EWURA copies of the audited financial statements for the years ended 30 <sup>th</sup> June 2018	30 <sup>th</sup> June 2019	0	Not implemented	
The Authority shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate the performance of the Authority in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Monthly basis	100	Timely submitted	
To attain the key performance indicator as indicated in the Third Schedule				
New Connections (water)	30 <sup>th</sup> June 2019	68.88	Actual implementation was 394 out of 572 targeted number of customers	
Non-Revenue Water	30 <sup>th</sup> June 2019	100	Actual NRW was 22% as at 30 <sup>th</sup> June 2019. The performance target was 25%	
Metering Ratio	30 <sup>th</sup> June 2019	100	Actual performance in metering ratio is 100% as at 30 <sup>th</sup> June 2019. The performance target was 100%	
Revenue Collection efficiency	30 <sup>th</sup> June 2019	100	Actual Revenue Collection Efficiency was 108% as at 30 <sup>th</sup> June 2019. Performance target was 85%	
OVERALL COMPLIANCE	8 Conditions	81.3		

A4.1(x): Korogwe WSSSA (Tariff Adjustment ) Order No 21-016 of 1st November, 2016				
S/N	Condition	Deadline	Compliance (%)	Remarks
1	To implement the projects as detailed in the Second Schedule by using funds generated from the approved tariffs. <b>NEW INVESTMENT</b> (i) Construction of 10 valve chambers (ii) Procurement and installation of 30 DMAs (iii) Construction of one new storage tank of capacity 225m <sup>3</sup> at Mtonga (iv) Purchase of one vehicle (pick-up), 9 motor cycle and 9 bicycles (v) Extension of distribution lines to shorten existing long customer connection (vi) Procurement and installation of new 801 water meters	31 <sup>st</sup> May 2019 31 <sup>st</sup> March 2019 28 <sup>th</sup> February 2019 30 <sup>th</sup> June 2019 31 <sup>st</sup> May 2019 31 <sup>st</sup> May 2019	50 17 100 0 100 66	The Utility managed to construct only 5 valve chambers up to June 2019. Procurement and installation of only 5 DMAs were done to date. Korogwe WSSA managed to construct new Mtonga tank of a capacity of 225m <sup>3</sup> as directed. Not implemented due to financial constraints. Extension of 5.209km were done to Kwasemangube (1.082km), Bagamoyo (3.007km), Kitopeni Mpya (0.37km), Mtonga (0.45km), and Bomani area (0.3km). 532 water meter were procured and installed.
1	<b>REHABILITATION AND REPLACEMENT</b> (i) Replacement of 51 unfunctioning valves (seventeen valves per year) (ii) Replacement of 3000 old customer meters (iii) Replacement of 10 old computers used in billing and revenue collection section (iv) Replacement of 24 fire hydrants (v) Fencing and re-plastering the internal surface of five storage tanks (vi) Construction of fence at Mtonga pump station and rehabilitation of office building (vii) Replacement of furnitures	30 <sup>th</sup> April 2019 30 <sup>th</sup> June 2019 31 <sup>st</sup> March 2019 31 <sup>st</sup> January 2019 28 <sup>th</sup> February 2019 31 <sup>st</sup> May 2019 30 <sup>th</sup> June 2019	25 7 20 0 0 0 100	Only thirteen (13) unfunctioning valves were replaced to date since commencement of the approved tariff. 212 old customer meters were replaced up to June 2019. Only two (2) computers were replaced (one laptop for MD and one desktop for commercial section). Not implemented due to financial constraints. Not implemented due to financial constraints. Not implemented due to financial constraints. 10 office chairs were replaced.
2	<b>Shall attain the key performance indicator as indicated in the Third Schedule</b> (i) New Connections (water) (318 nos) (ii) Non Revenue Water (27%) (iii) Metering ratio (100%) (iv) Revenue Collection efficiency (90%)	30 <sup>th</sup> June 2019 30 <sup>th</sup> June 2019 30 <sup>th</sup> June 2019 30 <sup>th</sup> June 2019	74 92 100 107	The Utility managed to conduct 236 new water connections. Korogwe WSSA has managed to attain 35.5% as of April 2019. Metering ratio for Korogwe WSSA is 100%. The Utility as attained 97.9% as a collection efficiency.
3	Korogwe WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Ongoing	100	Korogwe WSSA submitted all Majlis report.
<b>OVERALL COMPLIANCE (%)</b>			<b>53</b>	

<b>A4.1(xi): Liwale WSSA Tariff Order No 16-022 of 1st November, 2016</b>				
<b>Condition</b>	<b>Date due</b>	<b>Compliance</b>	<b>Implementation Status</b>	
Liwale WSSA shall submit a revised Business Plan that incorporates the approved tariff and action plan for implementation of conditions of this Order	31 <sup>st</sup> December, 2016	0	Not Implemented. The submitted Business Plan's tenure is going to elapse in June, 2019. Currently the WSSA is reviewing its Business Plan submitted during the tariff review application of 2016.	
Implementation of Projects detailed in the Second Schedule using funds generated from approved Tariff	30 <sup>th</sup> June, 2019	70	Implemented. Liwale has managed to implement fully six and partially three out of twelve new projects. With regard to rehabilitation and replacement, Liwale has managed to implement three projects, at different levels.	
SUBMISSION OF revised Customer Service Charter	31 <sup>st</sup> December, 2016	100	Customer Service Charter has been submitted although is yet to be approved by EWURA	
Valuation of Assets and submission of Asset Valuation Report to EWURA certified by Registered Valuer	30 <sup>th</sup> June, 2018	0	Not Implemented	
Cause LIUWASA financial reports to be audited by CAG and submit copies of audited financial statements for FY 2013/14, 2014/15 and 2016/17 to EWURA	30 <sup>th</sup> June, 2018	0	Not Implemented	
Attain Key Performance Indicators shown in the Third Schedule	30 <sup>th</sup> June, 2019	20.70		
Liwale WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate LIUWASA's performance in comparison with other WSSAs and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	83.33	Submitted all monthly Majlis progress reports, however two reports were lately submitted.	
<b>OVERALL COMPLIANCE (%)</b>	<b>7 Conditions</b>	<b>39.15</b>		

<b>A4.1(xii): Manyoni WSSA (Tariff Order NGN. 125/ 2018)</b>				
<b>Condition</b>	<b>Due Date</b>	<b>Compliance</b>	<b>Remarks</b>	
Replacement Of 0.5 Km Of Pipes 30 June 2019 3" At Majengo	30 June, 2019	20	In Progress	
Replacement Of Customer Meter (20)	30 June, 2019	100	Implemented	
Replacement Of Office Furniture (Chair 5)	30 June, 2019	20	Procurement Process	
EXTENSION OF NETWORK TO CHANGOMBE 300M, 63mm POLYPIPES CLASS C	30 June, 2019	20	IN PROGRESS	
Installation Of Water Meter For New Customers 164 New Water Meter	30 June, 2019	100	Implemented	
Procurement Of One (1) Motorcycle	30 June, 2019	30	In Progress	
<b>Overall Compliance</b>	<b>6 Conditions</b>	<b>48</b>		

<b>A4.1(xiii): Misungwi WSSA (Tariff Order GN. 10 Published On 4/1/2019)</b>				
<b>Description</b>	<b>Due date</b>	<b>Compliance (%)</b>	<b>Remarks</b>	
On or before 1 <sup>st</sup> February 2019, Misungwi WSSA shall submit a revised Business Plan that covers a period of 2018/19 – 2020/21 and incorporates the approved tariffs and action plan for implementation of conditions of this Order. The Plan shall include projects to be implemented in FY 2020/21 of TZS 298.6 million.	1 <sup>st</sup> February 2019	0	Misungwi WSSA did not submit revised Business Plan that covers a period of 2018/19 – 2020/21 to incorporate the approved tariffs and action plan for implementation of conditions of the Order	
Misungwi WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (f) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA by 1 <sup>st</sup> October of each following year	1 <sup>st</sup> October 2019	100	Misungwi WSSA submitted draft copies of the audited financial statements to EWURA on 23 <sup>rd</sup> September 2019 as required	
Misungwi WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	Annually	0	Misungwi WSSA did not submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	
Misungwi WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Misungwi WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Annually	33.33	Misungwi WSSA has continued to provide required information / data through Majlis where 12 out of 12 monthly reports were submitted timely as required. Misungwi WSSA did not submit annual Majlis and annual Technical report for FY 2018/19	
<b>A: Rehabilitation and replacement</b>				
Purchase and installation 1000 water meters	30 <sup>th</sup> June 2019	0	Not implemented	
<b>Overall Compliance</b>	<b>5 Conditions</b>	<b>26.67</b>		

<b>A4.1(xiv): Mpwapwa WSSA (GN No. 798 published on. 28/12/2018)</b>				
<b>Condition</b>	<b>Due Date</b>	<b>Compliance</b>	<b>Remarks</b>	
Improving disinfection/chlorination unit	30 June, 2019	100	Implemented	
Replacement of sluice valves at Igovu (2, DN100mm), Mazae(1, DN100mm) and Ilolo(1, DN100mm)	30 June, 2019	60	To be completed by 30 <sup>th</sup> April, 2020	
Replacement of Air Release Valves (ARV) at Mazae (1, DN50mm), Ilolo(1, DN100mm) and Mji Mpya(1, DN50mm)	30 June, 2019	50	To be completed by 30 <sup>th</sup> April, 2020	
Replacement of 2km of pipes at Mazae and 2km of pipes at Ilolo areas (DN90mm and DN63mm, polypipes, Class C, PN10)	30 June, 2019	0	Not implemented	
Replacements of bulk meters (DN200mm, Class C) at Igovu storage tank	30 June, 2019	0	Not implemented	
Replacement of customer meters (200 meters annually, DN15mm, Class C)	30 June, 2019	100	Implemented	
Extension of distribution network Mazae (2km, DN63mm, PN10)	30 June, 2019	100	Implemented	
<b>OVERALL COMPLIANCE</b>	<b>7 Conditions</b>	<b>59</b>		



<b>A4.1(xv): Mwanga WSSA (Order No 19-016 of 1st October, 2016)</b>				
<b>Condition</b>	<b>Due Date</b>	<b>Compliance (%)</b>	<b>Remarks</b>	
To implement the projects as detailed in the second schedule by using funds generated from the approved tariffs.				
New Investment				
(i) Construct 54 valve chambers	30th June 2019	38.89	21 valve chambers were constructed by June 2019	
(ii) Purchase water meter for new customers	30th June 2019	100	638 meters were purchased	
Rehabilitation and Replacement				
(i) Replace 4 km of pipeline at Kichangare.	30th June 2019	84.95	3.398 km were replaced by June 2019	
(ii) Replace 96 old sluice valves.	30th June 2019	34.38	33 old sluice valve were replaced	
(iii) Replacement 490 water meters.	30th June 2019	60.82	298 water meters were replaced by June 2019	
(iv) Repair of bursts and leakages.	30th June 2019	100	All burst leaks are repaired timely	
(v) Replacement of Tripod Stand.	30th June 2019	0	Not done	
(vi) Replacement of 2 Motor cycles.	30th June 2019	0	Not conducted due to financial constraints	
(vii) Replacement of Various Office Furniture and Equipment.	30th June 2019	10	One office chair for MD was replaced	
(e) Shall attain the key performance indicator as indicated in the Third Schedule				
(i) New Connections (water) 245 nos	30th June 2019	60.41	148 Customers were connected	
(ii) Non-Revenue Water 30%	30th June 2019	90.74	NRW is 39.26% by June 2019	
(iii) Metering ratio 100%	30th June 2019	100	Mwanga WSSA has 100% metering ratio	
(iv) Revenue Collection efficiency 90% (without arrears)	30th June 2019	100	Revenue collection attained is 95%	
(v) Response to written complaints 95%	30th June 2019	100	Mwanga WSSA respond to written complaints timely by 100%	
Mwanga WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Ongoing	100	Mwanga WSSA submitted all the required information to EWURA timely	
<b>Overall Compliance (%)</b>	<b>15 Conditions</b>	<b>59.51</b>		

<b>A4.1(xvi): Nansio WSSA (Tariff Order GN. 453 Published On 17/11/2017)</b>				
<b>Description</b>	<b>Due date</b>	<b>Compliance (%)</b>	<b>Remarks</b>	
NANSIO WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate NANSIO WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future tariff indexation.	Annually	90	Nansio WSSA has continued to provide required information / data through Majlis where 12 out of 12 monthly reports were submitted timely as required. Nansio WSSA did not submit Annual Technical report for FY 2018/19 on time.	
<b>A: Rehabilitation and replacement</b>				
Replacement of old pipes 4" HDPE Class C 36km with new ones at Nansio, Nkilizya and Nakatunguru	30 <sup>th</sup> June 2019	0	Replacement of old pipes 4" has not been done with the reason that Nansio WSSA had no fund to implement the project	
<b>B: New Investment</b>				
Extension of distribution mains 2" HDPE 3kms to Muruseni Village	30 <sup>th</sup> June 2019	50	The work on progress	
Extension of network to 2700 new water user (households/institutions and Commercial user) with universal metering at Bukongo, Nkilizya, Bulamba, Malegea, Nansio, Kagera, Nakatunguru, Kakerege, Namagubo, Butiriti, Nebuye, Hamkoko, Nantare and Muruseni.	30 <sup>th</sup> June 2019	100	Up to June 2019 Nansio WSSA connected 2,740 new water users with meter to customers at Bukongo, Nkilizya, Bulamba, Malegea, Nansio, Kagera, Nakatunguru, Kakerege, Namagubo, Butiriti, Nebuye, Hamkoko and Nantare.	
Construction of 52 –two taps domestic water kiosks	30 <sup>th</sup> June 2019	94.23	Up to June 2019, Nansio WSSA has constructed /installed 49 domestic water kiosks within the project area.	
Procurement and installation of 2,700 water meters 1/2"	30 <sup>th</sup> June 2019	100	Up to June 2019, Nansio WSSA has procured and installed 2,740 water meters of 1/2" and 3/4" to all water users.	
Purchasing water pipes and fittings for controlling leakages	30 <sup>th</sup> June 2019	100	Nansio WSSA purchased pipes and fittings for controlling leakages. Purchase of pipes and fittings for controlling leakages had costed TZS. 76,773,170.00 during the year under review	
Purchase of three desktop computers/ one printer and one photocopy machine	30 <sup>th</sup> June 2019	33.33	Nansio WSSA purchased one desktop computer and one printer for office use	
<b>Overall Compliance</b>	<b>7 Conditions</b>	<b>79.11</b>		

<b>A4.1(xvii): Ngara WSSA Tariff Order GN. 800/2018</b>			
<b>Condition</b>	<b>Deadline</b>	<b>Compliance (%)</b>	<b>Remarks</b>
On or before 28 <sup>th</sup> February 2019, Ngara WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order	28 <sup>th</sup> February 2019	0	Not submitted
Ngara WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (f) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 <sup>th</sup> June 2019	0	Not implemented
On or before 30 <sup>th</sup> June 2019, Ngara WSSA shall undertake valuation of their assets and submit to EWURA an Asset Valuation Report certified by a registered Valuer	30 <sup>th</sup> June 2019,	0	There was no evidence from Ngara WSSA that valuation was conducted
Ngara WSSA shall put in place a comprehensive strategy to control Non-Revenue Water and submit its document to EWURA before 31 <sup>st</sup> January 2019	Continuous	50	Draft financial statements for the FY. 2017/18 was submitted to EWURA timely
Ngara WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 <sup>th</sup> Sept 2019	On progress	On progress
Ngara WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Ngara WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Monthly basis	100	Majlis reports are timely submitted
To attain the key performance indicator as indicated in the Third Schedule			
New Connections (water)	30 <sup>th</sup> June 2019	100	Actual implementation was 472 out of 318 targeted number of customers
Non-Revenue Water	30 <sup>th</sup> June 2019	100	Actual NRW was 49.07% as at 30 <sup>th</sup> June 2018. The performance target was 40%
Metering Ratio	30 <sup>th</sup> June 2019	100	Actual performance in metering ratio is 100% as at 30 <sup>th</sup> June 2018. The performance target was 100%
Revenue Collection efficiency	30 <sup>th</sup> June 2018	100	Actual Revenue Collection Efficiency was 85% as at 30 <sup>th</sup> June 2018. Performance target was 85%
<b>OVERALL COMPLIANCE</b>	<b>10 Conditions</b>	<b>61.1</b>	

<b>A4.1(xviii): Nzega WSSA (Tariff Order No. 39 of 2019</b>				
<b>Condition</b>	<b>Deadline</b>	<b>Compliance (%)</b>	<b>Remarks</b>	
Rehabilitation of Operators house and toilets at Uchama water treatment plant and Kilimi water pumping station.	30 June, 2019	50%	Rehabilitation of toilets at Uchama operators house is done	
Replacement of distribution network at Uchama 1.2km.	30 June, 2019	100%	replacement of pipe 1.2km of 300mm done	
Replacement of 6 Bulk meters (DN110-5 units, DN200- 1unit).	30 June, 2019	50%	Three bulk meter replaced at Uchama(2) and 1 at Kilimi	
Replacement of water meters.	30 June, 2019	100%	520 water meter replaced for customers	
<i>New Investment</i>	30 June, 2019			
Installation of the billing system.	30 June, 2019	100%	NACT Billing system installed	
Procure and install power correction factor at Uchama pumping station.	30 June, 2019	0%	Will be procured in 2019/2020	
Procurement of 3 office cabinets, 6 tables, 10 office chairs, 2 computers, 2 printing machines, money safe box and 1 TV unit for customer service room.	30 June, 2019	40%	1 TV for customer service room and 1 printing machine purchased	
<b>Overall Compliance</b>	<b>8 Conditions</b>	<b>63</b>		

<b>A4.1(xix): Pangani WSSA (Order No 20-016 of 1st November, 2016)</b>				
<b>Condition</b>	<b>Due Date</b>	<b>Compliance</b>	<b>Remarks</b>	
To implement the projects as detailed in the second schedule by using funds generated from the approved tariffs.				
New, Rehabilitation and Replacement Activities.				
(i) Installation of Standby motor due to frequent power cut which causes motor burn out	30 <sup>th</sup> May 2019	100%	The Utility purchased and installed automatic voltage regulator (AVR) to prevent motor burn due to power fluctuation	
(ii) Replace and purchase aged and new furniture such as tables chairs and book shelves	30 <sup>th</sup> May 2019	100	The Utility purchased tables and chairs for office.	
(iii) Purchase 1 computers for year three	30 <sup>th</sup> May 2019	0	Not implemented.	
(iv) Replace 1 aged motorcycles and 2 bicycles (first year 2 bicycles, 2 <sup>nd</sup> year 1 motorcycle and 3 <sup>rd</sup> year 1 motorcycle)	30 <sup>th</sup> May 2019	0	Not implemented, however the utility managed to repair all the mentioned motorcycles and bicycles using the amount allocated in tariff. Further, from the ongoing water project (Rehabilitation and extension of Pangani WSSA water supply infrastructure) two motorcycles were purchased.	
(v) Purchase meters for unmetered customers and replace defected meters (150 in first year, 400 in second year and 400 in third year)	30 <sup>th</sup> March 2019	10	The Utility purchased only 98 out of 950 water meters. However, through the ongoing project (Rehabilitation and extension of Pangani WSSA water supply infrastructure 600meter were purchased.	
(vi) Network Extension (1050 kilometers) at Majengo Mapya, Miono and Mikingamo.	30 <sup>th</sup> May 2019	52.38	Pangani WSSA managed to extend only 550m for of 2inch pipe diameter at Majengo Mapya, boza and Funguni	
Pangani WSSA shall increase service hours from the current 4 hours to 6 hours by June 2019	30 <sup>th</sup> June 2019	100	The Utility has a 9.6 service hour	
Pangani WSSA shall conduct a test on quality of water supplies and report to EWURA as per EWURA Water and Waste Water Quality Monitoring Guidelines of 2014	Continuous	0	Not implemented	
Pangani WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Continuous	75	The Utility submitted eight out of twelve Majlis report. Out of eight only one was submitted timely.	
<b>OVERALL PERFORMANCE</b>	<b>9 Conditions</b>	<b>48.63</b>		



<b>A4.1(xx): Ruangwa WSSA Tariff Order No. 313 of 1st December, 2016</b>				
	<b>Deadline</b>	<b>Compliance (%)</b>	<b>Implementation Status</b>	
Submission of revised Business Plan that includes the approved tariff and implementation of conditions contained in the Order	31 <sup>st</sup> January, 2017	100	Submitted	
Undertake valuation of its Assets and submit Asset Valuation Report to EWURA that has been certified by a registered Valuer	30 <sup>th</sup> December, 2017	0	Noted in the Budget for FY 2018/19, on Asset Revaluation, the amount budget for is <b>TZS 4,300,000</b>	
Ruangwa WSSA shall cause their financial reports to be Audited by CAG and submit to EWURA copies of their Audited Financial Reports for the year ended 30 <sup>th</sup> June, 2017	30 <sup>th</sup> June, 2018	0	The Draft Financial Report for FY 2017/18, will be forwarded to CAG for auditing by 15 <sup>th</sup> January, 2019	
Construction of ten (10) kiosks at Kilimahewa (3), Dodoma (2), Mchanganani (2) and Lipande (3)	30 <sup>th</sup> June, 2018	100	Constructed 14 out of 10 kiosks	
Procure and install Billing Software	30 <sup>th</sup> June, 2019	100	Implemented	
Procurement of Laptop (2), printer (2), Digital Camera (1), Photocopier (1) and GPS (1)	30 <sup>th</sup> December, 2017	100	Implemented	
Rehabilitation of office building by filling cracks, changing doors and panels	30 <sup>th</sup> June, 2019	50	The Authority office is housed in DED buildings, therefore they do not have their own office buildings. Rehabilitation is for Matyaya panel houses and not office building. The Management is committed to undertake rehabilitation in the current 2018/19 FY.	
Ruangwa WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Ruangwa WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	91.67	Submitted all monthly Majlis progress reports, however one report was lately submitted.	
<b>OVERALL COMPLIANCE (%)</b>	<b>8 Conditions</b>	<b>64.29</b>		

<b>A4.1(xxi): Sikonge WSSA (GN No. 443/ 2018)</b>				
<b>Condition</b>	<b>Due Date</b>	<b>Compliance</b>	<b>Remarks</b>	
Purchase 12 class C DN 20mm water meters for replacement of defects meters	30 June, 2019	0%	Not implemented	
Purchase 70 class C DN 20mm water meters each year for new customers.	30 June, 2019	0%	Not implemented	
<b>Overall Performance</b>	<b>2 Conditions</b>	<b>0 %</b>		

<b>A4.1(xlii): Songe WSSA (Order No 24-016 of 1st January, 2017)</b>				
Condition	Due Date	Compliance (%)	Remarks	
1. On or before 28 <sup>th</sup> February 2017, Songe WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this order.	28 <sup>th</sup> February 2017	100%	Submitted a revised Business Plan	
2. Songe WSSA shall undertake water quality monitoring in compliance to EWURA Water and Wastewater Quality Monitoring Guidelines of 2014.	30 <sup>th</sup> June, 2017	0%	Water quality tests for the financial year 2016/17 were not conducted	
3. Connecting 10 new customers by June 2017	30 <sup>th</sup> June 2017	30%	The Utility managed to connect 3 new customers by June 2017.	
4. Songe WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA.	Continues	95%	Submitted all monthly Majlis reports and annual. Also the utility submitted Annual Performance Report for FY 2016/17. Financial Statements report has not been submitted.	
<b>OVERALL PERFORMANCE</b>		<b>56</b>		

<b>A4.1(xliii): Utete WSSA (Tariff Order No. 2016)</b>				
Condition	Date due	Compliance	Implementation Status	
Utete WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order.	28 <sup>th</sup> February 2017	0	Not Implemented, the revised BP was not submitted	
Utete WSSA shall implement activities by using funds generated from approved Tariff as detailed in the Second Schedule	30 <sup>th</sup> June 2019	20.6	Implemented	
Utete WSSA shall attain Key Performance Indicators shown in the Third Schedule	30 <sup>th</sup> June 2019	51.5		
Utete WSSA shall undertake valuation of their Assets and submission of Asset Valuation Report to EWURA certified by Registered Valuer	30 <sup>th</sup> June 2017	0	Not Implemented	
Cause Utete WSSA financial reports to be audited by CAG and submit copies of audited financial statements for FY 2013/14, 2014/15 and 2015/16 to EWURA	30 <sup>th</sup> June 2018	0.	Not Implemented, fail to implement due to financial constraints	
Prepare awareness program to stakeholders and customers and submit to EWURA for review and implementation monitoring	30 <sup>th</sup> June 2017	20	Not fully implemented. The program was not prepared but the utility conducted one stakeholder meeting on 14 November, 2017 about 60 people attended the meeting.	
Utete WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Turiani WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for qtariff adjustment	Continuous	41.7	Timely submitted only five monthly Majlis progress reports out of twelve months	
<b>OVERALL COMPLIANCE (%)</b>		<b>19.1</b>		

# **Compliance with Tariff Conditions for Township WSSA**

<b>A4.1(xxiv): Maganzo WSSA Tariff Order GN. 428/ 2019</b>				
Condition	Deadline	Compliance (%)	Remarks	
On or before 30 <sup>th</sup> March 2018, the Authority shall submit a revised Business Plan to EWURA that incorporates the approved tariffs and implementation of conditions of this Order	30 <sup>th</sup> March 2018	0	Not submitted	
On or before 30 <sup>th</sup> June 2018, the Authority shall submit to EWURA a draft Client Service Charter	30 <sup>th</sup> June 2018	100	Implemented	
The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (f) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 <sup>th</sup> June 2019	0	Not implemented	
The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Monthly basis	100	Timely submitted	
<b>To attain the key performance indicator as indicated in the Third Schedule</b>				
New Connections (water)	30 <sup>th</sup> June 2019	100	Actual implementation was 215 out of 150 targeted number of customers	
Non-Revenue Water	30 <sup>th</sup> June 2019	100	Actual NRW was 14% as at 30 <sup>th</sup> June 2018. The performance target was 16%	
Metering Ratio	30 <sup>th</sup> June 2018	100	Actual performance in metering ratio is 100% as at 30 <sup>th</sup> June 2018. The performance target was 97%	
Revenue Collection efficiency	30 <sup>th</sup> June 2018	100	Actual Revenue Collection Efficiency was 100% as at 30 <sup>th</sup> June 2018. Performance target was 100%	
<b>OVERALL COMPLIANCE</b>	<b>8 Conditions</b>	<b>75</b>		

<b>A4.1(xxv): Makambako WSSA ( Order No. 2017-004)</b>				
Condition	Deadline	Compliance (%)	Remarks	
Makambako WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs	30 June. 2019	66%	Three projects were implemented,two were not implemented and one was partly implemented out of six projects for 2018/19	
Increase New Connections (water) by 320	30 June. 2019	58%	186 customers were connected	
Reduce Non Revenue Water to 26%	30 June. 2019	0%	NRW was at 30.6%	
Increase Metering Ratio to 100%	30 June. 2019	100%	Implemented	
Increase Revenue Collection efficiency (without arrears) to 95%	30 June. 2019	100%	Collection efficiency is 103% including arrears	
Increase Response to written complaints to 100%	30 June. 2019	100%	715 complaint registeted and responded in 2018/2019	
<b>Overall Performance</b>	<b>6 Conditions</b>	<b>71</b>		

<b>A4.1(xxvi): Mikumi WSSA Tariff Order GN. 285/ 2019</b>				
Condition	Date due	Compliance (%)	REMARKS	
Mikumi WSSA shall submit a revised Business Plan that incorporates the approved tariff and action plan for implementation of conditions of this Order	31 <sup>st</sup> May 2019,	0%	Mikumi WSSA had not submitted the revised Business Plan	
Mikumi WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order.	30 <sup>th</sup> June 2019	100%		
Mikumi WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariffs	30 <sup>th</sup> June 2019	83%	Mikumi WSSA has implemented all projects that were required to be implemented in the first year of the Tariff Order.	
Mikumi WSSA shall adhere to the section 43 of the EWURA Act, Cap. 414 and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, by starting collecting EWURA levy and submitting it to EWURA	Continuous	90%	By June, 2019 Mikumi WSSA has un-remitted levy amounting to TZS 111,701	
Mikumi WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule	Continuous	50%		
<b>OVERALL COMPLIANCE (%)</b>		<b>52</b>		

<b>A4.1(xxvii): Turiani WSSA Tariff Order GN. 283/ 2019</b>				
Condition	Date due	Compliance (%)	Implementation Status	
Turiani WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order.	30 <sup>th</sup> June 2019	0		
Turiani WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs.	30 <sup>th</sup> June 2019	19.66	Turiani WSSA has implemented only one out of 19 projects that were required to be implemented in the first year of the Tariff	
Turiani WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order.	30 <sup>th</sup> June 2019	76.64		
Turiani WSSA shall adhere to the section 43 of the EWURA Act, and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, by starting collecting EWURA levy and submitting it to EWURA.	Continuous	23	As of 31 <sup>st</sup> August 2019, Turiani WSSA has outstanding levy balance of TZS 1,243,868.80	
Turiani WSSA shall cause their financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (f) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA.	Continuous	0		
Turiani WSSA shall submit implementation plan to EWURA of resolving unpaid water supplied to Muhonda Area.	30 <sup>th</sup> June 2019	0		
Turiani WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule.	Continuous	50		
Turiani WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Turiani WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	100	Timely submitted monthly Majlis progress reports for all months	
<b>OVERALL COMPLIANCE (%)</b>		<b>8 Conditions</b>	<b>33.66</b>	



#### A4.1 (xxxxiii): Evaluation Criteria for Compliance with Tariff Order Conditions

(1) For those conditions requiring submission of plans, and due date is within the reporting period but the actual implementation of the conditions is beyond the reporting period. (Here the deadline considered is the date for submission of a plan)	
Submission of a plan in time	100%
Late submission of a plan	50%
(2) For those conditions requiring submission of plans and date due for their submissions is within the reporting period as well as the actual implementation of the conditions is also within the reporting period. (Here the deadline is the date set for implementation of a condition)	
Submission of plan in time	25%
Late submission	15%
Implementation of a plan (Full compliance).	
If it involves production of a document, that will need dissemination to the public, the 75% will be apportioned as follows:	
(a) Completion of developing and producing a working document	40%
(b) Dissemination, opinion collection and reviewing to make a final document for use	35%
(3) For conditions requiring submission of evidence for their implementation or requiring documents and others, with due date within the reporting period:	
Submission of the evidence. (Full compliance)	100%
Late submission of evidence	75%
(4) For the condition which involves implementation of an activity	
If fully implemented in time	100%
If implementation is ongoing	50%
If not implemented	0%
If fully implemented but delayed	75%

**Table A4.2: Report Submission Status for FY 2018/19**

S/N	Utility	Majlis Monthly Reports		Majlis Annual Report		Draft Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
District Water Supply and Sanitation Authorities									
1	Biharamulo	12	18 <sup>th</sup> July 2019	Timely submitted	23 <sup>rd</sup> September 2019	Timely submitted	26 <sup>th</sup> September 2019	Timely submitted	
2	Bunda	0	Not submitted	Not submitted	Not submitted	Not submitted	15 <sup>th</sup> October 2019	Submitted Late	
3	Chamwino	0	Not submitted	Not submitted	30 <sup>th</sup> September 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	
4	Chato	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
5	Chunya	12	30 <sup>th</sup> September 2019	Timely submitted	Not submitted	Not submitted	22 <sup>nd</sup> October 2019	Submitted Late	
6	Dakawa	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
7	Gairo	1	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
8	Handeni	4	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
9	Ifakara	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
10	Igunga	12	0 <sup>th</sup> August 2019	Timely submitted	30 <sup>th</sup> –September 2019	Timely submitted	30-Sep-19	Timely submitted	
11	Itumba-Isongole	11	4 <sup>th</sup> September 2019	Timely submitted	2 <sup>nd</sup> August 2019	Timely submitted	19 <sup>th</sup> September 2019	Timely submitted	
12	Karagwe	12	14 <sup>th</sup> September 2019	Timely submitted	Not submitted	Not submitted	16 <sup>th</sup> October 2019	Submitted Late	
13	Karatu	7	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
14	Kasulu	12	Not submitted	Not submitted	24 <sup>th</sup> October 2019	Submitted Late	Not submitted	Not submitted	
15	Katesh	10	30 <sup>th</sup> September 2019	Timely submitted	2 <sup>nd</sup> October 2019	Submitted Late	2 <sup>nd</sup> October 2019	Submitted Late	
16	Kibaya	9	30 <sup>th</sup> September 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	10 <sup>th</sup> October 2019	Submitted Late	
17	Kibondo	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
18	Kilindoni	7	30 <sup>th</sup> September 2019	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted	
19	Kilolo	5	05 <sup>th</sup> October 2019	Submitted Late	03 <sup>th</sup> October, 2019	Submitted Late	7 <sup>th</sup> October, 2019	Submitted Late	
20	Kilosa	4	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
21	Kilwa Masoko	4	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
22	Kiomboi	4	Not submitted	Not submitted	0 <sup>th</sup> October, 2019	Submitted Late	Not submitted	Not submitted	
23	Kisarawe	11	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
24	Kishapu	12	29 <sup>th</sup> August 2019	Timely submitted	1 <sup>st</sup> September 2019	Timely submitted	Not submitted	Not submitted	
25	Kondoa	4	Not submitted	Not submitted	27 <sup>th</sup> September, 2019	Timely submitted	24 <sup>th</sup> October , 2019	Submitted Late	
26	Kongwa	0	Not submitted	Not submitted	27 <sup>th</sup> September, 2019	Timely submitted	Not submitted	Not submitted	
27	Korogwe	6	30 <sup>th</sup> September 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	
28	Kyela	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
29	Liwale	10	1 <sup>st</sup> October 2019	Submitted Late	30 <sup>th</sup> September 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	
30	Loliondo	11	3 <sup>rd</sup> August 2019	Timely submitted	5 <sup>th</sup> November 2019	Submitted Late	15 <sup>th</sup> October 2019	Submitted Late	

S/N	Utility	Majlis Monthly Reports		Majlis Annual Report		Draft Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	Submission Date
31	Ludewa	0	15 <sup>th</sup> August 2019	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
32	Lushoto	1	Not submitted	Not submitted	9 <sup>th</sup> October 2019	Submitted Late	9 <sup>th</sup> October 2019	Submitted Late	Submitted Late
33	Mafinga	7	30 <sup>th</sup> September, 2019	Timely submitted	30 <sup>th</sup> September, 2019	Timely submitted	30 <sup>th</sup> September, 2019	Timely submitted	Timely submitted
34	Magu	0	Not submitted	Not submitted	Not submitted	Not submitted	23 <sup>rd</sup> October 2019	Late Submitted	Late Submitted
35	Mahenge	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
36	Makete	9	3 <sup>rd</sup> October 2019	Submitted Late	21 <sup>st</sup> October 2019	Submitted Late	2 <sup>nd</sup> October 2019	Submitted Late	Submitted Late
37	Mangaka	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
38	Manyoni	0	Not submitted	Not submitted	30 <sup>th</sup> September, 2019	Timely submitted	5 <sup>th</sup> November, 2019	Submitted Late	Submitted Late
39	Mbinga	8	1 <sup>st</sup> October 2019	Submitted Late	30 <sup>th</sup> September, 2019	Timely submitted	30 <sup>th</sup> September, 2019	Timely submitted	Timely submitted
40	Mbulu	4	Not submitted	Not submitted	30 <sup>th</sup> September, 2019	Not submitted	Not submitted	Not submitted	Not submitted
41	Misungwi	12	Not submitted	Not submitted	Not submitted	Not submitted	30 <sup>th</sup> September 2019	Timely submitted	Timely submitted
42	Mkuranga	0	Not submitted	Not submitted	11/10/2019	Submitted Late	Not submitted	Not submitted	Not submitted
43	Monduli	4	Not submitted	Not submitted	Not submitted	Not submitted	30 <sup>th</sup> September 2019	Timely submitted	Timely submitted
44	Mwapwa	6	Not submitted	Not submitted	30 <sup>th</sup> September, 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	Timely submitted
45	Mugumu	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
46	Muheza	11	20 <sup>th</sup> September 2019	Timely submitted	20 <sup>th</sup> September 2019	Timely submitted	Not submitted	Not submitted	Not submitted
47	Muleba	12	28 <sup>th</sup> September 2019	Timely submitted	28 <sup>th</sup> September 2019	Timely submitted	28 <sup>th</sup> September 2019	Timely submitted	Timely submitted
48	Mwanga	9	1 <sup>st</sup> October 2019	Submitted Late	Not submitted	Not submitted	18 <sup>th</sup> October 2019	Late Submitted	Late Submitted
49	Mwanhuzi	12	Not submitted	Not submitted	15 <sup>th</sup> September 2019	Timely submitted	15 <sup>th</sup> September 2019	Timely submitted	Timely submitted
50	Namanyere	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
51	Namtumbo	8	6 <sup>th</sup> October 2019	Submitted Late	Not submitted	Not submitted	25-Oct-19	Submitted Late	Submitted Late
52	Nansio	12	30 <sup>th</sup> September 2019	Timely submitted	1 <sup>st</sup> October 2019	Submitted Late	23 <sup>rd</sup> October 2019	Timely submitted	Timely submitted
53	Ngara	12	Not submitted	Not submitted	19 <sup>th</sup> October 2019	Submitted Late	Not submitted	Not submitted	Not submitted
54	Ngudu	12	Not submitted	Not submitted	12 <sup>th</sup> July 2019	Timely submitted	28 <sup>th</sup> September 2019	Timely submitted	Timely submitted
55	Nzega	10	0 <sup>th</sup> August 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	30-Sep-19	Timely submitted	Timely submitted
56	Orkesmet	0	Not submitted	Not submitted	Not submitted	Not submitted	5 <sup>th</sup> November 2019	Submitted Late	Submitted Late
57	Pangani	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
58	Ruangwa	11	30/09/2019	Timely submitted	11/10/2019	Submitted Late	Not submitted	Not submitted	Not submitted
59	Rujewa	12	20 <sup>th</sup> September 2019	Timely submitted	20 <sup>th</sup> September 2019	Timely submitted	20 <sup>th</sup> September 2019	Timely submitted	Timely submitted
60	Same	11	30 <sup>th</sup> September 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	24 <sup>th</sup> September 2019	Timely submitted	Timely submitted
61	Sengerema	10	Not submitted	Not submitted	Not submitted	Not submitted	26 <sup>th</sup> October 2019	Submitted Late	Submitted Late

S/N	Utility	Majlis Monthly Reports		Majlis Annual Report		Draft Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports		Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
62	Sikonge	0		Not submitted	Not submitted	27 <sup>th</sup> September, 2019	Timely submitted	Not submitted	Not submitted
63	Songe	5		Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
64	Tarime	0		Not submitted	Not submitted	Not submitted	Not submitted	22 <sup>nd</sup> October 2019	Submitted Late
65	Tukuyu	10		6 <sup>th</sup> November 2019	Submitted Late	26 <sup>th</sup> September, 2019	Timely submitted	26-Sep-19	Timely submitted
66	Tunduru	2		Not submitted	Not submitted	24 <sup>th</sup> October 2019	Submitted Late	Not submitted	Not submitted
67	Urambo	0		Not submitted	Not submitted	27 <sup>th</sup> September, 2019	Timely submitted	Not submitted	Not submitted
68	Usa River	12		28 <sup>th</sup> September 2019	Timely submitted	10 <sup>th</sup> October 2019	Submitted Late	30 <sup>th</sup> September 2019	Timely submitted
69	Ushirombo	0		Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
70	Utete	5		29 <sup>th</sup> September 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	04 <sup>th</sup> November 2019	Submitted Late
<b>Township Water Supply and Sanitation Authorities</b>									
71	Bashnet	12		30 <sup>th</sup> September 2019	Timely submitted	Not submitted	Not submitted	27 <sup>th</sup> October 2019	Submitted Late
72	Gallapo	8		Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
73	Ilula	4		15 <sup>th</sup> October 2019	Submitted Late	27 <sup>th</sup> September, 2019	Timely submitted	23 <sup>rd</sup> October 2019	Submitted Late
74	Isaka	0		Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
75	Kasumulu	0		Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
76	Kibagwa	12		4 <sup>th</sup> November, 2019	Submitted Late	27 <sup>th</sup> September, 2019	Timely submitted	Not submitted	Not submitted
77	Maganzo	12		9 <sup>th</sup> September 2019	Timely submitted	22 <sup>nd</sup> September 2019	Timely submitted	Not submitted	Not submitted
78	Magugu	10		30 <sup>th</sup> September 2019	Timely submitted	2 <sup>nd</sup> October 2019	Submitted Late	13 <sup>th</sup> October 2019	Submitted Late
79	Makambako	12		7 <sup>th</sup> November 2019	Submitted Late	28-Sep-19	Timely submitted	30-Sep-19	Timely submitted
80	Mikumi	7		29 <sup>th</sup> September 2019	Timely submitted	30 <sup>th</sup> September 2019	Timely submitted	26 <sup>th</sup> September 2019	Timely submitted
81	Mombo	0		Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
82	Tunduma	0		Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
83	Turiani	12		Not submitted	Not submitted	01 <sup>st</sup> October 2019	Submitted Late	01 <sup>st</sup> October 2019	Submitted Late

#### A4.3: Implementation of Recommendations of the Previous Performance Report (FY 2017/18)

SN.	Key Issue	Key Observation	Recommendation	Responsible	Implementation Status
7.0	Inadequate water supply infrastructure.	Average water production in DT WSSAs is only 33.4% of the water demand which shows that the gap between water production and demand is still large.	The MoW is advised to increase investments in water production and distribution infrastructure in DT WSSAs so as to meet the increasing demand and increase water service coverage. This may be done through promotion of Public Private Partnership (PPP) in water supply projects.	MoW	Remarkable investment in water sector in FY 2018/19 under MoW support were realised in DT WSSAs.
8.0	Water Quality Monitoring	Only 24 out of 82 DT WSSAs performed water quality tests. Further, the number of water quality tests conducted were not compliant to the requirements of TBS (TZS 789:2008).	All DT WSSAs need to prepare and implement water quality monitoring programs in accordance with the Water and Wastewater Quality Monitoring Guidelines for Water Utilities issued by EWURA in December 2014.	DT WSSAs	During reporting period, only 33 DT WSSAs out of 83 performed water quality monitoring test. However they did not comply with the number of samples to be tested required by TBS. Also Up to June 2019, only 36, DT WSSAs out of 83 had water quality monitoring program.
9.0	Disposal of Wastewater/ Sludge	Only 4 out of 82 DT WSSAs have faecal sludge treatment facilities and only 5 have acquired land for construction of wastewater treatment facilities.	(c) DT WSSAs should acquire land for construction of wastewater treatment facilities; (d) DT WSSAs should construct wastewater treatment facilities.	DT WSSAs  MoW	Four DT WSSAs of Magu, Sengerema, Misungwi and Nansio have wastewater treatment facilities (sludge digesters) and only three DT WSSAs of Bharamulo, Muleba and Turiani have acquired land for construction of wastewater treatment facilities.
10.0	Metering	Out of the 82 DT WSSAs, only 40 DT WSSAs have attained 100% customer metering. Also, only 31 DT WSSAs have metered all their water production points	WSSAs should install bulk meters in order to determine the actual water produced. This should go in line with ensuring that the DT WSSAs attain 100% customer metering. It is recommended that, metering should be included in the 2019/20 budget for each DT WSSAs.	DT WSSAs	Only 42 DT WSSAs out of 83 have installed bulk meters in all water sources. Also 39 DT WSSAs out of 83 have attained 100% customer metering.
11.0	Management of Billing and Revenue Collection.	Most DT WSSAs are still using the manual billing and revenue collection system (billing and collection ledgers in hard copy) or semi computerized system. None of the DT WSSAs has started using electronic revenue collection systems that are promoted by the Government.	DT WSSAs should install computerized billing and revenue collection systems and thereafter train staff on the use of the systems.	DT WSSAs	51 DT WSSAs out of 83 have installed computerized billing and revenue collection system.
12.0	Financial Audit	Only 40 DT WSSAs submitted draft financial reports for 2017/18. Financial reports of most DT WSSAs are not audited.	DT WSSAs have to ensure that every financial year their accounts are audited by the Controller and Auditor General (CAG) separate from their respective LGAs' financial statements.	DT WSSAs PO-RALG	46 DT WSSAs submitted draft financial statements to EWURA out of 83 WSSAs. However only 26 Draft Financial Reports were submitted on time. Only 7 DT WSSAs have been audited by CAG separately from their respective LGAs for FY 2017/18.
13.0	Staffing in DT WSSAs	Most of DT WSSAs do not have sufficient and qualified personnel.	DT WSSAs should be provided with adequate support from PO-RALG to recruit sufficient and qualified staff.	PO-RALG, MOW DT WSSAs	



SN.	Key Issue	Key Observation	Recommendation	Responsible	Implementation Status
14.0	Reporting	Only 16 DT WSSAs submitted all Monthly Majlis and 26 WSSAs submitted annual Majlis on time.	DT WSSAs should ensure compliance to reporting requirements in accordance to the Water Supply and Sanitation Services Rules, 2011 (GN 387).	DT WSSAs	Out of 83 DT WSSAs, 30 submitted Annual report on time, 26 submitted draft financial statement timely, 19 submitted monthly majlis report timely and 25 submitted annual majlis report timely.
15.0	Corporate Governance	Nine (9) DT WSSAs do not have Board of Directors since their establishment. In addition, tenure of Boards in 19 DT WSSAs has ended.	PO-RALG is advised to ensure that at all times the DT WSSAs have Boards of Directors in place.	PO-RALG	65 DT WSSAs have active boards of directors while 16 DT WSSAs have expired boards of directors
16.0	High NRW	NRW is still a challenge to most DT WSSAs. Out of 82 DT WSSAs, only eleven (11) WSSAs have attained a service level benchmark of NRW (below 20%).	DT WSSAs should design and implement strategies to ensure reduction of NRW starting March 2019. The NRW reduction strategies should be included in their business plans.	DT WSSAs	36 DT WSSAs have approved Business Plans and have included Strategies to reduce NRW.

## **APPENDIX 5:**

**LIST AND EXPLANATION FOR DT WSSAs  
THAT DID NOT SUBMIT REPORTS**

**Table A5.1: List of WSSAs that did not submit Annual Reports or Data for FY 2018/19**

S/N	Name of WSSA	Region	Explanations	Remarks
1	Bonga	Manyara	The Board of Directors has not yet been appointed. The area is within Babati WSSA water supply and sanitation service area. Currently water supply services have been extended to Bonga by Babati WSSA	No Board nor Management of WSSA
2	Chala	Rukwa	Chala WSSA has not been able to operate for FY 2015/16 due to the fact that handing over part of infrastructure constructed by Roman Catholic Church, Diocese of Sumbawanga, has not been concluded.	Board and Management of WSSA in place
3	Didia	Shinyanga	Water supply services are under community owned organization (water committee).	No Board nor Management of WSSA
4	Iselemagazi	Shinyanga	Water supply services are under community owned organization (water committee).	No Board and Management of WSSA
5	Isikizya (Uyui)	Tabora	The town has neither a Water Authority nor a Water Board in place, though it was gazetted in 2005 as a water board. The management of the shallow wells is through the Water User Groups (WUGs) which operate as commercial entities. The WUG's are responsible for collection and management of revenue from the water sales.	No Board nor Management of WSSA
6	Laela	Rukwa	Declared as WSSA in Government gazette notice No. 353 on 17th September 2004. The Board of Directors and Management have not been established.	No Board nor Management of WSSA
7	Lalago	Shinyanga	Water supply services are under community owned organization (water committee).	No Board and Management of WSSA
8	Longido	Arusha	The Board of Directors has been appointed. However, handing over of the water supply scheme from the village committee to the Water Authority has not been concluded. Water supply services are under community owned organization (water committee).	The Board nor Management of WSSA are in place
9	Malampaka	Shinyanga	Water supply services are under community owned organization (water committee).	No Board nor Management of WSSA
10	Sangang'walugesha	Shinyanga	Water supply services are under community owned organization (water committee).	No Board nor Management of WSSA
11	Tinde	Shinyanga	Water supply services are under community owned organization (water committee).	No Board nor Management of WSSA
12	Dareda	Manyara	Dareda WSSA had ownership conflicts that led the utility to operate as a community water scheme.	No Board

# **APPENDIX 6:**

## **WATER QUALITY ANALYTICAL RESULTS**

**Appendix 6.1: DT WSSAs Water Quality Analysis Data as Conducted by EWURA in FY 2018/19**

WSSA	Parameters	Sampling Points									
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9	Point10
Biharamulo	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Turbidity	1.63	5.49	4.74	4.52	3.97	5.75	4.08	4.56	3.88	
	ResidualChlorine	0.13	0.00	0.56	0.05	0.06	1.32	0.04	1.10	0.62	
	pH.	6.80	5.64	5.69	5.97	6.56	6.97	6.87	6.60	6.48	
	Nitrate	15.28	0.66	5.10	0.84	0.97	0.69	0.84	2.67	2.61	
Chato	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Turbidity	8.41	1.95	1.36	1.05	1.09	1.10	0.61	1.35	0.63	1.11
	Residual Chlorine	0.00	0.41	0.31	0.50	1.72	0.20	0.08	0.57	0.06	0.09
	pH.	8.42	7.24	7.13	7.03	6.85	7.20	8.09	7.38	8.32	7.86
	Nitrate	1.09	2.24	2.24	2.40	3.33	2.27	2.58	3.54	2.49	1.93
Isaka	E. Coli	0.00	2.00	27.00	0.00	0.00	3.00	0.00	6.00		
	Turbidity	4.96	6.25	6.20	4.77	5.58	1.88	1.94	2.04		
	Residual Chlorine	0.00	0.00	0.00	0.00	0.02	<0.01	0.05	0.00		
	pH.	6.62	6.60	6.85	6.66	6.99	6.53	6.68	7.30		
	Nitrate										
Karagwe	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	Turbidity	0.78	0.45	21.60	1.01	0.95	17.90	14.60	0.92		
	Residual Chlorine	0.02	0.02	0.58	0.32	0.04	0.05	0.00	0.00		
	pH.	8.17	7.09	6.55	6.71	6.82	7.50	7.25	7.06		
	Nitrate	50.51	51.28	12.92	13.73	17.30	12.12	52.71	52.71		
Ushirombo	E. Coli	0.00	0.00	1.00	0.00	0.00	0.00	0.00			
	Turbidity	0.12	0.05	0.02	0.11	0.07	0.04	0.01			
	Residual Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	pH.	7.57	7.63	6.75	7.67	6.38	6.79	6.75			
	E. Coli	180	50	0	0	30	0	0	20		
Namanyere	Turbidity	9.9	0.28	14.6	0.27	2.01	1.03	0.03	3.84		
	ResidualChlorine	0	0	0	0	0	0	0	0		
	pH.	5.5	6.15	5.77	5.55	5.44	4.68	5.05	5.73		



WSSA	Parameters	Sampling Points									
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9	Point10
Tukuyu	E. Coli	2.00	0.00	0.00	0.00	0.00	0.00	0.00	4.00		
	Turbidity	2.10	2.20	3.43	1.80	2.60	2.60	2.50	2.71		
	ResidualChlorine	0.13	0.15	0.20	0.21	0.24	0.21	0.21	0.10		
	pH.	7.32	7.07	6.91	6.83	6.94	6.78	6.53	6.63		
	Nitrate	0.20	0.19	0.20	0.17	0.16	0.36	0.30	0.42		
Mafinga	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	Turbidity	12.40	15.40	18.00	18.00	10.40	14.90	12.70	13.50		
	Residual Chlorine	0.18	0.60	0.20	0.27	0.53	0.20	0.27	0.20		
	pH.	6.25	5.75	5.64	6.24	5.52	5.53	5.52	5.61		
	Nitrate	2.45	2.49	2.27	2.38	2.19	2.40	2.29	2.32		
Mbalizi	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	Turbidity	1.80	12.60	11.24	6.75	13.10	12.42	12.79	32.40		
	Residual Chlorine	0.21	0.13	0.16	0.22	0.29	0.24	0.21	0.40		
	pH.	7.95	7.67	7.59	7.55	7.71	7.69	7.65	7.63		
	Nitrate	4.54	4.50	4.52	0.17	0.10	0.11	0.09	0.09		
Kilindoni	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	Turbidity	4.00	2.00	4.00	0.00	1.00	0.00	2.00	4.00		
	ResidualChlorine	0.10	0.14	0.09	0.00	0.03	0.11	0.09	0.12		
	pH.	6.50	5.45	5.37	5.60	5.52	5.63	5.73	5.66		
	E. Coli	3.00	18.00	0.00	9.00	6.00	0.00	1.00	48.00		
Namtumbo	Turbidity	30.60	17.20	63.30	6.24	12.50	24.10	18.90	28.90		
	ResidualChlorine	0.16	0.06	0.16	0.10	0.12	0.22	0.17	0.09		
	pH.	6.97	7.52	7.10	7.40	7.38	7.34	7.56	7.54		
	Nitrate	0.277	0.483	0.793	0.323	0.666	0.656	0.535	0.495		
	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
Mbinga	Turbidity	9.50	4.6	5.64	6.47	4.99	8.60	15.40	4.38		
	Residual Chlorine	0.15	0.04	0.37	0.00	0.18	0.15	0.20	0.18		
	pH.	7.43	7.39	7.15	7.19	7.30	7.50	7.49	7.63		
	E. Coli	0.00	0.00	2.00	0.00	0.00	0.00	4.00	4.00		
	Turbidity	0.00	0.00	24.00	0.00	0.00	0.00	19.00	49.00		
Mangaka	ResidualChlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	pH.	6.02	6.09	6.52	6.44	6.81	6.85	6.91	6.38		

WSSA	Parameters	Sampling Points									
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9	Point10
Korogwe	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	5	34	7	11	18	6	37	55		
	Resid. Chlorine	0	0	0	0	0	0	0	0		
	pH.	7.63	7.41	7.29	6.88	7.44	7.24	7.17	7.32		
	Nitrate	10	10	7.8	8.8	9.6	10.2	10.1	12.5		
Muheza	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	4	2	0	0	0	6	3	2		
	Residual Chlorine	0	0	0	0	0	0	0	0		
	pH.	7.36	7.3	7.22	7.07	7.19	7.41	7.21	7.15		
	Nitrate	7.2	0.5	1.8	0	0	5.5	4.5	3		
Bashnet	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	0	0	0	0	0	0	0	0		
	Residual Chlorine	0	0	0	0	0	0	0	0		
	pH.	6.13	6.12	6.22	6.65	7.03	7.12	7.13	6.96		
	Fluoride	0.17	0.14	0.26	0.3	0.25	1.27	1.31	0.28		
Karatu	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	0	0	0	0	0	0	0	0		
	Residual Chlorine	0	0	0	0	0	0	0	0		
	pH.	6.6	6.61	6.55	6.66	6.42	6.8	6.83	6.75		
	Fluoride	0.4	0.44	0.46	0.46	0.39	0.45	0.37	0.44		
Monduli	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	0	0	0	0	0	0	0	0		
	Residual Chlorine	2.11	0.34	0.47	0.46	0.45	0.32	1.34	0.37		
	pH.	7.85	7.76	7.56	7.65	7.95	7.95	7.55	7.67		
	Fluoride	0.29	3.78	4.7	4.28	3.97	4.44	0.28	4.19		
Mwanga	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	0	0	0	0	0	0	0	0		
	Residual Chlorine	0.32	0	0.29	0.36	0.36	0.34	0.35	0		
	pH.	6.97	7.55	7.68	7.54	6.9	7.66	7.22	7.49		
	Fluoride	0.77	0.54	0.35	0.58	0.68	0.62	0.45	0.51		

WSSA	Parameters	Sampling Points									
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9	Point10
Gallapo	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	0	0	0	0	0	0	0	0		
	Residual Chlorine	0.3	0.26	0.27	0.3	0.27	0.29	0.28	0.27		
	pH.	8.03	8.29	6.89	7.8	7.94	7.28	7.88	7.11		
	Fluoride	1.53	1.62	0.26	1.32	1.51	0.97	1.31	0.82		
Magugu	E. Coli	4	3	0	0	2	0	0	7		
	Turbidity	71	93	72	77	2	0	9	191		
	Residual Chlorine	0.04	0.06	0.2	0.18	0	0	0	0.13		
	pH.	6.86	6.75	6.68	6.5	7.42	8.6	7.08	6.23		
	Fluoride	0.28	0.21	0.18	0.26	0.59	5.88	1.41	0.22		
Turian	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	3.21	4.29	5	4.34	4.39	4.22	3.21	3.24		
	Residual Chlorine	0.35	0.27	0.2	0.2	0.21	0.35	0.2	0.2		
	pH.	7.37	7.3	7.4	7.1	7.33	7.13	7.2	7.15		
	Nitrate(mg/l)	1.358	0.288	0.103	0.003	0.412	0.291	0.146	0.361		
Sikonge	E. Coli	0	0	0	0	0	0	0			
	Turbidity	5.3	2.36	2.42	1.39	1.42	1.52	1.32			
	Residual Chlorine	0	0	0	0	0	0	0			
	pH.	6.83	6.84	6.53	6.88	6.93	6.53	6.43			
	Nitrate(mg/l)	0.04	0.02	0.03	0.02	0.01	0.02	0.02			
Nzega	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	4.70	4.30	3.68	3.44	3.21	4.53	4.33	3.45		
	Residual Chlorine	0.21	0.36	0.24	0.2	0.2	0.2	0.14	0.13		
	pH.	7.02	6.91	6.78	6.92	6.97	6.77	6.64	6.54		
	Nitrate(mg/l)	0.02	0.000	0	0.02	0.02	0.02	0.01	0.03		
Iramba	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	0.93	0.80	0.34	0.53	0.46	0.05	0.95	0.84		
	Residual Chlorine	Untreated	Untreated	Untreated	Untreated	Untreated	Untreated	Untreated	Untreated		
	pH.	6.63	7.05	6.94	7.12	6.92	6.8	6.64	6.65		
	Flouride (mg/l)	3.2	3.1	3.0	3.2	3.2	3.1	3.2	3.1		

WSSA	Parameters	Sampling Points									
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9	Point10
Mahenge	E. Coli	4	0	6	2	3	8	0	0		
	Turbidity	11.21	7.49	26.0	2.12	10.02	21.63	6.24	5.99		
	ResidualChlorine	0	0	0.12	0	0.07	0.10	0	0		
	pH.	7.67	7.78	7.68	7.28	7.82	7.86	7.60	7.90		
	Nitrate(mg/l)	0.909	1.232	0.392	0.741	1.222	0.074	2.39	0.414		
Kibagwa	E. Coli	0	0	0	0	0	0	0	0		
	Turbidity	0.87	0.90	0.79	0.90	0.80	0.78	0.86	0.75		
	Residual Chlorine	0.22	0.27	0.26	0.44	0.38	0.31	0.28	0.20		
	pH.	7.08	7.18	7.06	6.90	7.01	7.14	7	7.12		
	Nitrate(mg/l)	43.4	41.8	40.7	42.5	38.8	40.1	41.5	40.3		
Gairo	E. Coli	0	3	4	0	0	5	2	2		
	Turbidity	2.13	4.62	4.59	3.21	8.39	9.21	0	0		
	ResidualChlorine	0	0	0	0	0	0	0	0		
	pH.	8.09	7.97	7.87	7.28	7.70	8.50	81	7.97		
	Nitrate(mg/l)	1.11	0.359	0.537	1.034	7.497	1.189	0.127	0.750		

## Appendix 6.2 Drinking Water Quality Stanndards

Parameter	TBS LIMIT (TZS 789:2016-EAS12:2014)	
	Treated water	Natural Potable (untreated) Water
E. Coli (cfu/100ml)	Absent	Absent
Turbidity (NTU)	5	25
Residual Chlorine (mg/l)	0.2 – 0.5	N/A
pH.	6.5 – 8.5	5.5 – 9.5
Nitrate(mg/l)	45	45
Fluoride (mg/l)	1.5	1.5

N/A = Not Applicable    ND= Not Detected

# **APPENDIX 7:**

## **COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY**



## Appendix 7: DT WSSAs Compliance with Remittance of Regulatory Levy during FY 2018/19

SN	Name of WSSA	ACTUAL INVOICES JULY 2018 TO JUNE 2019 (TZS0	TOTAL PAYMENTS UP TO 31 <sup>st</sup> AUGUST 2019 (TZS)	OUTSTANDING BALANCE (TZS)	COMPLIANCE (%)
1	Biharamulo	3,155,059.00	2,133,930.35	1,021,128.65	68
2	Bunda	6,057,733.58	5,286,142.07	771,591.51	87
3	Chamwino	1,095,548.10	630,152.00	465,396.10	58
4	Chato	-	-	-	no data
5	Chunya	1,187,908.82	-	1,187,908.82	0
6	Dakawa	260,170.40	260,170.40	-	100
7	Gairo	512,391.49	450,094.99	62,296.50	88
8	Handeni	610,895.00	-	610,895.00	0
9	Ifakara	572,152.90	-	572,152.90	0
10	Igunga	8,557,386.44	3,781,227.71	4,776,158.73	44
11	Itumba-Isongole	671,049.01	188,356.50	482,692.51	28
12	Karagwe	1,255,999.43	261,282.50	994,716.93	21
13	Karatu	1,931,239.00	20,000.00	1,289,356.50	1
14	Kasulu	1,097,236.80	146,073.15	951,163.65	13
15	Katesh	1,493,239.07	-	1,493,239.07	0
16	Kibaya	1,451,759.12	-	1,451,759.12	0
17	Kibondo	208,142.75	168,036.50	40,106.25	81
18	Kilindoni	178,837.40	-	178,837.40	0
19	Kilolo	1,289,570.70	116,502.30	1,173,068.40	9
20	Kilosa	1,992,017.34	672,514.90	1,319,502.44	34
21	Kilwa Masoko	2,361,031.30	1,000,000.00	1,361,031.30	42
22	Kiomboi	600,512.25	-	600,512.25	0
23	Kisarawe	478,813.95	-	478,813.95	0
24	Kishapu	1,467,506.45	258,688.13	1,208,818.32	18
25	Kondoa	1,869,586.54	-	1,869,586.54	0
26	Kongwa	244,462.00	-	244,462.00	0
27	Korogwe	5,446,174.58	-	5,446,174.58	0
28	Kyela	536,358.59	-	536,358.59	0
29	Liwale	1,486,604.90	-	1,486,604.90	0
30	Loliondo	1,152,877.00	-	1,152,877.00	0
31	Ludewa	33,758.50	-	33,758.50	0
32	Lushoto	728,880.25	305,036.40	423,843.85	42
33	Mafinga	3,891,121.75	-	3,891,121.75	0
34	Magu	592,207.55	-	592,207.55	0
35	Mahenge	293,705.00	229,095.00	64,610.00	78
36	Makete	780,441.48	651,824.57	128,616.91	84
37	Mangaka		-		no data
38	Manyoni	2,996,445.16	1,849,581.40	1,146,863.76	62
39	Mbinga	2,958,551.53	1,293,402.13	1,665,149.40	44
40	Mbulu	1,223,206.60	-	1,223,206.60	0
41	Misungwi	1,536,489.00	177,171.50	1,359,317.50	12
42	Mkuranga	254,460.49	-	254,460.49	0
43	Monduli	2,771,235.00	-	2,771,235.00	0

SN	Name of WSSA	ACTUAL INVOICES JULY 2018 TO JUNE 2019 (TZS)	TOTAL PAYMENTS UP TO 31 <sup>st</sup> AUGUST 2019 (TZS)	OUTSTANDING BALANCE (TZS)	COMPLIANCE (%)
44	Mpwapwa	4,463,747.05	-	4,463,747.05	0
45	Mugumu	716,585.00	349,309.20	367,275.80	49
46	Muheza	1,240,984.65	967,543.00	273,441.65	78
47	Muleba	3,079,198.53	214,298.26	2,864,900.27	7
48	Mwanga	2,906,442.00	-	2,906,442.00	0
49	Mwanhuzi	2,217,304.50	621,000.00	1,596,304.50	28
50	Namanyere	52,426.00	-	52,426.00	0
51	Namtumbo	741,362.90	60,603.50	680,759.40	8
52	Nansio	3,372,225.82	-	3,372,225.82	0
53	Ngara	2,801,576.80	-	2,801,576.80	0
54	Ngudu	614,580.31	425,530.00	189,050.31	69
55	Nzega	5,233,702.47	1,555,494.82	3,678,207.65	30
56	Orkesumet	514,330.00	-	514,330.00	0
57	Pangani	861,907.14	-	861,907.14	0
58	Ruangwa	1,374,556.92	621,332.00	753,224.92	45
59	Rujewa	1,073,475.90	-	1,073,475.90	0
60	Same	1,882,551.25	176,723.50	1,705,827.75	9
61	Sengerema	5,124,037.00	604,469.00	4,519,568.00	12
62	Sikonge	230,129.80	-	230,129.80	0
63	Songe	345,795.90	-	345,795.90	0
64	Tarime	965,824.42	826,528.32	139,296.10	86
65	Tukuyu	3,205,737.01	535,231.40	2,670,505.61	17
66	Tunduru	1,071,404.17	-	1,071,404.17	0
67	Urambo	199,428.99	-	199,428.99	0
68	Usa River	2,966,630.32	2,966,630.32	-	100
69	Ushirombo	192,348.00	-	192,348.00	0
70	Utete	1,006,296.71	102,741.70	903,555.01	10
	<b>Sub Total/ Average</b>	<b>115,737,355.78</b>	<b>29,906,717.52</b>	<b>85,208,755.76</b>	<b>26</b>
71	Bashnet	722,189.50	666,643.50	55,546.00	92
72	Gallapo	461,997.15	-	461,997.15	0
73	Ilula	1,037,677.30	578,973.50	458,703.80	56
74	Isaka	15,848.50	-	15,848.50	0
75	Kasumulu	238,067.35	-	238,067.35	0
76	Kibaigwa	4,327,830.56	-	4,327,830.56	0
77	Maganzo	564,419.53	59,042.75	505,376.78	10
78	Magugu	2,138,339.90	1,862,690.40	275,649.50	87
79	Makambako	4,064,422.01	4,064,422.01	-	100
80	Mikumi	1,075,069.00	963,368.00	111,701.00	90
81	Mombo	367,209.31	241,276.58	125,932.73	66
82	Tunduma	78,269.45	-	78,269.45	0
83	Turiani	1,621,624.60	377,755.80	1,243,868.80	23
	<b>Sub Total/ Average</b>	<b>16,712,964.16</b>	<b>8,814,172.54</b>	<b>7,898,791.62</b>	<b>53</b>
	<b>Grand Total/Average</b>	<b>132,450,319.94</b>	<b>38,720,890.06</b>	<b>93,107,547.38</b>	<b>29</b>