

18th of December, 2023

Dr James A. Mwinyekule,
Director General,
Energy and Water Utilities Regulatory Authority (EWURA)
EWURA House, Plot no. 3 EWURA St.
P.O. Box 2857,
Dodoma, Tanzania.



Dear Sir,

Re: NATURAL GAS SERVICE PROVIDER CUSTOMER'S SERVICE CHARTER

Reference is made to the heading above and your letter dated 16th October 2020 with reference no. DA.507/509/G1/VOL.III /11.

We hereby submit the final revised Customer Service Charter (CSC) document, and have incorporated all comments provided by EWURA in the previous CSC draft submission.

We believe that the revised CSC will meet the needs of our customers and stakeholders and contribute to a more efficient and transparent natural gas service sector in Tanzania.

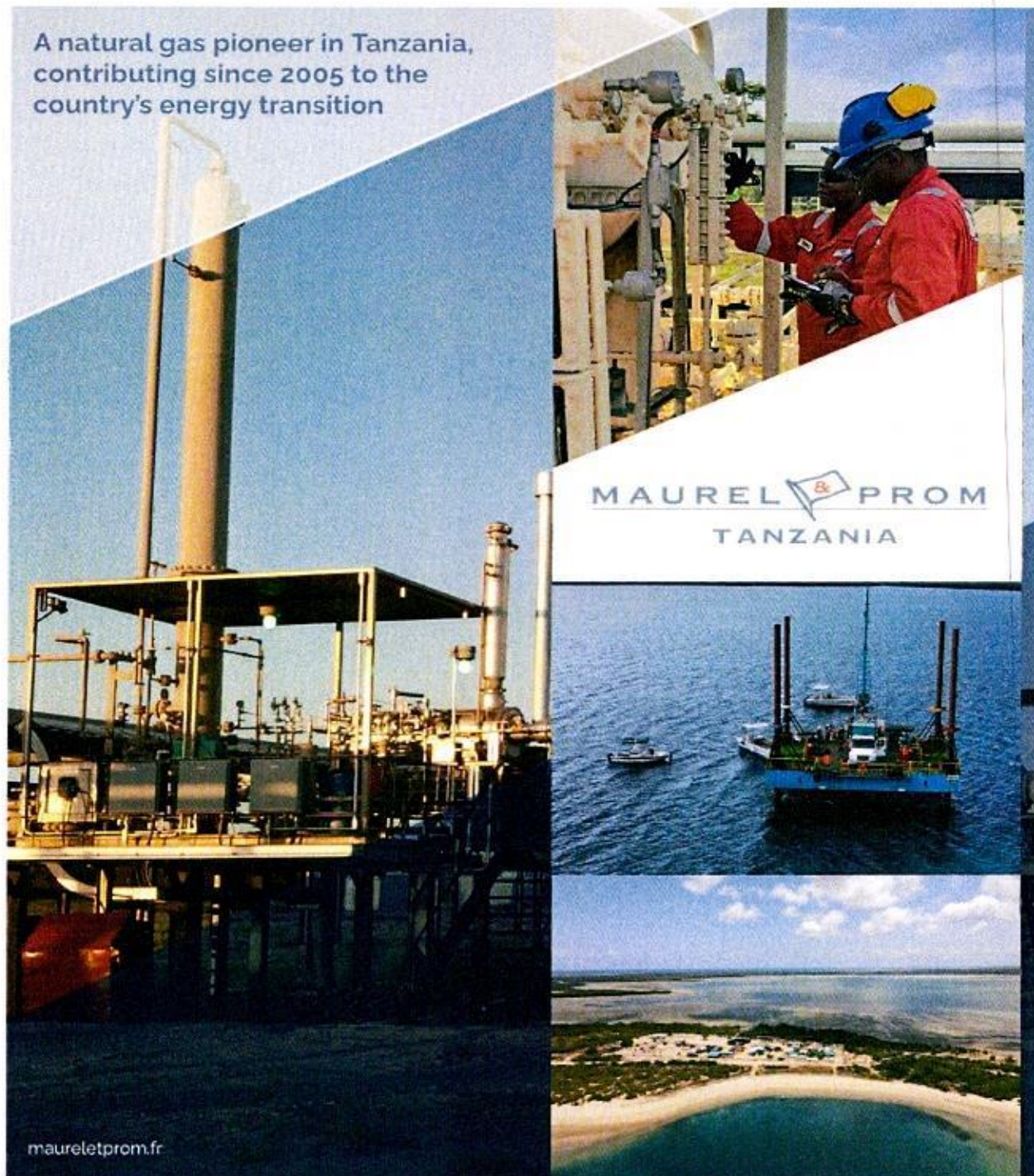
Yours faithfully,

For and on behalf of M&P Exploration Production Tanzania Limited
Nicolas Engel

General Manager
M&P Exploration Production Tanzania Limited

Encl; 1. M&P Customer's Service Charter

CC: Alieth Anatol
Senior Inspector – Natural gas
Energy and Water Utilities Regulatory Authority (EWURA)
PSSSF Pension Fund Towers,
Sam Nujoma Road,
P. O. Box 7215
Dar es Salaam, Tanzania



Maurel & Prom (M&P) has established itself as a leading international upstream Oil and Gas operator, renowned for its technical expertise and operational experience, particularly in Africa. Since 2004, the company has been at the forefront of developing Tanzania's gas potential, with a strong commitment to exploring, discovering, developing, and producing natural gas resources for the benefit of Tanzania's economy, environment and employment.

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Introduction

M & P EXPLORATION PRODUCTION (T) LTD (M&P or Maurel & Prom) is an oil and gas exploration and production company with a history of almost two centuries. Maurel & Prom has, both at its headquarters in Paris and in its subsidiaries, solid technical expertise and a long operational experience, especially in Africa. The Group has a portfolio of high-potential assets, consisting of both production assets and opportunities in the exploration or appraisal phase.

Business Overview

Maurel & Prom's operating activities comprises three segments: Production, Exploration and Drilling. Currently Maurel & Prom Group production activities in Africa are in Gabon, Tanzania and Angola.

Our operations

In Tanzania, M&P has been active since 2004 and is currently the operator of the Mnazi Bay gas field in the Southern region of Tanzania. The gas coming from our field supplies to the TPDC Madimba Gas Plant and TANESCO Mtwara Power Plant, which take a significant part of the country's power generation. In addition, we are the operator of BRM (Bigwa-Rufiji & Mafia) block which hosts the discovered Mkuranga gas field.

Our Vision



Our Ambition

Reconcile operational excellence, and economic performance with responsibility and ethical requirements

Our Model



Contact Details and Address

Corporate office

M & P Exploration Production (T) LTD

P.O Box 80460, Plot # 1338/9 Mwaya street, Msasani Peninsula

Dar es Salaam, Tanzania

Operations

Mnazi Bay Mtwara

Bigwa-Rufiji & Mafia

Standards

Maurel & Prom is a professional company that operates strictly on international acceptable standards, adheres to local laws, regulations, agreements and contracts. The gas sales agreements between M&P and its customers are strictly adhered to.

Maurel & Prom has a safety-first policy, our motto is "LENGO LETU NI KUTOPATA AJALI".

Maurel & Prom conducts its gas operations in strict adherence to applicable international standards, local laws, regulations and governing agreements, and to specific Gas Sales Agreements signed between M&P and its customers.

Our Service Guarantee

To fulfill our service guarantee to the customer:

- We are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.
- We will provide you with quality service by:

Seeking to understand customer's requirements and to identifying what is important to the customer.

We will listen actively and to the extent possible, act responsively to customer's needs.

Recognizing that customers have different needs and personalizing our services and advice in ways that fit those needs.

Treating every customer with respect and courtesy, maintaining confidentiality where required.

Giving a customer clear, accurate, timely and relevant information or help the customer find it.

Being clear and helpful in our dealings with the customer and giving clear reasons for our decisions.

Respecting the confidentiality of personal information and using it only in accordance with the law.

Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with a strict Code of Conduct.

Ensuring that all our services meet a well-defined client need.

How We Will Be Accountable

We undertake to: Monitor our performance against the standards set out in this charter and the laws of Tanzania and have internal arrangements to identify improvement areas.

Be open to feedback on our performance, and suggestions for improvement from our clients and the public and internalize with our experts on their implementation.

Provide explanations to our customers when our services have to be suspended or halted for a limited time or on a permanent basis.

Formally review the standards set out in this charter regularly and make modifications where appropriate in light of your comments and in response to ongoing changes.

Customer Rights

Right to access service in the most cost-effective way;

Right to privacy and confidentiality of their information;

Right to be provided with adequate, timely and accurate information;

Right to participate and comment on obligations of service provider and to this customer service charter when contacted by the Company;

Right to quality service; and

Right to be treated with respect and courtesy.

Our Customers' Obligations:

To use any information provided by M&P for intended purposes only;

To treat our staff with courtesy and respect;

To adhere to stipulations of signed GSAs, including confidentiality clauses;

To abide by legal requirements in order to be eligible for accessing the services sought;

To provide complete, timely, and accurate information in respect of the services needed from M&P;

To provide complete, timely and accurate information in respect of the services already provided by M&P, particularly in relation to reporting of safety issues.

Not to offer gifts, bribes, favors and inducements to M&P staff

To undertake the construction, fabrication and installation of gas piping downstream of the facility limits.

To keep safe the M&P infrastructure within the customer's premises;

To provide a safe working environment for M&P personnel when working at the customer's facility.

Gas Supply to New and Existing Customers.

When a potential new customer approaches M&P seeking information on gas supply to its business or operations, the customer will meet with the technical team to determine the customer's needs. From this meeting the design and requirements of the operation will be analyzed and proposed.

Once the customer is satisfied with the engineering proposals M&P will provide either heads of terms or a draft Gas Sales Agreement for the customer's consideration. Negotiations may continue thereafter until the agreement is executed or the customer determines not to proceed.

Construction.

M&P carries out construction work in strict adherence to recognized safety standards and to local regulations. As such, construction only commences after we are in receipt of all approvals, permits or right of entry/way granted by all relevant regulatory authorities.

Once again, all construction activities are carried out in accordance with approved designs, specifications and with recognized safety practices.

Proper material specifications, selection and efficient project management are core values in:

Pipe Fusion and Welding.

Both Carbon Steel (CS) pipe and Flexible Composite Pipe (FCP) are used in our network. We use the following standards to achieve the best fusion and welding integrity. Our customers are requested to adhere with the same standards when performing welding and fusion of their (internal) piping:

- ASTM F2620-13- Standard Practice for Heat Fusion Joining of Polyethylene Pipe and Fittings
- ASTM D3261 - 16 - Standard Specification for Butt Heat Fusion Polyethylene (PE) Plastic Fittings for Polyethylene (PE) Plastic Pipe and Tubing

- API 1104-Welding of Pipelines and Related Facilities

Distribution pipe and surface installations.

Determination of distribution and supply line size is based on the customer's current demand.

Standards are subject to review and will be updated to latest versions as and when appropriate.

Pursuant to the various agreements, we ensure minimum requirements have been met by both parties in fabrication and installation of gas infrastructure. Specifically, the relevant codes and standards are the governing principles by which distribution pipes and surface installations are designed, fabricated and installed. It is compulsory to install a warning tape on top of all buried pipes. Marker posts are installed on the surface above all buried gas pipes.

Cathodic Protection and Inspection.

We ensure infrastructure that is prone to corrosion is adequately protected to increase mechanical integrity and functional objectives. Our governing standard in this aspect is the National Anticorrosion Engineers Standard (NACE) which we ensure is employed by our personnel, and we urge that it is also employed by our customers. We also apply anticorrosion methods such as coating, selection of anti-resistant materials and cathodic protection using the Impressed Current method.

Gas Composition.

Our gas is a sweet, dry natural gas with a gross calorific value of 1024 Btu/Scf. It is also very rich and thus produces more energy than lean natural gas. This ensures our customers attain value for money. To achieve this, we conduct daily calorific value measurements at our processing facility at Mnazi Bay using a gas chromatograph.

Delivery Pressure and Pipe Specification.

Low Pressure Customers: 3.5 barG delivery to Tanesco.

High Pressure Customers: Min 65-70 barG delivery to TPDC.

Right of Way (ROW) and Clearances.

Applications are lodged with the relevant Leave Owner on a case-by-case basis. These are TANROADS, TARURA, VILLAGE AND TOWN MUNICIPALS. Due to safety considerations and prevention of damage to other utilities, M&P is party to a Memorandum of Understanding (MOU) with all utility owners in Mtwara and Dar es Salaam within shared ROW. This ensures gas flow interruptions due to third party activities are minimalized.

Replacement/Relocation of Gas Pipes.

M&P works closely with all stakeholders to relocate, replace or protect its gas pipes within Mtwara region. If need arises, M&P will provide a 14 days' notice to the customer and on the vast majority of occasions this is at no cost to the customer. In certain circumstances however, the customer may be required to meet all or part of the relocation costs; M&P will discuss this with the customer before proceeding with any work. Safety to personnel and environmental protection is M&P's first priority in all activities. Whenever possible we endeavor to give our customers 7-days' notice of any relocation activity that will impact gas flow to them, to enable time for them to plan for other sources of energy or to adjust operations efficiently.

Customer Billing Procedure and Receipts.

An invoice is then raised and submitted to the customer within five (5) business days of the reading. Customers are required to pay their invoices as per their respective contract, typically not more than 30 calendar days after receipt of the invoice.

Removal from Service.

M&P may by notice in writing, temporarily or permanently suspend gas flow to a customer by removal of the gas meter or by closing the immediate isolation valve of service line at the battery limit, due to one or all of the following; the list is not exhaustive and in certain other circumstances the customer may have service removed:

- Suspicion or proof of fraudulent act on the part of the customer
- Suspicion of theft of gas or infrastructure on the part of the customer
- Prolonged nonuse of gas by the customer
- Damage/Destruction to M&P property by the customer
- Violation of any clause by the customer stipulated in the respective GSA
- Unbecoming and risky behavior of the customer which poses a danger to the customer and the public at large.

Emergency Response Plan.

Our personnel are available on call to deal with emergencies 24-hours a day, 7-days a week (24/7) throughout the year. As part of our Key Performance Indicators and Integrity Management, M&P responds to all emergencies in the shortest time possible and M&P has retained a number of subcontracts and local security company to handle all "non-gas" emergencies such as vandalism, theft, leakage etc. who are also available on call 24/7.

Customer Support (Technical).

M&P places great effort in being able to offer the best possible technical advice to our esteemed customers, in order to minimize production losses and gas flow interruptions, e.g., due to clogged filters in customer's lines. We have a dedicated technical team at the headquarters ready to solve any technical queries that might arise.

Review and Update of the Charter.

This charter shall be reviewed regularly, and at least every 5-years, to ensure the information is current and relevant. M&P shall republish the charter.

Key Stakeholders.

Wentworth Resources Limited

Tanzania Petroleum Development Company

Tanzania National Electric Supply Company Limited

Gas Company Tanzania Limited

Communication Procedures and Complaints.

M&P places the highest value on customer service. We continually strive to improve the quality of all interactions with our customers. With this in mind we encourage our customers to bring forward comments, suggestions or constructive advice as to how we can enhance our relationships.

M&P aims to acknowledge receipt of written queries or complaints within 10 business days and provide a response addressing the query or complaint within 20 business days.

Customer complaint contact details:

M&P Exploration Production Tanzania Limited

Plot No. 1338/9, House No. 9, Mwaya Street

Msasani Peninsula

PO Box 80460

Dar es Salaam

Mobile: +255 682 773 79/80

Web: www.maureletprom.fr

If a customer is not satisfied with how M&P has handled a complaint, the Customer can refer the complaint to EWURA for further action.

EWURA Director General

4th Floor, PSSSF House

P.O Box 2857

Makole Road, Dodoma.

Tel: +255-26 2329002;

Fax: +255-26 2329005

E-mail: info@ewura.go.tz

Website: www.ewura.go.tz

Or:

EWURA Zonal Office in Dar es salaam

7th Floor, LAPF Towers

P.O Box 72175

Dar es Salaam

How You Can Help Us.

We welcome your views and comments as vital in helping us to monitor and improve the relevance and quality of our service to the community.

We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond within a reasonable time.

We may occasionally seek your input to random surveys of how the community perceives our services and what services are needed, including assessments of our performance. M&P is committed to doing the very best job we can.