

Newsletter

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More investments needed to unlock CNG's full potential



Motto: "Fair Regulation for Positive IMPACT"

Previous Issue



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COVER PHOTO:

More investments needed to unlock CNG's full potential



From the Desk of the Director General

Dear esteemed readers,

I am humbled to welcome you again to our 41st edition of the Energy and Water Utilities Regulatory Authority (EWURA) Newsletter, which contains information on regulatory activities undertaken during the first quarter of the 2025/26 financial year.

Among the key milestones achieved by EWURA in this quarter is the improvement of its digital systems, which have enhanced service delivery, making it faster and on time. This has eliminated

the delays that previously existed.

*I also encourage the public to give feedback and opinions to EWURA through **E-LUC**, a mobile app used by EWURA to gather input on regulated services from licensed entities. Similarly, the public should use **LOIS**, an easy-to-use online License and Order Information System on the Authority's website www.ewura.go.tz, for submitting applications for permits and licences needed to carry out regulated services.*

EWURA remains dedicated to delivering professional and prompt

services to its key stakeholders.

It encourages all regulated service providers to raise public awareness about customers' rights and responsibilities as detailed in their Client Service charters, helping consumers access regulatory services more efficiently.

As the rainy season nears, I encourage Tanzanians to collect rainwater for household use, agriculture, and other productive purposes.

You are welcome!

More investments needed to unlock CNG's full potential

By Eng. Nyaso Makwaya



EWURA Director General, Dr. James Mwinyekule (Right), in conversation with the Managing Director of Taqa CNG Station, during the former's recent visit to the facility along Sam Nujoma Road, Ubungo, Dar es Salaam.

Tanzania still needs to adopt the use of Compressed Natural Gas (CNG) across various sectors to continue realising its full economic potential. Achieving this requires significant investments in the CNG value chain, which involves substantial capital expenditure, particularly for specialised technology.

Currently, CNG in Tanzania is primarily used as a vehicle fuel and a heat source for industrial and commercial purposes, with limited applications in other sectors,

such as residential, agricultural, construction, and mining.

Experts say this underutilization is primarily due to inadequate infrastructure and a general lack of awareness regarding CNG's benefits.

Recent years have seen Tanzania increasingly adopt CNG as a vital alternative fuel source, mainly due to its environmental and economic benefits. The gas, which is primarily methane compressed at high pressures, offers a cleaner and more affordable energy solution. Its journey in Tanzania

began with a pilot project in 2009, and the industry has shown steady, albeit modest, growth since then. The Energy and Water Utilities Regulatory Authority (EWURA) plays a central role in guiding this development.

EWURA's mandate, as established by the Petroleum Act, 2015, covers the regulation of the midstream and downstream natural gas sub-sector. This includes crucial functions like licensing, setting tariffs, monitoring industry performance, and resolving disputes.

Liberia Electricity Regulator visits EWURA

By Staff Writer



Commissioners of the Liberia Electricity Commission (LERC) pose for a group photo with some members of the board and management of EWURA during the recent LERC benchmarking visit. Seated at the centre is the LERC Chairman, Mr Claude Katta, and on the left is Eng. Ngosi Mvihava, EWURA Board Member, and on the right is Mr. Kla Edward Toomey II.

The Liberia Electricity Regulatory Commission (LERC) recently visited the Energy and Water Regulatory Authority (EWURA), to learn and benchmark itself on various regulatory issues.

“The visit was prompted by the Authority’s performance in the fourth place in the Electricity Regulatory Index (ERI) for Africa 2024, which reflects strong performance in regulatory governance, substance and

outcomes,” said Mr. Claude Katta, Chairman of the Commission.

As of 2024, ERI covered 43 African countries with established regulators, providing a diagnostic tool to identify gaps and drive reforms.

Mr. Katta stated that LERC gained insights into the Authority’s methods for licensing, tariff reviews, monitoring service quality, and enforcing health, safety, and environmental standards.

The exchange visit also explored broader themes such as Pan-Africanism, solidarity among regulators, and the importance of knowledge sharing to enhance the continent’s energy sector. The Authority’s transparency and willingness to share experiences were emphasised as key qualities of the engagement, positioning it as a standard for regional cooperation and capacity building within Africa’s electricity industry.

EWURA's Call Centre: Your One-Stop Customer Help Desk

By Stephanina Bachubire



EWURA staff engage a customer on the rights and obligations of consumers of regulated services in Swaswa Mnarani, Dodoma, during the Customer Service Week 2025.

The Energy and Water Utilities Regulatory Authority (EWURA) has improved its public services by launching a call-centre system. This development has changed how the Authority provides services and communicates with customers. Now, people across the country can easily access free services by dialling 0800110030, regardless of their location. This system has minimised the need to travel to EWURA offices, allowing customers to call and receive immediate assistance with regulated issues and official matters. For years, customers faced delays in getting

clarifications on complaints or enquiries. With the new system, EWURA has significantly shortened the response time for handling requests and complaints.

Beyond providing instant responses, the system has also improved accountability within EWURA. All calls are recorded and monitored until the customer is satisfied with the response. This approach has fostered greater trust among the public and increased transparency in regulating energy and water services.

It also serves as a platform for public education. Through this service, citizens are informed about general awareness, licencing

procedures, database applications of the Common Qualifications System (CQS), License and Order Information System (LOIS), Maji Information System (MaJIS), and the National Petroleum and Gas Information System (NPGIS), as well as other information such as cap prices and legal steps they can take if dissatisfied with service providers.

Overall, the upgrade to the call centre system has become a vital tool in strengthening communication between EWURA and the public, while simplifying daily operations and ensuring that quality services reach all Tanzanians equally.

Consumers urged to know service providers' Customer Service Charters

By Staff Writer

Know Service Providers' Customer Service Charters



In a world where access to clean water and reliable energy sources is essential for daily life, consumers in Tanzania must be well-informed about their rights and the standards they are entitled to from water and energy service providers.

Dr James Mwainyekule, the Director General of the Energy and Water Utilities Regulatory Authority (EWURA), says a crucial aspect of this is understanding the customer service charter of these suppliers.

“By familiarizing themselves with these charters, consumers can ensure that they receive the highest quality of service and hold providers accountable for any discrepancies,” he says.

The customer service charter outlines the commitments, standards, and guarantees that a water or energy supplier promises to uphold when serving their customers. The document serves as a guide for both the consumers

and the service provider, setting clear expectations and responsibilities for each party. By knowing the customer service charter, consumers can better navigate their interactions with suppliers and ensure that their needs are met efficiently and effectively.

The Director General says EWURA is currently implementing a strategy in which customer service charter awareness will be one of the key messages to the public.

He noted: “One of the key benefits of understanding the customer service charter is that it empowers consumers to demand quality service. When consumers are aware of the standards outlined in the charter, they can assert their rights and hold service providers accountable if those standards are not met. This helps to promote transparency and accountability in the service delivery process, ultimately leading to improved services for all consumers.”

Furthermore, knowing the customer service charter can assist consumers in resolving disputes or issues more effectively. By referencing the charter, consumers can identify the correct channels for lodging complaints, seeking redress, and requesting compensation for service failures. This helps to streamline the resolution process and ensures that consumers receive fair treatment and prompt responses from service providers.

Furthermore, understanding the customer service charter can improve consumer awareness and education about their rights and responsibilities. By being knowledgeable about the standards and commitments outlined in the charter, consumers can make better-informed decisions regarding their water and energy use, billing procedures, and service expectations. This knowledge empowers consumers to take a proactive role in managing their utility services and advocating for their best interests.

Towards the 20th year of existence, EWURA refocuses its approach on regulatory dispensation

By Staff Writer



In 2026, the Energy and Water Regulatory Authority will celebrate 20 years since it was established in 2006.

With still much to do, EWURA Director General, Dr. James Andilile, says it is high time the regulator refocuses its approach towards modern ways of discharging its regulatory mandate to keep up with the mature and ever-evolving energy markets.

“After 20 years of establishing regulatory frameworks for the regulated sectors, which entailed laying the foundation for voluntary regulatory compliance complemented by strong public and industry buy-in, we are now shifting our focus from traditional economic regulation to incentive-based approaches emphasizing

sustainability, decarbonization, consumer empowerment and innovation, thereby increasing regulatory substance while being mindful of our political economy,” he says.

He further added that, “the new approaches will foster and incentivize investments in clean energy transition towards new frontiers such as e-mobility and green hydrogen technologies”.

To achieve this ambition, EWURA is developing a new Strategic Plan to direct the institution over the next five years, which will also be aligned with key priority areas in the energy and water sectors, as outlined in the National Vision of 2050.

“Our regulatory substance will deploy more electronic and digital

tools to streamline and enforce regulatory processes for enhanced efficiency, transparency and improved compliance”.

The Director General says other notable areas that EWURA will strengthen going forward include stakeholders’ engagement on all sides of the regulation equation, namely the Government, consumers and regulated entities, for the purpose of delivering fair regulatory determinations through the power of information.

Dr. Andilile states that under the leadership of the Ministry of Energy, EWURA aims to promote more investment in Natural Gas infrastructure, to attract motor vehicle usage, which will ultimately reduce transportation operating costs and carbon emissions.

How Rainwater Harvesting for Tanzanian Households and Institutions can benefit the country

By Staff Writer



Rainwater harvesting is a traditional practice that has recently gained more attention as a sustainable water management method. In Tanzania, where access to clean water remains a challenge for many, rainwater harvesting provides a practical and environmentally friendly solution for households and institutions to ensure a steady water supply.

From a regulatory perspective, when increased access to water is desired, rainwater harvesting and its potential impact on communities in Tanzania are worth considering.

Increasing Water Security

One of the primary advantages of rainwater harvesting is enhancing water security. By collecting rainwater during the rainy season, households and institutions can reduce their dependence on unreliable water sources. This stored rainwater can serve as a backup supply during dry seasons or in times of water scarcity, ensuring a continuous water source for essential needs.

Cost Savings

Rainwater harvesting can lead to substantial cost savings for households and institutions. By collecting and storing rainwater for domestic use, individuals can lessen their dependence on water suppliers

or expensive water bowzers. This can result in lower water bills and reduced overall water expenses, making it a financially sustainable water management option.

Sustainable Water Management

Rainwater harvesting promotes sustainable water management practices by utilizing a natural resource that would otherwise go to waste. By capturing rainwater, households and institutions can reduce strain on existing water sources and contribute to water conservation efforts. This not only benefits the environment but also helps mitigate the impact of creeping water scarcity.

Climate Resilience

In the face of changing climate patterns and increasing droughts, rainwater harvesting can enhance climate resilience for households and institutions. By storing rainwater, users can build resilience against unpredictable weather conditions and ensure a reliable water supply even during periods of drought. This resilience is crucial for communities to adapt to climate change and reduce vulnerabilities related to water availability.

Environmental Benefits

Apart from providing an alternative water source, rainwater harvesting

offers various environmental benefits. It reduces stormwater runoff, which can help in preventing soil erosion, flooding and damage to infrastructure such as roads. Additionally, utilizing rainwater for irrigation can reduce the demand for groundwater extraction, preserving aquifers and maintaining ecological balance in the region.

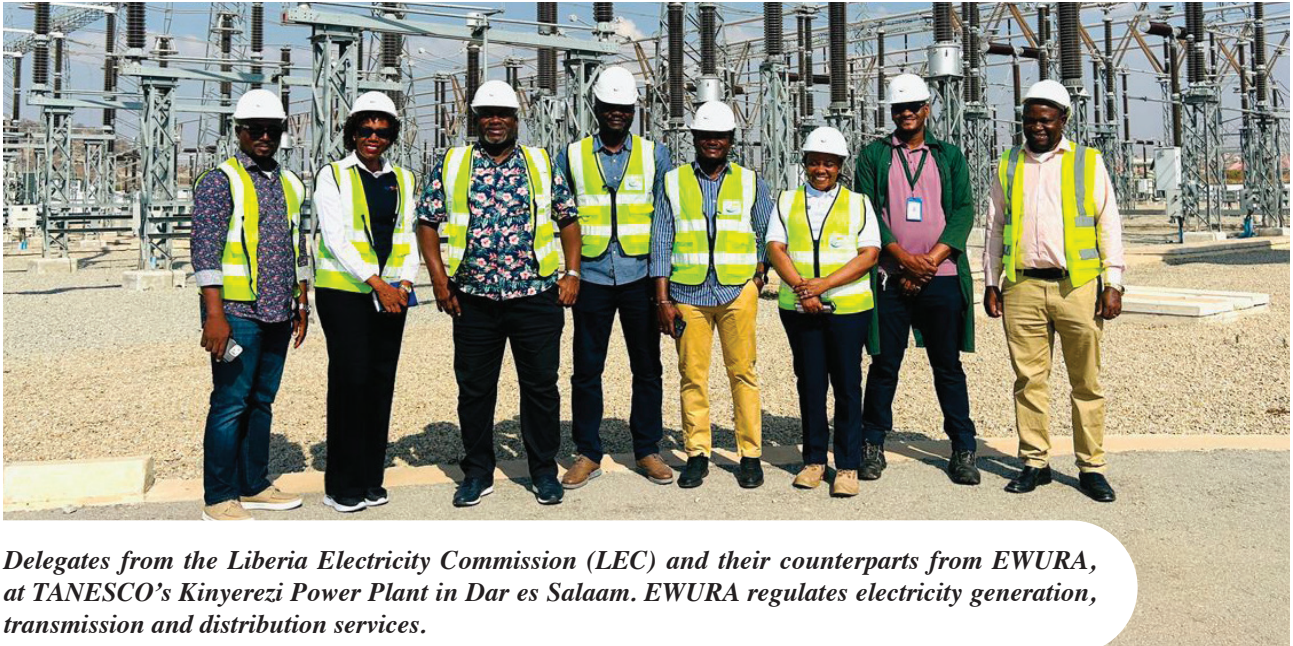
Health and Hygiene

Access to clean water is essential for maintaining health and hygiene standards. Rainwater harvesting provides households and institutions with a source of untreated water that can be used for various non-potable purposes such as washing clothes, cleaning, and gardening. This helps in reducing the pressure on limited freshwater resources and promotes water conservation.

Rainwater harvesting offers a sustainable and cost-effective solution to water challenges in Tanzania. By capturing rain, households and institutions can improve water security, lower costs, boost sustainability, strengthen climate resilience, and support environmental conservation efforts. Embracing rainwater harvesting can bring long-term advantages to communities, fostering self-sufficiency in water management and providing a dependable water supply for future generations.

How the electricity future trends shape the regulatory framework

By Asiatu Msuya



Delegates from the Liberia Electricity Commission (LEC) and their counterparts from EWURA, at TANESCO's Kinyerezi Power Plant in Dar es Salaam. EWURA regulates electricity generation, transmission and distribution services.

The Energy and Water Utilities Regulatory Authority (EWURA) draws its mandates to regulate the electricity subsector from the Electricity Act, Cap. 131 to protect stakeholders' interests and ensure service providers' financial viability is sustained.

The EWURA's regulatory interventions in the sector have recently indicated an encouraging outlook for the growing electricity demand and market trends, which necessitate a stronger regulatory framework.

Market trends have seen notable changes that demand large amounts of electricity. These include the development of the Liquefied Natural Gas Project, the ongoing adoption of electric mobility technology, the introduction of electric trains, and the adoption of modern cooking

technology, including e-cooking, to lower carbon emissions.

There is also the development of electromobility and charging stations, which will increase electricity demand and safety requirements. This will promote energy-efficient use and safety.

Net metering will enable utilities and customers to promote the security of electricity supply, clean energy, clean cooking, and efficient electricity use through renewable sources like solar to offset grid energy.

Speaking about EWURA's role, the Director General Dr. James Mwainyekule affirmed that the developments in the electricity supply industry call for a more strengthened and conducive regulatory framework which shall encourage and leverage a more dynamic private sector participation.

"The framework will allow the private sector to finance the construction of electric supply lines, thus promoting electrification accessibility, connectivity, and clean cooking". He insisted.

To ensure the security of the power supply, Tanzania's Power System Master Plan, 2024, advocates for an inclusive approach that involves both public and private sectors investing in energy efficiency and demand-side management projects.

Furthermore, EWURA is establishing supportive regulatory frameworks to encourage investment in generation, transmission, and distribution activities of the power supply and energy efficiency, which will subsequently increase customer participation.

Natural Gas connections rise as EWURA backs Clean Cooking

By Janeth Mesomapyia

There has been a steady rise in natural gas consumption in Tanzania, supported by recent statistics from the Tanzania Petroleum Development Corporation (TPDC), which show that in Dar es Salaam, 880 households are now connected to piped natural gas.

In Lindi, connections have significantly increased to 677 households, while in Mtwara, a total of 425 households are connected, and in Mkuranga District, construction of pipelines has already commenced to serve an additional 530 homes.

Apart from households, seven hotels in Dar es Salaam now utilise natural gas for cooking, illustrating how the regulated network is extending into the hospitality sector. This adoption highlights the versatility of natural gas as a clean-cooking alternative suitable for both homes and commercial kitchens.

Regulation Anchored in Safety and Access

At the heart of EWURA's regulatory approach is a focus on safety and reliability. The Authority ensures technical compliance by requiring operators to maintain the integrity of the natural gas infrastructure, including processing, transmission, and distribution lines. It also covers natural gas quality, measurement, the maintenance of pressure valves, along with gas monitoring devices and routine leak detection. This framework ensures that natural gas supplied to homes remains safe.

EWURA's regulatory framework aims to protect households while enabling more Tanzanians to access natural gas for cooking. By enforcing strict standards,



The Chairman of EWURA Board of Directors, Prof. Mark Mwandosya (4th right), and his team, listening to details of Compressed Natural Gas operations at a dispensing station in Dar es Salaam during a recent visit to the gas infrastructure.

the Authority not only builds public trust but also reduces risks related to traditional cooking methods like charcoal, kerosene, or firewood, which cause indoor pollution, respiratory illnesses, and environmental damage.

Infrastructure Expansion

EWURA's oversight also encompasses infrastructure development. According to the Authority's recent fact sheet, by mid-2025, Tanzania's natural gas pipeline network will extend over 815 kilometres, connecting processing plants, transmission lines, and distribution pipelines. This regulated infrastructure enables households, industries, and institutions to access natural gas as a reliable energy source.

In Lindi and Mtwara regions, where natural gas is produced, the rise in household connections shows how infrastructure expansion is gradually bringing direct community benefits. Meanwhile, projects like the ongoing pipeline construction in Mkuranga highlight

how EWURA's regulatory role ensures that technical standards are maintained as the network extends to new areas.

The Road ahead

Looking ahead, EWURA's oversight remains crucial in shaping future access to clean cooking energy through various government projects.

EWURA's Director General, Dr. James Andilile, stated that the projects are likely to expand the natural gas supply network significantly. He mentioned that although some regions currently lack direct pipeline connections, the mini-LNG projects will serve as a practical alternative for reaching these areas.

"The government is committed to supporting investors and ensuring that these projects become successful as planned," Dr Andilile added, underlining the national priority of expanding access to clean cooking solutions.

EWURA engages stakeholders at Nanenane 2025

By Staff Writer



The Energy and Water Utilities Regulatory Authority (EWURA) actively participated in the 2025 Nanenane Agricultural Exhibitions, held from 1st to 8th August, under the theme ***‘Elect Good Leaders for Sustainable Development in Agriculture, Livestock, and Fisheries 2025’***.

The exhibitions were held across six zones: Central Zone (Dodoma), Eastern Zone (Lindi), Northern Zone (Arusha), Western Zone (Tabora), Lake Zone (Mwanza), and Southern Highlands Zone (Mbeya). The event offered the Authority an important platform to engage with thousands of visitors while informing the public about key regulated sectors that directly impact society.

During the event, EWURA used its exhibition booths to share important information on several focus areas. A major highlight was

clean cooking using Liquefied Petroleum Gas (LPG). Visitors were educated on the health, safety, and environmental advantages of adopting LPG, which reduces reliance on charcoal and firewood, thereby improving air quality and conserving forests.

The Authority also underscored the significance of rural petrol stations, highlighting their role in enhancing energy access in remote areas. Visitors were made aware of regulatory requirements and safety measures, some of which have been simplified to facilitate compliance, ensuring a dependable and affordable fuel supply to underserved communities.

Another key theme was the regulation of personnel involved in electricity installations. EWURA explained the need for households and businesses to engage only licensed professionals for

electrical work. This guarantees safety, quality, and adherence to national standards, thereby minimising the risk of accidents and power outages.

Furthermore, EWURA advocated for rainwater harvesting practices, reminding the public that using water resources efficiently is vital for both household and agricultural needs, particularly in the context of climate change and periodic water shortages.

EWURA's participation in Nanenane reaffirmed its commitment to protecting consumer interests, promoting safe energy and water use, and supporting national initiatives that advance sustainable development. The exhibitions also provided stakeholders with an opportunity to provide feedback, enabling EWURA to strengthen its service delivery and regulatory role.