

Energy and Water Utilities Regulatory Authority
ISO 9001:2015 Certified

FACT SHEET

Q2 FY 2025/26



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In the Second Quarter of FY 2025/26, EWURA continued to enhance regulatory oversight for improved energy and water services' quality, reliability, and affordability. This was attained by refining our regulatory frameworks and stakeholders' engagement, and through monitoring the performance of service providers and enforcing laws, regulations, and standards. EWURA is committed to fostering transparency, efficiency, and effectiveness to secure the sustainable provision of energy and water services.



DR. JAMES ANDILILE

MISSION

To regulate energy and water utilities in a transparent, effective, and efficient manner that ensures quality, availability, and affordability

VISION

To be a world-class Regulator for Sustainable Energy and Water Services

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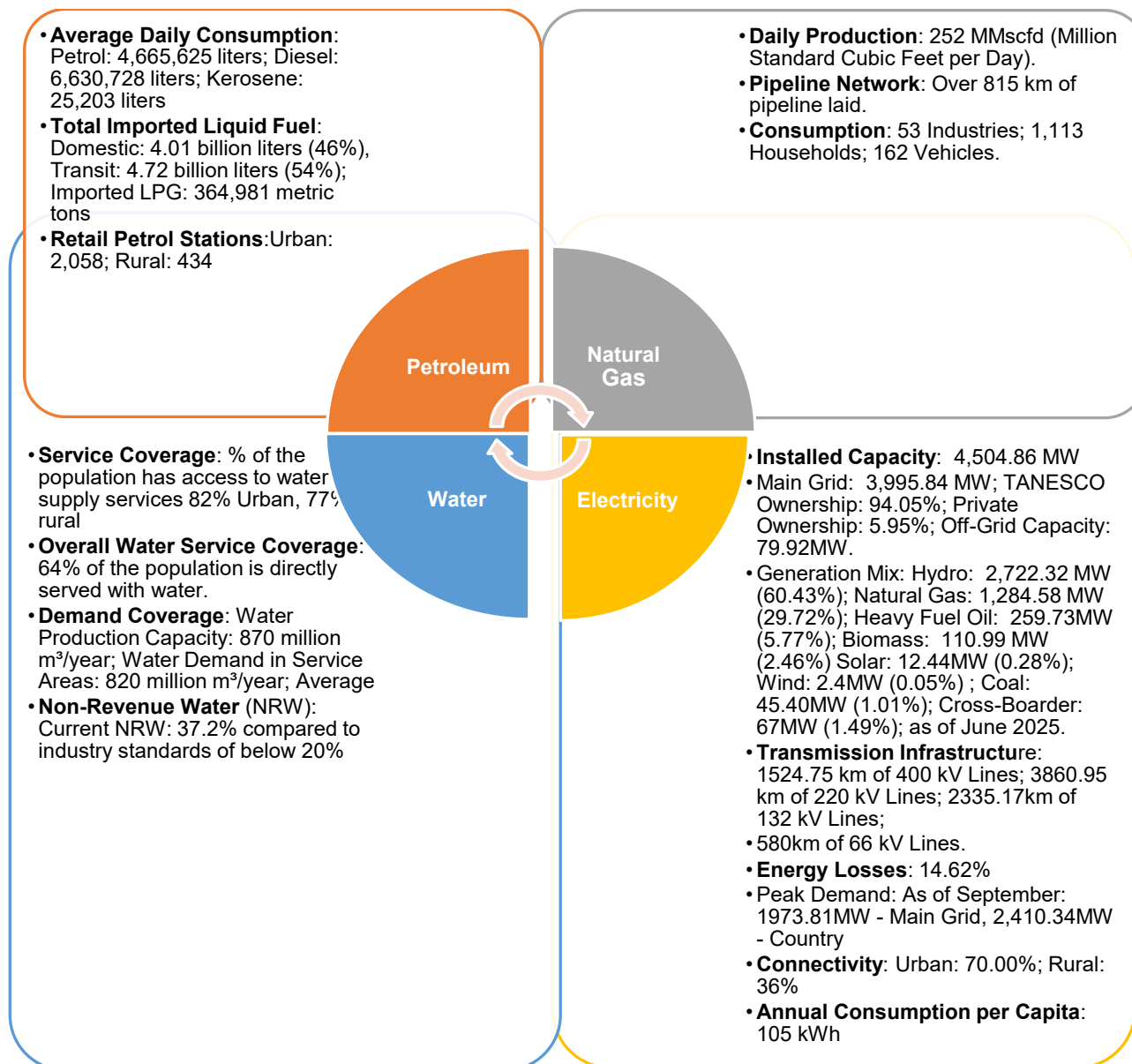
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ABBREVIATIONS AND ACRONYMS

AG	Arabian Gulf
AGIP	Azienda Generale Italiana Petroli
ALAF	Aluminium Africa
AMOCO	American Oil Company
BPS	Bulk Procurement System
CNG	Compressed Natural Gas
COSS	Cost of Service Study
CPI	Consumer Price Index
DARESO	Dar es Salaam and District Electric Supply Company Ltd
DAWASA	Dar es Salaam Water and Sewerage Authority
DIT	Dar es Salaam Institute of Technology
DSM	Dar es Salaam
EACOP	East African Crude Oil Pipeline
EPP	Emergency Power Plants
EWURA	Energy and Water Utilities Regulatory Authority
FOB	Free on Board
GAPCO	Gulf Africa Petroleum Corporation
GIIP	Gas Initially in Place
GJ	Gigajoule
GOT	Government of Tanzania
HFO	Heavy Fuel Oil
IPP	Independent Power Producer
KILAMCO	Kilimanjaro Ammonia Company
KOJ	Kurasini Oil Jetty
KUFPEK	Kuwait Foreign Petroleum Exploration Company
kVa	Kilovolt-Ampere
kWh	Kilowatt-Hour
LPG	Liquid Petroleum Gas
M&P	Maurel & Prom
MED	Mediterranean
MMBtu	Million British Thermal Units
MMscfd	Million Standard Cubic Feet per Day
MT	Metric Tonner

NRW	Non-Revenue Water
NUWA	National Urban Water Authority
PAET	Pan African Energy Tanzania
PSMP	Power System Master Plan
PSRC	Public Service Recruitment Secretariat
SBM	Single Buoy Mooring
SPPA	Standardized Power Purchase Agreement
SPPs	Small Power Projects
SSB	Said S. Bakhresa & Co Ltd
STM	Standardised Tariff Methodology
TANESCO	Tanzania Electric Supply Company
TASAC	Tanzania Shipping Agencies Corporation
TBL	Tanzania Breweries Ltd
TCC	Tanzania Cigarette Company
TCF	Trillion Cubic Feet
TCFT	Tanzania-Chinese Textile
TPDC	Tanzania Petroleum Development Corporation
TZS	Tanzanian Shillings
UDSM	University of Dar es Salaam
VSPP	Very Small Power Producer
WD & ID	Water Development and Irrigation Department
WSDP	Water Sector Development Programme
WSSAs	Water Supply and Sanitation Authorities
ZECO	Zanzibar Electricity Corporation

KEY REGULATED SECTORS' STATISTICS



FOREWORD

EWURA is an autonomous multi-sectoral regulatory authority established by the Cap. 414 of the laws of Tanzania. It is responsible for the technical, quality, and economic regulation of energy (electricity, natural gas, down and mid-stream petroleum) and water sectors (water and sanitation) in Mainland Tanzania. It became operational in September 2006. Under Section 7 of Cap 41, EWURA is responsible for the technical and economic regulation of the energy (electricity, midstream and downstream petroleum, natural gas) and water sectors in Tanzania's mainland. The Authority is charged with licensing, reviewing tariffs and charges, making rules, and monitoring performance and standards about quality, safety, health, and the environment.

In discharging its function, EWURA is responsible for promoting effective competition and economic efficiency, protecting the interests of consumers, and promoting the availability of regulated services to all consumers, including low-income, rural, and disadvantaged consumers in the regulated sectors. EWURA mandates are derived from the EWURA Act, Cap. 414; the Petroleum Act, Cap. 392; Electricity Act, Cap. 131; Water Supply and Sanitation Act, Cap. 272; and Fair Competition Act, Cap. 285. This Fact Sheet provides some important data and information about the Electricity Industry in the Tanzania Mainland.

EWURA MANDATES

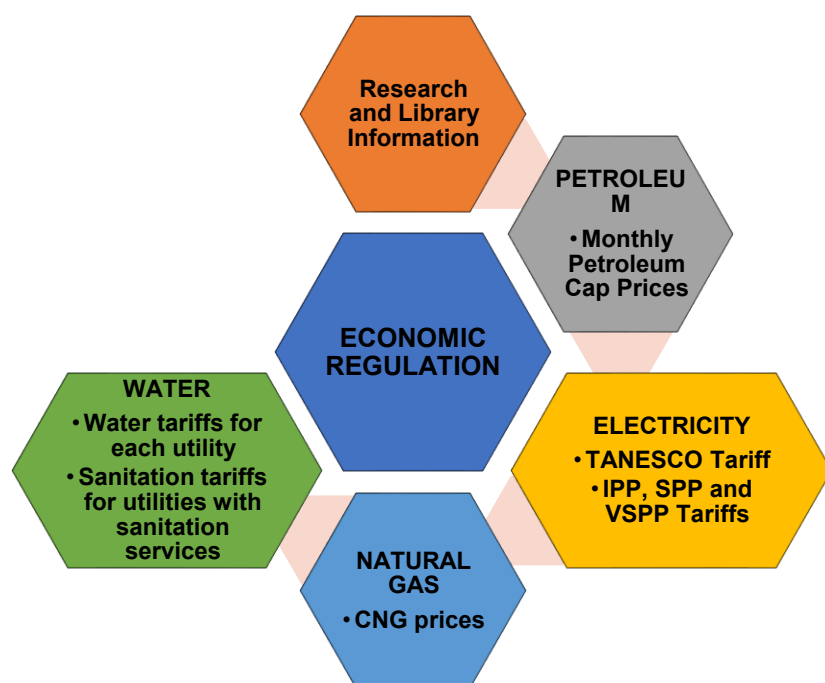
EWURA mandates include licensing, tariff review, monitoring performance, and standards regarding quality, safety, health, and environment. EWURA is also responsible for promoting effective competition and economic efficiency, protecting the interests of consumers, and promoting the availability of regulated services to all consumers, including low-income, rural, and disadvantaged consumers in the regulated sectors.

Duties

In carrying out its functions, EWURA shall strive to enhance the welfare of Tanzanian society by:

- promoting effective competition and economic efficiency;
- protecting the interests of consumers;
- protecting the financial viability of efficient suppliers;
- promoting the availability of regulated services to all consumers, including low-income, rural, and disadvantaged consumers;
- taking into account the need to protect and preserve the environment;
- enhancing public knowledge, awareness, and understanding of the regulated sectors.

EWURA, being a multi-sectoral regulator, provides technical and economic regulation in electricity, petroleum, natural gas, and water sub-sectors in Tanzania.



ELECTRICITY SECTOR

Time/Period	Milestone
1908	Germany introduced the Electricity Service in Tanganyika to serve railway workshops and part of the Dar es Salaam township.
1922	Great Britain formed the Government Electricity Department to manage the power facilities left by the Germans.
1931	The Government Electricity Department was unbundled, and two companies, the Tanganyika Electric Supply Company Ltd (TANESCO) and Dar es Salaam and District Electric Supply Company Ltd (DARESCO), were incorporated under the Companies Ordinance Cap. 212.
1933	TANESCO commissioned the first diesel generator at Kange (Tanga) and later the Pangani hydropower plant (5MW) in 1936.
1957	The Electricity Ordinance, Cap 131, was amended to confer the Minister for Energy with mandates to provide policy oversight and regulation.
1964	In 1964, DARESCO and TANESCO were merged to form Tanganyika Electric Supply Company (TANESCO), which was incorporated under the Electricity Ordinance of 1964, Cap. 212.
1968	TANESCO changed its name from Tanganyika Electric Supply Company to Tanzania Electric Supply Company Limited, as it is known today.

1997	TANESCO was specified for privatization and placed under PSRC
2002 - 2006	TANESCO management was placed under the Net Group solutions to facilitate financial and technical turnaround before privatization.
2006	The Government de-specified TANESCO from privatization for the reason of being a strategically important institution.
2008	The Electricity Act was enacted to facilitate and regulate the generation, transmission, transformation, distribution, supply, and use of electricity, provide for cross-border trade in electricity, and plan and regulate rural electrification.
2008	The Government of Tanzania developed a plan for 25 years, starting in 2008, entitled the Power System Master Plan (PSMP) to improve the situation.
2014	The Government approved the Electricity Supply Industry Reform Strategy and Roadmap (2014 -2025) with the view of increasing efficiency, quality services, and goods, availability of affordable power, satisfying customers, satisfying business partners, increasing transparency and competition, and reducing subsidies in the electricity subsector.

TECHNICAL REGULATION

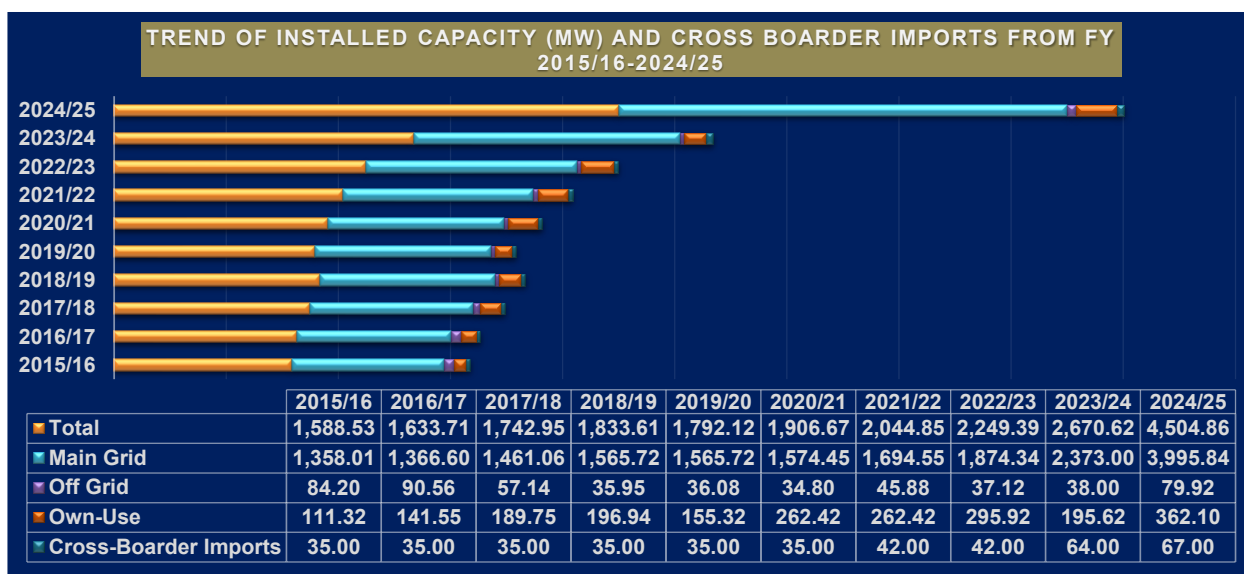
1.	Installed Capacity (MW)		4,504.86
2.	Main grid Capacity (MW)		3,995.84
3.	Private ownership of the main grid capacity		5.95%
4.	TANESCO's ownership of the main grid capacity		94.05%
5.	Off-grid Capacity (MW)		79.92
6.	Energy Losses		14.6%
7.	Self – Generators - Own use (MW)		361.53
8.	Electricity Connectivity		45.8%
9.	Rural-Urban Access (%)	Urban	70.9%
		Rural	66.7%
10.	Population distribution (%)	Urban	35%
		Rural	65%
11.	Energy Consumption (%)	Residential	72.5%
		Industry	14.4%
		Transport	5.8%
		Agriculture	4.2%
		Others	3.1%
12.	Energy sources		Natural gas, coal, uranium, hydro, biomass, solar, wind, geothermal, tidal and waves
13.	National Energy Balance (2015)	Biomass	85%
		Petroleum	9.3%
		Electricity	4.5%
		Coal and Renewable	1.2%
14.	Annual Electricity Consumption per capita (kWh)		105

15.	Power imports (MW)	Uganda	43
		Kenya	4
		Zambia	20
16.	Peak demand – Main Grid, 9 th September 2025 (MW)		1,973.81MW
17.	Electricity demand growth rate (%)		10 - 15
18.	TANESCO's off-grid		Mtwara I (30.40MW), Mtwara II (20.00), Somanga (7.50MW), Bukoba (2.60MW), Mafia (3.20), Sumbawanga (5.00), Mpanda (7.50).
19.	Power imports		Kenya (4 MW), Uganda (43 MW), and Zambia (20 MW).
20.	Network Infrastructure (km)	Transmission	8303.87
		Distribution	221,110.65
21.	Projected Generation Mix (2044)	Hydropower	5,264.87 MW (26.40%)
		Gas Fired	8,010.82 MW (40.20%)
		Imports	200.00 MW (1.00%)
		Geothermal	1,110.00 MW (5.60%)
		Wind	3,050.00 MW (15.30%)
		Solar	1,729.00 MW (8.70%)
		Diesel	0.00 MW (0.00%)
		HFO	0.00 MW (0.00%)
		Biomass	10.50 MW (0.10%)
		Uranium	480.00 MW (2.40%)
		Hydrogen	50.00 MW (0.30%)

INSTALLED CAPACITY BY OWNERSHIP

DESCRIPTION	ENTITY	CAPACITY (MW)	PERCENTAGE (%)	CONTRIBUTION (%)
Main Grid for Sale	TANESCO	3,758.28	94.05%	88.70%
	Large Power Producer - Private Entities (≥10MW)	189.00	4.73%	
	Small Power Producer - Private Entities (>0.1MW & ≤10MW &)	48.56	1.22%	
	Very Small Power Producer - Private Entities (≥0.15 MW & ≤0.1MW)	-	0.00%	
	Total	3,995.84	100.00%	
Off Grid for Sale	TANESCO	76.16	95.30%	1.77%
	Large Power Producer - Private Entities (≥10MW)	-	0.00%	
	Small Power Producer - Private Entities (>0.1MW & ≤10MW &)	-	0.00%	
	Very Small Power Producer - Private Entities (≥0.15 MW & ≤0.1MW)	3.76	4.70%	
	Total	79.92	100.00%	
Own-Use	Private Entities	339.04	93.63%	8.04%
	Public Entities	23.06	6.37%	
	Total	362.10	100.00%	
Cross-Border Import	ZAMBIA (MBALA - 66kV)	20.00	0.44%	1.49%
	UGANDA (MASAKA - 132kV)	36.00	0.80%	
	UGANDA (KIKAGATI PLANT-33kV)	7.00	0.16%	
	KENYA (ISINYA-400kV)	4.00	0.09%	
	Total	67.00	301.49%	
Total	TANESCO	3,834.44	85.12%	100.00%
	Large Power Producer - Private Entities (≥10MW)	189.00	4.20%	
	Small Power Producer - Private Entities (>0.1MW & ≤10MW &)	48.56	1.08%	
	Very Small Power Producer - Private Entities (≥0.15 MW & ≤0.1MW)	4.32	0.10%	
	Own-Use	361.53	8.03%	
	Cross-Border Import	67.00	1.49%	
	Total	4,504.86	100.00%	

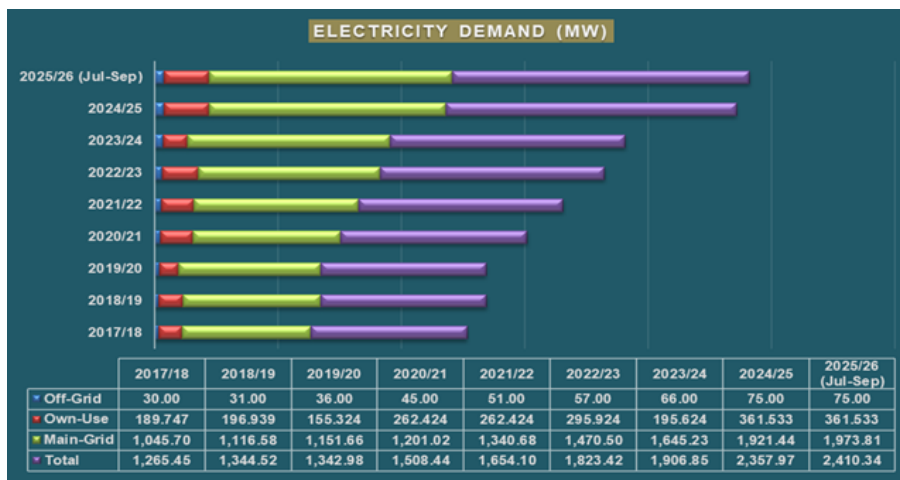
INSTALLED CAPACITY TREND AS OF 31ST DECEMBER 2025



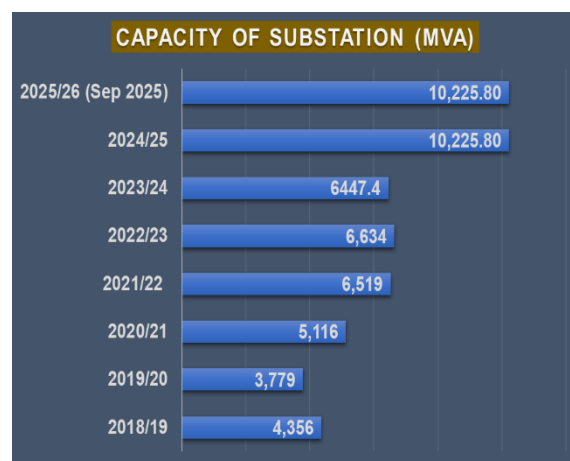
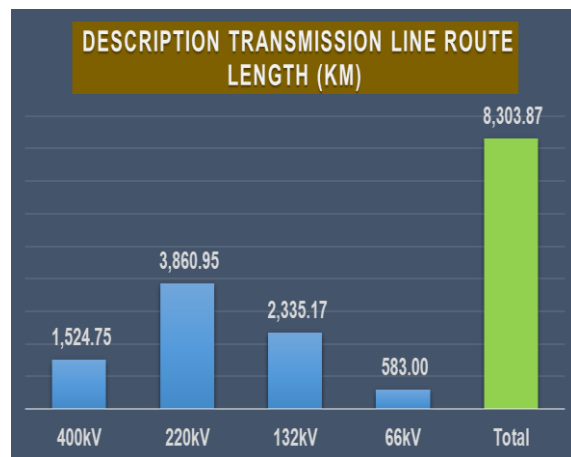
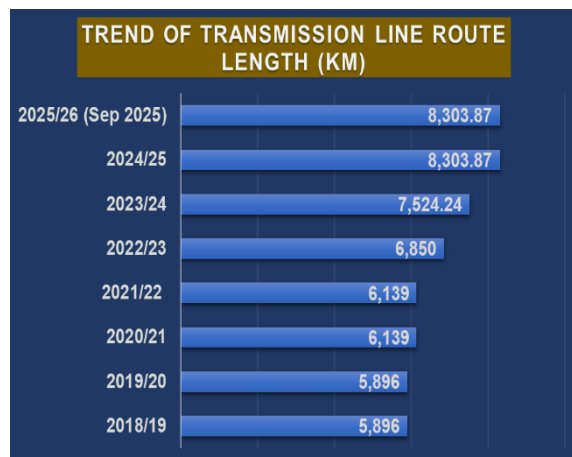
ENERGY MIX (AS OF 31ST DECEMBER 2025)

Description	Technology	Capacity (kWh)	Percentage (%)	% Contribution
Main Grid for Sale	Hydro	8,116,664,228.31	64.80%	93.63%
	Natural Gas	4,340,587,005.25	34.65%	
	GO/HFO/DO	30,460,889.00	0.24%	
	Biomass	31,942,132.38	0.26%	
	Wind	4,359,082.00	0.03%	
	Solar	2,113,340.34	0.02%	
	Coal	-	0.00%	
	Total	12,526,126,677.28	100.00%	
Off-Grid for Sale	Hydro	3,128,984.40	1.19%	1.97%
	Natural Gas	206,055,623.00	78.27%	
	GO/HFO/DO	49,650,534.00	18.86%	
	Biomass	-	0.00%	
	Wind	-	0.00%	
	Solar	4,442,654.15	1.69%	
	Coal	-	0.00%	
	Total	263,277,795.55	100.00%	
Own-Use	Hydro	-	0.00%	2.21%
	Natural Gas	201,885.20	0.07%	
	GO/HFO/DO	3,834,847.00	1.29%	
	Biomass	53,379,907.30	18.01%	
	Wind	-	0.00%	
	Solar	463,404.00	0.16%	
	Coal	238,444,776.00	80.47%	
	Total	296,324,819.50	100.00%	
Cross-Border Import	ZAMBIA (MBALA - 66kV)	71,668,450.00	24.19%	2.19%
	UGANDA (MASAKA - 132kV)	145,482,990.00	49.10%	
	UGANDA (KIKAGATI PLANT-33kV)	47,048,406.00	15.88%	
	KENYA (ISINYA-400kV)	28,653,420.00	9.67%	
	Total	292,853,266.00	279.45%	
Total	Hydro	8,119,793,212.71	60.69%	100%
	Natural Gas	4,546,844,513.45	33.99%	
	GO/HFO/DO	83,946,270.00	0.63%	
	Biomass	85,322,039.68	0.64%	
	Wind	4,359,082.00	0.03%	
	Solar	7,019,398.48	0.05%	
	Coal	238,444,776.00	1.78%	
	Cross-Boarder	292,853,266.00	2.19%	
	Total	13,378,582,558.33	100.00%	

MAXIMUM DEMAND (AS OF 31ST DECEMBER 2025)



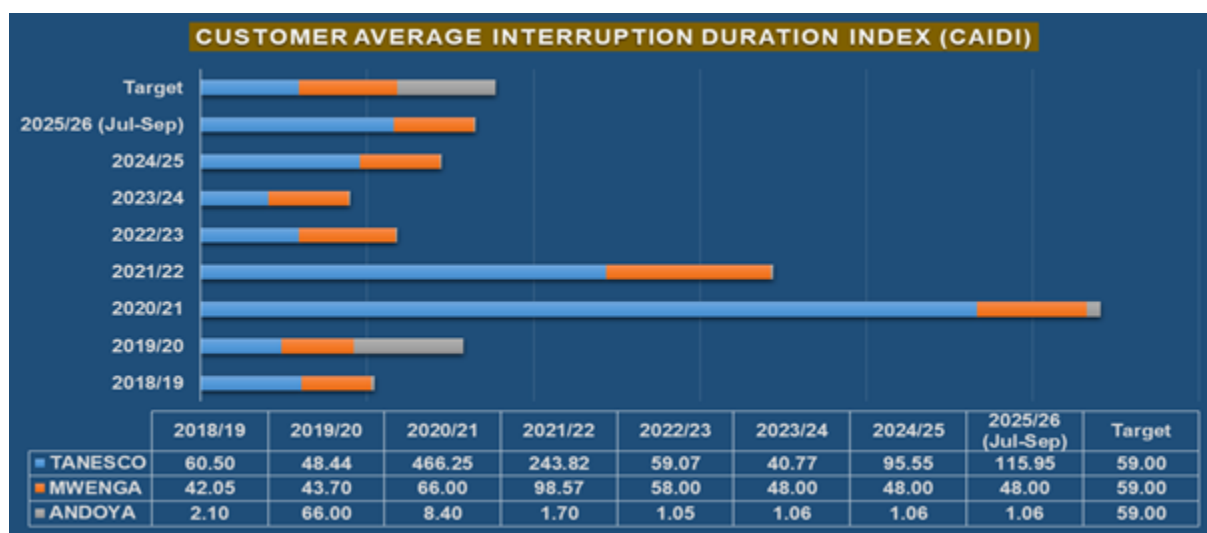
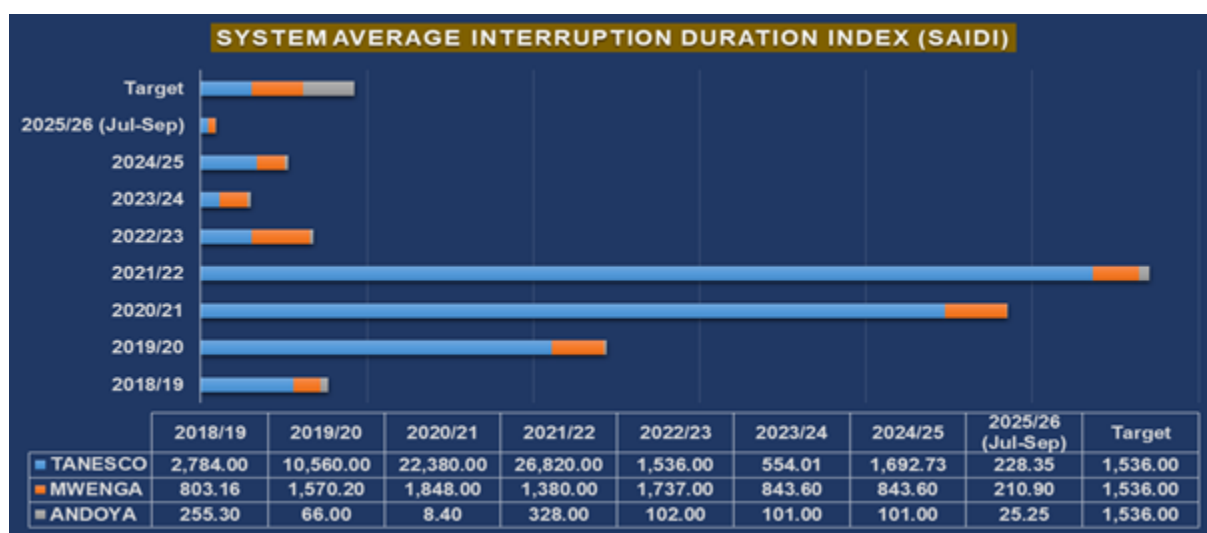
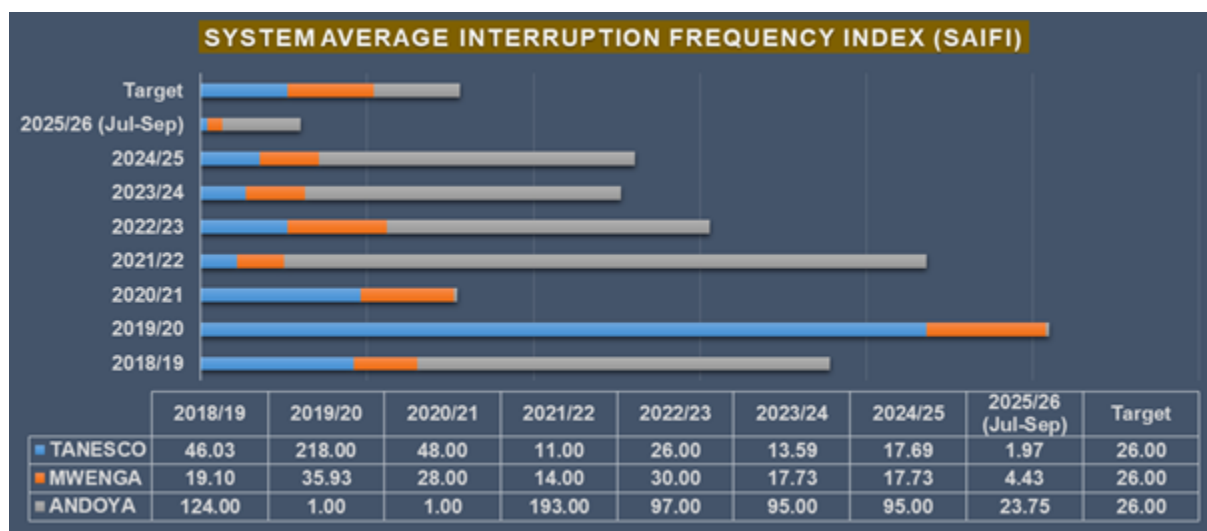
TRANSMISSION INFRASTRUCTURE



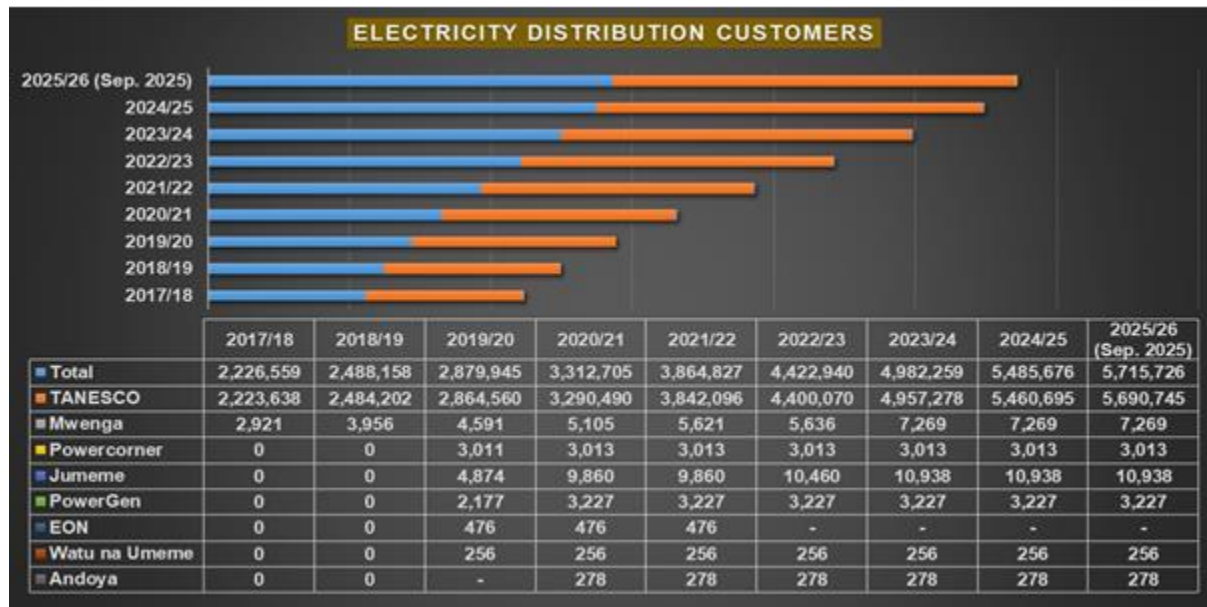
DISTRIBUTION INFRASTRUCTURE (AS OF 31ST DECEMBER 2025)



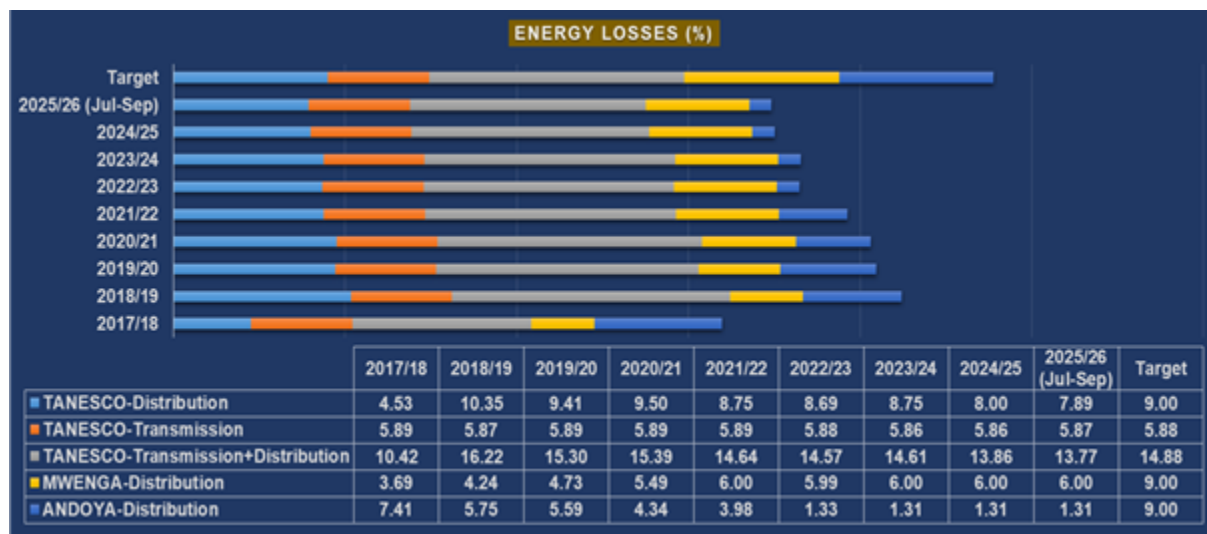
POWER RELIABILITY OF DISTRIBUTION INFRASTRUCTURE (AS OF 31ST DECEMBER 2025)



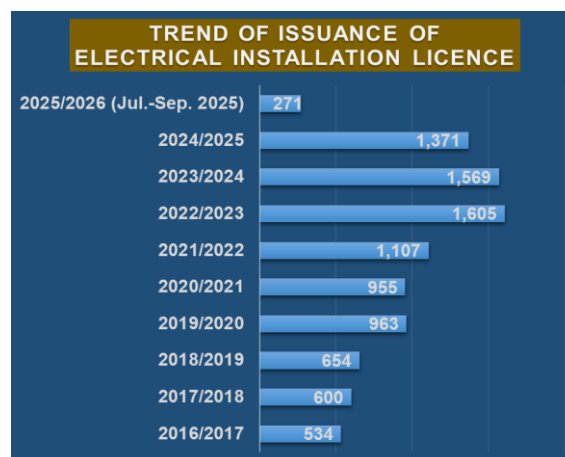
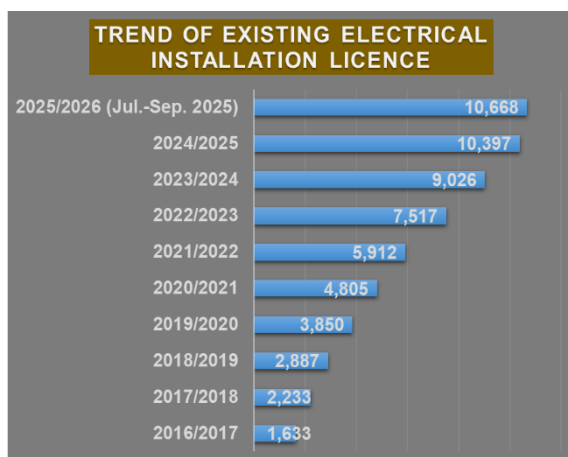
CUSTOMERS CONNECTED (AS OF 31ST DECEMBER 2025)



ENERGY LOSSES (AS OF 31ST DECEMBER 2025)



ELECTRICAL INSTALLATION LICENSE (AS OF 31ST DECEMBER 2025)

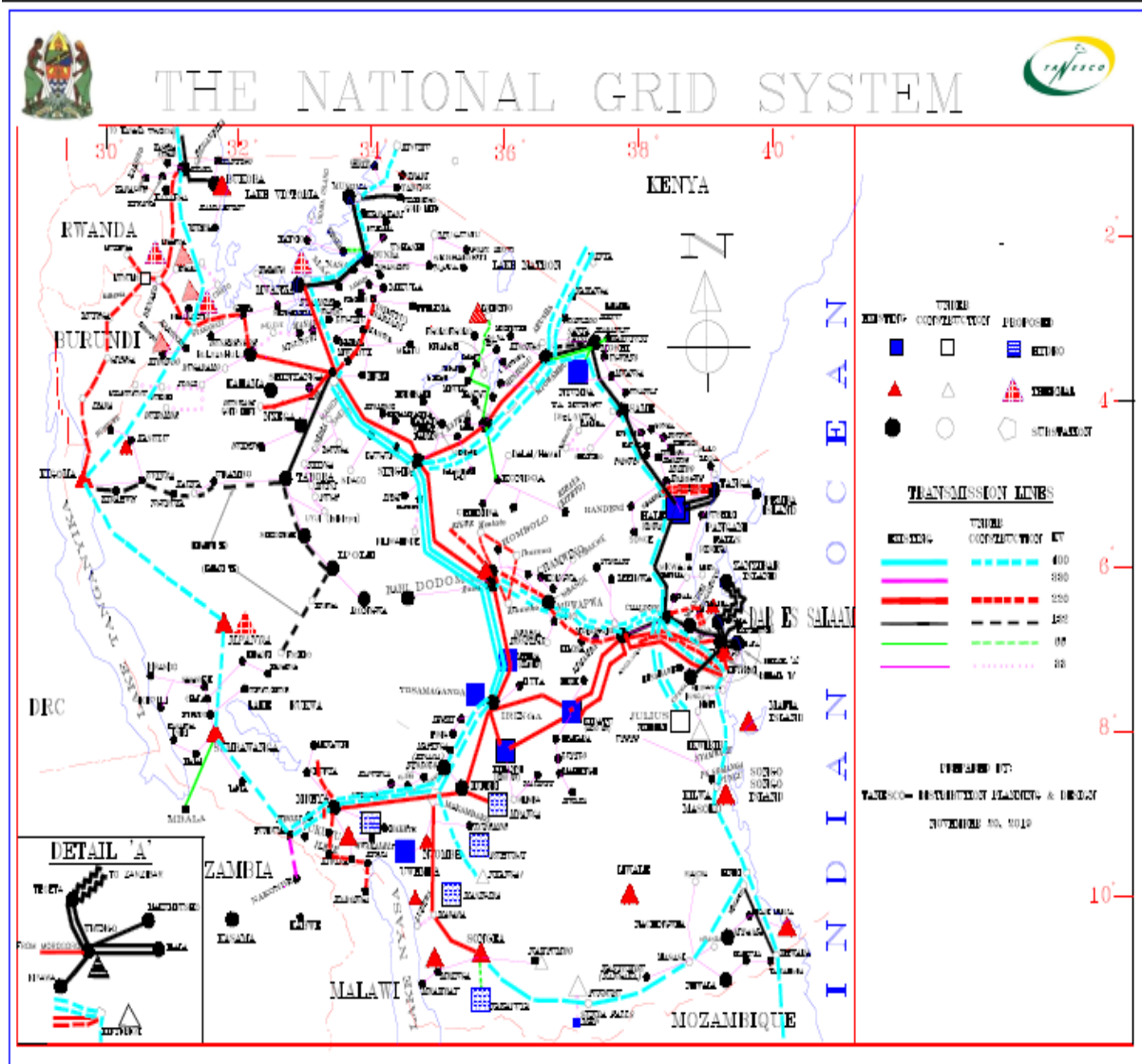


ELECTRICITY TARIFF

ELECTRICITY TARIFF Customer Category	Component	Unit	Approved Tariff
D1	Service charge	TZS/Month	0
	Energy charge (0-75kWh)	TZS/kWh	100
	Energy charge above 75kWh	TZS/kWh	350
T1	Service charge /month	TZS/Month	0
	Energy charge	TZS/kWh	292
	Maximum Demand charge	TZS/kVA/Month	0
T2	Service charge	TZS/Month	14,233
	Energy charge	TZS/kWh	195
	Maximum Demand Charge	TZS/kVA/Month	15,004
T3-MV	Service charge	TZS/Month	16,769
	Energy charge	TZS/kWh	157
	Maximum Demand Charge	TZS/kVA/Month	13,200
T3-HV	Service charge	TZS/Month	0
	Energy charge	TZS/kWh	152
	Maximum Demand Charge	TZS/kVA/Month	16,550
Key			
D1: Low usage Tariff for Domestic Customers who, on average consume less than 75kWh per month. Any u exceeding 75kWh is charged a high rate of TZS 350 per kWh. Under this category, power is supplied at a low-voltage single-phase (230V).			
T1: General Usage Tariff for customers including residential, small commercial, and light industrial use, Pub lighting, and billboards. Power is supplied at low voltage single phase (230V) as well as three phase (400V).			
T2: Applicable to general use customers where power is metered at 400V, average consumption is more th 7,500kWh per meter reading period, and demand does not exceed 500kVA per meter reading period.			
T3-MV: Applicable customers connected to Medium Voltage			

T3-HV: Applicable customers connected to High Voltage, including ZECO, Bulyanhulu, and Twiga Cement.

NATIONAL GRID SYSTEM NETWORK EXPANSION MAP



EWURA MANDATES

- Issue provisional and Operation License for electricity activities;
- Conduct Compliance Monitoring of Licensees;
- Approve initiation of procurement of power projects and PPAs;
- Approve electricity tariff and charges; and
- Issue electrical installation licences to electrical installation personnel.

ELECTRICITY TARIFF REGULATION

From 1957	The electricity sector was regulated by the minister responsible for energy in line with the Electricity Ordinance of 1931 (as amended in 1957)
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After 1961	Tariff adjustments were approved by the Cabinet and later, the powers were granted to the TANESCO Board of Directors and the Minister for Energy to approve tariff adjustments of up to 5% and 10% respectively
1992	To emphasize the need for government control on tariff determination, the National Energy Policy of 1992 cited, "Stability of energy price is a contributory factor to stability of prices in general and to planned development, therefore energy pricing will not simply be left to market forces"
2006	In 2006, when EWURA became operational, the cost recovery regime was adopted for tariff determination
2006	TANESCO requested EWURA for a 6% tariff increase to cater for inflation. The request was subsequently approved and became effective from January 2007. In 2007, TANESCO requested a 40% tariff increase and connection charges ranging between 66 - 281% of which only 21.7% and 66 – 215% were approved, respectively
2008	The Electricity Act of 2008 is the principal legislation that governs the power sector in terms of licensing, powers of the Minister and the regulator, and tariff matters
2008	EWURA adopted a standardized mechanism for the development of Small Power Projects (SPPs) in Tanzania in 2008, for which a Standardised Power Purchase Agreement (SPPA) for the Main Grid and off-grid, and a Standardised Tariff Methodology (STM) for the Main Grid, were approved
2012	EWURA approved a 40.29% tariff increase against a request of 155% to cater for the operational cost surge stemming from the contracted EPPs and excessive use of TANESCO's thermal plants
2012	EWURA conducted a Cost-of-Service Study (COSS) to provide electric service and developed a Rate Setting Methodology. Based on the COSS results, the tariff was adjusted upward by 39.19%, effective from January 2014
2016	TANESCO requested a 1.5% tariff decrease, which the Authority subsequently approved. The new order further burdened the already financially troubled corporation by eliminating the monthly service charge of TZS 5,520 and the service line application cost of TZS 5,0000 for T1(General usage) customers
In December 2016	EWURA approved an 8.5% tariff increase effective from 1 st January 2017. However, it did not take into effect

CURRENT ELECTRICITY TARIFF

Customer Category	Component	Unit	Approved Tariff
D1	Service charge	TZS/Month	0
	Energy charge (0-75kWh)	TZS/kWh	100
	Energy charges above 75kWh	TZS/kWh	350
T1	Service charge /month	TZS/Month	0
	Energy charge	TZS/kWh	292
	Maximum Demand charge	TZS/kVA/Month	0
T2	Service charge	TZS/Month	14,233
	Energy charge	TZS/kWh	195
	Maximum Demand Charge	TZS/kVA/Month	15,004
T3-MV	Service charge	TZS/Month	16,769
	Energy charge	TZS/kWh	157
	Maximum Demand Charge	TZS/kVA/Month	13,200
T3-HV	Service charge	TZS/Month	0
	Energy charge	TZS/kWh	152
	Maximum Demand Charge	TZS/kVA/Month	16,550
Key			
D1: Low usage Tariff for Domestic Customers who on average consume less than 75kWh per month. Any unit exceeding 75kWh is charged a high rate of TZS 350 per kWh. Under this category, power is supplied at a low-voltage single phase (230V).			
T1: General Usage Tariff for customers including residential, small commercial, and light industrial use. Public lighting, and billboards. Power is supplied at low voltage single phase (230V) as well as three phase (400V).			
T2: Applicable to general use customers where power is metered at 400V average consumption is more than 7,500kWh per meter reading period, and demand does not exceed 500kVA per meter reading period.			
T3-MV: Applicable customers connected to Medium Voltage			
T3-HV: Applicable customers connected to High Voltage, including ZECO, Bulyanhulu, and Twiga Cement.			

TARIFF ORDERS

Effective Date	Approved Tariffs
1 st February 2007	EWURA approved new electricity tariffs as follows: <ul style="list-style-type: none"> D1 – TZS 40 per kWh, less or equal to 50kWh per month (low usage); T1 – TZS 106 per kWh T2 – TZS 70 per kWh – Low voltage usage T3 – TZS 65 per kWh – High Voltage usage T5 – TZS 28 per kWh – ZECO
	Approved New service charges - TZS/Month <ul style="list-style-type: none"> D1 – N/A T1 – TZS 1,892 T2 Low Voltage – TZS 7,012 T3 High Voltage – TZS 7,012 T5 ZECO – TZS 7,012
	Approved Demand Charges - TZS/kVA

	<ul style="list-style-type: none"> • D1 – N/A • T1 – N/A • T2 Low Voltage – TZS 7,680 • T3 High Voltage– TZS 7,123 • T5 ZECO – TZS 3,907
1st January 2008	EWURA approved new electricity tariffs as follows: <ul style="list-style-type: none"> • D1 – TZS 49 per kWh, less or equal to 50kWh per month (low usage); • T1 – TZS 129 per kWh • T2 – TZS 85 per kWh – Low Voltage • T3 – TZS 79 per kWh – High Voltage Supply • T5 – TZS 75 per kWh – ZECO
	Approved New service charges - TZS/Month <ul style="list-style-type: none"> • D1 – N/A • T1 – TZS 2,303 • T2 Low Voltage – TZS 8,534 • T3 High Voltage – TZS 8,534 • T5 - TZS 8,534 - ZECO
	Approved Demand Charges - TZS/kVA <ul style="list-style-type: none"> • D1 – N/A • T1 – N/A • T2 Low Voltage – TZS 9,347 • T3 High Voltage– TZS 8,669 • T5 ZECO – TZS 4,755
11th January 2011	EWURA approved new electricity tariffs as follows: <ul style="list-style-type: none"> • D1 – TZS 60 per kWh, less or equal to 50kWh per month (low usage); • T1 – TZS 157 per kWh • T2 Low voltage usage – TZS 94 per kWh • T3 High Voltage usage – TZS 84 per kWh • T5 ZECO – TZS 83 per kWh
	Approved New service charges - TZS/Month <ul style="list-style-type: none"> • D1 – N/A • T1 – TZS 2,738 – • T2 Low Voltage – TZS 10,146 • T3 High Voltage– TZS 10,146 • T5 – ZECO – TZS10,146
	Approved Demand Charges - TZS/kVA <ul style="list-style-type: none"> • D1 – N/A • T1 – N/A • T2 Low Voltage – TZS 12,078 • T3 High Voltage– TZS 10,350 • T5 – ZECO – TZS 8,610
15th January 2012	EWURA approved new electricity tariffs as follows: <ul style="list-style-type: none"> • D1 – TZS 60 per kWh, less or equal to 50kWh per month (low usage); • T1 – TZS 221 per kWh – residential; • T2 – TZS 132 per kWh – Low Voltage • T3 – TZS 118 per kWh – High Voltage Supply • T5 – TZS 106 per kWh – ZECO
	Approved New service charges - TZS/Month <ul style="list-style-type: none"> • D1 – N/A • T1 – TZS 3,841 – residential • T2 Low Voltage – TZS 14,233 • T3 High Voltage– TZS 14,233 • T5 – ZECO – TZS14,233 • T3 High Voltage – N/A
	Approved Demand Charges - TZS/kVA <ul style="list-style-type: none"> • D1 – N/A • T1 – N/A • T2 Low Voltage – TZS 16,994 • T3 High Voltage– TZS 14,520 • T5 – ZECO – TZS12,079
1st January 2014	EWURA approved energy charge as follows: <ul style="list-style-type: none"> • D1 – TZS 100 per kWh, less or equal to 75kWh per month (low usage); • T1 – TZS 306 per kWh • T2 – TZS 205 per kWh • T3 Medium Voltage – TZS 163 per kWh • T5 – High Voltage TZS 159 per kWh
	Approved New service charges – TZS/Month <ul style="list-style-type: none"> • D1 – N/A • T1 – TZS 5,520

	<ul style="list-style-type: none"> T2 – TZS 14,233 T3 Medium Voltage– TZS 16,769 T3 High Voltage – N/A
	Approved Demand Charges - TZS/kVA <ul style="list-style-type: none"> D1 – N/A T1 – N/A T2 – TZS 15,004 T3 Medium Voltage – TZS 13,200 T3 High Voltage – TZS 16,550
10th October 2014	EWURA amended the principal Tariff Order No. 13-007 of January 2014 by extending the order and deferring quarterly tariff adjustments on account of fuel cost, inflation, and exchange rate fluctuations to 30 th April 2015
1st April 2016	EWURA approved energy charge as follows: <ul style="list-style-type: none"> D1 – TZS 100 per kWh, less or equal to 75kWh per month (low usage); T1 – TZS 292 per kWh; T2 – TZS 195 per kWh T3 Medium Voltage – TZS 157 per kWh T5 – High Voltage TZS 152 per kWh
	Approved New service charges – TZS/Month <ul style="list-style-type: none"> D1 – N/A T1 – N/A T2 – TZS 14,233 T3 Medium Voltage– TZS 16,769 T3 High Voltage – N/A
	Approved Demand Charges - TZS/kVA <ul style="list-style-type: none"> D1 – N/A T1 – N/A T2 – TZS 15,004 T3 Medium Voltage – TZS 13,200 T3 High Voltage – TZS 16,550

INDICATIVE TARIFFS FOR LARGE POWER PROJECTS

Effective Date	Approved Indicative Tariffs								
August 2016	Recommended indicative Tariffs for Selected Technologies (US¢/kWh)								
	Technology	Scenario I			Scenario II			Range	Cap
		Capacity Cost	Energy Cost	Total	Capacity Cost	Energy Cost	Total		
	Dispatchable Technologies								
	Hydro	3.57	0.18	3.75	7.08	0.38	7.46	3.71	8.00
	Flash-Geothermal	3.04	-	3.04	10.21	-	10.21	7.16	8.50
	Binary-Geothermal	4.13	-	4.13	10.29	-	10.29	6.16	9.00
	Pulverised Coal	1.10	4.07	5.17	4.21	4.13	8.34	3.17	8.50
	OCGT	0.71	6.78	7.49	1.18	7.44	8.62	1.13	8.70
	CCGT	0.88	4.80	5.67	2.15	5.455	7.60	1.93	8.00
	CCGT-CCS	2.65	4.80	7.44	3.06	5.46	8.52	1.08	8.50
	IGCC	4.23	3.86	8.09	6.46	4.14	10.60	2.51	10.60
	Pulverised-CCS	5.49	5.96	11.44	8.10	6.61	14.71	3.27	12.50
	Non Dispatchable Technologies								
	Onshore Wind	-	4.11	4.11	-	11.84	11.84	7.73	7.98
	Solar PV	-	5.89	5.89	-	13.32	13.32	7.42	8.00
Offshore Wind	-	8.02	8.02	-	14.49	14.49	6.46	10.00	
Solar Thermal	-	9.82	9.82	-	16.08	16.08	6.26	12.00	
GN. 453 of 14 th June 2019									
	Technology			Cap Price US¢/kWh					
	CCGT			5.00					
	IGCC			6.00					
	Hydro			4.00					
	Wind			7.00					

	Solar	5.00
Indicative Tariffs for Selected Technologies (USC/kWh)		

STANDARDIZED SMALL POWER PROJECT TARIFF

Effective Date	Approved Tariffs				
10 th July 2009	The Electricity (Standardized Small Power Projects Tariff) Order, 09-011				
	First Schedule: Standardized Small Power Projects Tariff for Hydro and Biomass				
	Schedule 1: Main-Grid Connection				
	Description		2008 Tariff (TZS/kWh)	2009 Approved Tariff (TZS/kWh)	Percentage
	Standardized Small Power Purchase Tariff		85.49	96.11	12.4%
	Seasonally adjusted	Dry season	102.58	115.33	12.4%
	Standardised SPPT Payable in	Wet season	76.94	86.50	12.4%
	Schedule 2: Mini-Grid Connection				
	Description		2008 Tariff (TZS/kWh)	2009 Approved Tariff (TZS/kWh)	Percentage Change
	Standardized SPP Tariff		334.83	334.83	0.00%
30 th April 2012	The Electricity (Standardized Small Power Projects Tariff) Order, 12-012				
	First Schedule: Standardized Small Power Projects Tariff for Hydro and Biomass				
	Schedule 1: Main-Grid Connection				
	Description		2011 Tariff (TZS/kWh)	2012 Approved Tariff (TZS/kWh)	Increase
	Standardized Small Power Purchase Tariff		121.13	152.54	26%
	Seasonally adjusted	Dry season	145.36	183.05	26%
	Standardised SPPT Payable in	Wet season	109.02	137.29	26%
	Schedule 2: Mini-Grid Connection				
	Description		2011 Tariff (TZS/kWh)	2012 Approved Tariff (TZS/kWh)	Percentage Change
	Standardized SPP Tariff		380.22	480.50	27%
1 st July 2014	The Electricity (Standardized Small Power Purchase Tariff for Year 2014) Order, 2014				
	First Schedule: Main Grid Connection Tariff				
	Description		2013 Tariff (TZS/kWh)	2014 Approved Tariff (TZS/kWh)	Increase
	Standardized Small Power Purchase Tariff		174.89	197.31	12.82%
		Dry season	209.87	236.78	12.82%

	Seasonally adjusted Standardised SPPT Payable in		Wet season	157.4	177.58	12.82%
	Second Schedule: Mini Grid Connection Tariff					
	Description	2013 Tariff (TZS/kWh)	2014 Approved Tariff (TZS/kWh)	Percentage Change		
	Standardized SPP Tariff	490.5	482.64	-1.60%		
1 st April, 2015	The Electricity (Standardized Small Power Projects Tariff) Order, 2015					
	First Schedule: Standardized Small Power Projects Tariff for Hydro and Biomass					
	Minihydro Power Plant			Biomass Power Plant		
	Size	Tariff (US\$/kWh)	Size	Tariff (US\$/kWh)		
	100kW	0.155				
	150kW	0.146	200kW	0.179		
	200kW	0.141	300kW	0.169		
	250kW	0.14	400kW	0.161		
	500kW	0.134	500kW	0.157		
	750kW	0.129	750kW	0.149		
	1MW	0.123	1MW	0.147		
	2MW	0.115	2MW	0.138		
	3MW	0.108	3MW	0.128		
	4MW	0.102	4MW	0.126		
	5MW	0.098	5MW	0.123		
	6MW	0.095	6MW	0.12		
	7MW	0.091	7MW	0.118		
	8MW	0.088	8MW	0.115		
	9MW	0.087	9MW	0.114		
	10MW	0.085	10MW	0.112		
	Second Schedule: Main-Grid Connection using Avoided Cost Tariff					
	Description		2014 Tariff (TZS/kWh)	2015 Approved Tariff (TZS/kWh)	Percentage	
	Standardized Small Power Purchase Tariff		197.31	190.94	-3.23%	
	Seasonally adjusted Standardised SPPT Payable in	Dry season	236.78	229.13	-3.23%	
		Wet season	177.58	171.85	-3.23%	
	Third Schedule: Mini-Grid Connection using Avoided Cost Tariff					
	Description		2014 Tariff (TZS/kWh)	2015 Approved Tariff (TZS/kWh)	Percentage Change	
	Standardized SPP Tariff		482.64	493.97	2.35%	
GN. 464 of 21 st June 2019	Approved Tariffs for SPPs Selling Electricity to the Grid					
	FIRST SCHEDULE					
	Capacity	Minihydro	Wind	Solar	Biomass	Bagasse
		USc/kWh	USc/kWh	USc/kWh	USc/kWh	USc/kWh
	0.1 - 0.5MW	10.65	10.82	10.54	10.15	9.71

0.51 - 1 MW	9.90	9.95	9.84	9.34	9.09
1.01 - 5MW	8.95	9.42	9.24	8.64	8.56
5.01 - 10MW	7.83	8.88	8.34	7.60	7.55

SECOND SCHEDULE

Tariffs for Main Grid Connection under the First Generation SPP Framework

Description		2018 Tariff (TZS/kWh)	Approved Tariff effective 1 st May 2019 (TZS/kWh)	Percentage Change
Standardized Small Power Purchase Tariff		203.11	203.11	0%
Seasonally adjusted Standardised SPPT Payable in	Dry season	243.73	243.73	0%
	Wet season	182.80	182.80	0%

THIRD SCHEDULE

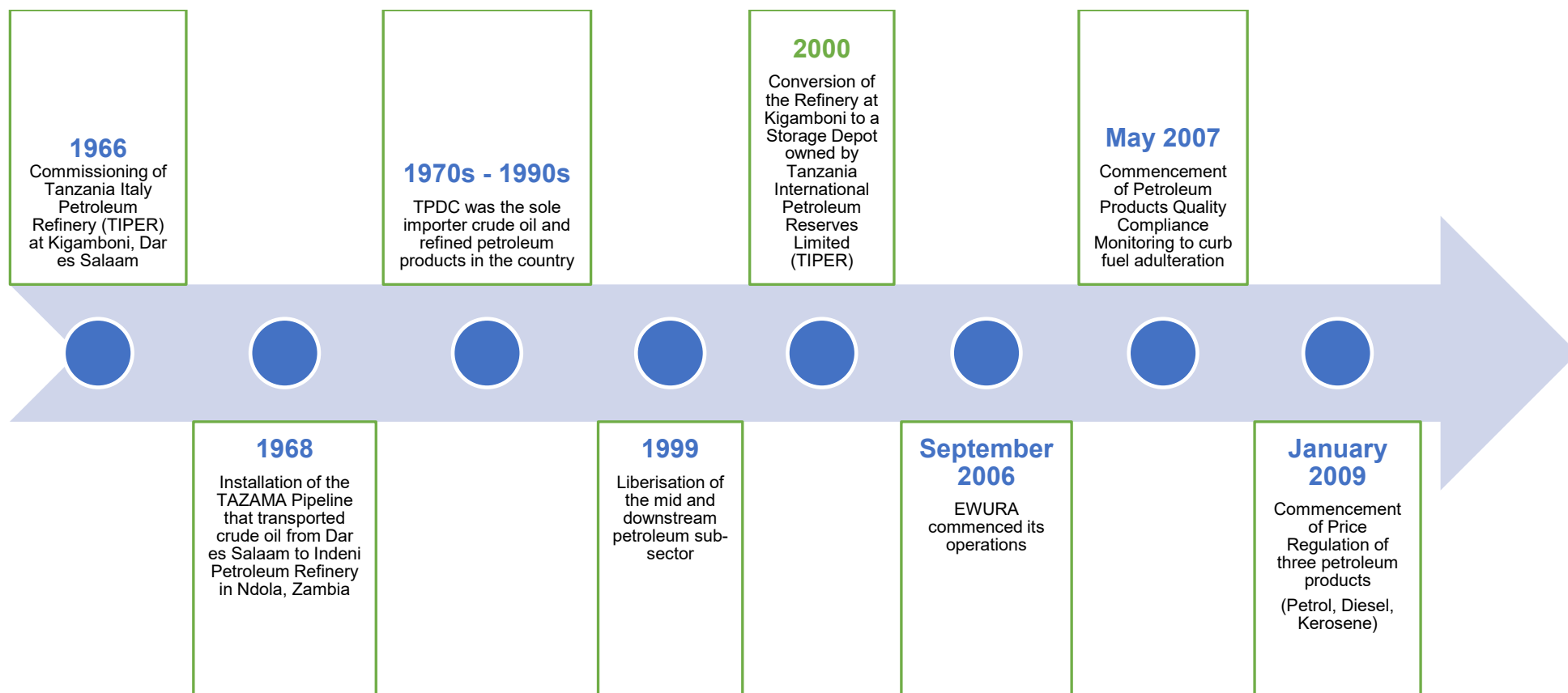
Key Assumptions for Determination of Tariffs for VSPPs

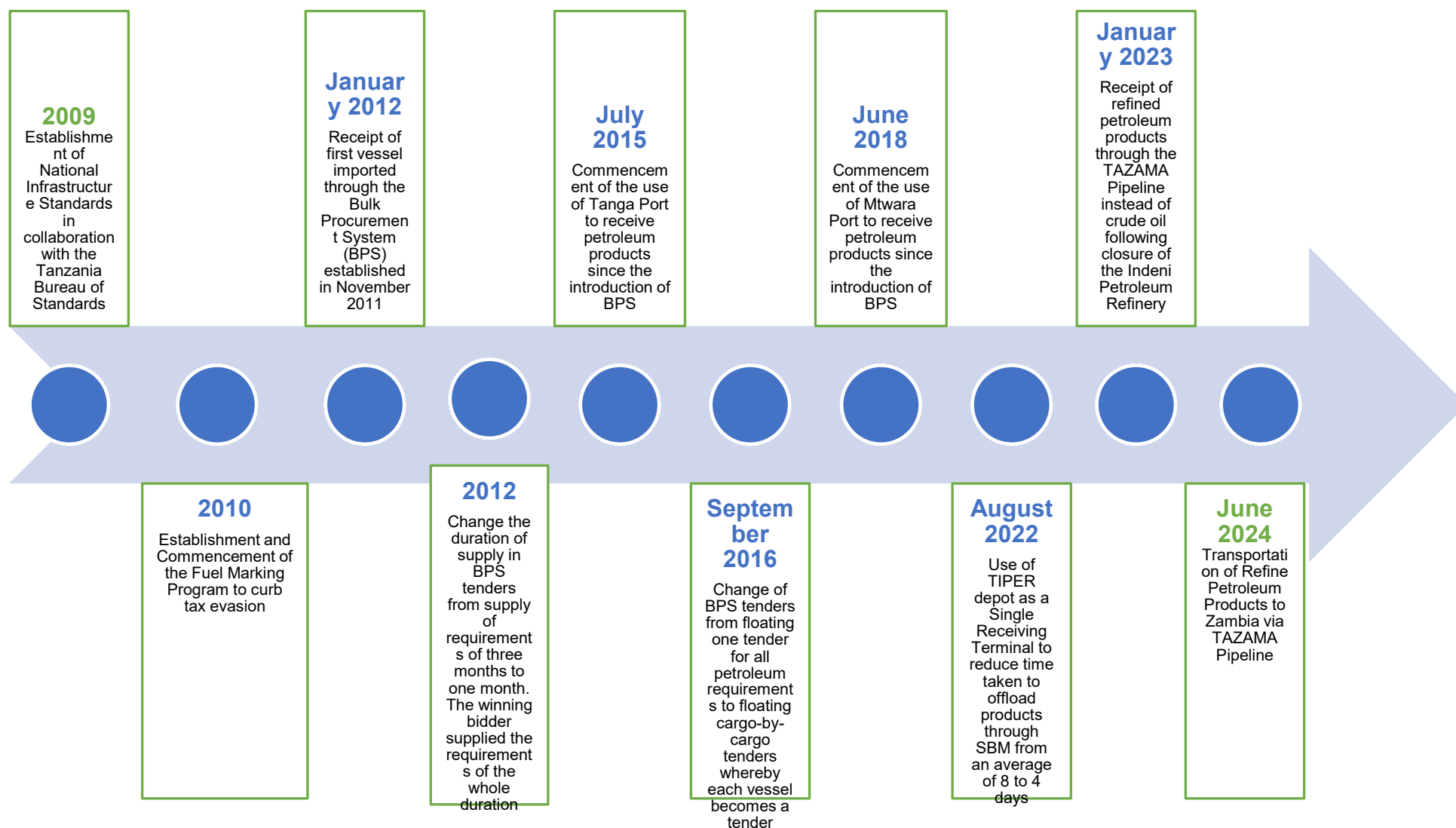
Item	Value
Installed Capacity	The energy produced shall not be more than the energy required to meet the demand for four years.
Return on Equity	18.5%
Cost of Debt	Not more than 9.0%
Debt to Equity ratio	70:30
OPEX	Not more than 8% of CAPEX
Capacity factor:	
<i>Micro/Mini-hydro</i>	not less than 55%
<i>Biomass</i>	not less than 85%
<i>Solar</i>	not less than 23%
<i>Wind</i>	not less than 25%
Capacity degradation	0.5%
Depreciation method	Straight Line Method
Depreciation period	20 years

REGULATORY TOOLS

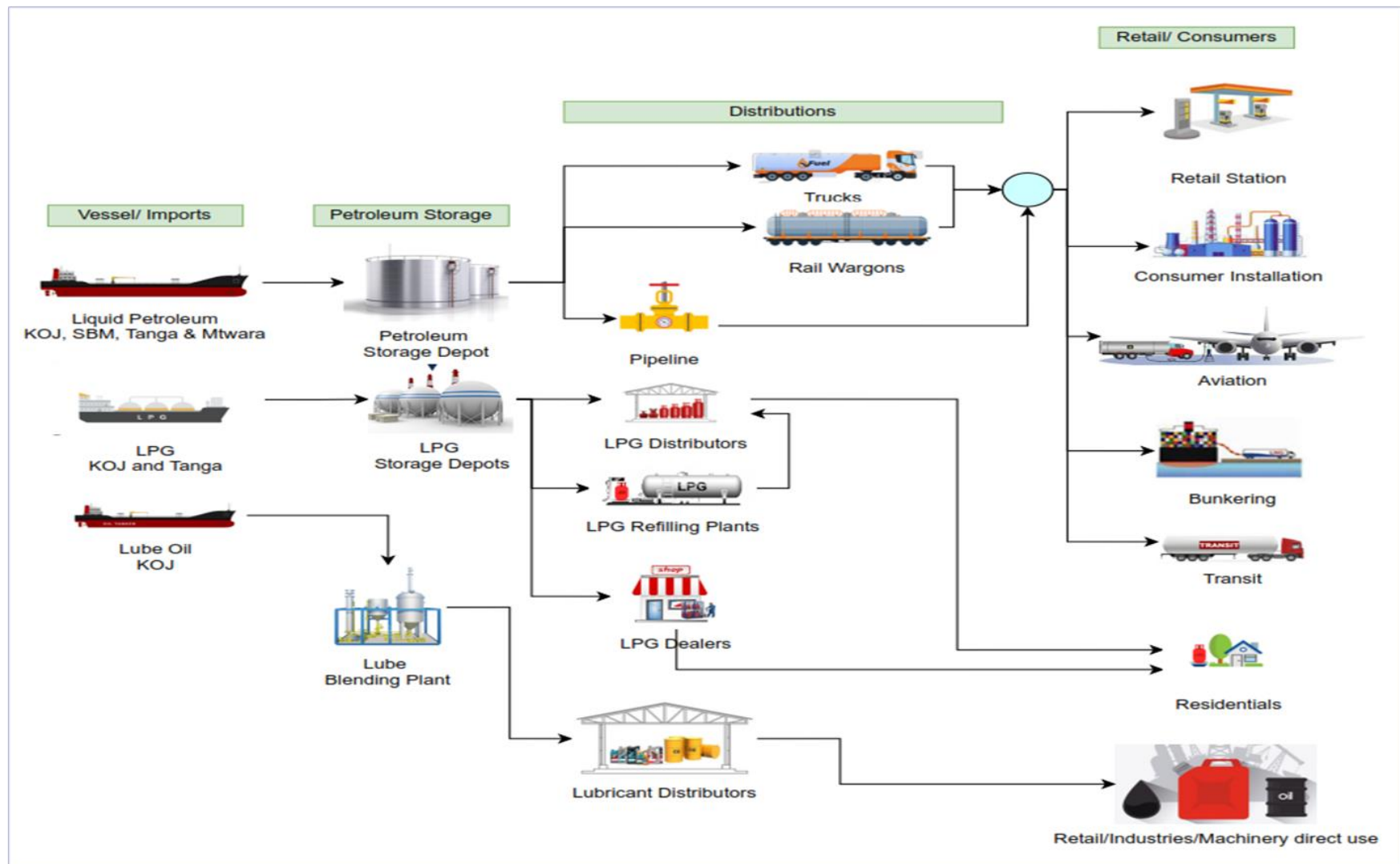
1.	Electricity Act 2008
2.	Tariff Application Guidelines of 2009
3.	The Electricity Regulation of Distribution Services Rules 2011
4.	The Electricity (Tariff Setting) Rules, 2013
5.	Electricity Initiation of Procurement of Power Projects Rules, 2014
6.	The Electricity Regulation of Supply Services Rules, 2014
7.	The Electricity (Tariff Setting) Rules, 2016
8.	The Electricity Development of Small Power Projects Rules, 2016
9.	The Electricity and Natural Gas Tariff Application and Rate Setting Rules, 2021
10.	Standardised Power Purchase Agreement (SPPA), 2008

PETROLEUM SECTOR





PETROLUUM SUB -SECTOR SUPPLY CHAIN



EACOP PROJECT

Signing of HGAs

- 11th April 2021 - with the Government of Uganda
- 20th May 2021 - with the Government of Tanzania

Shareholding

- 15% - The Government of Uganda
- 15% - The Government of Tanzania
- 62% - Total East Africa Midstream B.V.
- 8% - China National Offshore Oil Corporation (CNOOC)

Pipeline Coverage

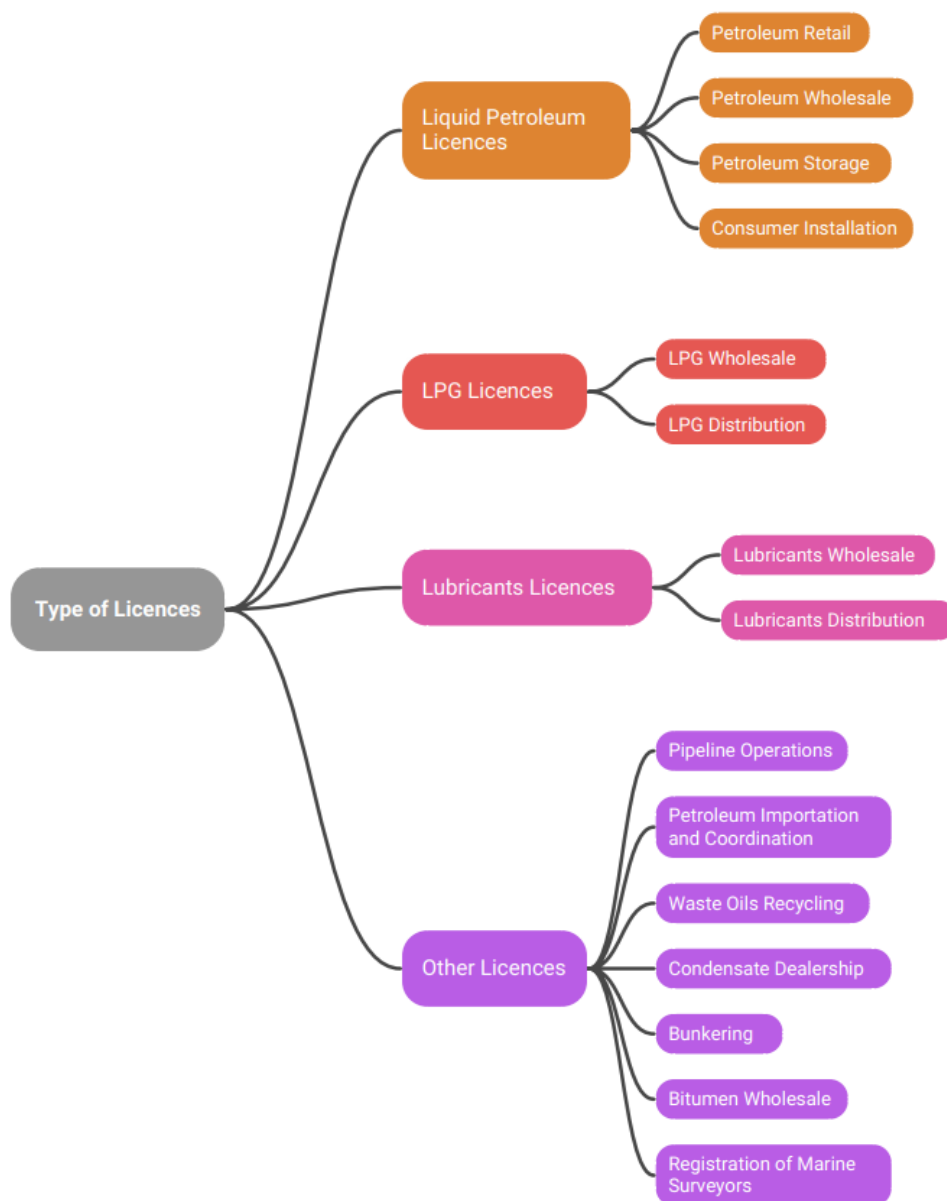
- 1,443 km from Hoima in Uganda to Chongoleani, Tanga in Tanzania
 - 296 km in Uganda transversing through 10 districts
 - 1,147 km in Tanzania transversing through 8 regions, 24 districts, 134 wards
- Covered regions: Kagera, Geita, Shinyanga, Tabora, Singida, Dodoma, Manyara, Tanga

Project Progress

- Overall EACOP Project progress 69.6%
(engineering detailed design (94.9%), procurement (89.3%), construction and pre-commissioning (43.2%), commissioning, and start-up assistance (0%))

TECHNICAL REGULATION

Types of Licenses



NUMBER OF LICENSEES AS OF 31st DECEMBER 2025

SN	CATEGORY	TYPE OF LICENCE	SUB - TYPE	NUMBER OF LICENCES
1	Petroleum Licences related to white products (petrol, diesel & kerosene)	Consumer Installation		96
		Petroleum Storage		23
		Petroleum Wholesale		192
		Retail	Urban	2150
			Rural	637
			Total	2787
2		LPG Distribution		141

	Number of LPG Licences	LPG Wholesale Licence	17
3	Number of Lubricant licences	Lubricant Distribution	3
		Lubricant Wholesale	52
		Lubricant Blending Plant Licence	1
4	Pipeline Operations	Pipeline Operation	1
		Bitumen Wholesale	1
		Bunkers Licence	4
		Condensate Dealership	8
		Petroleum Importation and Coordination	1
		Petroleum Independent Marine Surveyor Registration	7

SUPPLY AND CONSUMPTION

1.	Average daily consumption	Petrol (litres)	6,176,889
		Diesel (litres)	8,274,703
		Kerosene (litres)	10,326
		LPG (kg)	618,848.26
		Jet A-1 (litres)	592,651
2.	Number of pre-qualified suppliers for importation		17
3.	Quantity of imported liquid fuel	Domestic (litres)	1,121,545,294 (38%)
		Transit (litres)	1,796,461,084 (62%)
4.	Quantity of imported LPG (MT)		63,128
5.	Quantity of supplied lubricants	Imported (litres)	1,235,508
		Blended (litres)	9,183,418.50

PETROLEUM PRODUCT INFRASTRUCTURE

Offloading Facilities

Berthing Facility	Location of the Facility	Offloaded Product	Maximum Vessel Capacity (DWT)
Single Buoy Mooring (SBM)	Dar es Salaam	Diesel	150,000
Kurasini Oil Jetty 1 (KOJ1)	Dar es Salaam	Petrol, Jet A-1, Kerosene, HFO, Vegetable Oil, Diesel	45,000
Kurasini Oil Jetty 2 (KOJ2)	Dar es Salaam	LPG Backloading petroleum products to Zanzibar	5,000
Raskazone	Tanga	Diesel & Petrol Backloading petroleum products to Zanzibar	40,000
Chumbageni	Tanga	LPG	
Mtwara Port	Mtwara	Diesel & Petrol	38,000

TERMINALS FOR LIQUEFIED PETROLEUM PRODUCTS

Dar es Salaam	Tanga	Mtwara
20 receiving terminals with loading gantries Total Capacity (in m³) Petrol: 398,868 Diesel: 768,908 Jet A-1: 80,064 Kerosene: 21,233 HFO: 39,793	1 receiving terminal Total Capacity (in m³) Petrol: 73,185 Diesel: 107,578 Jet A-1: 20,000 Kerosene: 170	2 receiving terminals Total Capacity (in m³) Petrol: 32,499 Diesel: 21,994

There is also a TAZAMA receiving terminal at Kigamboni, Dar es Salaam with the capacity of storing 231,000m³ of AGO.

LPG AND LUBRICANT INFRASTRUCTURE

Dar es Salaam	Tanga
5 LPG receiving terminals and Filling Plants Total Storage Capacity 14,700 MT	1 LPG receiving terminal and Filling Plant Total Storage Capacity 3,000 MT



37 Operational Upcountry LPG Storage and Filling Plants located in 20 regions

7 Lubricants Blending Plants

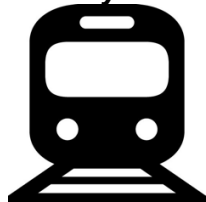
PETROLEUM TRANSPORTATION INFRASTRUCTURE

Road Tankers



Road tankers are the main transport mode used for the transportation of petroleum products within Tanzania and to the neighbouring landlocked countries.

Railway Line



TAZAMA Pipeline



Currently used to transport petrol and diesel from Tanga depot to the depots in Kigoma and Mwanza through the central railway line passing through Ruvu, Morogoro, Dodoma and Tabora.

Length: 1,710 km

Diameter: 8-inch with some parts with 12-inch

Route: Kigamboni, Dar es Salaam via Morogoro, Iringa and Mbeya regions to Indeni, Zambia

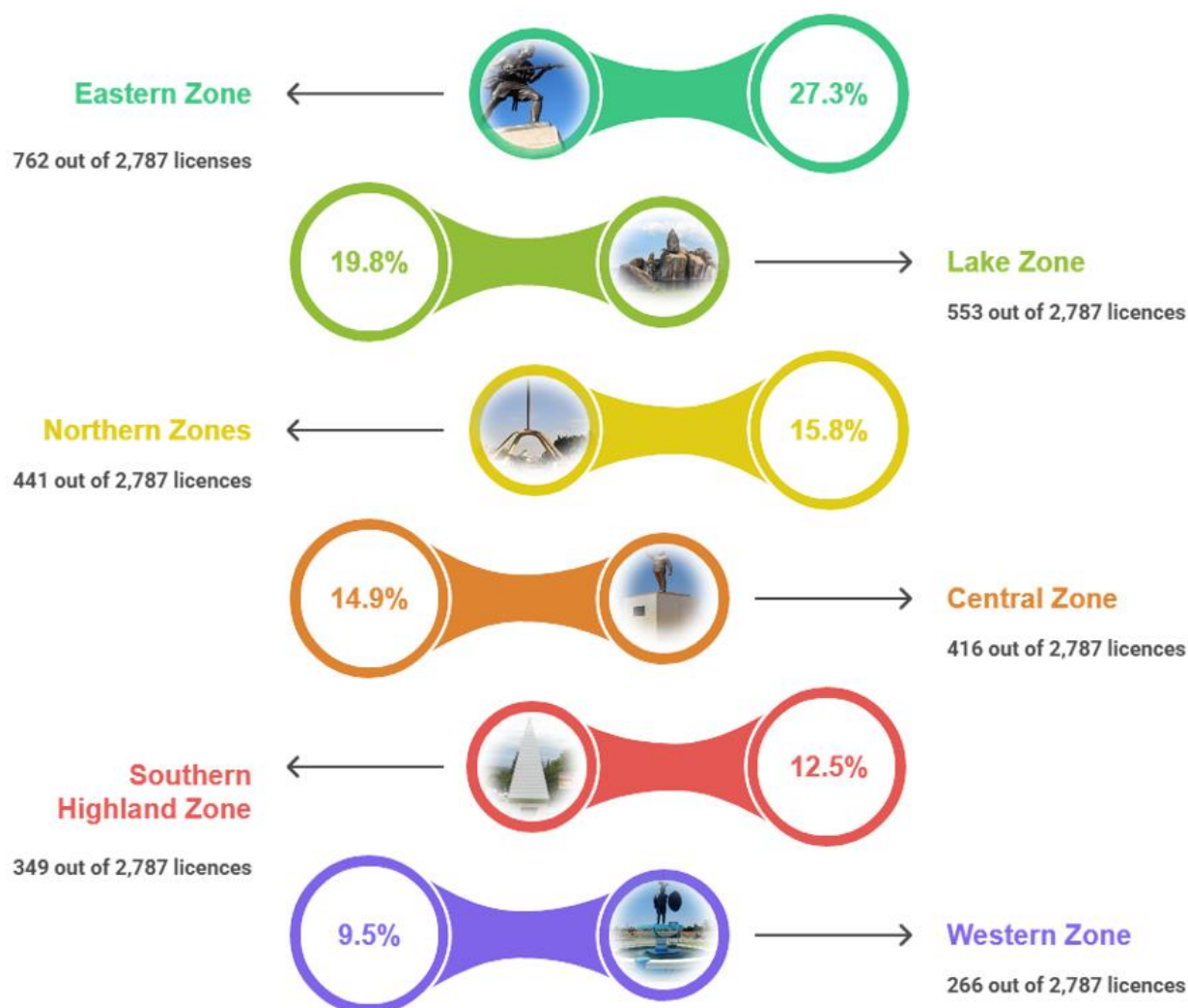
Transported product: Diesel

Installed capacity: 1.1 million metric tons per annum

PETROL STATIONS DISTRIBUTION BY ZONES AS OF 31ST DECEMBER 2025

ZONE	Region	Total
Southern Highlands Zone	Mbeya	135
	Njombe	65
	Rukwa	25
	Ruvuma	62
	Songwe	62
Southern Highlands Zone Total		349
Western Zone	Katavi	25
	Kigoma	67
	Shinyanga	106
	Tabora	68
Western Zone Total		266
Central Zone	Dodoma	144
	Iringa	81
	Morogoro	135
	Singida	56
Central Zone Total		416
Northern Zone	Arusha	140
	Kilimanjaro	119
	Manyara	82

	Tanga	100
Northern Zone Total		441
Eastern Zone	Dar es Salaam	475
	Lindi	51
	Mtwara	62
	Pwani	174
Eastern Zone Total		762
Lake Zone	Geita	96
	Kagera	135
	Mara	96
	Mwanza	176
	Simiyu	50
Lake Zone Total		553
Grand Total		2,787



SPATIAL DISTRIBUTION OF PETROL STATIONS IN THE COUNTRY

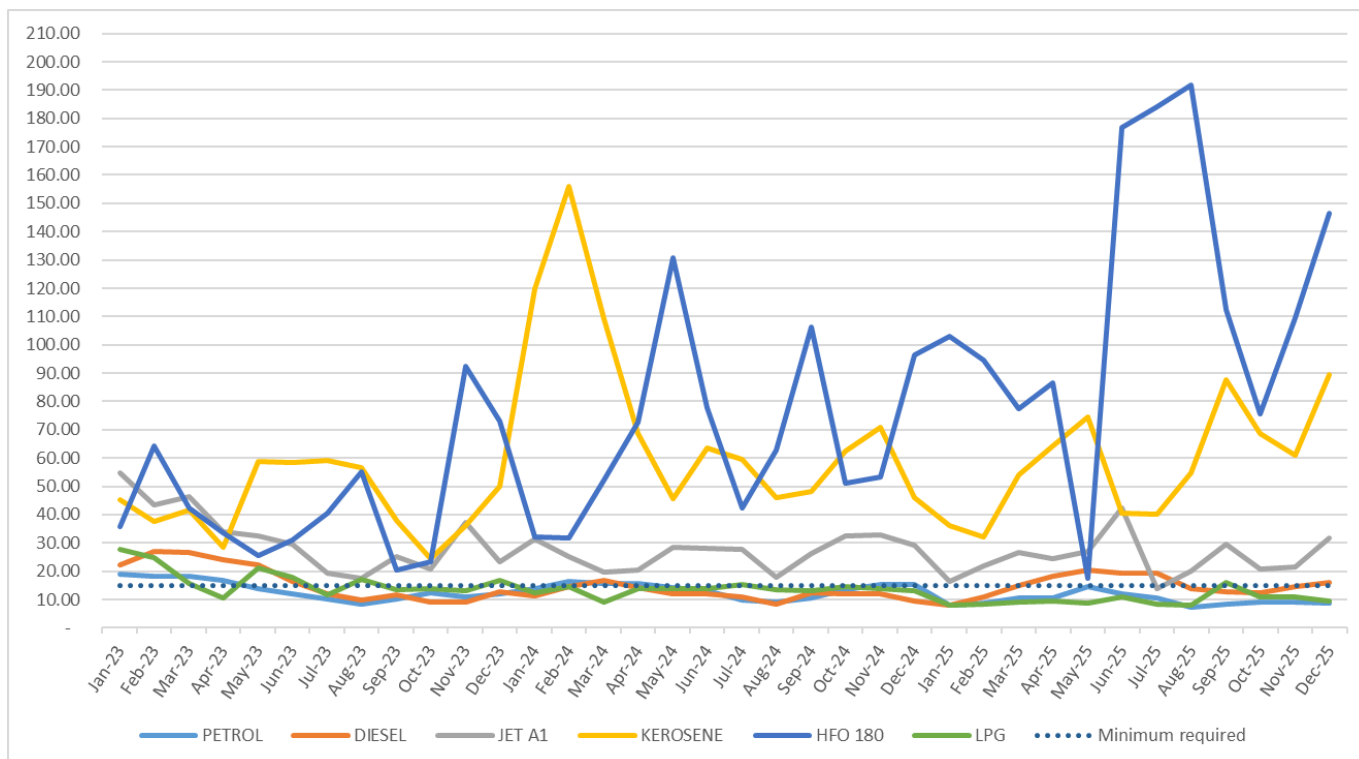


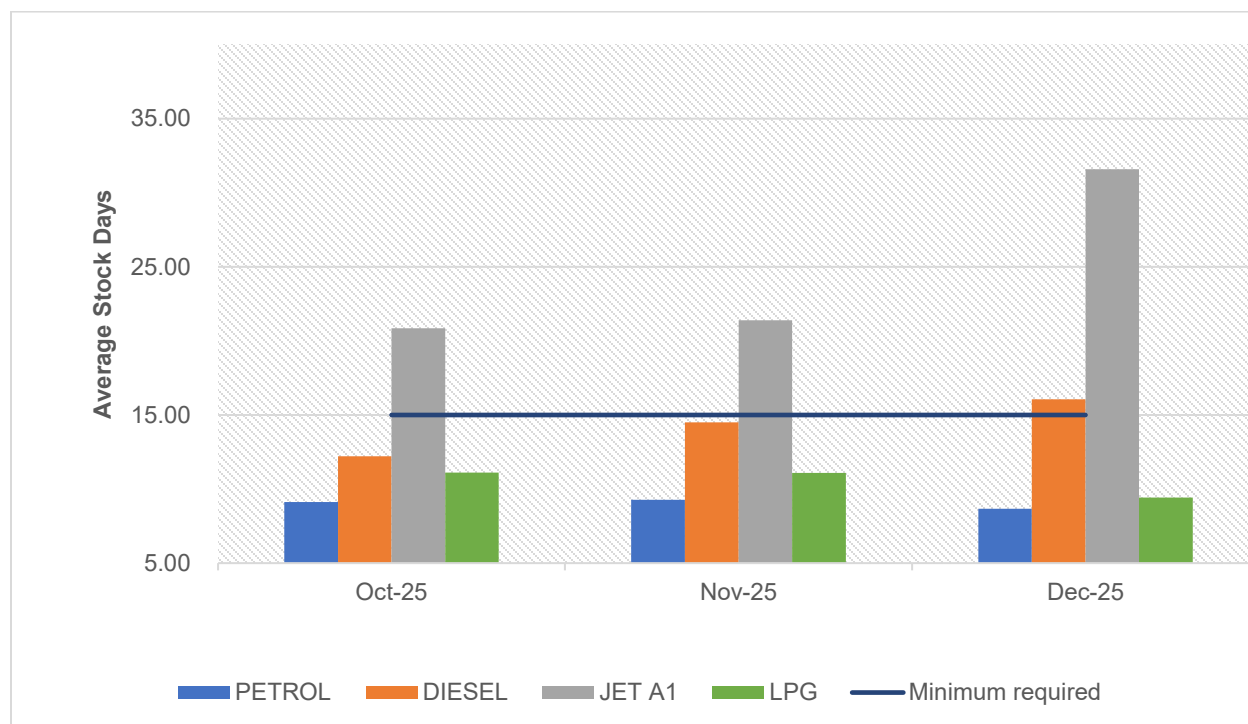
PETROLEUM PRODUCTS SUPPLY AND CONSUMPTION

Ports	Dar es Salaam, Tanga and Mtwara
Destination of imported products	<ul style="list-style-type: none"> ❖ Mainland Tanzania ❖ Transhipment to Zanzibar ❖ Transit to Zambia, Malawi, Democratic Republic of Congo, Rwanda, Burundi and Uganda
Method of procurement	<ul style="list-style-type: none"> ❖ Bulk Procurement System (BPS) for diesel, petrol, kerosene and Jet A-1 intended for Mainland Tanzania ❖ BPS is done through competitive tenders held monthly ❖ Individual company arrangements in the procurement of all other products, including LPG, HFO and Lubricants ❖ Products for the transit market can be procured through the Bulk Procurement System or individual arrangements of foreign companies

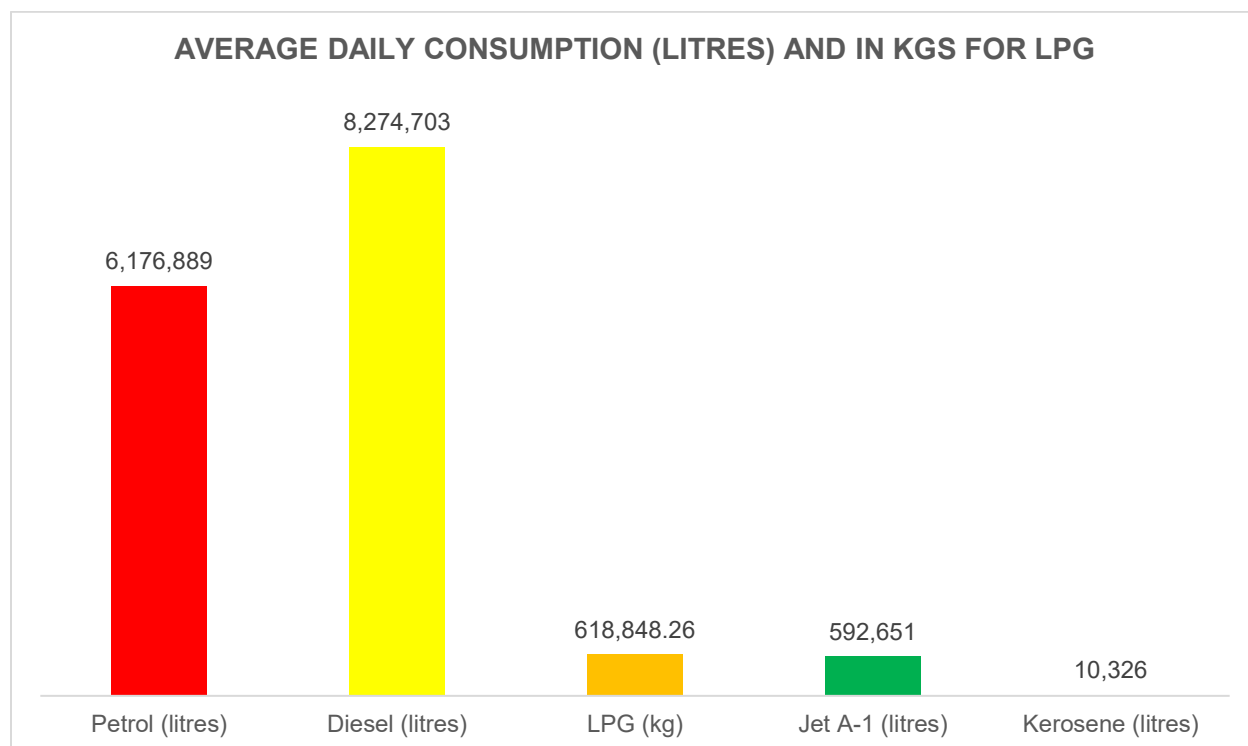
Average Number of BPS Vessels Received in a Month	❖ 4 Diesel Vessels, each with 70,000 – 100,000MT ❖ 5 Petrol Vessels, each with 32,000 – 39,000MT ❖ 1 Jet A-1/Kerosene Vessel with 25,000 – 32,000MT
Ratio of importation of petroleum products for the local and transit market	❖ 40:60
Supply of Lubricants	❖ 12.8% imported ❖ 87.2% blended

AVERAGE STOCK DAYS COVERAGE

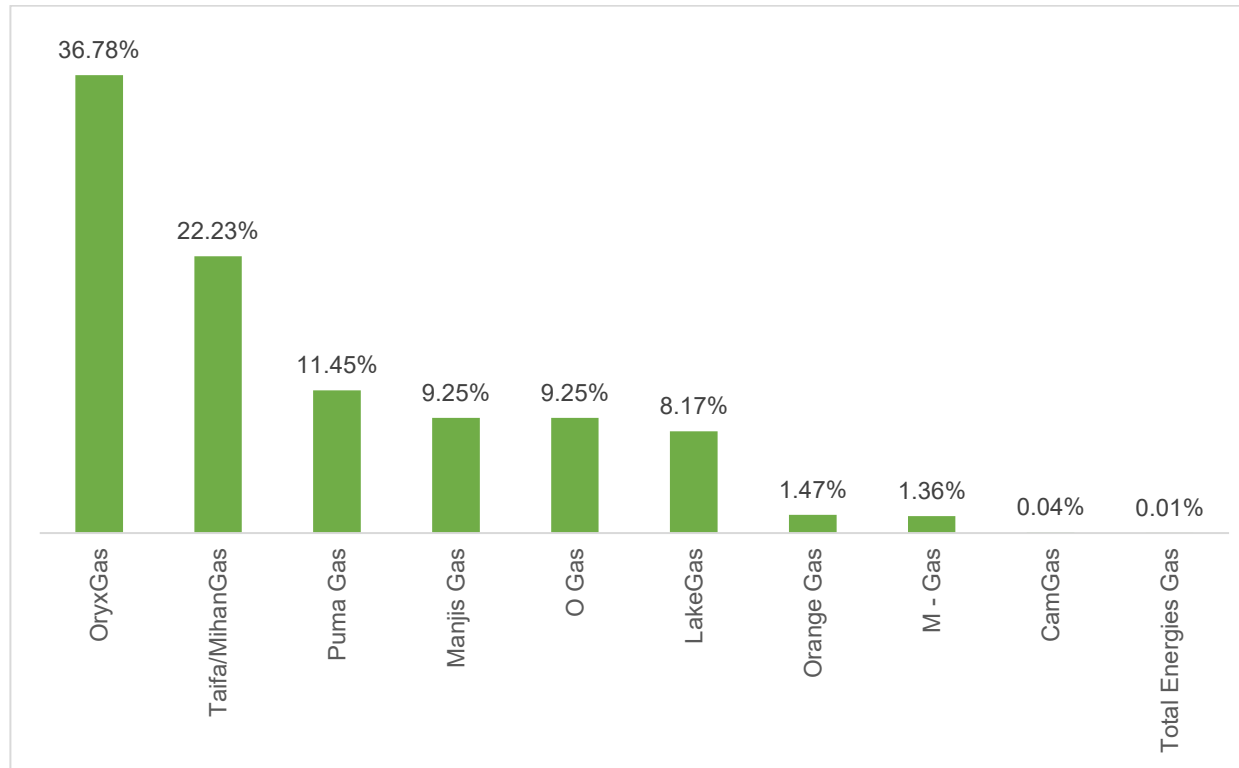




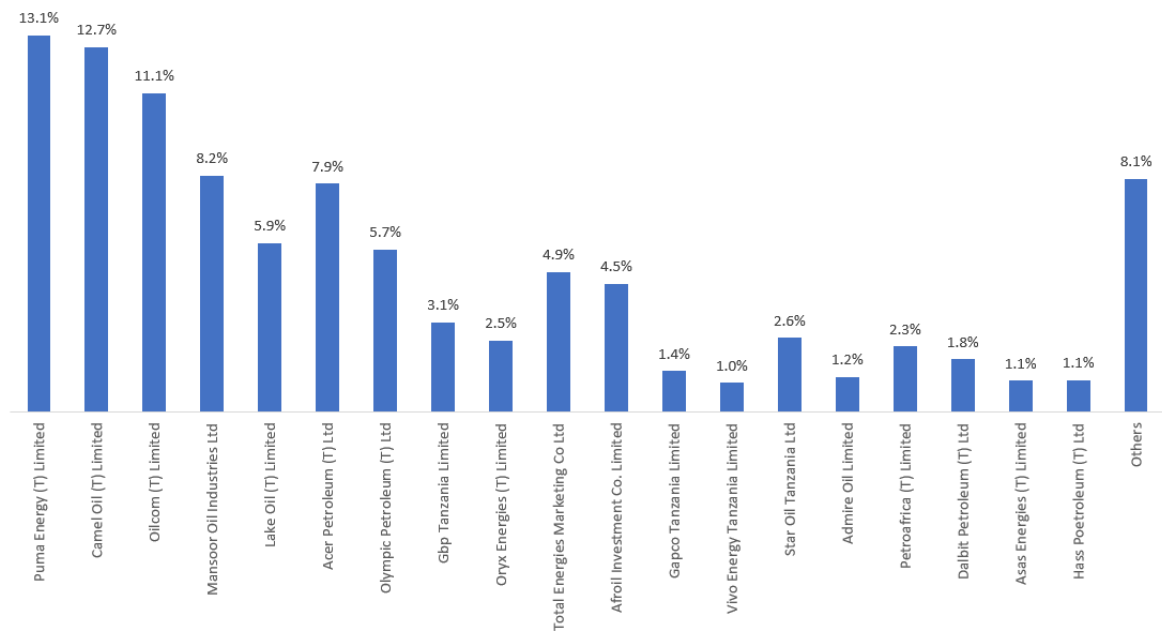
DAILY CONSUMPTION OF PETROLEUM PRODUCTS IN MAINLAND TANZANIA



LPG COMPANIES MARKET SHARE



OMC's MARKET SHARE



STORAGE TERMINALS AT THE RECEIVING PORTS IN TANZANIA (cubic metres)

SN	Company	Location	MSP	AGO	JET A-1	IK	FO 125	FO 180	TOTAL
1	Afroil Investment	Kigamboni	12,041	27,940	-	-	-	-	39,981
2	Camel Oil	Kurasini	13,571	33,395	-	-	-	11,187	58,153
3	GAPCO	Kurasini	29,861	39,579	11,551	-	-	-	80,991
4	GBP	Kurasini	28,704	31,962	-	9,119	-	-	69,785
5	Hass Petroleum	Kigamboni	10,282	14,165	-	-	-	-	24,447
6	Lake Oil	Kigamboni	27,112	37,200	17,947	-	-	-	82,259
7	Malawi Cargo	Kurasini	8,500	12,500	-	-	-	-	21,000
8	MOIL	Kigamboni	15,000	27,000	-	-	-	-	42,000
9	Mogas	Kigamboni	16,000	24,000	-	-	-	-	40,000
10	Oilcom	Kurasini	14,141	37,582	12,226	5,973	-	-	69,922
11	Oryx Energies	Kurasini	13,463	40,730	933	-	-	4,498	59,624
12	Puma Energy	Kurasini	10,056	36,326	31,693	-	1,820	2,348	82,243
13	Sahara	Kigamboni	35,606	35,545	-	-	-	-	71,151
14	Star Oil	Kurasini	12,941	24,800	-	-	-	-	37,741
15	Super Star Forwarders (SSF)	Kurasini	-	11,566	5,714	418	1,250	7,307	26,255
16	TIPER	Kigamboni	56,302	180,246	-	5,723	-	11,383	253,654
17	Vivo Energy	Kurasini	11,943	12,160	-	-	-	-	24,103

SN	Company	Location	MSP	AGO	JET A-1	IK	FO 125	FO 180	TOTAL
18	World Oil (I)	Kigamboni	11,256	22,231	-	-	-	-	33,487
19	World Oil Ltd (II)	Kigamboni	18,000	36,000	-	-	-	-	54,000
20	GBP (T) Ltd	Tanga	73,185	107,578	20,000	170	-	-	200,933
21	G.M. Company &	Mtwara	30,000	19,500	-	-	-	-	49,500
22	Oilcom	Mtwara	2,499	2,494	-	-	-	-	4,993
23	Acer Petroleum	Kigamboni	36,092	48,013	-	-	-	-	84,104
24	ATN Energies (T) Limited	Kigamboni	17,997	35,968					53,965
25	TAZAMA	Kigamboni	-	231,000	-	-	-	-	231,000
Grand Total			504,552	1,129,480	100,064	21,403	3,070	36,723	1,795,291

OPERATIONAL LPG STORAGE AND FILLING PLANTS AT THE RECEIVING PORTS

S/N	Name of Facility	Physical Location	Capacity (MT)
1.	Taifa Gas Tanzania Limited – Kigamboni LPG Facility	Vijibweni industrial area, Kigamboni, Dar es Salaam	7,450
2.	Oryx Energies Tanzania Limited – Kigamboni LPG Facility	Vijibweni industrial area, Kigamboni, Dar es Salaam	3,100
3.	Manjis Gas Supply Limited – Kigamboni LPG Facility	Vijibweni industrial area, Kigamboni, Dar es Salaam	2,900
4.	Lake Gas Limited – Kigamboni LPG Facility	Vijibweni industrial area, Kigamboni, Dar es Salaam	750
5.	Oilcom Tanzania Limited – Kurasini LPG Facility	Kurasini, Dar es Salaam	500
6.	Lake Gas Limited – Tanga LPG Facility	Chumbageni, Tanga	3,000
Total Capacity			17,700

UNDER CONSTRUCTION LPG RECEIVING AND STORAGE FACILITIES

S/N	Name of Facility	Physical Location	Capacity
1	Taifa Gas Tanzania Limited – Petroleum Marine Loading and Offloading facility	Mjimwema, Tungi and Vijibweni Wards in Kigamboni, Dar es	Conventional Buoy Mooring (CBM) with 45,000 DWT and associated receiving pipeline of 8.8km (3.4km offshore and 5.4km on shore)
2	Taifa Gas Tanzania Limited – Petroleum Marine loading and offloading facility	Putin/Ndaoya, Chongoleani, Tanga	CBM with 45,000 DWT and an associated receiving pipeline of 3.3 km
3	Tanga International Energy-LPG Import and Storage Facility	Chongoleani Peninsula, Tanga	20,000 MT
4	Oilcom (T) Ltd - LPG Bulk Storage & Filling Plant	Keko Area, Temeke, Dar es Salaam	15,000 MT
5	Manjis Logistics Limited, LPG storage and filling plant	Iyunga Industrial Area, Mbeya	120 MT
6	Salima Oxygen Limited	Mkuranga, Pwani	150 MT

UPCOUNTRY LPG STORAGE FACILITIES IN MAINLAND TANZANIA

S/N	Name of Facility	Region	Capacity in MT
1	Acer Petroleum Tanzania Limited - Arusha LPG Facility	Arusha	51
2	Lake Gas Limited - Maji ya chai LPG Facility	Arusha	57
3	Manjis Gas Limited - Arusha LPG Facility	Arusha	180
4	Orange Gas Limited - Ngaramtoni LPG Facility	Arusha	262
5	Taifa Gas Tanzania Limited - Kikatiti LPG Facility	Arusha	46
6	Lake Gas Limited – Dodoma LPG Facility	Dodoma	18
7	Oryx Energies Tanzania Limited - Dodoma LPG Facility	Dodoma	110
8	Taifa Gas Tanzania Limited - Dodoma LPG Facility	Dodoma	146
9	Taifa Gas Tanzania Limited - Geita LPG Facility	Geita	23
10	Lake Gas Limited - Iringa LPG Facility	Iringa	34
11	Oryx Energies Tanzania Limited - Iringa LPG Facility	Iringa	25
12	Taifa Gas Tanzania Limited - Iringa LPG Facility	Iringa	46
13	Taifa Gas Tanzania Limited - Bukoba LPG Facility	Kagera	23
14	Taifa Gas Tanzania Limited - Kigoma LPG Facility	Kigoma	23
15	Oryx Energies Tanzania Limited - Moshi LPG Facility	Kilimanjaro	60
16	Taifa Gas Tanzania Limited - Moshi LPG Facility	Kilimanjaro	46
17	Taifa Gas Tanzania Limited - Lindi LPG Facility	Lindi	23
18	Taifa Gas Tanzania Limited - Babati LPG Facility	Manyara	23
19	Taifa Gas Tanzania Limited - Musoma LPG Facility	Mara	23
20	Lake Gas Mbeya	Mbeya	18

S/N	Name of Facility	Region	Capacity in MT
21	Oryx Energies Tanzania Limited - Mbeya LPG Facility	Mbeya	50
22	Taifa Gas Tanzania Limited - Mbeya LPG Facility	Mbeya	46
23	Lake Gas - Morogoro (nyuma ya nanenane)	Morogoro	18
24	Taifa Gas Tanzania Limited - Morogoro LPG Facility	Morogoro	46
25	Lake Gas Limited – Mwanza LPG Facility	Mwanza	54
26	Oryx Energies Tanzania Limited - Mwanza LPG Facility	Mwanza	260
27	Taifa Gas Tanzania Limited - Mwanza LPG Facility	Mwanza	146
28	Manjis Gas Supply Limited – Ilemela LPG Facility	Mwanza	60
29	Mwanza Gaz Limited LPG Facility -Misungwi	Mwanza	50
28	Taifa Gas Tanzania Limited - Njombe LPG Facility	Njombe	23
29	Taifa Gas Tanzania Limited - Sumbawanga LPG Facility	Rukwa	23
30	Taifa Gas Tanzania Limited - Songea LPG Facility	Ruvuma	23
31	Oryx Energies Tanzania Limited - Isaka LPG Facility	Shinyanga	50
32	Taifa Gas Tanzania Limited - Kahama LPG Facility	Shinyanga	23
33	Taifa Gas Tanzania Limited - Shinyanga LPG Facility	Shinyanga	23
34	Taifa Gas Tanzania Limited - Singida LPG Facility	Singida	23
35	Taifa Gas Tanzania Limited - Tabora LPG Facility	Tabora	23
36	Lake Gas - Tanga Kange	Tanga	13
37	Taifa Gas Tanzania Limited - Kange LPG Facility	Tanga	23
Grand Total			2,214

ECONOMIC REGULATION OF PETROLEUM OPERATIONS

PERIOD	CONTENT DESCRIPTIONS
2003	The National Energy Policy acknowledged that the costs of petroleum products to Tanzanian customers have been high and a few actors dominate the supply market
2000-2008	Petroleum product prices were calculated and published in the market by individual petroleum marketing companies. The change of prices was daily and sometimes hourly, as much as exchange rates change.
2009	EWURA introduced petroleum pricing. The Authority continued to publish indicative and cap petroleum products prices as per the requirement of the Petroleum Products Pricing Setting Rules that were published in the year 2009.
2013	EWURA commissioned a study by Ernst &Young to evaluate the wholesale and retail margins for the petroleum sector. Their estimates showed a wholesale margin of TZS 107 per litre against the recommended margin of TZS 124 per litre, and for retailers' margin, the calculations resulted in estimates of TZS 90 per litre compared to a maximum margin of TZS 64 per litre.
2011	The commencement of the Bulk Procurement System (BPS) was to establish a petroleum supply system in which all players were

PERIOD	CONTENT DESCRIPTIONS
	assured of the security of supply at the most competitive prices possible, by purchasing from a pool of imports obtained from suppliers selected through a competitive bidding process to take advantage of the economies of scale. The system is designed to bring maximum utilization of the assets along the supply chain to accommodate the growing demand for petroleum products in the country and the region at a minimum cost.
Nov 2011 to August 2016	BPS tenders were floated as one tender every month where the winning bidder had to supply the total quantity of petroleum products required for a given month.
September 2016	BPS tenders were floated as cargo-by-cargo tenders, where each vessel that delivered products in the country was considered to be tender.
2012– Nov. 2021	EWURA continued to monitor the movement of refined petroleum products prices both in the world market and in the local market. Relevant FOB quotations for petroleum products sold in Tanzania continued to be Mediterranean (MED) for petrol and Arabian Gulf (AG) for Diesel and Jet-A1, as published in Platt's Oilgram.
August 2015	Commencement of importation of petroleum products through Tanga port.
Dec. 2021 to date	EWURA continues to set petroleum cap prices, referring to relevant FOB prices from the Arab Gulf for Diesel, Petrol, and Kerosene

DOMESTIC PETROLEUM PRODUCT PRICES

Domestic prices of petrol, diesel and kerosene are regulated in line with the provisions of the Energy and Water Utilities Regulatory Authority (Petroleum Products Price Setting) Rules, 2022 and its amendments. Currently, the cap prices of the three products are determined by considering the weighted average cost of products available in the depots and the products to be received in the month that prices become effective.

Prices of LPG are determined by the licenced wholesale companies. EWURA monitors the prices and provides necessary directives when the movement of prices is not in line with the trend of LPG prices in the world market. Prices of all other petroleum products, such as Jet A-1 and HFO, are also set by the wholesale companies through agreements that they have with the customers.

PETROLEUM REGULATORY TOOLS

SN	TOOL
1.	The Energy and Water Utilities Regulatory Authority (Petroleum Products Price Setting) Rules, 2009
2.	The EWURA (Petroleum Products Price Setting Rules), Amendments, 2011, to reflect the Petroleum Bulk Procurement System
3.	The EWURA (Petroleum Products Price Setting Rules), Amendments, 2013, to accommodate revised Wholesalers and Retailers margins

SN	TOOL
4.	The EWURA (Petroleum Products Price Setting Rules), Amendments, 2015 following the introduction of Tanga Port for the importation of petroleum products and fluctuations in foreign exchange rates
5.	The Petroleum (Bulk Procurement) Regulations, 2015
6.	The EWURA (Petroleum Products Price Setting Rules), Amendments, 2015 following the enactment of the Finance Act of 2018
7.	The Energy and Water Utilities Regulatory Authority (Petroleum Products Price Setting) (Amendment) Rules, 2017
8.	The Petroleum (Bulk Procurement) Regulations, 2017
9.	The EWURA (Petroleum Products Price Setting Rules), Amendments 2019, to include the pricing template of LPG
10.	The EWURA (Petroleum Products Price Setting Rules), Amendments, 2020, to include the TASAC fee in the pricing template and changes on wholesale and retail margins
11.	The Energy and Water Utilities Regulatory Authority (Petroleum Products Price Setting) (Amendment) Rules, 2022
12.	The Energy and Water Utilities Regulatory Authority (Petroleum Products Price Setting) Rules, 2022
13.	The EWURA Petroleum Products Price Setting (Amendment) Rules, 2023

SN	TOOL
1.	The Energy and Water Utilities Regulatory Authority (Petroleum Products Price Setting) Rules, 2009
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13.	The EWURA Petroleum Products Price Setting (Amendment) Rules, 2023

NATURAL GAS SECTOR

1952-1964	First exploration wells drilled in coastal areas
1969	TPDC was established through Government Notice No.140 of 30 th May 1969 under the Public Corporations Act No.17 of 1969.
1973	TPDC became operational.
1974	AGIP discover natural gas at Songo Songo Island, Lindi
1980-1991	The enactment of the Petroleum (Exploration and Production) Act in 1980 The discovery of natural gas in the Mnazi Bay area in the Mtwara region in 1984
1982	AGIP discovers natural gas at Mnazi Bay, Mtwara.
1982	TPDC commissioned studies for the utilization of Songo Songo gas. The uses identified were Methanol and fertilizer production. Fertiliser project identified, KILAMCO formed as the implementing company, but the project failed due to the collapse of the market price of fertilizer.
1991	TPDC carried out a study on the utilization of gas to produce electricity. Project viability entailed bringing gas to Dar es Salaam. The current Songo Songo gas-to-electricity project was conceived.
1992	The enactment of the first National Energy Policy of 1992
1992-1999	The increase in petroleum exploration activities The collaboration among the TPDC, TANESCO, Tanganyika Oil Company, and other international companies such as Ocelot, Trans-Canada, AMOCO, KUFPEK, Shell, Exxon, and Mobil to conduct natural gas activities
2000-to date	The increased number of local and International Oil Companies for petroleum operations and activities. These are Tanzania Petroleum Development Corporation (TPDC), Songas Limited, Pan African Energy Tanzania Limited (PAET), and Maurel & Prom (M&P). Other service providers that are still exploring offshore and onshore are Ophir Energy plc, Shell/BG Group plc (BG), Statoil, ExxonMobil, and Ndovu Resources (Aminex). Songo Songo and Mnazi Bay gas projects entered successful business activity in 2004 and 2006
2003	The Government revised the National Energy Policy of 1992 and enacted the National Energy Policy of 2003
2004	Songo Songo gas discovery was commercialized as a gas-to-electricity project by Songas became operational.
2006	Mnazi Bay gas field commercialized as gas to power project by Artumas Group in the Mtwara region become operational.
2012	The Government prepared a Gas Bill 2012, but it was not enacted. It was decided to revise the Petroleum (Exploration and Production) Act, 1980 and include the Gas Bill contents into the revised Act.
2013	The government of Tanzania reserved Strategic blocks for TPDC. These blocks include Eyasi Wembere, Block 4/1 B, Block 4/1 C, and West Songo Songo.
2010 – 2014	Huge discovery of deep offshore natural gas reserves amounting to 47.13 TCF. The discovery made on Block 1, Block 2, Block 3 and Block 4

2015	The revision of the National Energy Policy 2003 and the enactment of the National Energy Policy 2015
2015	The enactment of the Petroleum Act, 2015.
2016	<p>The Ministry of Energy and Minerals established the Petroleum (Natural Gas Pricing) Regulations, 2016, which were published in the Government Notice No. 285 dated 7th October 2016.</p> <p>Through the Regulations, two natural gas pricing methodologies were approved, which include the Capacity Weighted Distance Methodology (transmission) and Postage Stamp Methodology (distribution).</p> <p>After the gazetting of the Regulations, the Ministry invited all stakeholders to participate in the process that would facilitate the review of natural gas prices</p>

TECHNICAL REGULATION: QUICK FIGURES

Sn	Item/ Description		Figures
1.	Natural Gas Reserve – Gas Initially in Place (GIIP)	Onshore GIIP (TCF)	10.41
		Offshore GIIP (TCF)	47.13
		Total GIIP (TCF)	57.54
2.	Proven Reserve (TCF)		1.169
3.	Explorable Potential Area		534,000 km ²
4.	Explored Area		159,000 km ²
5.	Maximum achievable Daily Production (MMscfd) in Q2 FY2025/26 [Songo Songo field – 86.76Mmscfd; Mnazi Bay field – 101.70Mmscfd]		188.46
6.	Number of natural gas-producing wells (Songo Songo Island 7 and Mnazi Bay (5)		12
7.	Total length of natural gas transmission pipelines (the main lines)		793 km
8.	Total length of natural gas supply/ distribution network		186.177km
9.	Number of Industrial Customers using Natural Gas		59
10.	Gas fired Power Plants installed capacity (MW)		1,198.82
11.	Number of hotels and institutions using Natural Gas		23
12.	Number of Motor vehicles and Three-Wheelers Using Natural Gas		16154
13.	Number of Households using Natural Gas for cooking		1654
14.	Number of licensed/ operating CNG Filling Stations		12
15.	The total length of the Distribution network under construction		48.94 km
16.	Number of CNG Filling Stations under construction		13
17.	Household new connection		529

PROCESSING PLANTS

Sn	Name	Capacity (MMscfd)	Operation Started	Ownership	Operator	Location
1	Songo Songo Gas Processing Plant	110	2004	SONGAS	Pan-Africa Energy	Songo Songo Island, Lindi
2	Mnazi Bay Gas Processing Plant	10	2007	M&P	Maurrel & Prom	Mnazi Bay, Mtwara
3	TPDC Songo Songo Gas Processing Plant	140	2016	GoT	TPDC	Songo Songo Island, Lindi
4	TPDC Madimba Gas Processing Plant	210	2015	GoT	TPDC	Madimba, Mtwara

TRANSPORTATION PIPELINE

Sn	Pipeline Name	Capacity (MMSCFD)	Size	Length (km)
1	Ubungo-Mikocheni Pipeline	7.5	12"	6.2
2	SONGAS Pipeline (SS to DSM)	105	16"	232
3	Mtwara-Dar-es-salaam Pipeline	784	36"	542
4	Mnazi Bay to Mtwara Gas Pipeline	70	8"	27
5	Goodwill connection pipeline	15	10"	1.6
6	Tegeta Power Plant connection pipeline	80	8"	4.6
7	Kinyerezi I connection pipeline	80	8"	1.3
8	Ubungo Power Station connection pipeline	70	8"	0.5
TOTAL LENGTH (km)				815.2

DISTRIBUTION NETWORK

SN	Distribution Network	Length (km)	Location (Region)
A: TPDC/GASCO Network			
1	From Kinyerezi Gas Receiving Terminal to Kinyerezi I Power Plant	56.48	Dar es Salaam

SN	Distribution Network	Length (km)	Location (Region)
A: TPDC/GASCO Network			
2	From Kinyerezi Gas Receiving Terminal to Kinyerezi II Power Plant		
3	From Terminal Station (BVS-17) PRS to Tegeta 45 Power Plant		
4	From BVS-15 PRS (Ubungo) to Mikocheni Industrial area, UDSM, Sinza, and Mbezi trunkline		
5	From BVS-15 PRS (Ubungo) to TANESCO Ubungo Power Plant		
6	Pipeline connection to Dar es Salaam University College of Education (DUCE)		
7	Pipeline connection to TAQA Dalbit Mlimani Sam Nujoma road		
8	Pipeline connection to TPDC -UDSM CNG Mother station		
9	Pipeline Network to PUMA CNG filling station, Tangibovu		
10	Pipeline Network to Mliman city		
11	Pipeline network Tegeta IPTL to PUMA CNG Mother station		
12	From BVS-1 PRS (Hiari village) to Dangote Cement Factory	28.04	Mtwara
13	From GRF – PRS (Mtwara town) to Mtwara residential houses		
14	From BVS-3 PRS (Ruaha village) to Mnazi Mmoja residential houses	28.125	Lindi
15	From BVS-12 PRS (Mkiu Village) to Goodwill Ceramic factory and Sapphire Factory	13.532	Pwani Region
16	From Mwanambaya PRS to Mkuranga Industrial area and Dangote CNG station		
17	From BVS-13 PRS (Msufini Village) to Keda Factory		
	TPDC/GASCO Total Distribution Network (km)	125.357	
B: PAET Network (Also known as Dar es Salaam Ring Main)			

SN	Distribution Network	Length (km)	Location (Region)
A: TPDC/GASCO Network			
18	Connection from Ubungo PRS to TBL and Kioo Ltd via Buguruni	20.5	Dar es Salaam
19	Connection from Gongo la Mboto PRS to Kurasini and KTM via Buguruni	35.9	
20	Connection from Wazo Hill PRS to Wazo Hill factory	0.5	
21	Connection from MLV 210 to TANESCO Ubungo III	3.01	
22	Pipeline Network to Victoria CNG Station	0.87	
23	Pipeline connection to Rafiki CNG station	0.02	
24	Pipeline connection to ALAF	0.002	
	PAET Total Distribution Network (km)	60.82	
	GLAND TOTAL (km)	186.177	

UNDER CONSTRUCTION DISTRIBUTION NETWORK			
Sn	Distribution Network	Length (km)	Location
1	Pipeline Network to Lindi Household	22.9	Lindi
2	Pipeline Network to Mkuranga Household	24.96	Pwani
3	Pipeline Network to Rafiki Namera CNG filling station Gongo la Mboto	0.1	Dar es Salaam
4	Pipeline connection to A One Bottlers Limited	0.35	Dar es Salaam
5	Pipeline connection to Tanzania States Natural Gas Holding Company Limited,	0.25	Dar es Salaam
6	Pipeline for supplying natural gas to residential customers at the Police College	0.38	Dar es Salaam
	TOTAL	48.94	

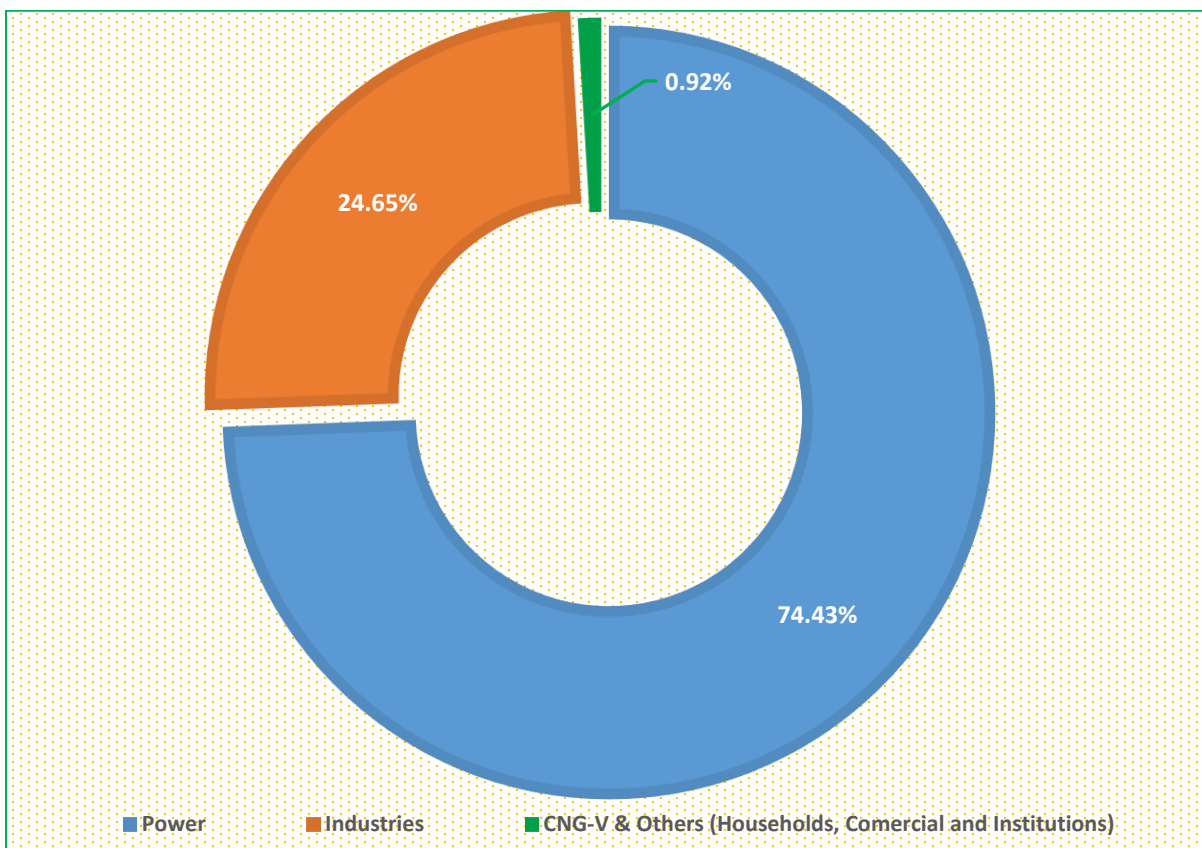
NUMBER OF OPERATIONAL LICENSES

S/n	Operation	Type of License	No. of issued Licenses	Key players
1.	Natural Gas Processing	Natural Gas Processing Operations	2	TPDC (GASCO), SONGAS (PAET) and MAUREL AND PROM
2.	Natural Gas Transmission	Natural Gas Transmission Operations	1	TPDC and SONGAS
3.	Compressed Natural Gas (CNG) Operations	CNG Filling Station Operations	12	PAET; ANRIC; TAQA Airport; Tembo Energies; Rafiki; TAQA Mlimani; TPDC Mlimani, Victoria, PUMA and NatEnergy
		CNG Filling Station Operations (Own Use)	2	Dangote Mtwara and Dangote Mkuranga
		CNG Supply Operation	9	ANRIC, TanHealth, Tanzania States Natural Gas Holdings Company Limited, Kinglion Investment Co. Ltd, Ruvuma Coal Limited, Puma Energy (T) Limited and DongFang Steel Group Limited, Taqa Dalbit Tanzania Limited and Tanzania Petroleum Development Corporation

NATURAL GAS USAGE

Customer Category	Total No.	Narrations			
		Dar es Salaam	Pwani	Mtwara	Lindi
Power Plant (MW)	1,198.82	1,177.82	-	13	3
Industries (No.)	59	46	12	1	-
Institutions and Commercials (No.)	23	18	-	4	-
Households (No.)	1,654	880	-	425	349
CNG stations (No.)	12	10	1	1	-
CNG Vehicles and 3-Wheels Motorcycle (No.)	16154				

NATURAL GAS CONSUMPTION PER CATEGORY



ECONOMIC REGULATION OF NATURAL GAS OPERATIONS

Natural Gas Tariff

Effective Date	Approved Tariffs
23 rd May 2008	The Energy and Water Utilities Regulatory Authority (Songas Limited) (Natural Gas Processing and Transportation Tariff Adjustment) Order, 2008
5 th December 2008	Amendment of the Energy and Water Utilities Regulatory Authority (Songas Limited) (Natural Gas Processing and Transportation Tariff Adjustment) Order, 2008
1 st May 2011	The Energy and Water Utilities Regulatory Authority (Songas Limited Natural Gas Processing and Transportation Tariff Adjustment Mechanism)
1 st April 2015	The Energy and Water Utilities Regulatory Authority (Tanzania Petroleum Development Corporation Natural Gas Processing and Transportation Interim Tariff Adjustment Mechanism) Order, 2015
5 th May 2017	The Petroleum (Natural Gas Indicative Prices) (Special Strategic Investments) Order, 2017

NATURAL GAS PRICE AND SAVINGS

CUSTOMER	NATURAL GAS PRICE	PRICING PRINCIPLE(S) APPLIED
Power Generation	US \$0.69 to US \$ 5.14/mmBtu	<ul style="list-style-type: none"> Upstream investment costs are considered sunk costs to reduce electricity tariffs (end-user affordability). The price is escalated by the US Consumer Price Index (CPI) All charges are at cost
Industries	US \$11.3 to US\$12.9/GJ; and US \$11.9 to US\$13.6/MmBtu	<ul style="list-style-type: none"> 25% - 30% discount based on alternative fuel (HFO) and consumed volume.
Compressed Natural Gas for Vehicles (CNG-V)	Gas supplier to CNG Filling Station: <ul style="list-style-type: none"> US \$10.78/GJ; and US \$11.37/MmBtu CNG Filling Station retail price: <ul style="list-style-type: none"> Tsh. 1,550/kg 	<ul style="list-style-type: none"> 50% discount based on alternative fuel (petrol)
Institutions and Households	Category 1: Hotels <ul style="list-style-type: none"> US \$28.2/GJ; and US \$29.75/ MmBtu Category 2: Households <ul style="list-style-type: none"> US \$5.76/ GJ; and US \$6/mmBtu Category 3: institutions <ul style="list-style-type: none"> US \$5.76/GJ US \$6/mmBtu 	70% discount based on alternative fuel (LPG for hotels and Charcoal for households)

COMPRESSED NATURAL (CNG) STATIONS

S/N	NAME	LOCATION	COD (YEAR)	STATUS
1	TPDC/PAET CNG Filling Station	Ubungu Maziwa - DSM	2009	Operational
2	Dangote Cement Limited Tanzania	Msijute, Mtwara	2022	Operational
3	Anric Gas Technology Tanzania	TAZARA, DSM	2023	Operational
4	TAQA Dalbit (T) Limited	Kipawa, DSM	2023	Operational
5	Dangote Cement Limited Tanzania	Mwanambaya, Mkuranga	2024	Operational
6	Tembo Energy Limited	Sam Nujoma Road, Ubungu	2024	Operational

S/N	NAME	LOCATION	COD (YEAR)	STATUS
7	TAQA Dalbit (T) Ltd	Mawasiliano area along Sam Nujoma Road, Ubungo	2025	Operational
8	TPDC	Mawasiliano area along Sam Nujoma Road, Ubungo	2025	Operational
9	Rafiki CNG Station and Conversion Centre Limited	Mabibo Farasi, Ubungo	2025	Operational
10	Puma Energy Tanzania Limited	Mbezi Tangi Bovu Area, along Bagamoyo Road, Kinondoni Municipality in Dar es Salaam	2025	Operational
11	TP Company Limited	Ukuni Village, Bagamoyo District	-	Construction has not started
12	Energio Tanzania Limited	Mwenge - Coca-Cola Road	-	Under Construction
13	Victoria Service Station Limited	Kipawa Area, Dar es Salaam	-	Operational
14	Puma Energy Tanzania Limited	Mabibo Area, Ubungo	-	Under Construction
15	Puma Energy Tanzania Limited	Kunduchi Salasala, Kinondoni	-	Under Construction
16	Tanzania States Natural Gas Holdings Company Limited	Goba, Dar es Salaam	-	Under Construction
17	Tan Health Limited	Mbezi Beach, Kinondoni Municipality, Dar es Salaam	-	Under Construction
18	Ruvuma Coal Limited	CDC Street, East Nakayaya Area, Tunduru District in Ruvuma Region	-	Under Construction
19	Rashal Energies Limited	Mbagala Area, Temeke Municipality in Dar es Salaam		Under Construction
20	Natenergy Co. (T) Limited	Kibada Kigamboni		Operational

CNG-V CONVERSION WORKSHOP

S/N	CNG-V workshop	Location	Region
1	ANRIC	TAZARA	Dar es Salaam

S/N	CNG-V workshop	Location	Region
2	BQ Contractor	Mbezi Juu	Dar es Salaam
3	Dangote	Hiari	Mtwara
4	DIT	Dar es Salaam	Dar es Salaam
5	Kleenair	Kigamboni	Dar es Salaam
6	MOL	Keko Mwanga	Dar es Salaam
7	NK	Mbezi beach shule	Dar es Salaam
8	Triangle	UDSM	Dar es Salaam
9	Hope Car Service Co Ltd	Sinza	Dar es Salaam
10	Diamond Motors Ltd	Vingunguti	Dar es Salaam
11	Milo Security Company Ltd	Mbezi beach	Dar es Salaam
12	TAQA Dalbit.	Kipawa	Dar es Salaam
13	Exogas Green Solutions Limited	River side Ubungo	Dar es Salaam

CNG FUEL SYSTEM CERTIFIERS

Sn	CNG-FSI/C	Certification No	Location	Contact
1	Dr. Rajab Hassan	U10343A	DSM	hmrajabu@gmail.com
2	Godwin Kulinga	U11771A	Arusha	godwinnkulinga@gmail.com
3	Paul Makoye	U11646A	Arusha	makoyepaul2000@gmail.com
4	Baraka Majengo	U11067A	DSM	barakagimajengo@gmail.com
5	Samson M Saidow	U11076A	Arusha	samsonsaidow@gmail.com
6	John Msyani	U12155A	DSM	johnenock95@gmail.com
7	Brayson Lema	U12141A	DSM	brysn.lema47@gmail.com
8	Maisarah Massawe	U12267	KAHAMA	massawemaisarah70@gmail.com
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10	Nicholaus Tungu	U12694A	MTWARA	Nicholaus.Tungu@DANGOTE.COM
11	Vitus Kulamamba	U12711A	MTWARA	itusylvester@gmail.com
12	Genes Njau	U12923A	DSM	genesgenui@gmail.com
13	Fimbo Paul	U11646A	DSM	makoyepaul2000@gmail.com
14	Abednego Mbilinyi	U13042A	DSM	abednegosamwel@gmail.com

NATURAL GAS CUSTOMERS

Power Plants

SN	Name of Power Plant	Location
1	Songas	Dar es Salaam
2	KINYEREZI I	Dar es Salaam
3	KINYEREZI I EXTENSION	Dar es Salaam
4	KINYEREZI II	Dar es Salaam
5	UBUNGO I	Dar es Salaam
6	UBUNGO II	Dar es Salaam
7	UBUNGO IIIA	Dar es Salaam
8	UBUNGO IIIB	Dar es Salaam
9	TEGETA 45	Dar es Salaam
10	TANESCO - Mtwara Plant	Mtwara
11	Somanga Fungu	Lindi
12	TANESCO Hiari Mtwara Plant	Mtwara

Industrial Customers

SN	Name of Customer	Location
1	Aluminium Africa (ALAF)	Dar es Salaam
2	Azam Bakeries Co Ltd	Dar es Salaam
3	Bautech Company Ltd 1	Dar es Salaam
4	Bora Industries	Dar es Salaam
5	East Coast Oil & Fats Ltd	Dar es Salaam
6	Iron and Steel Limited	Dar es Salaam
7	Kamal Steel Ltd	Dar es Salaam
8	Kioo Glass	Dar es Salaam
9	MM Integrated Steel (MM1)	Dar es Salaam
10	MM Integrated Steel -2	Dar es Salaam
11	MM Integrated Steel (MM3)	Dar es Salaam
12	Murzah Oil Mills Unit 1	Dar es Salaam
13	Murzah Oil Mills Unit 2	Dar es Salaam
14	Murzah Oil Unit Mills Unit 4	Dar es Salaam
15	Murzah Soap and Detergent Unit 3	Dar es Salaam
16	Namera Group of Industries	Dar es Salaam
17	Nampak (T) Ltd	Dar es Salaam
18	Nida Textile Mills Ltd	Dar es Salaam
19	OK Plast Ltd	Dar es Salaam
20	SBC Tanzania - Pepsi	Dar es Salaam
21	Serengeti Breweries Ltd	Dar es Salaam
22	SilAfrica Tanzania T Ltd	Dar es Salaam
23	Steel Masters Ltd	Dar es Salaam
24	Tanpack Tissues Ltd	Dar es Salaam

SN	Name of Customer	Location
25	Tanzania Breweries Ltd (TBL)	Dar es Salaam
26	Tanzania Cigarette Company (TCC)	Dar es Salaam
27	Tanzania Cutlery Manufacturer Ltd	Dar es Salaam
28	Tanzania-Chinese Textile (TCFT)	Dar es Salaam
29	VOT Tanzania	Dar es Salaam
30	Gaia Eco Solution	Dar es Salaam
31	Said S. Bakhresa & Co Ltd (SSB)	Dar es Salaam
32	Soap & Allied Industries L	Dar es Salaam
33	A-one	Dar es Salaam
34	Royal Soap & Detergent Industry Ltd	Dar es Salaam
35	Jumbo Packaging	Dar es Salaam
36	Mikoani Edible Oil	Dar es Salaam
37	Tanzania Pasta Industries	Dar es Salaam
38	Tanga Pharmaceutical	Dar es Salaam
39	Quaim Steel Industry	Dar es Salaam
40	Tanzania Portland Cement Limited (AG)	Dar es Salaam
41	Raddy Fibre Manufacturing	Mkuranga
42	Dangote Cement factory	Mtwara
43	Goodwill ceramic factory	Mkuranga
44	Lodhia Steel Ltd	Mkuranga
45	Knauf Gypsum factory	Mkuranga
46	Coca-Cola	Dar es Salaam
47	MM Integrated Steel Mills (MMI 2)	Dar es Salaam
48	MM Integrated Steel Mills (MMI 3)	Dar es Salaam
49	Sapphire Float Glass	Mkuranga
50	Balochistan	Mkuranga
51	LN FUTURE	Mkuranga
52	Chemicortex	Dar es Salaam
53	Kinglion Investment Company Ltd	Kibaha
54	Global Aluminium	Kibaha
55	Kairuki Pharmaceutical Industries Limited	Kibaha
56	KEDA Float Glass Factory - Msufini	Mkuranga
57	Jambo Edible Oil Limited	Dar es Salaam
58	Cotex Industries	Dar es Salaam
59	Dongfang Steel Group Limited	Kibaha

Institutional and Commercial Customers

Sn	Name of customer	Location
1	TANRUSS Investments Limited (Serena Hotel)	Dar es Salaam
2	Tanzania Prisons Services (Keko Prison)	Dar es Salaam
3	Lilungu Prison Mtwara	Mtwara

4	Mtwara Teachers college	Mtwara
5	Mtwara Technical Secondary School	Mtwara
6	Mtwara Teachers Technical College	Dar es Salaam
7	UDSM Cafeteria 1	Dar es Salaam
8	Ramada Resort Hotel	Dar es Salaam
9	Giraffe Beach Hotel	Dar es Salaam
10.	Dar es Salaam University College of Education (DUCE)	Dar es Salaam
11	Serene Beach Resort	Dar es Salaam
12	Pizza Hut	Dar es Salaam
13	Grano Coffee	Dar es Salaam
14	KFC	Dar es Salaam
15	Mary Brown	Dar es Salaam
16	Yemen Mandi	Dar es Salaam
76	Pappa Roti	Dar es Salaam
18	Samaki Samaki	Dar es Salaam
19	Chicken Hut	Dar es Salaam
20	Kuku Kuku	Dar es Salaam
21	Swad	Dar es Salaam
22	Tembo Kuruka	Dar es Salaam
23	Mango's	Dar es Salaam

Households Customers

SN	Gas Supply Region	Area/Location	Number of Households
1	Mtwara	Bandari	125
2	Mtwara	Kiyangu, Lilungu, Mtwara Tech.	300
3	Dar es Salaam	Mikocheni	70
4	Dar es Salaam	Mikocheni, Mlalakua and UDSM	140
5	Lindi	Mnazimmoja	349
6	Dar es Salaam	UDSM	100
		Sinza	226
		Kurasini	344
Total Connected Household			1,654
Connection of Household Under Construction			
2	Pwani	Mkuranga(Kisemvule)	529
Total Households connection under construction			529

REGULATORY TOOLS

	The National Energy Policy, 2015
	The Petroleum Act, 2025
	Petroleum (Natural Gas Pricing) Regulations 2020 GN 353

	Petroleum (Natural Gas Midstream and Downstream) General Regulations 2020-GN 270
	Petroleum (Local Content) Regulations 2017 GN 197
	Petroleum Corporate-Integrity-Pledge-Regulations-2019-GN-782
	EWURA (Compounding of Offences) Regulations 2020-SUPP GN. 397
	EWURA (Electricity and Natural Gas)(Tariff Application and Rate Setting Rules- 2021GN. 396
	Petroleum Condensate Rules 2021-GN. 395
	EWURA Consumer Complaints Settlement Rules 2020 -GN 428
	Petroleum (Natural Gas) (Licensing Fees) Rules, 2020 -GN 301 1
	Petroleum(Natural Gas)(Processing)Rules 2019- GN 221
	Petroleum (Compressed Natural Gas)(Supply and Marketing Services)Rules 2019- GN 220
	Petroleum (Natural Gas)(Supply and Marketing Services) Rules 2019-GN 219
	National (Petroleum and Natural Gas) (Information System) Rules 2019-GN 184
	Petroleum (Natural Gas) (Regulatory Accounting and Reporting Standards) Rules 2019-GN 183
	Petroleum (Natural Gas) (Storage) Rules, 2019- GN 182
	Petroleum (Natural Gas)(Transmission and Distribution Activities) Rules 2018, GN 176
	EWURA (Electricity and Natural Gas)(Tariff Application and Rate Setting Rules- 2021GN. 396
	<i>Petroleum (Natural Gas) Customer Service Charter Guidelines 2019</i>

WATER AND SANITATION SECTOR

1930s	Water supply was confined to urban areas and farming settlements owned by settlers.
1949	The Waterworks Act was enacted to provide for and regulate water supply to the public. The Act provided for water supply, management of water works, and protection of water resources.
1959	The intake of the Upper Ruvu plant, with a capacity of 18,000 m ³ /day, located 65 km west of Dar es Salaam City, was commissioned and later expanded to 196,000 m ³ /day.
1961	The government put in place a policy of 'free' water for all and took responsibility from the local government for all construction costs for rural water schemes.
1965	The government began to finance all water supply investments, and in 1970 began to finance operation and maintenance costs. From 1970, rural water supply systems provided water at no charge to users.
1971	The government proclaimed a 20-year (1971-1991) Rural Water Supply Program that aimed at providing access to an adequate, safe, dependable water supply within a walking distance of 400 meters from each household.
1973	The government introduced a 'latrinisation' campaign under a program called "Mtu ni Afya" aimed at ensuring each household had a latrine. The campaign was given added impetus following a cholera outbreak in 1977. Later, latrine coverage increased from 20-50 per cent between 1973 and 1980.
1974	The Water Utilization (Control and Regulation) Act was passed to create a system of water rights, establish Water Advisory Boards, and appoint Water officers.
1981	The National Urban Water Authority Act was enacted to establish the National Urban Water Authority (NUWA), responsible for developing and managing urban water supply on Tanzania's Mainland. In 2001, it was revised to the Dar es Salaam Water Supply and Sewerage Authority Act, serving Dar es Salaam city and parts of the Coast region.
1991	The National Water Policy was promulgated to address the shortcomings of the Rural Water Supply Program of 1971. The principal goal of the policy was to provide clean and safe water to the population within 400 meters of their households.
1997	The Dar es Salaam Water and Sewerage Authority (DAWASA) was created to develop and operate the Dar es Salaam city's water infrastructure, and tariffs were introduced for all users.
2002	The National Water Policy of 1991 was revised to promote decentralization and integration into water resources management based on river and lake basin boundaries. The policy laid a foundation for sustainable development and management of water resources under the changing roles of the Government from service provider to that of coordination, policy and guidelines formulation and regulation.
2002	The National Water Sector Development Strategy was formulated to have a coherent, holistic, and integrated strategy to implement the National Water Policy. It pronounced the institutional and legislative changes necessary to implement the National Water Policy of 2002.

2003	The City Water Services Ltd was awarded a lease contract to provide water supply and sewerage services in Dar es Salaam City for ten years. In 2005, the contract was terminated for non-performance improvement.
2006	The Water Sector Development Programme (WSDP), which spans from 2006 to 2025 launched. The programme aimed to eliminate overlaps and duplication of efforts in water resources management and development, and the provision of water supply and sanitation services.
2009	The Water Resources Management Act was enacted to provide for the institutional and legal framework for sustainable management and development of water resources and to repeal the Water Utilization (Control and Regulation) Act.
2009	The Water Supply and Sanitation Act was passed to provide for sustainable management, adequate operation, and transparent regulation of water supply and sanitation services to give effect to the National Water Policy, 2002; to provide for the establishment of water supply and sanitation authorities as well as community-owned water supply organizations; to provide for appointment of service providers, repeal of the Waterworks Act and to provide for related matters.
2019	The Water Supply and Sanitation Act was passed to provide for sustainable management, adequate operation, and transparent regulation of water supply and sanitation services; provide for the establishment of water supply and sanitation authorities, Rural Water agencies, National Water Fund, and community-based water supply organizations; provide for the appointment of service providers, repeal of the Water Supply and Sanitation Act, 2009 and the Dar es Salaam Water and Sewerage Authority Act, 2001.

TECHNICAL REGULATION

1.	Tanzania's total area	947,300 km ²	
2.	Area covered by inland water bodies (Lake Victoria, Lake Tanganyika, Lake Nyasa, Lake Rukwa, Lake Eyasi and other water bodies)	61,500 km ²	
3.	WSSAs' installed Water Production Capacity (2024)	736 million m ³ /year	
4.	Water demand in WSSAs' service areas (2024)	858 million m ³ /year	
5.	Water demand (2035)	80 billion cubic metres	
6.	No. of WSSAs (June 2024)	82	
7.	No. of CBWSOs (2024)	2,488	
8.	WSSAs with water treatment facilities (%)	97.5%	
9.	WSSA's Non-Revenue Water (June 2024)	37.2%	
10.	WSSA's Metering Ratio (June 2024)	95%	
11.	WSSAs Water quality compliance (June 2024)	E. coli	88%
		Turbidity	72%
12.	Access to Water Supply Services (as of June 2024)	Urban	84%
		Rural	77%
13.	Number of Water connections (June 2024)	Total water connections	1,669,298
		Active water connection	1,513,181

		Total domestic water connections	1,581,419
		Public water kiosk	12,128
14.	Population distribution – Mainland (2022)	Urban	34%
		Rural	66%
15.	Water sources	Rivers, lakes, wetlands, springs, reservoirs, and groundwater aquifers	
16.	Water basins	Pangani, Wami/Ruvu, Rufiji, Ruvuma and Southern Coast, Lake Nyasa, Lake Rukwa, Lake Tanganyika, internal Drainage and Lake Victoria	
17.	Number of Water Use Permits (2021)		10,904
18.	Number of Water Dams (2022)		776
19.	Number of Charcoal dams (2022)		1,384
20.	Number of Cattle troughs (2022)		458
21.	Number of Boreholes for livestock (2022)		103
22.	Sewer Network Length in km (June 2024)		1,514.46
23.	Regional Headquarters with sewerage systems (June 2024)		11
24.	Regional Headquarters without sewerage systems (June 2024)		15

LICENCE CLASSES (DECEMBER 2025)

Licence Class	Number of WSSAs	Description
I	2	A licence is issued by EWURA to a licensee who has the technical and managerial capability to operate a licensed facility and recover all costs of operation.
II	8	A licence is issued by EWURA to a licensee who has the technical and managerial capability to operate a licensed facility and recovers all costs of operation except part of its investment costs.
III	59	A licence issued by EWURA to a licensee who still gets financial, managerial, and technical support from the Government and partially recovers its operational costs.
Provisional	14	A licence issued to a declared water authority that has not qualified for a Class I, II, or III license (with initial facilities and human resources for the provision of services).

PERFORMANCE OF WSSAS IN SUMMARY AS OF DECEMBER 2025

S/N	Indicator/Data	Unit	Performance	Service Benchmark	Level
1.	Installed Production Capacity	(Million m3/year)	736	-	
2.	Water Production	(Million m3/year)	389	-	
3.	Water Connections	Number	1,669,298	-	
4.	Sewerage Connections	Number	59,691		
5.	Water Service Coverage				
	The population living in an area with a water network	%	84	-	
	The population is directly served with water.	%	66	100	
6.	Average Hours of Service	hours	14	24	
7.	Sewerage coverage among the 11 WSSAs that provide sewered sanitation services	%	5.61	100	
8.	Water Quality Compliance				
	E. coli	%	88	100	
	Turbidity	%	72	100	

9.	Percentage of complaints resolved	%	62	100
10.	Metering Ratio	%	95	100
11.	Non-Revenue Water	%	37.2	<20
12.	Revenue Collection Efficiency	%	92	>95
13.	Average water tariff	TZS per cubic meter	1437	-
14.	Working Ratio	Ratio	1.31	<0.67
15.	Operating Ratio	Ratio	2.97	<0.8
16.	No. of employees per 1000 connections	Ratio	4.0	<5
17.	Effluent Quality Compliance:			
	COD	%	33	100
	BOD	%	33	100

WATER TREATMENT FACILITIES (DECEMBER 2025)

WSSAs with Conventional Water Treatment Plants	WSSAs with Disinfection Units only		WSSAs without Treatment Facilities
1. Biharamulo 2. Bukoba 3. Bunda 4. Igunga 5. KASHWASA 6. Maswa 7. Musoma 8. Mwanza 9. Nzega 10. Orkesumet 11. Sengerema 12. Shinyanga 13. Songea 14. Sumbawanga 15. Tabora 16. Iringa 17. Busega 18. Kahama* 19. Kishapu* 20. Maganzo* 21. Arusha** 22. Babati** 23. Chato** 24. DAWASA** 25. Gairo** 26. Geita**	1. Bariadi 2. Chunya 3. Dodoma 4. HTM 5. Ifakara 6. Itumba-Isongole 7. Karatu 8. Kasulu 9. Kibaya 10. Kigoma 11. Kilindoni 12. Kilwa-Masoko 13. Kondoia 14. Kyela-Kasumulu 15. Liwale 16. Loliondo 17. Ludewa 18. Lushoto 19. Mafinga 20. Makambako 21. Makete 22. MANAWASA 23. Manyoni 24. Mbinga 25. Mbulu 26. Moshi	34. Rombo 35. Ruangwa 36. Rujewa 37. Same-Mwanga 38. Singida 39. Tukuyu 40. Turiani 41. Tunduma 42. Ushirombo 43. Utete 44. Vwawa-Mlowo 45. Wanging'ombe 46. Kiomboi	1. Songe 2. Tunduru

WSSAs with Conventional Water Treatment Plants	WSSAs with Disinfection Units only	WSSAs without Treatment Facilities
27. Kibondo** 28. Lindi** 29. Mbeya** 30. Morogoro** 31. Mtwara** 32. Mwanhuzi** 33. Tanga** 34. Makonde**	27. Namanyere 28. Mpanda 29. Mpwapwa 30. Mugango-Kiabakari 31. Namtumbo 32. Ngara 33. Njombe	

* WSSA receives treated water from KASHWASA

WATER SOURCES AND ABSTRACTION (FY 2025/26)

Source	Abstraction (Million m ³)	% contribution to total abstraction
Boreholes	82.66	19%
Springs	45.24	11%
Dams	32.22	8%
Lakes	83.03	19%
Rivers	174.51	40%
Stream	14.06	3%
TOTAL	431.72	100%

WATER NETWORK AND STORAGE CAPACITY (DECEMBER 2025)

INDICATOR	PERFORMANCE
Total Length of Water Network (km)>1.5"	40,478.58
Storage Capacity (m ³)	857,900.50

WASTEWATER TREATMENT FACILITIES (DECEMBER 2025)

WSSAs with Sewer Network and Wastewater Treatment Facilities	WSSAs with Sewer Network but no Wastewater Treatment Facilities	WSSAs without a sewer network but have Faecal Sludge Treatment Facilities	WSSAs with Ongoing Construction of Wastewater Treatment Facilities	WSSAs with Land for Construction of Wastewater Treatment Facilities
<ol style="list-style-type: none"> 1. Arusha 2. DAWASA* 3. Dodoma 4. Iringa 5. Mbeya 6. Morogoro 7. Moshi 8. Mwanza 9. Songea 10. Tabora 	Tanga**	<ol style="list-style-type: none"> 1. Bukoba 2. Busega 3. Geita 4. HTM 5. Kahama 6. Kigoma 7. Lindi 8. Musoma 9. Nzega 10. Sengerema 11. Shinyanga 12. Sumbawanga 13. Tunduma 	<ol style="list-style-type: none"> 1. DAWASA 2. Babati 3. Bunda 4. Chato 5. Igunga 6. Njombe 7. Singida 8. Tabora 9. Tanga 10. Musoma 	<ol style="list-style-type: none"> 1. Namanyere 2. Ludewa 3. Kondo 4. Mafinga 5. Makete 6. Manyoni

ECONOMIC REGULATION OF WATER AND SANITATION SERVICES

Before 1970	Water services in rural areas were provided by the Water Development and Irrigation Department (WD & ID)
1970	After the establishment of the Ministry of Water and Electricity Power, the water services in rural areas were provided by Regional and District Water Engineers. After the Arusha Declaration, water services were declared to be provided for free in rural areas.
1991	To involve the public in the improvement of water services, the Government established the Committee and Water Funds and started to contribute to the water service costs.
1992	Urban Water and Sewerage Authorities were established.
1997	Amended Waterworks Ordinance Cap 281, 1956 to Act No.8 of 1997.
2006	Energy and Water Utilities Regulatory Authority (EWURA) was established to perform, among other things, to regulate rates and charges of services provided by the regulated utilities of energy (electricity, natural gas, and petroleum) and water sectors.
2009	EWURA produced the Tariff Application Guidelines of 2009, read in conjunction with the EWURA (Rates and Charges Applications) Rules, 2009
2011	EWURA, on its own motion, issued a Small Water Utilities indexation Tariff Order to 89 district water services authorities.
2006 - to date	EWURA has continued to issue water tariff orders to urban water authorities and monitor the implementation of tariff order conditions

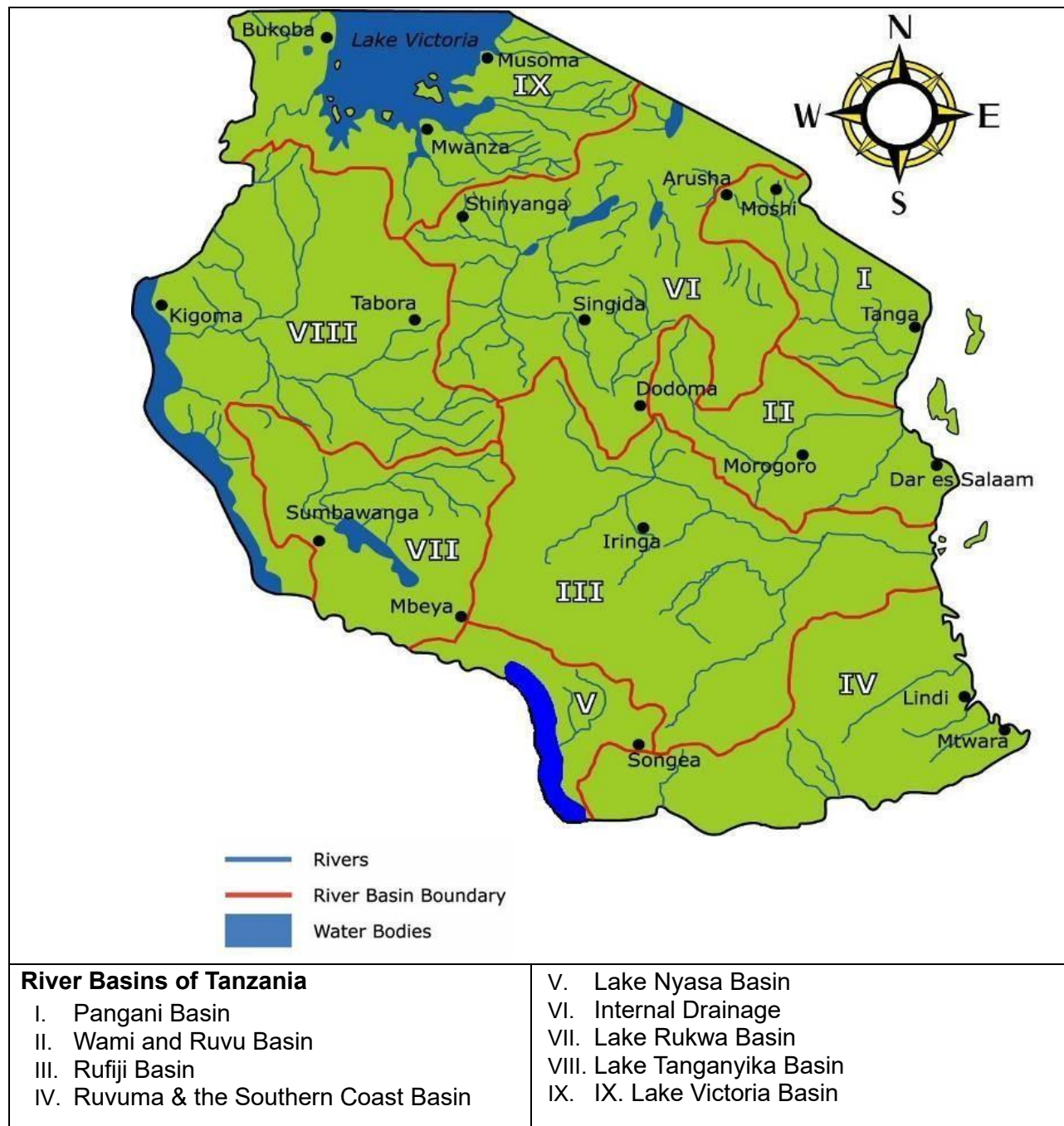
WATER TARIFFS

Water Supply and Sanitation Authorities operate as monopolies; water tariffs differ among them.

S/N	UTILITY	APPROVED AVERAGE WATER TARIFF				
		2020/21	2021/22	2022/23	2023/24	2024/25
1.	Arusha	1,989	1,759	2,122	2,122	2,126
2.	Dodoma	1,397	1,397	1,397	1,628	1,774
3.	Iringa	2,100	2,100	2,100	2,100	2,100
4.	Kahama	2,308	2,308	2,192	2,308	2,308
5.	Mbeya	1,268	1,210	1,366	1,531	1,704
6.	Babati	1,863	1,825	2,481	2,529	2,573
7.	DAWASA	1,663	1,663	1,663	1,663	1,663
8.	Morogoro	1,777	1,766	1,766	1,766	1,766
9.	Moshi	1,000	900	1,068	1,075	1,119
10.	Mtwara	1,480	1,480	2,070	2,198	2,198
11.	Musoma	1,230	1,360	1,360	1,360	1,360
12.	Mwanza	1,534	1,709	1,709	1,709	1,709
13.	Shinyanga	2,014	2,014	2,014	2,014	2,014
14.	Songea	1,226	1,178	1,641	1,683	1,732
15.	Tabora	1,945	1,945	1,945	1,945	1,945
16.	Tanga	1,983	1,983	1,983	1,983	1,983
17.	Bukoba	2,206	1,888	1,888	1,888	1,888
18.	Kigoma	1,400	1,400	1,400	1,400	1,400
19.	Singida	1,741	1,723	1,723	1,723	1,723
20.	Sumbawanga	1,045	937	1,146	1,596	1,627
21.	Lindi	1,900	1,800	1,797	2,203	2,249
22.	Bariadi	690	690	756	1,281	1,392
23.	Geita	1,552	1,552	1,552	1,552	1,552
24.	Mpanda	1,236	1,359	1,359	1,359	1,359
25.	Njombe	1,616	1,616	1,616	1,616	1,616
26.	Vwawa Mlowo	1,102	1,102	1,102	1,102	1,102
27.	HTM	3,549	3,549	3,549	3,549	3,549
28.	KASHWASA	966	966	966	966	966
29.	Makonde	1,300	1,300	1,300	2,131	2,180
30.	Maswa	2,049	2,049	2,049	2,049	2,049
31.	Mugango Kiabakari	1,520	1,570	1,570	1,570	1,570
32.	Wanging'ombe	1,698	1,698	1,698	1,698	1,698
33.	MANAWASA	1,557	1,557	1,557	1,557	1,557
34.	Biharamulo	1300	1400	1400	1400	1400
35.	Bunda	2,109	2,109	2,109	2,109	2,109
36.	Busega			1,250	1,250	1,250
37.	Chato	1,500	1,500	1,500	1,500	1,500
38.	Chunya	1,500	1,500	1,500	1,500	1,500
39.	Gairo	300	300	300	300	300
40.	Ifakara	1,133	1,133	1,133	1,133	1,133
41.	Igunga	1,508	1,605	1,605	1,605	1,605
42.	Kakonko	It's a new utility, and has no approved tariff				

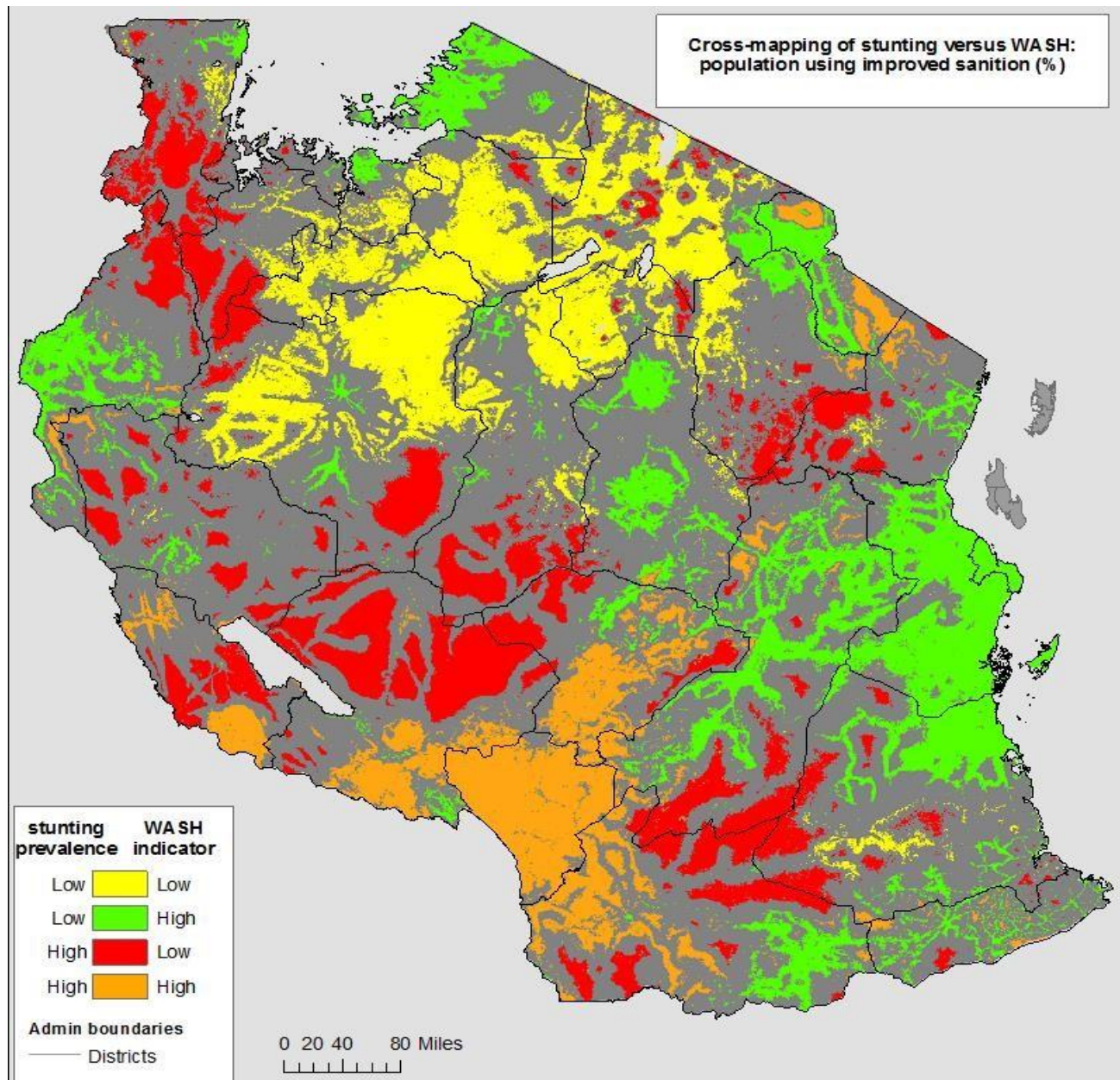
S/N	UTILITY	APPROVED AVERAGE WATER TARIFF				
		2020/21	2021/22	2022/23	2023/24	2024/25
43.	Karatu	1,300	1,300	1,300	1,300	1,300
44.	Kasulu	300	300	300	300	300
45.	Kibaya	1,977	1,977	1,977	1,977	1,977
46.	Kibondo	850	850	850	850	850
47.	Kilindoni	1,141	1,221	1,221	1,221	1,221
48.	Kilwa Masoko	1,050	1,050	1,050	1,050	1,050
49.	Kiomboi	1,050	1,050	1,050	1,050	1,050
50.	Kishapu	1,696	1,696	1,696	1,696	1,696
51.	Kondoa	1,600	1,600	1,600	1,600	1,600
52.	Kyela- Kasumulu			450	450	450
53.	Liwale	832	832	832	832	832
54.	Loliondo	2,500	2,500	2,500	2,100	2,200
55.	Ludewa	540	540	540	540	540
56.	Lushoto	395	395	1,100	1,200	1,240
57.	Mafinga	940	940	940	1,190	1,250
58.	Makete	1,020	1,050	1,050	1,050	1,050
59.	Manyoni	1,146	1,146	1,146	1,146	1,146
60.	Mbambabay	It's a new utility, and has no approved tariff				
61.	Mbinga	670	670	670	670	670
62.	Mkwajuni	It's a new utility, and has no approved tariff				
63.	Mpwapwa	1,061	1,061	1,448	1,448	1,448
64.	Mwanhuzi	1,000	1,000	1,000	1,000	1,000
65.	Namanyere	720	720	720	720	720
66.	Namtumbo	1,015	1,105	1,105	1,550	1,550
67.	Ngara	1,485	1,485	1,485	1,485	1,485
68.	Nzega	1,450	1,480	1,480	1,480	1,480
69.	Rombo	900	900	900	900	900
70.	Ruangwa	1,389	1,389	1,389	1,389	1,389
71.	Rujewa	540	540	540	540	540
72.	Same-Mwanga			1,320	1,320	1,320
73.	Sengerema	1,360	1,486	1,486	1,486	1,486
74.	Songe	1,691	1,691	1,691	1,691	1,691
75.	Tukuyu	300	300	300	300	300
76.	Tunduru	1,028	1,248	1,248	1,248	1,248
77.	Ushirombo	1,500	1,500	1,500	1,500	1,500
78.	Utete	1,050	1,050	1,050	1,050	1,050
79.	Itumba Isongole	300	300	300	300	300
80.	Maganzo	1,900	1,900	1,900	1,900	1,900
81.	Makambako	1,446	1,633	1,633	1,633	1,633
82.	Tunduma	525	525	525	525	525
83.	Turiani	937	937	937	937	937

Main Water Resources Basins in Tanzania



Source: Tarimo *et al.* 2016

Sanitation Level in Mainland Tanzania



Source: World Bank, 2020

REGULATORY TOOLS

1.	The Water Supply and Sanitation Act (Licensing and Quality of Services) Rules, 2020
2.	The Water Supply and Sanitation Act (Licensing Fees) Rules, 2020;
3.	The Water Supply and Sanitation Act (Water Tariff and Rate Setting) Rules, 2020;
4.	Water Supply and Sanitation Act (Private and Community Borehole Water Services) Rules, 2023
5.	Water Supply and Sanitation Act (Water Tanker Services) Rules, 2023;
6.	The Energy and Water Utilities Regulatory Authority (Consumer Complaints Settlement Procedure) Rules, 2020

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