



UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY
ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)



WATER UTILITIES PERFORMANCE REVIEW REPORT FOR THE FINANCIAL YEAR 2024/25





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MARCH 2026

TABLE OF CONTENTS

MESSAGE FROM THE BOARD CHAIRMAN	v
FOREWORD	vi
ABBREVIATIONS AND ACRONYMS	vii
MEASUREMENT UNITS AND SYMBOLS	vii
DEFINITIONS OF KEY PERFORMANCE INDICATORS	viii
WATER UTILITIES PERFORMANCE DASHBOARD	x
EXECUTIVE SUMMARY	xi
1.0 INTRODUCTION.....	1
1.1 Description of WSSAs.....	1
1.2 Methodology.....	3
2.0 PERFORMANCE ANALYSIS	5
2.1 Water Sources and Abstraction.....	5
2.2 Water Demand, Installed Water Production Capacity, and Production	6
2.3 Water Service Coverage	10
2.4 Sanitation Services	12
2.5 Water Service Availability	14
2.6 Water Quality	15
2.7 Wastewater Quality	17
2.8 Non-Revenue Water Management	18
2.9 Financial Performance	23
2.10 Staffing and Staff Productivity	32
2.11 Customer Service.....	33
2.12 Submission of Plans and Reports.....	34
2.13 Implementation of Recommendations of the Previous Report.....	35
2.14 Implementation of Tariff Order Conditions.....	36
2.15 Remittance of Regulatory Levy	36
2.16 Implementation of Directives.....	36
2.17 Institutional Status.....	36
2.18 Ownership of Infrastructures by WSSAs.....	37
2.19 Investments in the Water Sector	37
3.0 PERFORMANCE RANKING	39
3.1 Scores and Ranking.....	39
3.2 Procedure for Ranking	39
3.3 Classification of Performance Scores	42
3.4 Results of Performance Ranking	42
4.0 KEY OBSERVATIONS AND RECOMMENDATIONS	49

LIST OF FIGURES

Figure 1: Classification of WSSAs by Classes of Licence, Categories, and Clusters	2
Figure 2: Water Abstraction	5
Figure 3: Comparison of Water Demand, Installed Capacity, and Water Production	9
Figure 4: Total Water Connections	10
Figure 5: Composition of Water Supply Connections	10
Figure 6: Comparison of Water Supply Coverage Indicators	12
Figure 7: Sewer Connections	13
Figure 8: Proportion of the Population Connected with Sewerage Services	13
Figure 9: Non-sewered Sanitation Services	14
Figure 10: Comparison of Average Hours of Service	15
Figure 11: Comparison of Wastewater Quality Compliance	18
Figure 12: Components of Non-Revenue Water	18
Figure 13: Non-Revenue Water as a Percentage of Water Production	19
Figure 14: Revenue Losses Resulted from Non-Revenue Water	20
Figure 15: Metering Ratio for WSSAs	22
Figure 16: Revenue Generation	23
Figure 17: Revenue Generation	24
Figure 18: Revenue Collection Efficiency	25
Figure 19: Accounts Receivable Ratio	26
Figure 20: Operations Costs per Unit of Water Produced	27
Figure 21: Personnel Costs as Percentage of Revenue Collection	28
Figure 22: Energy Cost per Unit of Water Produced	29
Figure 23: Working Ratios	30
Figure 23: Operating Ratios	31
Figure 25: Comparison of Staff per 1,000 Water Connections in FY 2024/25	32

LIST OF TABLES

Table 1: Key to Licence Classes.....	2
Table 2: Key to Categories	2
Table 3: WSSAs with Significant Increase in Water Demand	6
Table 4: Reasons for Significant Increase in Installed Water Production Capacity	7
Table 5: Reasons for Significant Increase in Water Production.....	8
Table 6: Status of WSSAs in the Provision of Water Service	11
Table 7: Availability of Water Treatment Facilities.....	16
Table 8: Availability of Wastewater and Faecal Sludge Treatment Facilities	17
Table 9: WSSAs with Significant Decrease of NRW.....	19
Table 10: Water Production Measurement Methods	21
Table 11: Methods Used by WSSAs in Determining Water Production	21
Table 12: Summary of Customer Complaints Handling Performance	33
Table 13: Customer Complaints by Category	34
Table 14: Implementation of Tariff Order Conditions	36
Table 15: WSSAs Performance Clusters.....	39
Table 16: Key Performance Indicator Weights	40
Table 17: Data Reliability and Accuracy Bands	41
Table 18: Compliance to Regulatory Requirements	41
Table 19: Classification of Overall Scores	42
Table 20: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster I.....	44
Table 21: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster II.....	45
Table 22: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster III.....	46
Table 23: Key Observations and Recommendations.....	49

MESSAGE FROM THE BOARD CHAIRMAN

On behalf of the Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA), I am pleased to present the performance report of water supply and sanitation authorities (water utilities) for the Financial Year 2024/25.

Water utilities play a pivotal role in ensuring that citizens have access to safe, reliable, and sustainable water supply and sanitation services. In recognition of this importance, EWURA is mandated to oversee and regulate their operations to ensure this goal is achieved effectively and efficiently.

EWURA has consistently fulfilled its regulatory mandate in the water sector, with tangible results reflected in continuous improvements in service delivery. Performance data for the current financial year show further progress compared to the previous year, demonstrating the sector's ongoing advancement.

Positive developments in the sector also reflect the effectiveness of government policies and strategic guidance, under the visionary leadership of Her Excellency Dr. Samia Suluhu Hassan, President of the United Republic of Tanzania. Her commitment has driven significant progress in expanding access to clean water and sanitation services nationwide.

Despite progress made, EWURA continues to stress the need for Water Utilities to intensify their efforts to expand and enhance water supply and sanitation services, in alignment with the Tanzania Development Vision 2050 (Dira 2050). Under the Vision's Second Pillar (*Human Capability and Social Development*), access to clean and safe water, along with quality sanitation services, is a key national priority.

Given projections that by 2050 Tanzania may experience significant water scarcity driven by population growth, expanding economic activities, and the effects of climate change, water utilities have a crucial responsibility to act proactively and adopt sustainable solutions that ensure the long-term availability and quality of water resources. EWURA remains steadfast in steering the transformation of the water sector through effective regulation and strategic oversight.

The Board will continue to provide effective leadership and guidance to realize EWURA's vision of becoming a world-class regulator, ensuring that Water Utilities are efficiently managed, services remain accessible, affordable, and sustainable, and the sector contributes meaningfully to Tanzania's social, economic, and environmental progress.



Prof. Mark J. Mwandosya
Board Chairman

FOREWORD

It is my privilege to present to stakeholders the Water Utilities Performance Review Report for the Financial Year 2024/25. This report offers a comprehensive assessment of the performance of water utilities, featuring comparative analyses across key performance indicators, notable achievements, prevailing challenges, and critical areas requiring intervention to further improve efficiency and service delivery.

The performance analysis reveals that, in the FY 2024/25, Water Utilities continued to demonstrate improvement in the provision of water supply and sanitation services compared to previous years. The progress has been driven by the collective efforts among water utilities, the Ministry of Water, EWURA and other sector stakeholders.

Key achievements realised during FY 2024/25 compared to FY 2023/34 include:

- (i) The installed water production capacity increased from 736 million m³ to 795 million m³ in FY 2024/25, representing an 8% increase, reflecting continued investment in water production infrastructure;
- (ii) Water production increased by 19%, from 389 million m³ to 464 million m³;
- (iii) Water service connections increased by 9% from 1,669,298 to 1,812,712;
- (iv) Number of sewerage connections increased by 4.4%, from 59,691 to 62,314;
- (v) Ten WSSAs had continued with the construction of wastewater and faecal sludge treatment facilities, while 12 WSSAs had acquired land for future construction of such facilities; and
- (vi) Overall revenue collection for WSSAs increased by 14%, from TZS 419.2 billion to TZS 479.1 billion.

Despite these achievements, some areas remain unsatisfactory, including:

- (i) Increase in non-revenue water from 36.8% in FY 2023/24 to 42.3% in FY 2024/25;
- (ii) Overall service hours remained low, at an average of 14 hours per day, similar to the performance attained in FY 2023/24; and
- (iii) Operational expenses have been higher than revenue generation, indicating that a significant number of WSSAs are still unable to fully meet their operation and maintenance costs.

To sustain progress while addressing persistent challenges, sector stakeholders must intensify efforts to reduce non-revenue water through targeted investments in infrastructure and smart technologies, enhance service reliability by progressively increasing supply hours, and ensure WSSAs can fully cover operation and maintenance costs.

EWURA remains committed to safeguarding the interests of all stakeholders within the sector by ensuring effective oversight of WSSAs and promoting continuous transformation, particularly through the adoption of digital systems aimed at enhancing institutional efficiency and service delivery.


.....
Dr. James A. Mwainyekule
Director General

ABBREVIATIONS AND ACRONYMS

BOD	Five Days Biological Oxygen Demand
CBWSO	Community-Based Water Supply Organisation
CCC	Consumer Consultative Council
COD	Chemical Oxygen Demand
CWIS	City-Wide Inclusive Sanitation
DAWASA	Dar es Salaam Water Supply and Sanitation Authority
DEWATS	Decentralised Wastewater Treatment System
DMA	District Metered Area
<i>E. coli</i>	Escherichia coli
EWURA	Energy and Water Utilities Regulatory Authority
FSM	Faecal Sludge Management
FSTP	Faecal Sludge Treatment Plant
FY	Financial Year
GIS	Geographic Information System
HTM	Handeni Trunk Main
ICT	Information and Communication Technology
KASHWASA	Kahama-Shinyanga Water Supply and Sanitation Authority
LGA	Local Government Authority
MajIS	Water Utilities Information System
MANAWASA	Masasi-Nachingwea Water Supply and Sanitation Authority
MoH	Ministry of Health
MoW	Ministry of Water
NA	Not Applicable
NRW	Non-Revenue Water
O&M	Operation and Maintenance
pH	Potentiometric Hydrogen Ion Concentration
PPP	Public-Private Partnership
RUWASA	Rural Water Supply and Sanitation Agency
SDG	Sustainable Development Goal
SoP	Standard Operating Procedure
TBS	Tanzania Bureau of Standards
WSP	Wastewater Stabilisation Pond
WSSA	Water Supply and Sanitation Authority
WWTP	Wastewater Treatment Plant

MEASUREMENT UNITS AND SYMBOLS

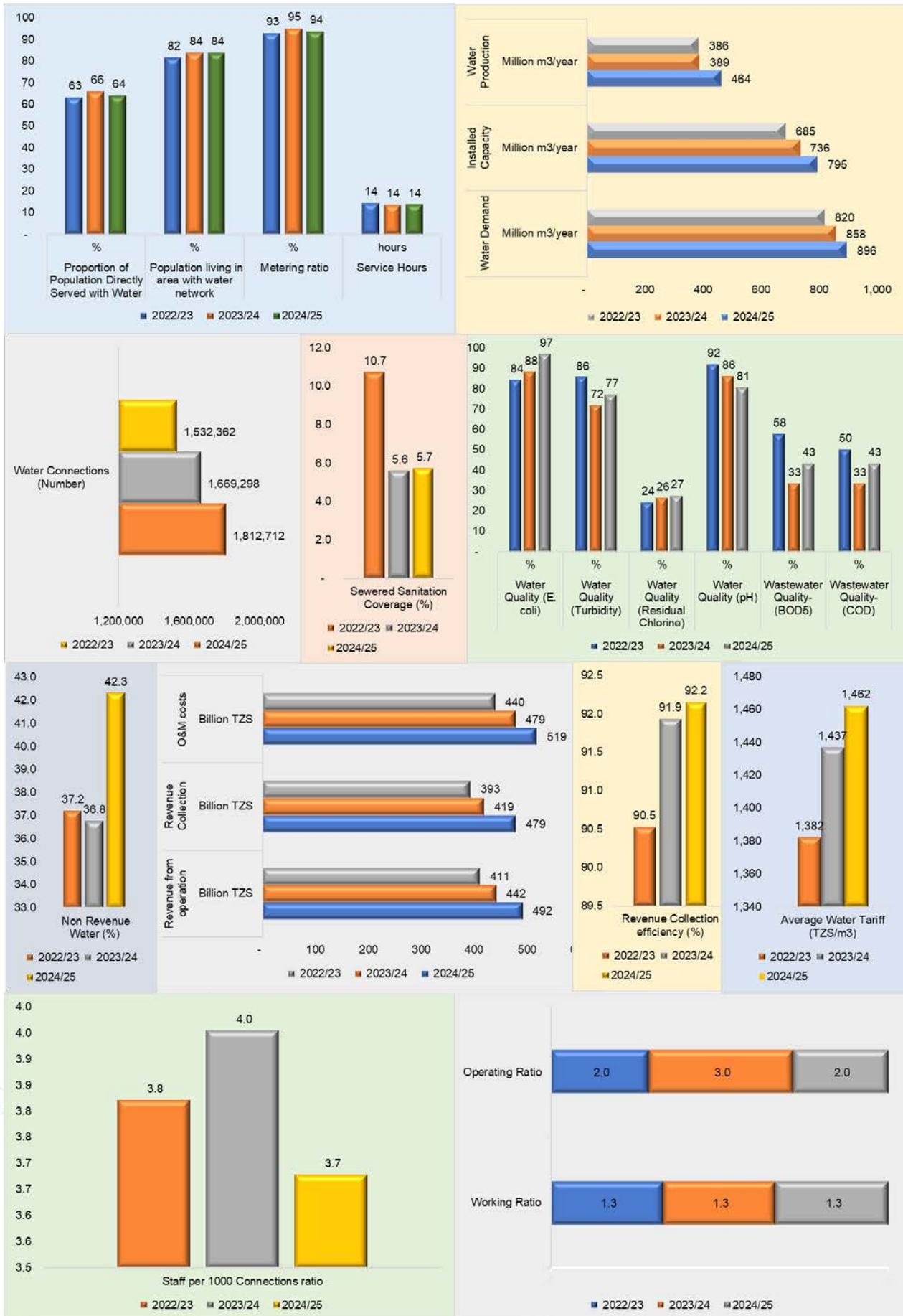
km	Kilometer
km ²	square kilometer
m ³	cubic metre
m ³ /hr	cubic metre per hour
m ³ /day	cubic metre per day
NTU	Nephelometric Turbidity Unit
%	Percentage
TZS	Tanzanian Shillings

DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
i.	Accounts receivable collection period	The average duration in months that customers take to pay bills. It is calculated by taking the total accounts receivable during the year, divided by the total water and sewerage sales (bills) multiplied by 12. The best practice is a maximum of two (2) months	Months
ii.	Average hours of service	Hours per day a consumer can draw water from a tap at a connection. The best practice is 24 hours	Hours
iii.	Metering ratio	The number of active water connections that have operating water meters is expressed as a percentage of the total number of active water connections. Best practice is 100%	(%)
iv.	Non-Revenue Water (NRW)	The amount of water that a water utility produces (or purchases from other water utilities) minus the amount that is sold to consumers, presented as a percentage of water produced and/or purchased. The recommended value is less than 20%	(%)
v.	Operating ratio	The ratio of operating costs to operating revenues. Operational costs include all the expenses, together with depreciation and interest costs (but no debt service payments). Sound financial management requires that this ratio should be less than 0.8	Ratio
vi.	Personnel expenditure per m ³ of water produced	The ratio of total personnel expenditure (TZS) to the total amount of water produced (m ³)	TZS/m ³
vii.	The proportion of the population living within the area with a water network	The proportion of the population living within the area with a water network is expressed as a percentage. It is obtained by dividing the population living within 200 meters of the water distribution pipe by the total population living in the service area	(%)
viii.	The proportion of the population served with water	A ratio of the population served to the total population living in the service area is expressed as a percentage. The population served is obtained by adding the following; (i) the number of domestic connections multiplied by the average members using that connection. (ii) the number of public stand posts and/or kiosks multiplied by the average number of the population served by public stand posts and/or kiosks (iii) the population living in residential institutions, industrial and commercial complex	(%)
ix.	Revenue collection efficiency	The ratio of total collection (TZS) to the total billings (TZS) during the year is calculated as the amount of revenues collected divided by the amount billed, multiplied by 100	(%)

NO.	INDICATOR	DEFINITION	UNIT
x.	Staff Productivity	Number of staff per 1,000 water and sewerage connections. It is calculated as a ratio of total staff to total water and sewerage connections multiplied by 1,000. The best practice is below 5	Staff/ 1,000 Connections
xi.	Storage capacity	Total capacity of the utility's water supply storage tanks divided by average daily demand multiplied by 24 hours	Hours
xii.	Water mains rehabilitation	Length of mains (a pipe of diameter $\geq 2''$) rehabilitated during the year divided by the total length of mains multiplied by 100	(%)
xiii.	Water service connections rehabilitation	Number of service connections replaced or rehabilitated during the year divided by total number of connections multiplied by 100	(%)
xiv.	Water quality compliance	Percentage of water samples that pass particular quality tests for potability. It is equal to the total number of samples passed divided by the total number of samples tested multiplied by 100. The best practice is at least 98%	(%)
xv.	Working ratio	Operating expenses to operating revenue. The operational expenses do not include depreciation, interest, and debt service. Sound financial management requires that this ratio should be well below 0.67	Ratio
xvi.	Proportion of population connected to sewerage service	The population served with sewerage service is expressed as a percentage of the total population living in the service area. The population served is obtained by adding the following: (i) the number of domestic sewerage connections multiplied by the average members using that connection; and (ii) the number of people living in residential institutions, industrial and commercial complexes connected with sewerage services	(%)
xvii.	Wastewater quality compliance	Percentage of sewerage effluent samples that pass quality tests as per TBS effluent quality standards: total number of samples passed divided by total number of samples tested x100	(%)

WATER UTILITIES PERFORMANCE DASHBOARD

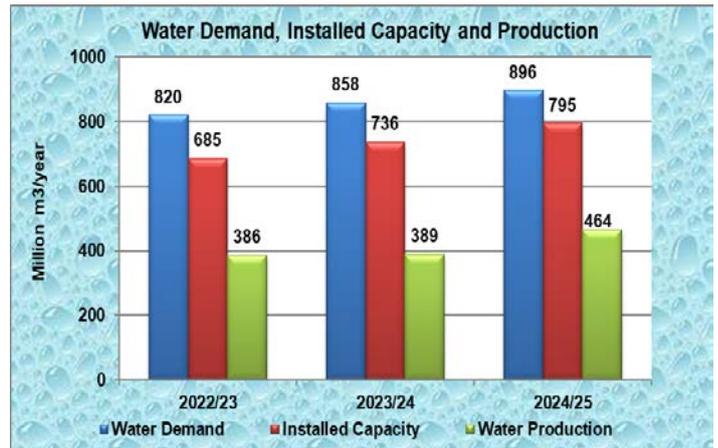


EXECUTIVE SUMMARY

This report assesses the performance of 83 Water Supply and Sanitation Authorities (WSSAs) during FY 2024/25. It is the 17th in a series of water utilities performance reports prepared by EWURA since 2008. The report evaluates key performance data and indicators in water supply and sanitation services, ranking WSSAs' performances and providing observations and recommendations for improvement. Data for the report were gathered from WSSAs through MajiS reports, performance monitoring inspections, business plans, and consultations with the Ministry of Water and the Ministry of Health.

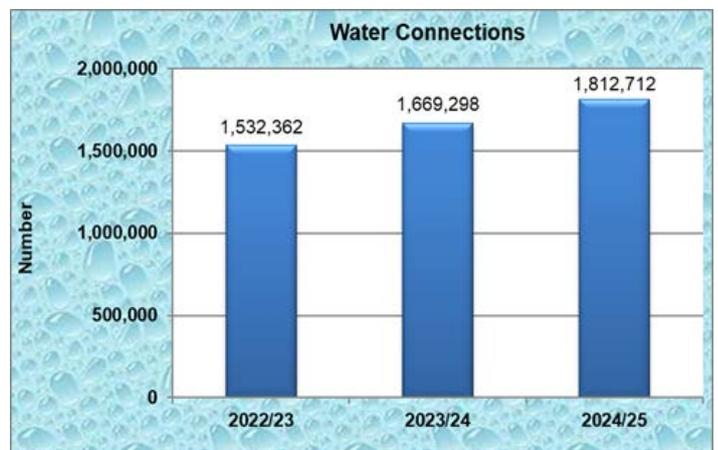
Water Demand, Installed Production Capacity, and Production

In FY 2024/25, water demand increased by 4.5%, while water production rose by 19% and installed production capacity grew by 8%, as compared to FY 2023/24. Despite the production increase, water supply met 52% of demand within WSSAs' service areas. The growing demand is primarily attributed to population growth and the extension of WSSAs' service areas.



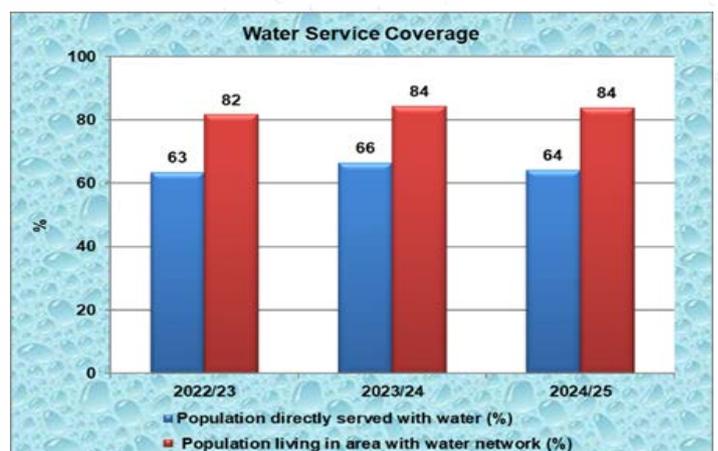
Water Service Connections

In FY 2024/25, water connections increased by 9% to 1,812,712 from 1,669,298, mirroring the same growth rate as FY 2023/24. The increase was driven by the extension of water service to previously unserved areas.



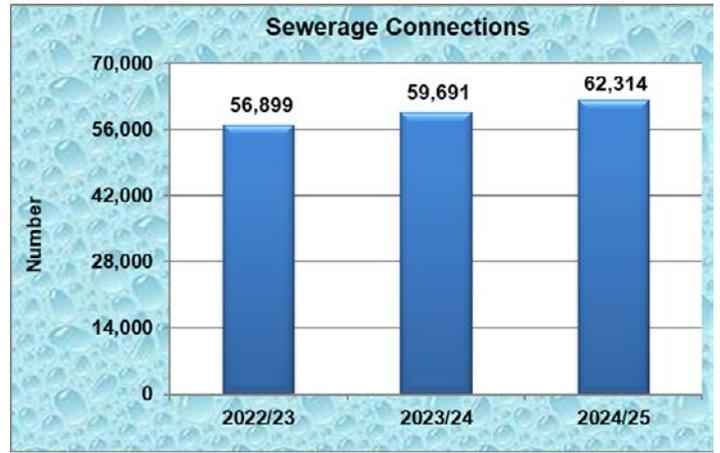
Water Service Coverage

The proportion of the population living in areas with a water network remained at 84% in FY 2024/25. Meanwhile, the proportion of the population directly served with water decreased by 2% to 64%, indicating that the increase in customer connections was outpaced by population growth.



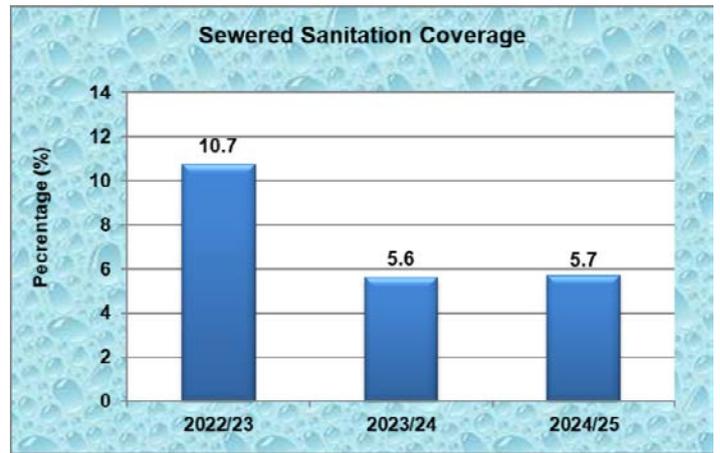
Sewerage Connections

There has been a continuous growth in the number of sewerage connections. The connections increased by 4.9% in FY 2023/24 and by 4.4% in FY 2024/25.



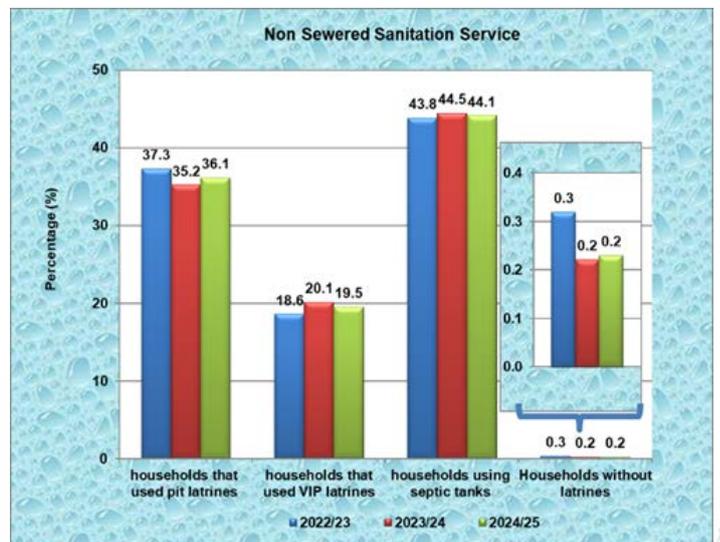
Sewered Sanitation Coverage

During the year under review, 52,104 (1%) out of 5,565,376 households in WSSAs' service area were connected to the sewerage network. Further, Sewered sanitation coverage among the 11 WSSAs providing this service increased slightly from 5.6% in FY 2023/24 to 5.7% in FY 2024/25. The marginal coverage level is attributed to limited investment in sewerage network expansion relative to population growth.



Non-Sewered Sanitation Coverage

During the year under review, households using non-sewered sanitation services remained at 99.8%, of which 44.1% used septic tanks, 19.5% used ventilated improved pit latrines, and 36.1% used pit latrines. Conversely, 0.2% of the total households had no sanitation facilities. To facilitate the transport of wastewater and faecal sludge, 487 cesspit emptier trucks were registered within WSSAs' service area, of which 41 (8%) were owned by WSSAs, and the remaining were either owned by LGAs or private operators.



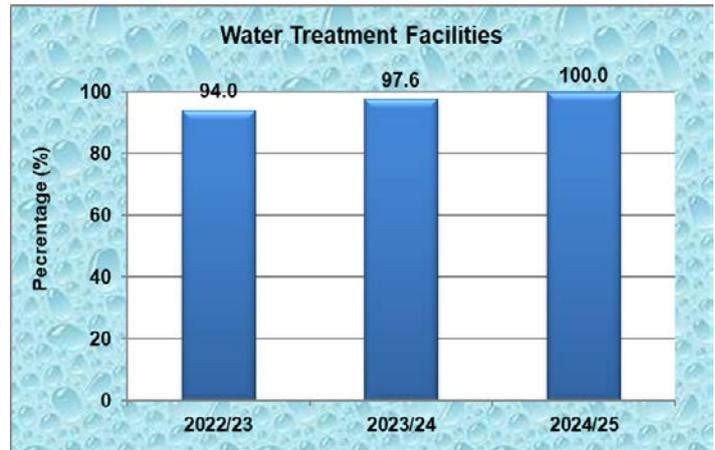
Service Hours

During the year under review, the average service hours in WSSAs' service area remained at 14 hours. The service hours attained are below the service level benchmark, which is 24 hours.



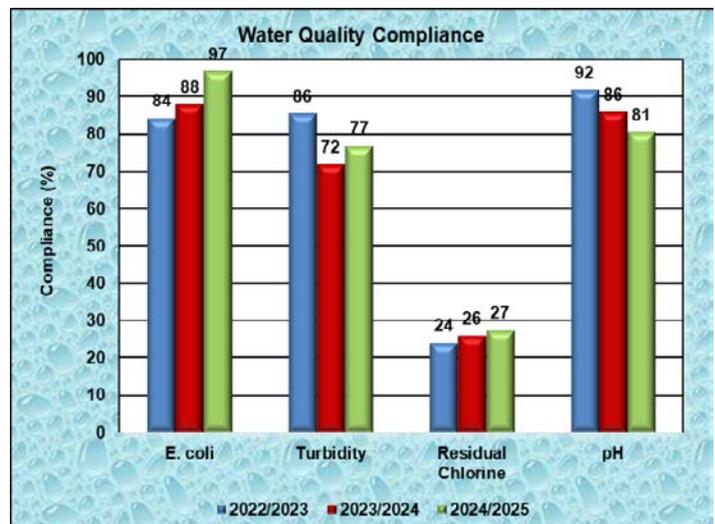
Water Treatment Facilities

During the year under review, all WSSAs had water treatment facilities equivalent to 100%, which is an improvement compared to 97.6% in FY 2023/24. 36 out of 83 WSSAs used conventional water treatment plants. While 47 WSSAs carried out water treatment solely by disinfection.



Water Quality Compliance

In FY 2024/25, overall water quality compliance showed notable improvement in *E. coli*, turbidity, and residual chlorine, while pH performance declined compared to FY 2023/24. Compliance for *E. coli*, turbidity, and residual chlorine increased by 9%, 5%, and 1%, respectively. However, pH compliance dropped by 5% as compared to FY 2023/24. The non-compliance with water quality standards for the tested parameters was primarily attributed to utility management's inadequate commitment, coupled with a lack of accountability mechanisms for persistent non-compliance. Weak Water Quality Monitoring and Laboratory Capacity. Limited sampling frequency due to budget constraints. Ageing and poorly maintained distribution infrastructure; Weak interpretation of water quality trends, and no corrective action plans. Insufficient training on WTP optimization, chlorine dosing, jar tests, breakpoint chlorination, and network flushing.



Wastewater Treatment Facilities

During the reporting period, 24 of the 83 WSSAs operated sewage and faecal sludge treatment facilities, up from 23 WSSAs in FY 2023/24. This increase was due to Tanga WSSA starting faecal sludge treatment operations in Muheza and Pangani.

Additionally, 10 WSSAs continued constructing wastewater and faecal sludge treatment facilities. For DAWASA and Tabora WSSA, these projects involved expanding existing facilities. Furthermore, 12 WSSAs secured title deeds for the construction of new treatment facilities. The land acquired in Bukoba and Tanga was specifically for the additional construction of faecal sludge treatment facilities.

Conversely, 41 WSSAs neither had wastewater treatment facilities nor had acquired title deeds. The number has improved compared to 45 WSSAs reported in FY 2023/24.

Wastewater Quality Compliance

In the FY 2024/25, the overall effluent BOD and COD compliance levels increased by 10%, as compared to the FY 2023/24. The noted improvements of the compliance level for effluent BOD and COD were attributed to maintenance of the wastewater/faecal sludge treatment facilities at Arusha, Mwanza and Songea WSSAs and operationalization of the new facility at Tunduma WSSA.



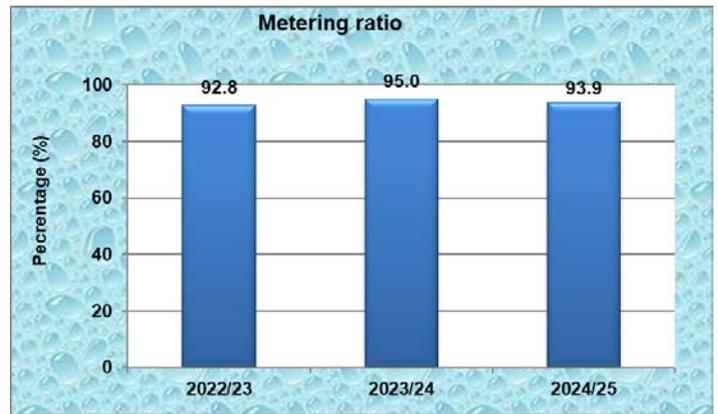
Non-Revenue Water (NRW)

Overall NRW performance for WSSAs declined by 5.5% in FY 2024/25, compared to a 0.4% improvement recorded in FY 2023/24. The average NRW remained above the service level benchmark of 20%. The high level of NRW is mainly due to apparent losses, which contributed 75% of the NRW. During the year, revenue loss due to NRW in excess of 20% amounted to about TZS 182.6 billion.



Metering Ratio

The average metering ratio for WSSAs declined by 1.1% in the FY 2024/25. The overall ratio is below the service level benchmark of 100%.



Revenue Collection

Overall revenue collection for WSSAs increased by 14% in the FY 2024/25 as compared to the 7% increase observed in the FY 2023/24. The doubling of the growth rate during the year was mainly attributed to an increase in water sales billings associated with customer growth, an increase in water production and tariff adjustments in WSSAs.



Revenue Collection Efficiency

During the FY 2024/25, the average revenue collection efficiency for WSSAs increased by 1.7%, compared to an increase of 1.4% recorded in the FY 2023/24. The overall performance in the revenue collection efficiency remained below the service level benchmark of 95%.



Water Tariff

The average approved water tariff increased by 6% in the FY 2024/25 due to tariff adjustments during the year following the implementation of multiyear tariff adjustments approved in the previous years. During the reporting year, tariffs for individual utilities ranged from a high of TZS 3,590 per cubic meter to a low of TZS 300 per cubic meter.

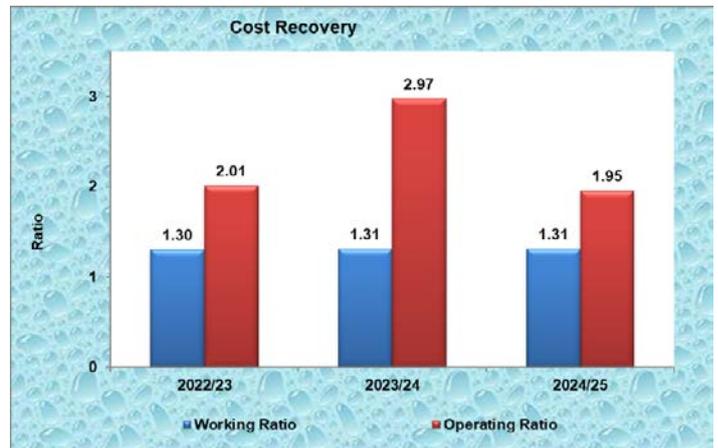


Sanitation Tariff

During the year under review, the average per unit sewerage tariff for WSSAs that provide offsite sanitation services increased to TZS 834 per cubic meter from TZS 783 per cubic meter in FY 2023/24. The main reason for the increase was the annual tariff adjustment conducted during the year. DAWASA had the lowest tariff, at TZS 386 per cubic meter for all customers, while the highest rates were charged by Tabora WSSA in the range of TZS 750 to 1375 per cubic meter across customer categories.

Cost Recovery

During FY 2024/25, the average working ratio remained at approximately 1.3, similar to that recorded in FY 2023/24. The average operating ratio, however, improved to 1.95 from 2.97 in the preceding year, which is above the recommended service level benchmarks of below 0.67 and 0.80, respectively. The performance indicates suboptimal financial performance among WSSAs.



Staff Productivity

WSSAs maintained efficient staff utilization during the review period, with staff per 1,000 water and sewerage connections ratios of 3.7 and 4.0 in FY 2024/25 and FY 2023/24, respectively. Performance remained within the acceptable benchmark of below 5 staff per 1,000 connections.



Resolution of Complaints

During the reporting period, WSSAs received a total of 463,740 complaints, with the majority relating to water leakages and pressure (58.6%), followed by issues in faecal sludge management (12.6%), billing and metering (11.5%), connections and disconnections (4.5%) and other miscellaneous issues (12.8%). In terms of resolution, 306,156 complaints (66%) were fully resolved by the end of the financial year. Out of the total complaints received, 250,141 (54%) were replied to within five working days as per the Water Supply and Sanitation Service (Licensing and Quality of service) Rules, which represents the responsiveness of WSSAs to customer concerns.

Submission of Reports

During the year under review, report submission compliance stood at 74% for monthly MajiS reports, 75% for annual technical reports, 84% for financial reports, and 100% for annual MajiS reports. Notably, 19 WSSAs submitted all required reports on time.

Implementation of Recommendations of the Previous Report

The Water Utilities Performance Review Report for FY 2023/24 had 14 recommendations for implementation by WSSAs. The timeline for one condition was due in June 2030, nine by June 2026, and four were continuous. The status of implementation of all recommendations was given in Appendix 6, Table A6.1.

Implementation of Tariff Order Conditions

Overall average compliance with tariff order conditions was 64%, compared to 61% attained by WSSAs in FY 2023/24. The compliance was analyzed for 16 WSSAs which had tariff conditions for implementation during the year.

Implementation of Directives

During the period under review, EWURA followed up on the implementation of all directives issued during the FY 2024/25 emanated from the general compliance monitoring inspections and water and wastewater quality monitoring inspections conducted at WSSAs. The overall compliance with the implementation is 73%.

Compliance with Remittance of Regulatory Levy

In FY 2024/25, WSSAs were required to remit a total regulatory levy of TZS 9,666,575,101.20. Of this amount, TZS 4,588,190,810.93 was remitted, representing 47.46% of the total payable levy. In the year under review, Iringa, Kahama, Moshi, Mbeya, Shinyanga, Morogoro, Singida, Mpanda, Njombe, Babati, KASHWASA, Biharamulo, Igunga, Kibondo, Kilindoni, Kishapu, Loliondo, Ludewa, Lushoto, Manyoni, Nzega, Songe, Tukuyu, Maganzo, Tunduma, Turiani, and Kakonko WSSAs remitted all invoiced levy amounts. Further, WSSAs with zero remittance of levy compliance were Mugango-Kiabakari, Wanging'ombe, Bunda, Itumba-Isongole, Kyela-Kasumulu, Mahenge, Tunduru and Busega

Institutional Status

During FY 2024/25, 74 out of 83 WSSAs had boards of directors, while 7 WSSAs had no boards of directors. The utilities that had no boards were DAWASA, Igunga, Kasulu, Kilindoni, Mwanhuzi, Namanyere, Utete, Turiani, and Kakonko.

Performance Ranking for WSSAs

The performance ranking of WSSAs was done in line with the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities of 2022. According to the Guidelines, WSSAs are ranked in three clusters, which are;

- (i) Cluster I - utilities with more than 20,000 customers;
- (ii) Cluster II- utilities with customers between 5,000 and 20,000, and;
- (iii) Cluster III is for utilities with fewer than 5,000 customers.

The ranking of the performance of WSSAs is presented in two categories: the overall ranking, which measures the utilities' achievement of the key performance indicators (KPIs), attainment of service level benchmark and compliance with the regulatory requirements (CRR); and the utility ranking, which measures the utilities' attainment of key performance targets as set in their Business Plan. In the absence of an approved business plan, a WSSA was awarded a zero score

The results of the ranking for WSSAs' performance are as follows:

Cluster I

- i. Moshi WSSA emerged as the overall best utility in the provision of water supply and sanitation services, while Rombo WSSA was the overall least performer.
- ii. Iringa WSSA was the best performer under the category of utility ranking in water supply and sanitation services, while DAWASA and KASHWASA were the least performers.

Cluster II

- i. Nzega WSSA emerged as the overall best utility in the provision of water supply and sanitation services, while HTM WSSA was the overall least performer.
- ii. Nzega WSSA was the best performer under the category of utility ranking in water supply and sanitation services, while HTM, Mtwara, Bunda, Maswa, Sengerema, Kondoa, Chato, Bariadi, Same-Mwanga and Busega WSSAs were the least performers.

Cluster III

- i. Biharamulo WSSA emerged as the overall best utility in the provision of water supply and sanitation services, while Liwale WSSA was the least performer.
- ii. Utete WSSA was the best performer under the category of utility ranking in water supply and sanitation services, while Mugango-Kiabakari, Chunya, Itumba-Isongole, Kilindoni, Kilwa-Masoko, Kiomboi, Kyela-Kasumulu, Liwale, Mwanhuzi, Namanyere, Namtumbo, Ruangwa, Tunduru, Ushirombo, Tunduma, Mkwajuni and Kakondo WSSA were the least performers.

The comparison of the results reveals that during the year under review, WSSAs experienced improved performance, particularly in the "Excellent" and "Good" categories.

Financial Year	2022/23	2023/24	2024/25
Number of Utilities Analyzed	83	82	83
Overall Performance in percentage			
Excellent	0%	1%	5%
Very Good	13%	20%	11%
Good	33%	38%	46%
Fair	46%	39%	35%
Unsatisfactory	8%	2%	3%

Key Observations and Recommendations

The key observations on the performance of WSSAs during the reporting period are:

- (a) Inadequate provision of sanitation services;
- (b) Low residual chlorine compliance level;
- (c) High Non-Revenue Water (NRW);
- (d) Low water production to demand ratio; and
- (e) Unsatisfactory performance in cost recovery; and
- (f) Overstayed non-cost recovery water tariffs.

It is recommended that WSSAs:

- (a) Review business plans to include plans for the construction of wastewater and faecal sludge treatment facilities;
- (b) Acquire land for the construction of wastewater and faecal sludge treatment facilities;
- (c) Construct wastewater and faecal sludge treatment facilities to bridge treatment capacity gaps;
- (d) Mobilize financial resources, including exploring Public Private Partnership (PPP) arrangements for investing in safe emptying and transportation of faecal sludge;
- (e) Implement measures to improve effluent BOD and COD compliance, including rehabilitation and/or maintenance of the existing wastewater and/or faecal sludge treatment facilities;
- (f) Ensure qualified personnel are recruited and involved in water treatment and quality monitoring;
- (g) Ensure the availability of treatment chemicals and proper administration dosing as per Standard Operating Procedures for water treatment;
- (h) Prepare and implement NRW reduction strategies per EWURA Guidelines for Development of NRW Reduction Strategies;
- (i) Ensure proper selection, installation, testing, and maintenance of water meters as per EWURA Guidelines;
- (j) Develop additional/alternative water sources to increase water production;
- (k) Implement measures to enhance the climate resilience of water sources and infrastructure, including diversification of water sources, protection of water catchments, and climate-adaptive design;
- (l) Expand water production and distribution infrastructure, and connect more customers to optimize existing capacity;
- (m) Mobilize financial resources for the development of water supply infrastructure, including exploring PPP, green bonds, blended financing, results-based financing and other innovative financing mechanisms; and
- (n) Implement cost recovery strategies, including improving the efficiency of operations; and
- (o) Prioritize the preparation of business plans to enable the adjustment of their tariffs.

Further, the Ministry of Water is advised to implement strategic projects to increase water availability in WSSAs' service areas, including the National Water Grid and the construction of dams.

PART I: INTRODUCTION



1.0 INTRODUCTION

This report provides a comparative assessment of the performance of 83 Water Supply and Sanitation Authorities (WSSAs). The total number of assessed WSSAs increased from 82 in FY 2023/24 to 83 in FY 2024/25, following the clustering of Orkesumet WSSA with Babati WSSA and the establishment of Mkwajuni and Kakonko WSSAs. The report has been prepared in compliance with Section 29(2) of the Water Supply and Sanitation Act, Cap 272, which requires the Energy and Water Utilities Regulatory Authority (EWURA) to publish an annual evaluation of WSSAs' performance.

The primary objective of this report is to present the overall performance of water utilities for the Financial Year (FY) 2024/25, using key performance data and indicators relating to the provision of water supply and sanitation services. Additionally, the report highlights key observations and recommendations aimed at improving sector efficiency, governance, and service delivery. It also includes a ranking of WSSAs based on the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities (2022).

Data and information used to prepare this report were obtained from WSSAs' annual performance reports, MajiS reports, inspection reports, and business plans. Additional inputs were drawn from consultative meetings with the Ministry of Water (MoW), the Ministry of Health (MoH), and WSSAs.

This report is organized into four main sections: (i) Introduction, (ii) Performance Review of WSSAs, (iii) Performance Ranking, and (iv) Key Observations and Recommendations. Appendices to the report present key performance data and indicators, along with summaries of their compliance with applicable regulatory requirements.

1.1 Description of WSSAs

WSSAs operate under the provisions of the Water Supply and Sanitation Act, Cap. 272 and are regulated by EWURA in accordance with the Act. In line with Section 14 of the Water Supply and Sanitation Act, every WSSA is required to operate under a licence issued by EWURA. Further, licences issued by EWURA are grouped into three classes, which are, Class I, Class II, or Class III, depending on the utility's technical, managerial, and financial capacity. Utilities that do not meet the requirements for Class I-III are issued with provisional licences.

During FY 2024/25, Tanga and Moshi WSSAs maintained their Class I licences, while Arusha, Mwanza, Dodoma, Mbeya, KASHWASA, Babati, Kahama, and Iringa continued to hold Class II licences. A total of 59 WSSAs operated under Class III licences, whereas 14 WSSAs, namely Songe, Busega, Kibondo, Itumba-Isongole, Loliondo, Utete, MANAWASA, Mkwajuni, Chunya, Namtumbo, Kakonko, Tunduma, Namanyere, and Tunduru, operated under Provisional Licences.

Furthermore, according to the Performance Benchmarking Guidelines for WSSAs 2022, WSSAs are divided into three clusters based on the number of customers they serve. Cluster I include utilities serving more than 20,000 customers, Cluster II consists of those serving between 5,000 and 20,000 customers, and Cluster III comprises utilities serving fewer than 5,000 customers.

In addition, under Regulation 5(1) of the Water Supply Regulations (2019), WSSAs are categorized into four levels: AA, A, B, and C based on their financial capacity and the extent of water service coverage. Figure 1 illustrates the number of WSSAs for FY 2024/25 classified by Licence Class, Category, and Cluster.

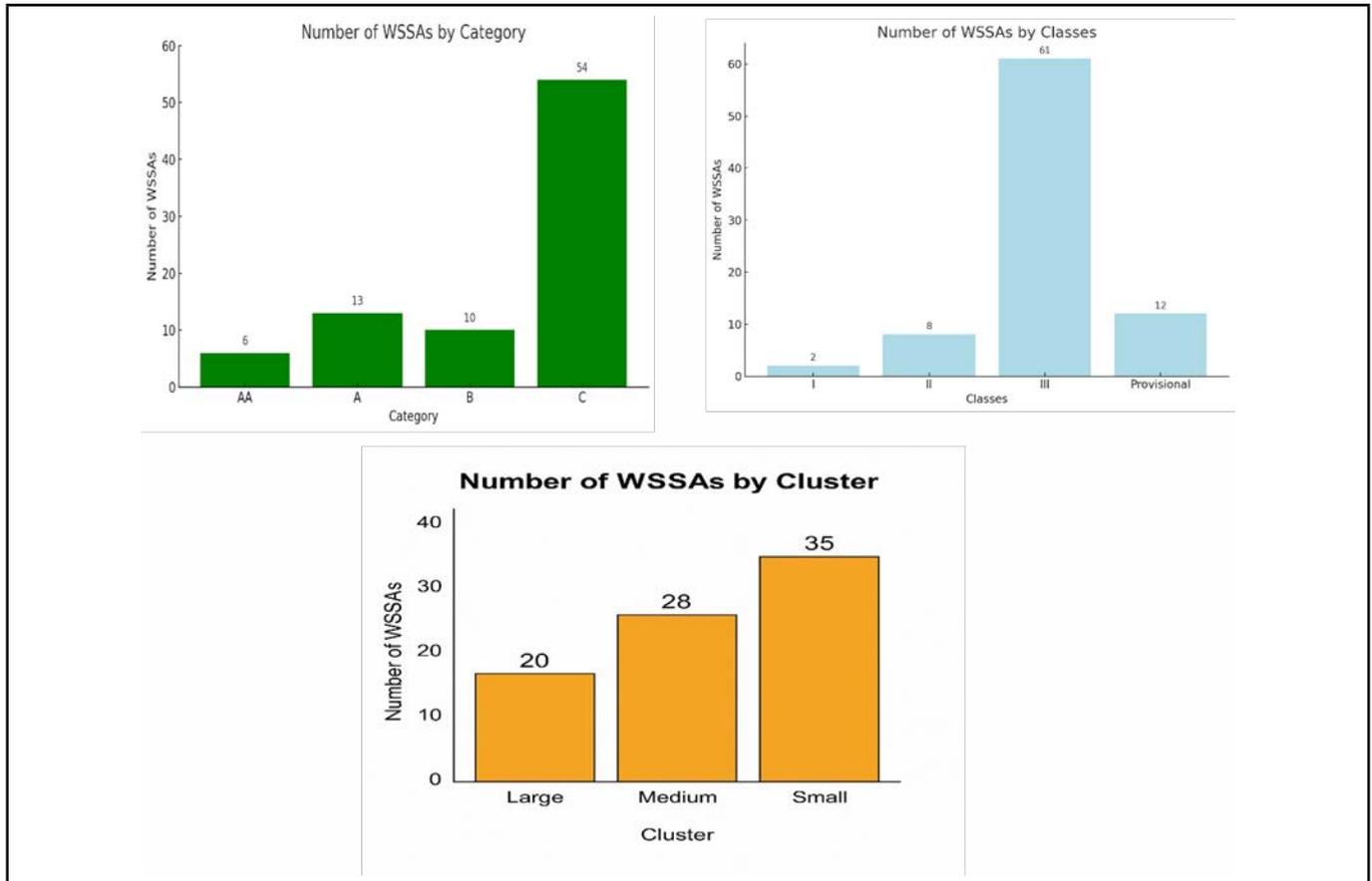


Figure 1: Classification of WSSAs by Classes of Licence, Categories, and Clusters

Table 1: Key to Licence Classes

Class I	A licence issued by EWURA to WSSA that has the technical and managerial capability to operate a licensed facility and recover all costs of operation
Class II	A licence issued by EWURA to a WSSA that has the technical and managerial capability to operate a licensed facility and recovers all costs of operation except part of its investment costs
Class III	A licence issued by EWURA to a WSSA that still gets financial, managerial, and technical support from the Government and partially recovers its operational costs
Provisional	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)

Table 2: Key to Categories

Category AA	Water utilities with a water service coverage of more than 85%, and meet operation and maintenance costs, depreciation, and return on investment
Category A	Water utilities with a water service coverage of more than 75%, and meet all operation, maintenance, and depreciation costs
Category B	Water utilities with water service coverage of more than 65%, and meet all operation and maintenance costs
Category C	Water utilities with water service coverage of less than 65% and meet operation and maintenance costs, except for part of the plant electricity costs, as shall be determined by the Minister for Water in the Performance Assessment Instrument

1.2 Methodology

The preparation of this report entailed the collection, compilation, analysis, and verification of technical, commercial, and financial data obtained from WSSAs. The primary sources of data included the Water Utilities Information System (MajIS), annual progress reports, financial statements, and business plans submitted by the respective WSSAs.

To ensure accuracy, reliability, and consistency of the data and information presented, a multi-stage verification process was undertaken as outlined below:

- (a) Conducting field inspections to assess physical performance, validate reported information, and confirm compliance with operational standards;
- (b) Seeking clarification from WSSAs whenever data reflected unusual trends compared to previous years or appeared unrealistic, inconsistent, or inaccurate;
- (c) Holding consultative meetings with Managing Directors of WSSAs to discuss and confirm the data submitted before publication, with participation from representatives of the Ministry of Water (MoW) and the Ministry of Health (MoH);
- (d) Organizing consultative meetings with MoW and MoH to review, refine, and validate the draft report; and
- (e) Engaging the EWURA Consumer Consultative Council (CCC) to obtain input, feedback, and observations on the draft report before finalization.

This structured approach ensured that the report's findings and analysis were based on verified, reliable, and representative data, providing a sound basis for evaluating the performance of WSSAs.

PART II: PERFORMANCE ANALYSIS



2.0 PERFORMANCE ANALYSIS

The analysis of WSSAs' performance for FY 2024/25, compared with FY 2023/24, examined both operational and financial aspects. Key areas of review included water abstraction, production capacity, service coverage, quality of water and sanitation services, and management of Non-Revenue Water (NRW). The review also assessed financial results, staff efficiency, customer service, compliance with reporting obligations, implementation of past recommendations, regulatory levy remittances, and institutional performance. The findings highlight areas of improvement and explain performance differences to guide future actions and encourage learning among WSSAs.

2.1 Water Sources and Abstraction

Water supplied by WSSAs is obtained from a variety of surface and groundwater sources. The analysis for FY 2024/25 indicates that rivers remained the dominant source of water, accounting for 43% of total abstraction. Other sources included lakes (19%), boreholes (18%), springs (10%), dams (7%), and streams (3%), as illustrated in Figure 2.

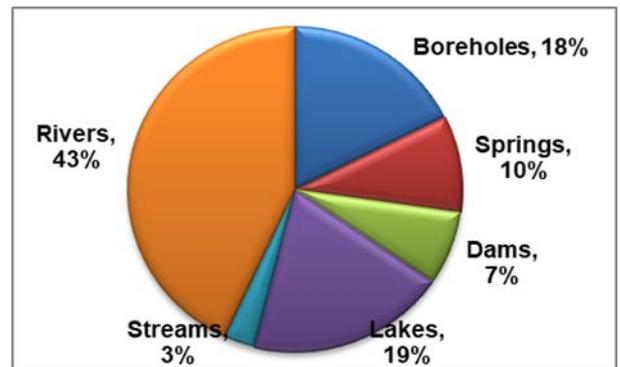


Figure 2: Water Abstraction

In comparison, during FY 2023/24, river abstraction stood at 40%, while boreholes and lakes contributed 19% each, followed by springs (11%), dams (8%), and streams (3%). The year-to-year comparison, therefore, shows a rise in reliance on river sources (from 40% to 43%), and a slight reduction in abstraction from boreholes, springs, and dams.

The persistent dominance of surface water underscores the need for continued investment in catchment protection, pollution control, and storage infrastructure. Groundwater (boreholes and springs) contributes 28% of the total supply, highlighting its continuing importance for supplementing surface water, particularly in semi-urban settings.

2.1.1 Water Abstraction Trend

During the reporting period, total water abstraction increased by 15.4%, reaching 498.08 million m³. This growth was primarily attributed to the commissioning of additional boreholes and the expansion of surface water intakes in WSSAs, including Mwanza, Musoma, Sumbawanga, Same-Mwanga, and Morogoro. Mwanza WSSA recorded an increase following the utilisation of the Butimba Intake (48,000 m³/day) for the whole year.

Musoma WSSA registered growth due to an increase in average pumping hours from 18 to 20 hours, and also an increase in installed water production capacity at Mugumu from 120 to 210m³ per hour and the deployment of an additional pump in the Mugumu Zone. Sumbawanga WSSA enhanced its abstraction through the rehabilitation of four boreholes. Same-Mwanga WSSA benefited from the integration of the Nyumba ya Mungu source, with an installed capacity of 51,750 m³/day, and Morogoro WSSA due to major rehabilitation at Mafiga water treatment plant, which resulted in an increase in production from 27000m³ to 30000m³ per day.

2.2 Water Demand, Installed Water Production Capacity, and Production

2.2.1 Water Demand

The total water demand in areas served by WSSAs increased to 896.4 million m³ in FY 2024/25, from 858.05 million m³ in FY 2023/24, equivalent to a 4.5% increase. Namanyere, Busega, Singida, Igunga, Itumba-Isongole, Chato, Mbinga, Ruangwa, Ludewa and Biharamulo WSSAs reported a significant increase in water demand (more than 20%). Reasons for the increase in water demand for the WSSAs are presented in Table 3. Water demand for each WSSA is presented in Table A2.2 of Appendix 2.

Table 3: WSSAs with Significant Increase in Water Demand

Name of WSSA	% Increase	Reason(s)
Namanyere	239	Inclusion of Kakoma, Ipanda, Mkole, Mbwendi Lunyala, and Mashete villages with a total population of 14,812, these areas were not included in the calculation of demand, as they were served by RUWASA
Busega	137	Increase in water demand due to the addition of new service areas of Kabita, Kiloleli, Mwamanyili, and Lutubiga, with a total population of 86,732
Singida	75	The wards of Irisya, Sepuka, Iguguno, Puma, and Ikungi, with a combined population of 63,178, have now been incorporated into the demand assessment. These areas were previously excluded from the demand projections, as the utility did not extend service to the areas.
Igunga	46	Review of institutional, industrial and commercial demand within the service area
Itumba-Isongole	45	Revised demand estimation, an increase in population, and inclusion of Yenzebwe, Ilulu, and Izuba villages served by RUWASA, with a total population of 6,104
Chato	40	Inclusion of Bukome, Iryamchele and Katende wards with a total population of 41,180
Mbinga	39	Inclusion of 11 Wards with a total population of 102,991, which are in the service area as per GN
Ruangwa	28	Review of per capita demand from 45 litres/day to 60 litres /day
Ludewa	23	Increase in the population of the service area and inclusion of the institution's population
Biharamulo	22	The wards of Bisibo and Nyakahura wards, with a combined population of 73,850, have now been incorporated into the demand assessment. These areas were previously excluded from the demand projections, as the utility did not extend service coverage to them

2.2.2 Installed Water Production Capacity

During the year under review, the total installed water production capacity for WSSAs increased by 9% to 798.6 million m³ from 735.7 million m³ in FY 2023/24. Further, 18 WSSAs recorded a significant increase of more than 20% during the year. Reasons for the increase in installed water production capacities are presented in Table 4, while the installed water production capacities over the past three years are shown in Table A2.2 of Appendix 2.

Table 4: Reasons for Significant Increase in Installed Water Production Capacity

Name of WSSA	% Increase	Reason(s)
Same-Mwanga	1333	The addition of Nyumba ya Mungu water source with an installed capacity of 51,750 m ³ /day
Biharamulo	888	Additional of water sources in Misenyi with 4.2m ³ /hr, Nyarukongo with 6.3m ³ /hr, Kitali with 10.4m ³ /hr and Kisuno with 1.9m ³ /hr and Nyakahura deep bore hole with 4.2m ³ /hr
Ifakara	216	Rehabilitation of boreholes at Mrabani, Kwashungu, Maendeleo, and Kibaoni with a capacity of 12m ³ /hr, 15m ³ /hr, 25m ³ /hr, and 18m ³ /hr, respectively
Rujewa	146	Recalculation of the installed water production capacity based on the actual pump rating. Previously, the capacities were estimated
Kasulu	142	Acquisition of seven spring sources and five boreholes with a total capacity of 557m ³ /hr previously operated by CBWSOs
Njombe	64	Use of completed Ijunilo gravity water source with a capacity of 2,200m ³ /hr from July 2024 and inclusion of Kibena Howard intake with a capacity of 1,728m ³ /day, which was not included in previous years
Ngara	64	Two pumps installed at Murgwanza and Mukijama boreholes with a total capacity of 180m ³ /hr
Mugango Kiabakari	62	Commencement of operation of the Mugango-Kiabakari-Butiama Water Supply Project with a capacity of 17,500m ³ /day since May 2024
Lindi	57	Commencement of operation of three new boreholes at Mnazi Mmoja with an installed capacity of 72m ³ /hr each since September 2024.
Songe	50	Addition of the Kwedikawa spring source with an installed capacity of 17 m ³ /hr
Geita	35	Acquisition of 5 boreholes with a total capacity of 39 m ³ /hr and Chankolongo intake with a capacity of 1100m ³ /day at Katoro-Buseresere zone
Loliondo	34	Addition of a new Wasso borehole No. 2 with a capacity of 18 m ³ /hr
Tabora	33	Inclusion of bulk purchase (29,342m ³ /day) from KASHWASA, which was omitted from the previous year
Tunduma	30	Replacement of two new pumps at Maomboleo and Ikulu boreholes with a total capacity of 34m ³ /hr
Utete	24	Addition of two water boreholes at Ngarambe and Siasa, with pump capacities of 7 and 8.9 m ³ /hr, respectively
Mpanda	22	Acquisition of Kakese, Mwamkulu, Milala Shongo, Magamba Centre, and Society boreholes from RUWASA, with a total installed capacity of 96m ³ /hr.

2.2.3 Water Production

The amount of water produced by WSSAs increased by 19% to 464.18 million m³ in FY 2024/25 from 388.96 million m³ in FY 2023/24. During the reported period, 21 WSSAs recorded a significant increase in water production of more than 20%. The reasons for the significant increase in water production are presented in Table 5 and detailed in Appendix 2, Table A2.2.

Table 5: Reasons for Significant Increase in Water Production

Name of WSSA	% Increase	Increase(m ³)	Reason(s)
Same-Mwanga	174	1,478,640	The addition of a new water source (Nyumba ya Mungu) with a production capacity of 51,750 m ³ /day
Chunya	117	126,743	Increase in pumping hours from 10 to 20 hours at Chokaa and Safari Mine boreholes with a capacity of 360 and 240 m ³ /day, respectively, after installation of solar pumps. Addition of two boreholes, which were served by RUWASA with capacities of 360 and 96 m ³ /day
Tunduru	109	138,644	Installation of new water pumps with a capacity of 400m ³ /day and 300m ³ /day at Mlingoti and Mpumbe boreholes, respectively.
Namanyere	79	77,554	Increase in pumping hours at Mfili dam from 9 to 16 hours, attributed to power stabilization
Songe	42	30,307	The addition of the Kwedikawa spring with a capacity of 408m ³ /day from September 2024
Mugango Kiabakari	42	117,705	Operation of the new Mugango-Kiabakari-Butiama Water Supply project throughout the year
DAWASA	38	48,849,200	Improvement in water production measurements by the installation and utilization of bulk meters, resulting in accurate data on the amount of water produced.
Busega	37	259,195	Acquisition of water production facilities of Kasadima with a capacity of 1150m ³ /day, Ihale with a capacity of 1170m ³ /day, and Mwamanyili with a capacity of 410 m ³ /day. These are areas acquired after the extension of the service areas.
Ruangwa	35	82,267	Full operation of borehole No. LND-192-2023 at Matyatya. The borehole operated for four months in the previous year. Further, pumping hours increased from 10 hours to 15 hours due to the stabilization of the power supply
Utete	34	43,750	Addition of two boreholes at Ngarambe and Siasa, with pump capacities of 168 and 213.62 m ³ /day, respectively
Kibaya	27	49,849	Operation of Jagwani Kageze borehole and Chemchem spring for the whole year, compared to the previous year, when they operated for five months
Tunduma	26	35,905	Stabilisation of power supply at Uhuru-Nyerere borehole that increases pumping hours from 8 to 14.
Babati	23	946,168	Full operation of the Bacho intake in the Endala river, expansion of Himiti spring, and acquisition of a water production facility from the former Orkesumet WSSA
Manyoni	23	144,203	Rehabilitation of Mitoo Mbugani borehole No. 11 (15m ³ /hr) and improved electricity reliability, ensuring consistent pump operation from November 2024

Name of WSSA	% Increase	Increase(m ³)	Reason(s)
Ushirombo	22	41,900	The addition of a new Mwalo borehole with a capacity of 5m ³ /hr
Gairo	22	55,822	Full Utilization of the Reverse Osmosis (RO) plant, increasing the total production from 48 m ³ /hr to 96 m ³ /hr to meet water demand
Mbinga	22	216,467	Inclusion of water production to serve 11 additional wards after the transfer of their water supply operations from RUWASA. Additional production was 1709 m ³ /day on average
Bariadi	22	171,127	Installation of Automatic Voltage Regulators (AVRs) at three water sources stabilized the power supply, leading to an increase in water pumping hours to 18 hrs/day
Mwanza	21	6,685,370	Full operation of Butimba Intake (48,000m ³ /day), compared to the previous year, when it operated for seven months

Furthermore, during the review period, Shinyanga and Maswa WSSAs reported a decrease in water production of more than 20%, primarily due to frequent pump breakdown at Ning'wa for Shinyanga. For Maswa WSSA, this was mainly due to frequent power outages.

2.2.4 Comparison of Water Demand, Installed Capacity, and Water Production

The ratio of water production to demand increased to 52% in FY 2024/25 from 45% in FY 2023/24. Despite the improvement, water demand has continued to outpace supply. The ratio of water production to installed water production capacity increased to 58% in FY 2024/25 from 53% in FY 2023/24. An increase in the ratio indicates improved use of existing infrastructure to enhance the availability of water services. Further, during the reporting period, the ratio of water demand to installed production capacity was 89%. This suggests that the current infrastructure, even if fully utilized, cannot meet the rising water demand, highlighting the need for additional investment in production facilities. Figure 3 shows a comparison of water demand, installed capacity, and water production.

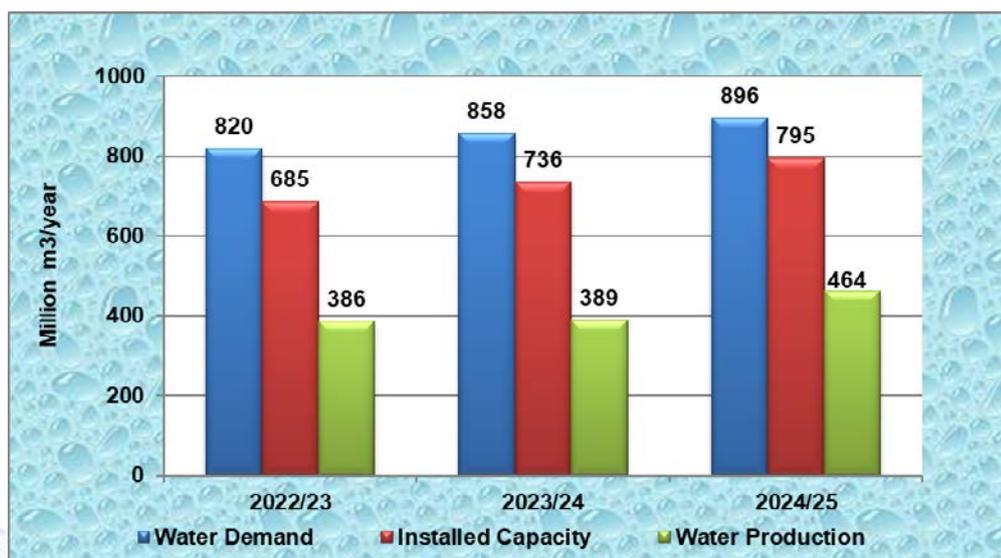


Figure 3: Comparison of Water Demand, Installed Capacity, and Water Production

2.3 Water Service Coverage

Water service coverage was analysed based on the number of water service connections, the proportion of the population directly served with water, and the proportion of the population living in areas with water networks.

2.3.1 Water Service Connections

The total number of water connections for WSSAs rose to 1,812,712 in FY 2024/25, from 1,669,298 in FY 2023/24. This increase is primarily attributed to the extension of water supply networks, undertaken as part of WSSAs' initiatives to achieve universal access to water services within their jurisdictions. Figure 4 shows water connection trends for the past three years. Details of water connections are provided in Appendix 2-Table A2.7.

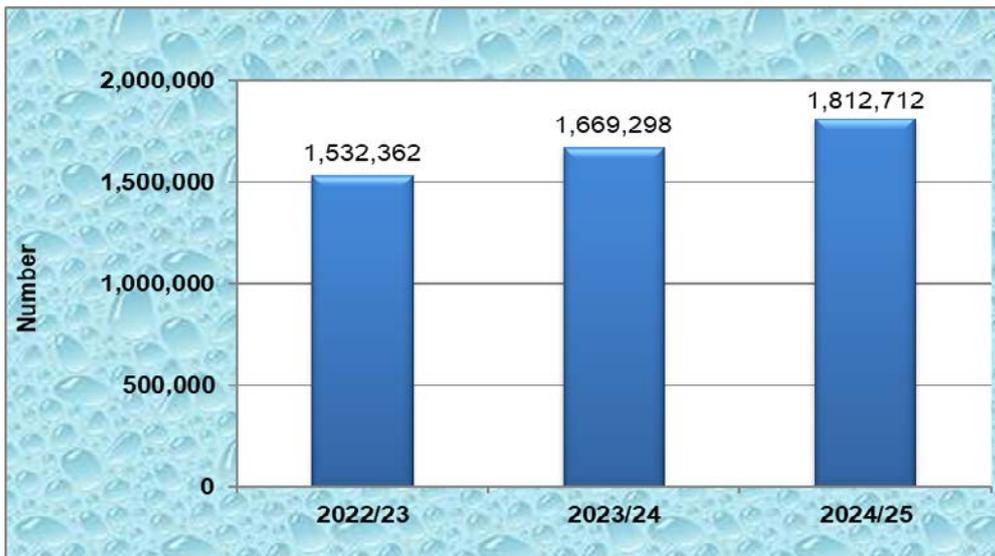


Figure 4: Total Water Connections

WSSAs that recorded a significant increase in water connections of at least 5,000 new connections were DAWASA, Arusha, Dodoma, Mbeya, Bukoba, Mwanza, and Babati.

During the year under review, domestic customers constituted the largest share of WSSAs' customers at 95.4%. Figure 5 presents the percentage composition of customer categories among WSSAs.

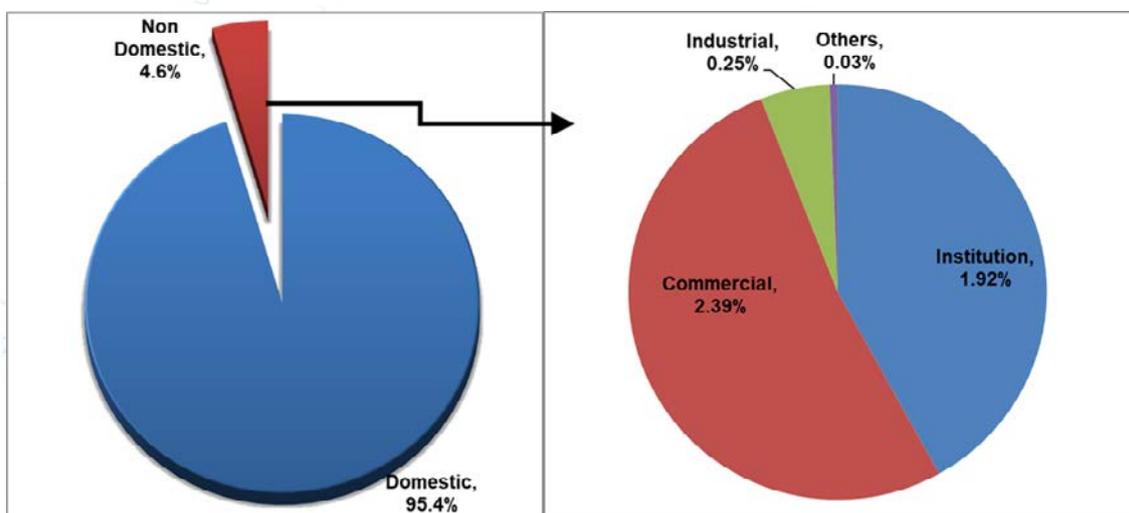


Figure 5: Composition of Water Supply Connections

2.3.2 Proportion of Population Directly Served with Water

During the year under review, the proportion of the population directly served with water in WSSAs' service areas deteriorated to 64% as compared to 66% in FY 2023/24. This indicator has worsened because the increase in customer connections was outpaced by population growth. Appendix 2: Table A2.8 provides details of the proportion of the population served with water over the past three years.

The analysis of the proportion of the population directly served with water shows that:

- (i) Maswa WSSA recorded a significant increase in population served directly by 24%.
- (ii) Igunga, Songea, and Nzega WSSAs registered over 90% of service coverage in terms of population directly served.
- (iii) Ushirombo, Mugango-Kiabakari, Vwawa-Mlowo, Geita, Kilindoni, and Tunduma WSSAs had the populations directly served with water of below 20%.

Water service coverage was also assessed on the attainment of the service level benchmark set in the EWURA Performance Benchmarking Guidelines, 2022. During the reporting period, there was no WSSA that surpassed the acceptable service level benchmark of above 95% for water service coverage. Table 6 shows the performance of WSSA in attaining service level benchmarks.

Table 6: Status of WSSAs in the Provision of Water Service

Number of WSSAs attained service level benchmark (100%)	0
Number of WSSAs surpassed the acceptable level boundary (95% to 99%)	0
Number of WSSAs attained an acceptable level boundary (84% to 94%)	6
Number of WSSAs attained below the acceptable level boundary (below 84%)	77

2.3.3 Proportion of Population Living in Areas with Water Network

The proportion of the population living in areas with water networks remained at 84% in FY 2024/25, as reported in FY 2023/24. Details on performance in the proportion of the population living in areas with water networks are provided in Appendix 2 Table A2.8 and Figure 5.

Igunga, Nzega, Songea, Sengerema, Sumbawanga, Same-Mwanga, Iringa, DAWASA, Wanging'ombe, Tanga, Kigoma, Makambako, Arusha, Moshi, Lushoto, and Mbeya WSSAs had the highest water network coverage of at least 90% during the FY 2024/25. Meanwhile, Mwanza, Dodoma, and Musoma WSSAs had a significant decrease in the proportion of the population living in areas with a water network of 10%. This indicates that there has been a rise in population that is not matched by a corresponding increase in network length.

2.3.4 Comparison of the Proportion of Population Directly Served with Water and the Proportion of Population Living in Areas with a Water Network

The comparison of the proportion of the population directly served and the proportion of the population living in areas with water networks indicates a potential for increasing the proportion of the population directly served by using existing infrastructure in Ifakara, Tunduru, HTM, Gairo, Busega, Mbinga, Namanyere, Vwawa-Mlowo, Kyela-Kasumulu, Kilindoni, Ushirombo, Mpanda, Geita, and Tunduma WSSAs. A comparison of the two indicators is depicted in Figure 6.

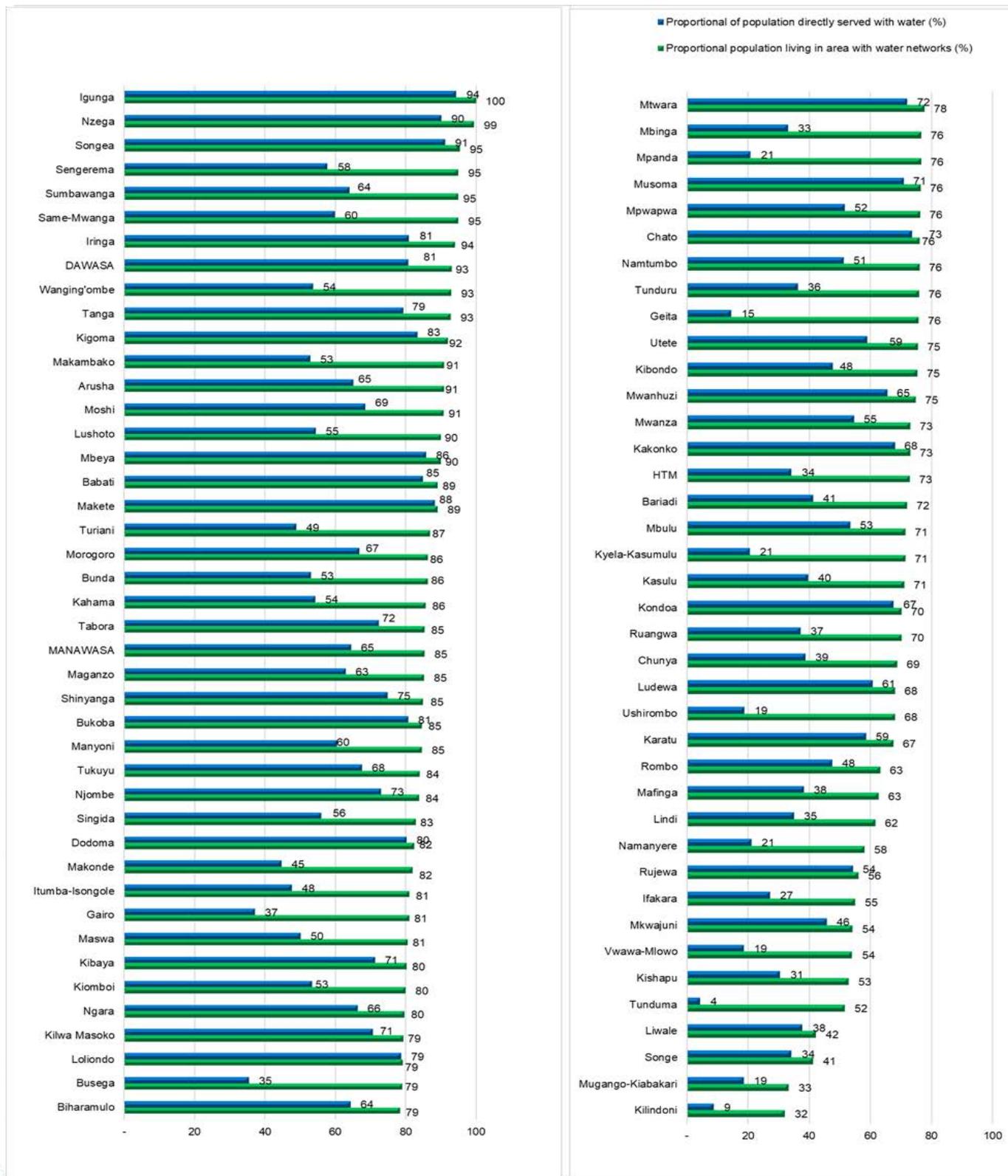


Figure 6: Comparison of Water Supply Coverage Indicators

2.4 Sanitation Services

This section presents the performance of WSSAs on the provision and management of sanitation services. Considering the differences in methods of handling sewage and faecal sludge, the performance of sanitation services is discussed in both sewer and non-sewer services. Overall, over 90% of the population served by WSSAs relies on non-sewered (onsite) sanitation services, as detailed in sections 2.4.1 and 2.4.2

2.4.1 Sewered Sanitation

Performance of sewerage services is analysed based on sewer connections and sewerage sanitation coverage. Over the reporting period, 11 WSSAs, which are Arusha, DAWASA, Dodoma, Iringa, Mbeya, Morogoro, Moshi, Mwanza, Songea, Tabora, and Tanga, remained the utilities that provided sewerage services, similar to the previous year.

(a) Sewerage Connections

The total number of sewerage connections shows a continuous increase to 62,314 in FY 2024/25, as compared to 59,691 in FY 2023/24. The detailed trend of sewerage connections is presented in Appendix 2: Table A2.9 and illustrated in Figure 7.

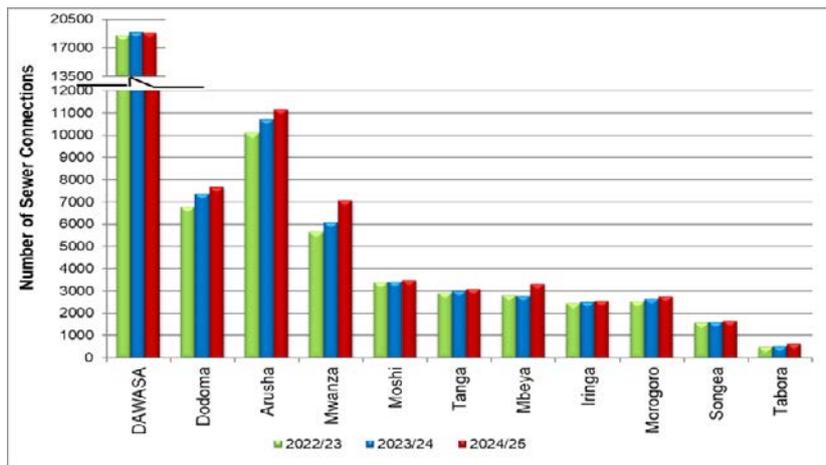


Figure 7: Sewer Connections

During the year under review, Mwanza, Arusha, and Dodoma WSSAs had the highest increase in sewer connections. Their increases were 996, 470, and 276 connections, respectively. DAWASA had a decrease of 109 connections as a result of ongoing customer data cleaning.

(b) Sewered Sanitation Coverage

Sewered sanitation coverage among the 11 WSSAs providing this service increased slightly from 5.6% in FY 2023/24 to 5.7% in FY 2024/25. The trend of sewerage sanitation coverage for WSSAs is shown in Figure 8. Appendix 2: Table A2.9 provides a detailed trend of sewerage sanitation coverage over the past three years for WSSAs.

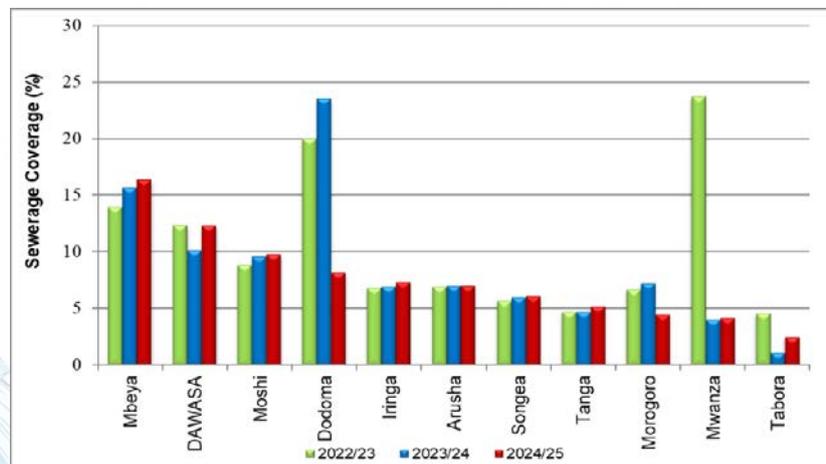


Figure 8: Proportion of the Population Connected with Sewerage Services

2.4.2 Non-Sewered Sanitation

This section discusses basic data on non-sewered sanitation services in WSSAs’ service area. The discussion focuses on containment, emptying facilities, and transportation of faecal sludge. Discussion on the treatment of faecal sludge is discussed in section 2.7.1.

(a) Containment

During the year under review, households using non-sewered sanitation services remained at 99.8%, of which 44.1% used septic tanks, 99.5% used ventilated improved pit latrines, and 36.1% used pit latrines. Conversely, 0.2% of the total households had no sanitation facilities. The trend of non-sewered sanitation services for WSSAs is shown in Figure 9. Details on basic sanitation data collected from WSSAs are provided in Appendix 2, Tables A2.15 and A2.16.

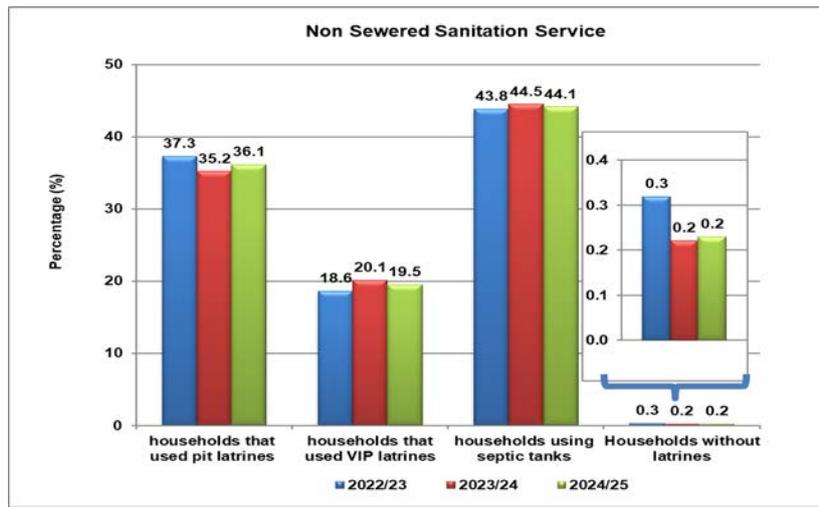


Figure 9: Non-sewered Sanitation Services

(b) Emptying and Transport of Faecal Sludge

To facilitate the transport of faecal sludge, 487 cesspit emptier trucks were registered in WSSAs’ service area as of June 2025, of which 41(8.4%) were owned by WSSAs, 31(6.6%) by LGAs, and 415 (85%) by private operators. Notably, in 45 out of 83 WSSAs (54%), there are no cesspit emptier trucks. Appendix 2: Table A2.16 provides detailed information on the number of cesspit emptier trucks owned by WSSAs, LGAs, and private operators.

(c) Standard Operating Procedures for Faecal Sludge Management

The Guidelines for Onsite Sanitation and Faecal Sludge Management for Water and Sanitation Authorities, 2020, requires WSSAs to operate with approved Standard Operating Procedures for Faecal Sludge Management (FSM). During the year under review, 14 out of 83 WSSAs operated with approved Standard Operating Procedures for FSM. Information on the availability of approved SOPs among the WSSAs is provided in Table A4.2 of Appendix 4.

2.5 Water Service Availability

Water service availability was assessed based on daily service hours. The average number of service hours remained at 14 hours per day in FY 2024/25, consistent with the levels recorded in FY 2023/24. This performance remains below the service level benchmark of 24 hours per day. Detailed information on WSSAs’ service hours is provided in Table A2.8 of Appendix 2.

In the year under review, Iringa, Moshi, Songea, Igunga, and Nzega WSSAs registered an average of 24 hours of water availability. Notably, Igunga and Nzega WSSAs have sustained this

level for three consecutive years. Additionally, Kigoma, Lindi, Karatu, Mpwapwa, Same-Mwanga, Sengerema, and Tukuyu WSSAs recorded an increase in water supply duration of more than five hours compared to the previous year.

The number of WSSAs providing at least 20 hours of service per day rose to 24 in FY 2024/25, from 16 in the preceding year. Conversely, Singida, Mbinga, and Namtumbo WSSAs experienced significant reductions in service hours, each declining by more than 5 hours.

During the reporting period, Itumba-Isongole, Kondoa, Liwale, Ngara, Songe, and Mkwajuni recorded low service availability of less than five hours per day. A comparison of average hours of service for all water utilities in FY 2024/25 is presented in Figure 10.

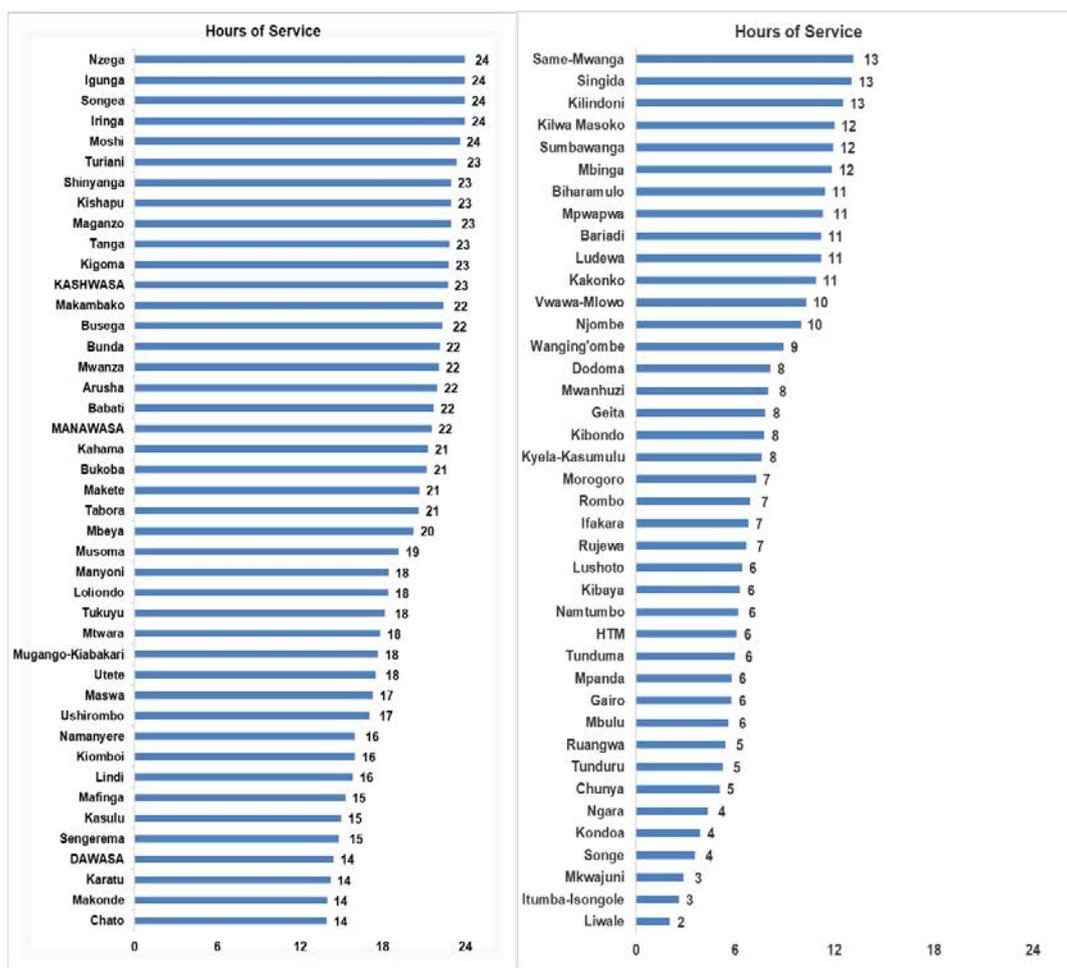


Figure 10: Comparison of Average Hours of Service

2.6 Water Quality

The water quality performance was assessed based on monitoring data and the availability of water treatment facilities in WSSAs. The analysis assessed compliance with national standards (TZS 789:2018-EAS12:2018) and the Performance Benchmarking Guidelines for WSSAs, 2022, focusing on *E. coli*, turbidity, residual chlorine, and pH levels to ensure the water supplied meets safety and quality standards.

2.6.1 Water Quality Monitoring

The water quality performance for WSSAs in FY 2024/25 showed improvements in *E. coli*, turbidity, and residual chlorine compliance, with increases of 9%, 5%, and 1%, respectively. However, pH compliance decreased by 5%. The overall compliance rates were 97% for *E. coli*, 77% for

turbidity, 27% for residual chlorine, and 85% for pH, which is below the Service Level Benchmark of 100%. The main reasons for not fully meeting water quality standards were insufficient qualified staff in water quality management and inadequate water treatment facilities, predominantly for WSSAs using disinfection as the only treatment method.

These factors contributed to the varying levels of compliance seen in the test results. Addressing these issues could help improve water quality and achieve better compliance with standards. Water quality compliance for tested parameters for each WSSA in FY 2024/25 is detailed in Appendix 2, Table A2.5.

2.6.2 Water Treatment Facilities

During the year, all WSSAs had water treatment facilities, showing an increase from 97.6% in FY 2023/24. Out of the 83 WSSAs, 36 operate conventional water treatment plants, and 47 WSSAs rely solely on disinfection for water treatment, primarily using calcium hypochlorite. However, 23 of these WSSAs namely Kondoia, Kyela-Kasumulu, Liwale, Ludewa, Lushoto, Mafinga, Makambako, Makete, Mbinga, Mbulu, Mkwajuni, Mpanda, Mpwapwa, Namanyere, Namtumbo, Ngara, Njombe, Rombo, Rujewa, Tukuyu, Turiani, Vwawa-Mlowo, and Wanging'ombe. had water sources that, despite being disinfected, still required conventional treatment to meet the full requirements for adequate water quality. Table 7 presents the status of water treatment facility availability among WSSAs for FY 2024/25.

Table 7: Availability of Water Treatment Facilities

WSSAs with Conventional Water Treatment Plants		WSSAs with Disinfection Units only	
1. Biharamulo	25. Iringa**	1. Bariadi	25. Mbulu
2. Bukoba	26. Kibondo**	2. Chunya	26. Moshi
3. Bunda	27. Lindi**	3. Dodoma	27. Namanyere
4. Igunga	28. Mbeya**	4. HTM	28. Mpanda
5. KASHWASA	29. Morogoro**	5. Ifakara	29. Mpwapwa
6. Maswa	30. Mtwara**	6. Itumba-Isongole	30. Namtumbo
7. Musoma	31. Mwanhuzi**	7. Karatu	31. Ngara
8. Mwanza	32. Tanga**	8. Kasulu	32. Njombe
9. Nzega	33. Makonde**	9. Kakonko	33. Rombo
10. Sengerema	34. Vwawa-Mlowo**	10. Kibaya	34. Ruangwa
11. Shinyanga	35. Mugango-Kiabakari	11. Kigoma	35. Rujewa
12. Songea	36. MANAWASA**	12. Kilindoni	36. Same-Mwanga
13. Sumbawanga		13. Kilwa-Masoko	37. Singida
14. Tabora		14. Kondoia	38. Tukuyu
15. Busega		15. Kyela-Kasumulu	39. Turiani
16. Kahama*		16. Liwale	40. Tunduma
17. Kishapu*		17. Loliondo	41. Tunduru
18. Maganzo*		18. Ludewa	42. Ushirombo
19. Arusha**		19. Lushoto	43. Utete
20. Babati**		20. Mafinga	44. Wanging'ombe
21. Chato**		21. Makambako	45. Kiomboi
22. DAWASA**		22. Makete	46. Mkwajuni
23. Gairo**		23. Manyoni	47. Songe
24. Geita**		24. Mbinga	

* WSSA receives treated water from KASHWASA

**Only disinfection is carried out for some water sources

2.7 Wastewater Quality

2.7.1 Wastewater and Faecal Sludge Treatment

In FY 2024/25, 24 out of 83 WSSAs had wastewater and/or faecal sludge treatment facilities, marking a slight increase from 23 WSSAs in FY 2023/24. This increase was attributed to the commencement of operation of faecal sludge treatment facilities for Tanga WSSA at their Muheza and Pangani service areas. Among WSSAs with treatment facilities, 10 had wastewater stabilisation ponds, and 14 had faecal sludge treatment facilities. Notably, DAWASA, Arusha, and Mwanza WSSAs had both wastewater stabilisation ponds and faecal sludge treatment facilities in their service areas.

Babati, Bunda, Chato, DAWASA, Igunga, Mpanda, Musoma, Njombe, Singida, and Tabora WSSAs had ongoing construction projects for wastewater and/or faecal sludge treatment facilities. In the case of DAWASA and Tabora WSSA, the ongoing construction was for additional facilities. Furthermore, twelve WSSAs had acquired title deeds for the construction of wastewater and/or faecal sludge treatment facilities. However, the acquired land for Bukoba and Tanga WSSAs is for additional faecal sludge treatment facilities. In addition, 41 WSSAs had neither wastewater treatment facilities nor had they acquired title deeds for the construction of such facilities. Table 8 summarises the status of treatment facilities in WSSAs.

Table 8: Availability of Wastewater and Faecal Sludge Treatment Facilities

WSSAs with Sewer Network and Wastewater Treatment Facilities	WSSAs with Sewer Network but no Wastewater Treatment Facilities	WSSAs with Operational Faecal Sludge Treatment Facilities	WSSAs with Ongoing Construction of Treatment Facilities	WSSAs with Land for the Construction of 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 	<ol style="list-style-type: none"> 1. Tanga** 	<ol style="list-style-type: none"> 1. Bukoba 2. Busega 3. DAWASA 4. Geita 5. HTM 6. Kahama 7. Kigoma 8. Lindi 9. Musoma 10. Nzega 11. Sengerema 12. Shinyanga 13. Sumbawanga 14. Tanga (Muheza and Pangani) 15. Tunduma 	<ol style="list-style-type: none"> 1. Babati 2. Bunda 3. Chato 4. DAWASA 5. Igunga 6. Mpanda 7. Musoma 8. Njombe 9. Singida 10. Tabora 	<ol style="list-style-type: none"> 1. Bukoba 2. Gairo 3. Kondoa 4. Ludewa 5. Mafinga 6. Makete 7. Makonde 8. Manyoni 9. Masasi Nachingwea 10. Mtwara 11. Namanyere 12. Tanga

*Part of the utility's sewer network discharges untreated sewage directly to the Indian Ocean through a sea outfall

**The utility's sewer network discharges untreated sewage directly to the Indian Ocean through a sea outfall.

2.7.2 Effluent BOD and COD Compliance

The effluent BOD and COD quality were analysed to assess compliance with Tanzania Standard for Municipal and Industrial Wastewater - General Tolerance Limits (TZS 860: 2019). The overall compliance level for wastewater quality monitoring conducted to WSSAs in FY 2024/25 in terms of BOD and COD increased to 43% as compared to 33% in FY 2023/24. A comparison of Wastewater quality compliance is shown in Figure 11 and detailed in Appendix 2, Table A2.6.



Figure 11: Comparison of Wastewater Quality Compliance

2.8 Non-Revenue Water Management

The evaluation of WSSAs' performance in managing Non-Revenue Water (NRW) was conducted based on the percentage of NRW relative to total water production, the volume of water lost per kilometre per day and per connection per day, the methods used to measure water production, the existence of NRW reduction strategies, water meter management practices, and the metering ratio. The NRW performance of WSSAs for each indicator is shown in Appendix 2: Table A2.4

2.8.1 Non-Revenue Water as Percentage of Water Production

During the year under review, overall NRW as a percentage of water production increased to 42.32% in FY 2024/25 from 36.8% in FY 2023/24, which is unsatisfactory performance. Based on analysis, IWA Water Balance indicates that the major components that contributed to high NRW were apparent losses, which contributed 75% of the NRW generated, while real losses and unbilled authorised consumptions contributed 21% and 4% respectively, as presented in Figure 12. NRW as a percentage of total water produced for WSSAs is presented in Figure 13.

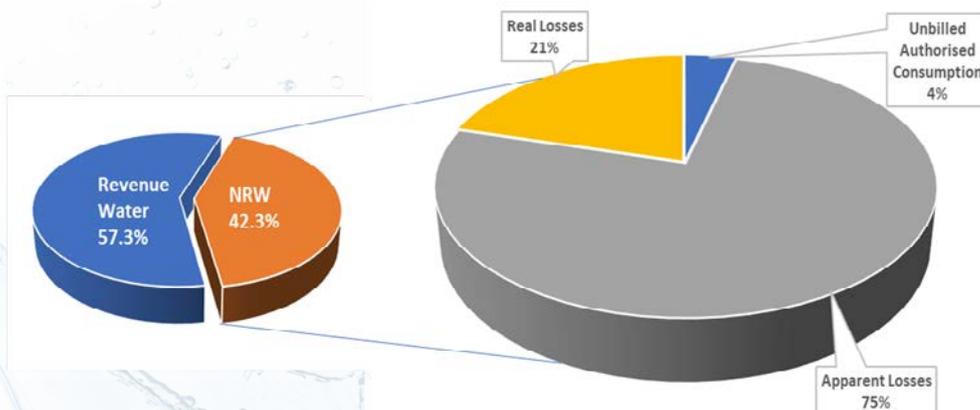


Figure 12: Components of Non-Revenue Water

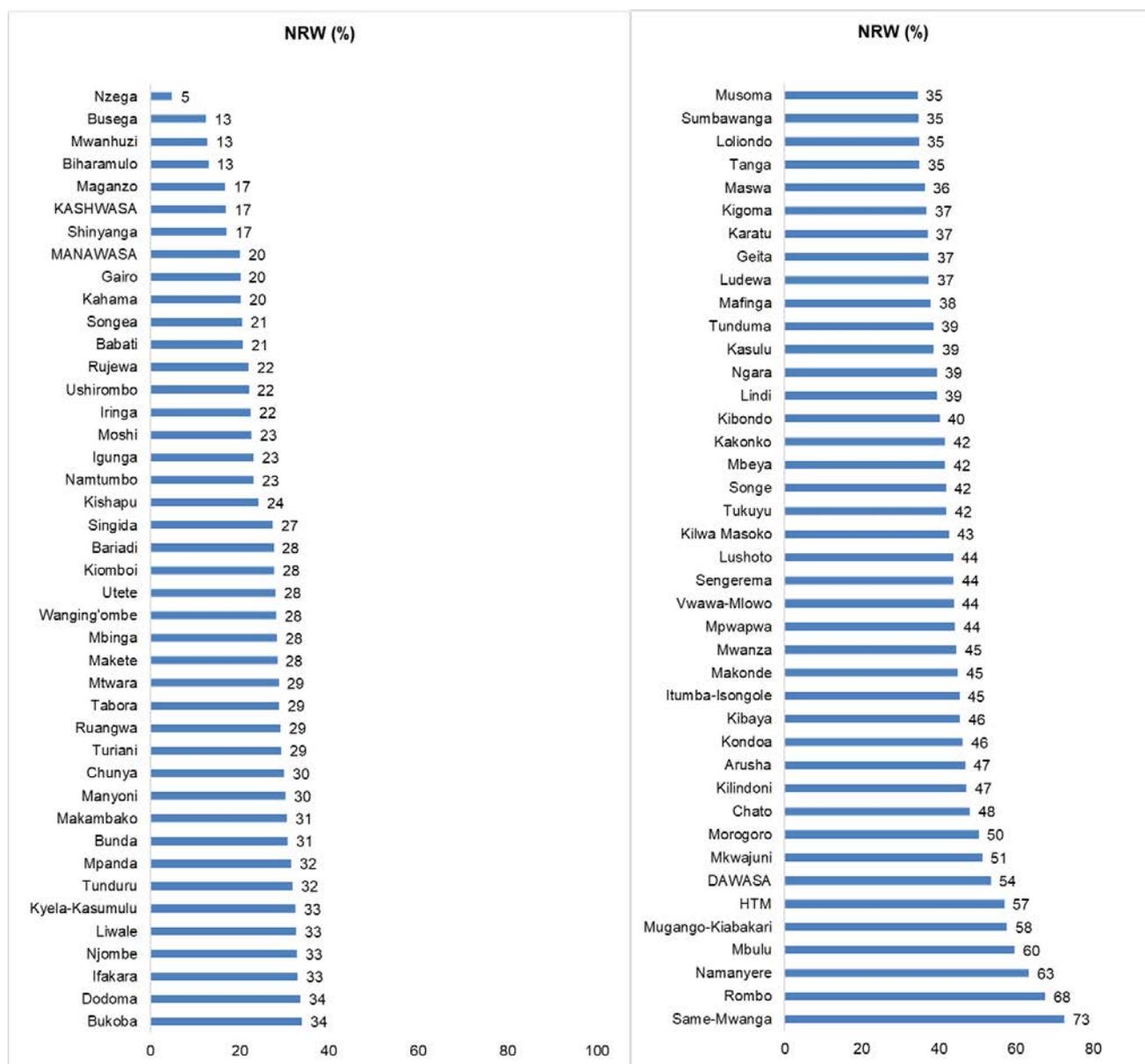


Figure 13: Non-Revenue Water as a Percentage of Water Production

An improvement of more than 10% for NRW expressed as a percentage of water production was attained by Bariadi, Mpanda, HTM, Ifakara, Kasulu, and Liwale WSSAs. Table 9 presents the level of improvement and reasons for improvement for WSSAs.

Table 9: WSSAs with Significant Decrease of NRW

Name of WSSA	Decrease (%)	Reason(s)
Ifakara	22.47	Replacement of 76 defective customer meters, installation of 100 new meters for previously unmetered customers, and the rehabilitation of 0.45 km of distribution main
Kasulu	13.90	Installation of 2,100 customer water meters and timely repair of water leakage cases
Liwale	12.93	The installation of a bulk meter at the Naluleo water production point improved the water production records
Mpanda	12.56	Timely repair of water leakage cases and rehabilitation of 6.48 km of the water distribution network at Mji wa zamani and Makanyagio
HTM	11.62	Replacement of 500 defective water meters

Name of WSSA	Decrease (%)	Reason(s)
Bariadi	10.25	Rehabilitation of 0.25km of mains pipeline and the use of higher-quality pipeline materials led to a reduction in pipe breaks

During the FY 2024/25, Nzega, Biharamulo, Mwanhuzi, Maganzo, KASHWASA, Busega, and Shinyanga WSSAs attained the recommended benchmark for NRW of less than 20%.

2.8.2 NRW as Cubic Meters per Kilometer per Day

During FY 2024/25, Non-Revenue Water (NRW), expressed as volume lost per kilometer per day, increased to 6.8 m³/km/day compared to 6.4 m³/km/day in FY 2023/24.

Makonde, Gairo, Kiomboi, Nzega, and Busega WSSAs reported the lowest NRW levels, each recording less than 1 m³/km/day. In contrast, Tukuyu, DAWASA, Mwanza, Kyela-Kasumulu, and Morogoro WSSAs recorded the highest NRW levels at 51.93, 36.28, 30.26, 24.01, and 20.65 m³/km/day, respectively.

2.8.3 NRW as Cubic Meter per Connection per Day

During the reporting period, the volume of water lost per connection per day increased to an average of 0.37 m³/connection/day, compared to 0.24 m³/connection/day in FY 2023/24. This rise indicates a deterioration in the management of NRW, reflecting a higher incidence of water losses across the network.

2.8.4 Impact of NRW on Revenue Generation

In assessing the impact of water loss on WSSAs' revenues, the service level benchmark for NRW was established at a maximum of 20%. This benchmark provided the basis for calculating revenue losses attributable to NRW. In the financial year 2024/25, revenue loss due to NRW in excess of 20% amounted to about TZS 182.6 billion. The losses were estimated by multiplying volumes of water lost by average tariffs of the respective WSSAs. Revenue losses attributed to NRW are shown in Figure 14.



Figure 14: Revenue Losses Resulted from Non-Revenue Water

2.8.5 Water Production Measurement Methodology

During the reporting period, three methods were used to determine the amount of water produced included bulk water meters, bulk water meters and estimates, and estimates. WSSAs using both bulk meters and estimates were those with multiple water sources, some of which are not metered. During the FY 2024/25, 57% of the WSSAs used bulk water meters.

During the year, out of 83 WSSAs, 47 used bulk water meters; 34 used both bulk meters and estimates, and 2 estimated the amount of water produced. The number of WSSAs and methods for determining the amount of water production is shown in Table 10, whereas a list of WSSAs and methods used to determine water production in FY 2024/25 is presented in Table 11.

Table 10: Water Production Measurement Methods

Type of Measurement Method	Number of WSSAs					
	2022/23		2023/24		2024/25	
	No.	%	No.	%	No.	%
Bulk water meters	40	47	50	61	47	57
Both bulk meters and estimates	37	44	26	32	34	41
Estimates	8	9	6	7	2	2
Total Utilities Analysed (No)	85		82		83	

Table 11: Methods Used by WSSAs in Determining Water Production

Measurement Method	WSSAs	Number of WSSAs
Bulk water meters	Arusha, Iringa, Kahama, Moshi, Mtwara, Musoma, Mwanza, Kigoma, Singida, Babati, Bariadi, Geita, Mpanda, Njombe, KASHWASA, Makonde, MANAWASA, Maswa, Mugango-Kiabakari, Biharamulo, Bunda, Chato, Gairo, Igunga, Kibaya, Kibondo, Kiomboi, Kishapu, Kondoa, Makambako, Kyela-Kasumulu, Liwale, Loliondo, Mafinga, Manyoni, Mwanhuzi, Ngara, Nzega, Ruangwa, Same-Mwanga, Sengerema, Utete, Maganzo, Tunduma, Turiani, Busega, and Mkwajuni	47
Bulk water meters and estimates	DAWASA, Dodoma, Mbeya, Songea, Morogoro, Shinyanga, Tabora, Tanga, Bukoba, Lindi, Vwawa-Mlowo, HTM, Wanging'ombe, Ifakara, Itumba-Isongole, Karatu, Kasulu, Chunya, Kilindoni, Kilwa Masoko, Lushoto, Mbinga, Mbulu, Mpwapwa, Namanyere, Namtumbo, Rujewa, Songe, Tukuyu, Tunduru, Ushirombo, Rombo, Kakonko, and Sumbawanga,	34
Estimates	Ludewa and Makete	2

2.8.6 NRW Reduction Strategy and Annual Water Balance

During FY 2024/25, a total of 28 WSSAs had approved NRW reduction strategies, namely: Arusha, DAWASA, Dodoma, Iringa, Kahama, Moshi, Musoma, Shinyanga, Songea, Tanga, Bukoba, Babati, Bariadi, KASHWASA, Makonde, Maswa, Biharamulo, Bunda, Gairo, Igunga, Karatu, Mbinga, Mbulu, Ngara, Nzega, Same–Mwanga, Utete, and Busega. Additionally, all 83 WSSAs had established IWA water balances to monitor and quantify water losses. Detailed information on the presence of approved NRW reduction strategies among the WSSAs is provided in Appendix 4, Table A4.2.

2.8.7 Water Meter Management

This section evaluates compliance with EWURA’s 2021 Guidelines for Water Meter Selection, Installation, Testing, and Maintenance. The evaluation focuses on the presence of a water meter policy, a water meter database, and the implementation of meter re-verification.

2.8.7.1 Water Meter Policy and Water Meter Database

During the year under review, 37 out of 83 WSSAs had approved policies for managing water meters. Further, the number of WSSAs that established a customer water meter database improved to 42 from six in FY 2023/24. Appendix 4-Table A4.2 presents details on the status of WSSAs with approved Water Meter Policy.

2.8.7.2 Reverification of Water Meters

WSSAs are required to reverify water meters in use to assess their accuracy for measuring customer water consumption. During the year under review, Iringa, Mbeya, Songea, Ifakara, Nzega, and Turiani WSSAs conducted water meter re-verification.

2.8.8 Metering Ratio

The overall metering ratio for FY 2024/25 stood at 94%, compared to 95% in FY 2023/24. The ratio remains below the acceptable service level benchmark of 100%. Moreover, 62 out of 83 WSSAs achieved a metering ratio within the acceptable service level benchmark. Notably, Kasulu, Ludewa, and Namtumbo WSSAs recorded significant improvements, with an increase exceeding 20%. In contrast, Kyela-Kasumulu WSSA reported the lowest metering ratio at 1%, primarily due to high turbidity of water turbidity, especially during the rainy season, which causes meter clogging. Metering ratios for all WSSAs are illustrated in Figure 15, while detailed data for the past three financial years are provided in Appendix 2, Table A2.7.



Figure 15: Metering Ratio for WSSAs

2.9 Financial Performance

The financial performance of WSSAs was analysed based on three key aspects: revenue generation, expenditure control, surpluses and deficits, and cost recovery. Revenue generation focuses on the utility’s ability to collect income from water sales and other operating services, reflecting its financial sustainability. Expenditure control examines how effectively WSSAs manage operational and maintenance costs to ensure efficiency. Cost recovery assesses whether the revenue generated is sufficient to cover operations and maintenance expenses. The analysis aims to provide a clear picture of the financial health and sustainability of WSSAs.

2.9.1 Revenue Generation

In FY 2024/25, the operating revenue of WSSAs increased to a total of TZS 490,253 million from TZS 442,440 million in FY 2023/24, representing an annual growth of 11%. This growth indicates enhanced revenue-generating capacity and improved water and sanitation service delivery across WSSAs’ respective service areas. Figure 16 shows a three-year trend of revenue generation by WSSAs.

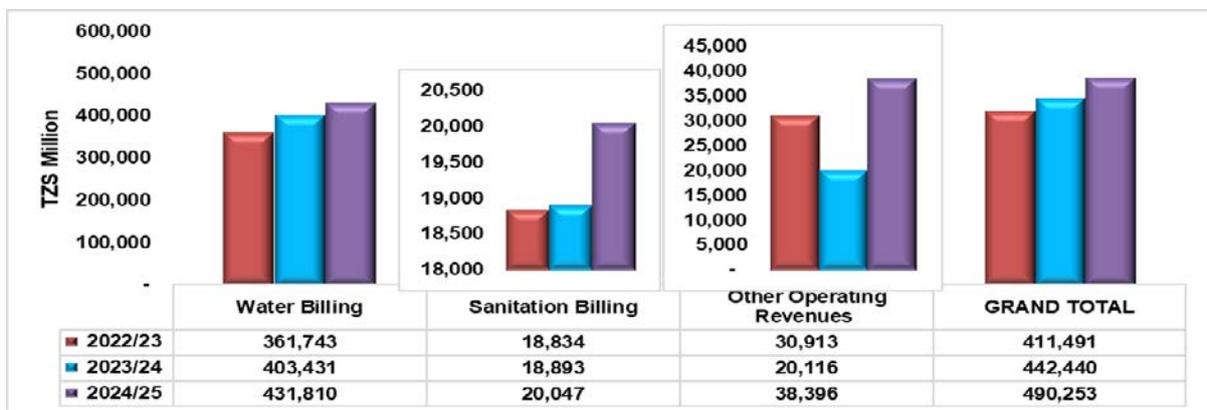


Figure 16: Revenue Generation

During FY 2024/25, revenue from water sales increased by 7%, while sewerage service billings went up by 6.1% during the year. Income from other operations, such as service connection and reconnection fees, cesspit emptying, and sludge disposal services, nearly doubled as compared to FY 2023/24. Water consumption billing remained the primary revenue source for WSSAs, accounting for approximately 88% of the total operating income generated by the utilities.

Revenue generation performance during the year under review showed significant variation among WSSAs. A total of 72 WSSAs reported increased revenue in FY 2024/25, with 29 achieving growth of over 20%. The main drivers of revenue growth among the WSSAs were an increase in water production, customer base expansion, water tariff adjustments, and gains from the fixed account deposits.

DAWASA remained the biggest WSSA in terms of revenue, earning TZS 159,249.1 million from its operations, accounting for about 32% of total revenue generated by WSSAs during FY 2024/25. This performance is largely attributed to its wide customer base. On the other extreme, Kilindoni WSSA remained the lowest earner with only TZS 40.6 million in revenue during the year, having decreased from TZS 44.5 million recorded in FY 2023/24. Figure 17 shows the revenue generated by WSSA for the past three financial years. Appendix 2: Table A2.11 shows the revenue composition for each WSSA over the period.

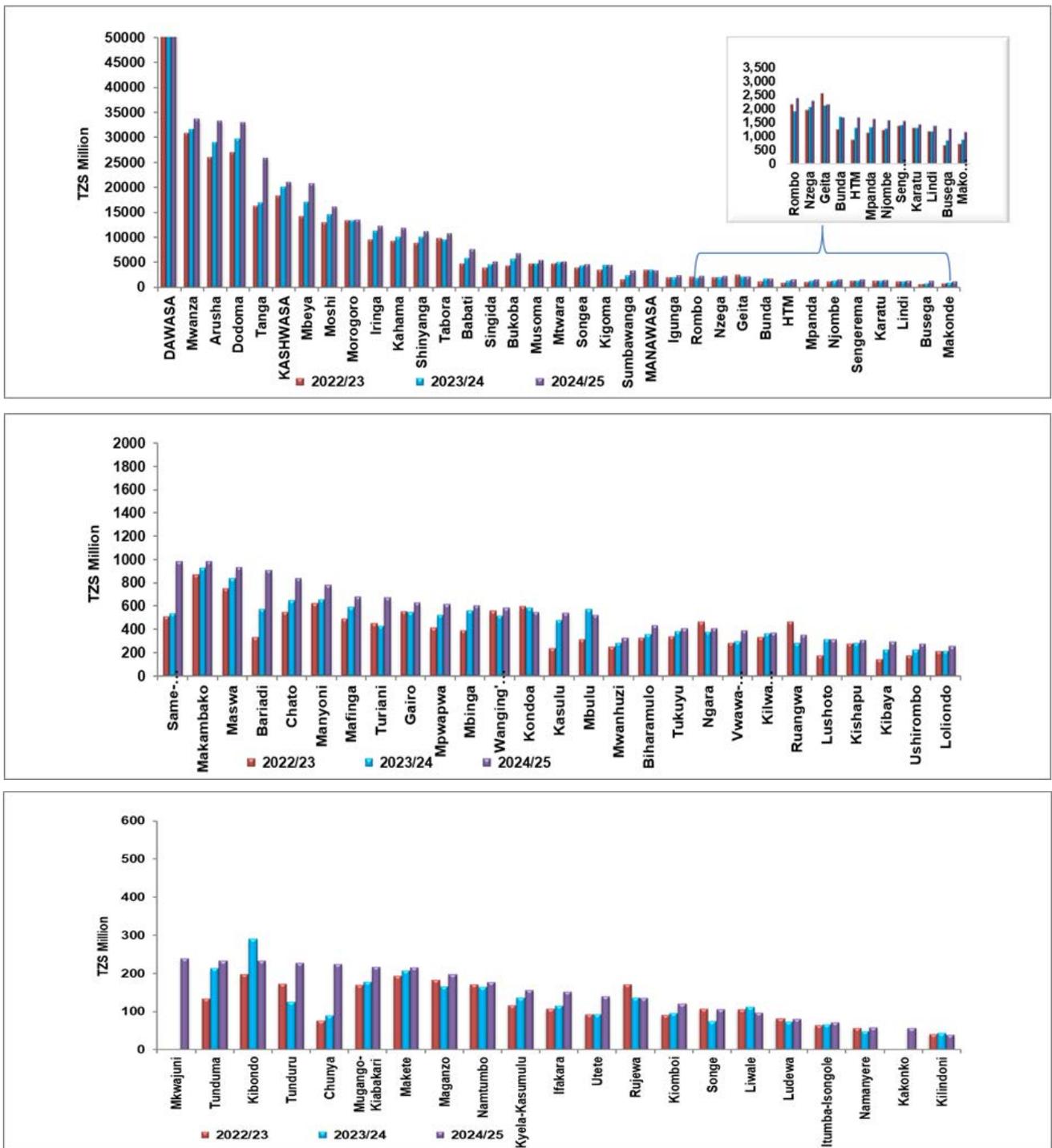


Figure 17: Revenue Generation

2.9.2 Revenue Collection

The analysis of WSSAs' revenue collection performance is based on two key indicators: collection efficiency and the accounts receivable collection period.

(a) Revenue Collection Efficiency

The overall revenue collection efficiency for WSSAs improved marginally to 92.2% in FY 2024/25, from 91.9% in FY 2023/24. An improvement in the collection of water and sewerage bills enhances cash flows, strengthens financial stability, and the capacity of WSSAs to meet financial obligations. Figure 18 presents the collection efficiency for each WSSA over a three-year period.

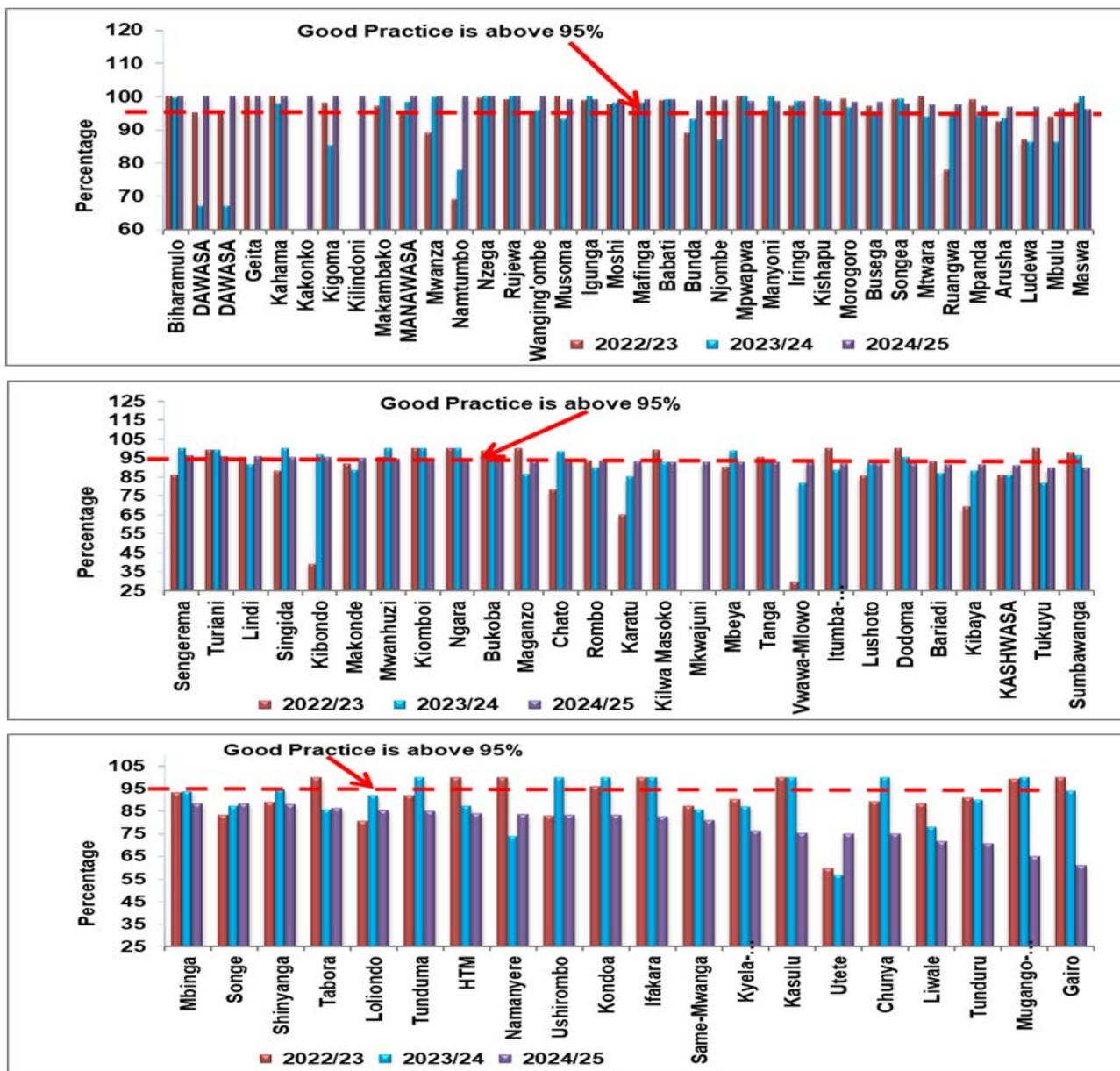


Figure 18: Revenue Collection Efficiency

During the year, Nzega, Makambako, Mwanza, Biharamulo, Kakonko, MANAWASA, Kahama, Wanging’ombe, Kigoma, Namtumbo, DAWASA, Kilindoni, Geita, Rujewa, and DAWASA recorded collection efficiency of 100%. On the other hand, 41 WSSAs recorded collection efficiencies below the best practice level of 95%. Gairo WSSA had the lowest collection efficiency of 61% during the year. Appendix 2-Table A2.10 shows three three-year trends of revenue collection efficiency for each WSSA.

(b) Account Receivables Period

The overall receivables collection performance deteriorated during the year under review, with an increase in the average accounts receivable collection period to 4.0 months from 2.6 months observed in FY 2023/24. Fifty (50) WSSAs exceeded the recommended 2-month threshold, up from 36 in the previous year, indicating growing customer debt and increased liquidity pressure. Liwale WSSA recorded the longest collection period at 20 months, a sharp increase from less than one month in FY 2023/24. Figure 19 shows accounts receivable collection periods. Appendix 2-Table A2.10 shows three-year trends of accounts receivable for each WSSA.

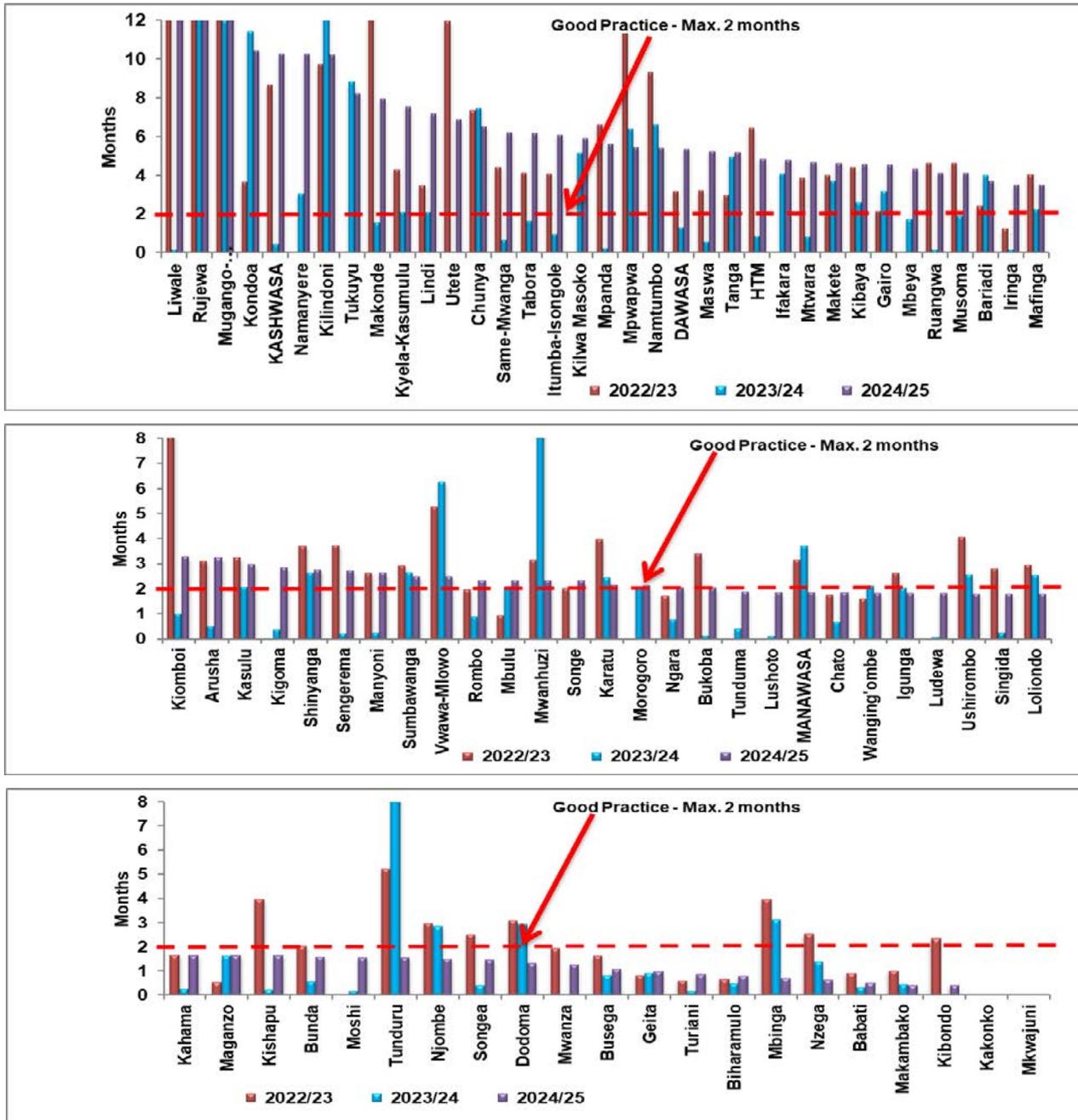


Figure 19: Accounts Receivable Ratio

2.9.3 Expenditure Control

(a) Operation and Maintenance Costs

Overall operations and maintenance (O&M) expenses for WSSAs continued to increase, reaching TZS 518,573.3 million in FY 2024/25 from TZS 478,634.6 million in FY 2023/24. This increase is mainly associated with expanded service coverage, increased operations, and a shift in cost drivers, such as human resources.

The average per-unit O&M expense decreased from TZS 1,169.1 per cubic meter of water produced in FY 2023/24 to TZS 1,085.5 in FY 2024/25. Figure 20 illustrates the per-unit O&M expenses for each WSSA, while Appendix 2 (Table A2.12) provides a three-year trend of O&M expenses for each WSSA.

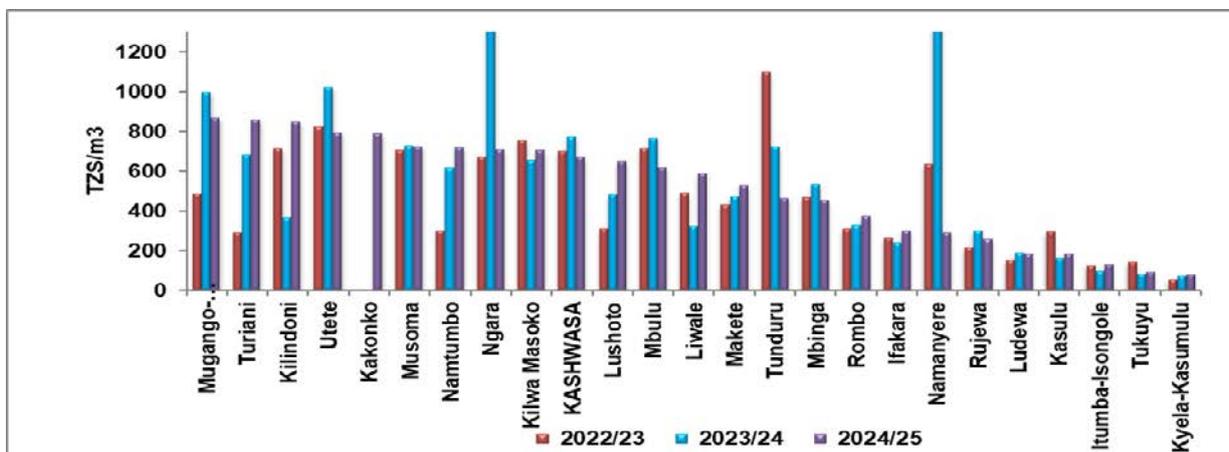
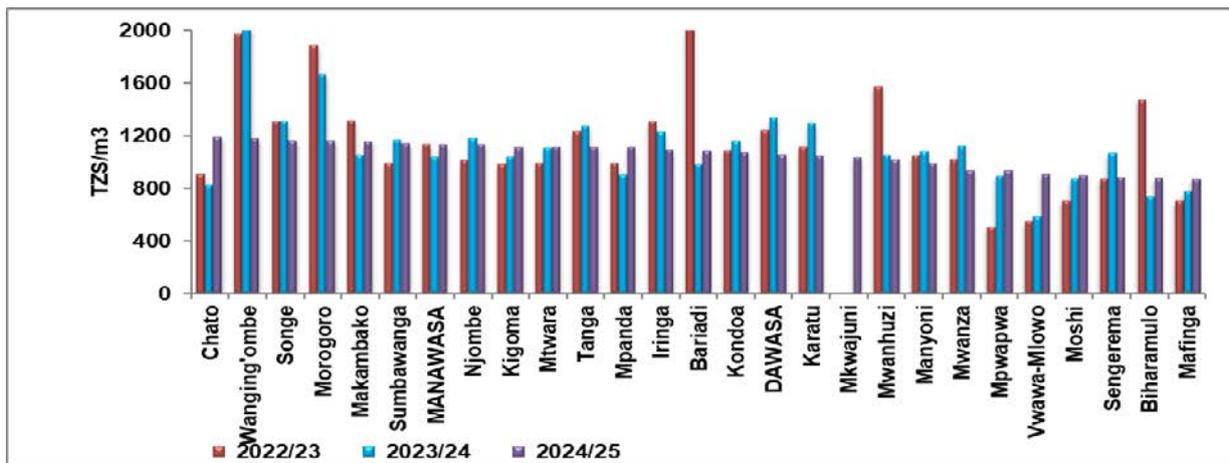
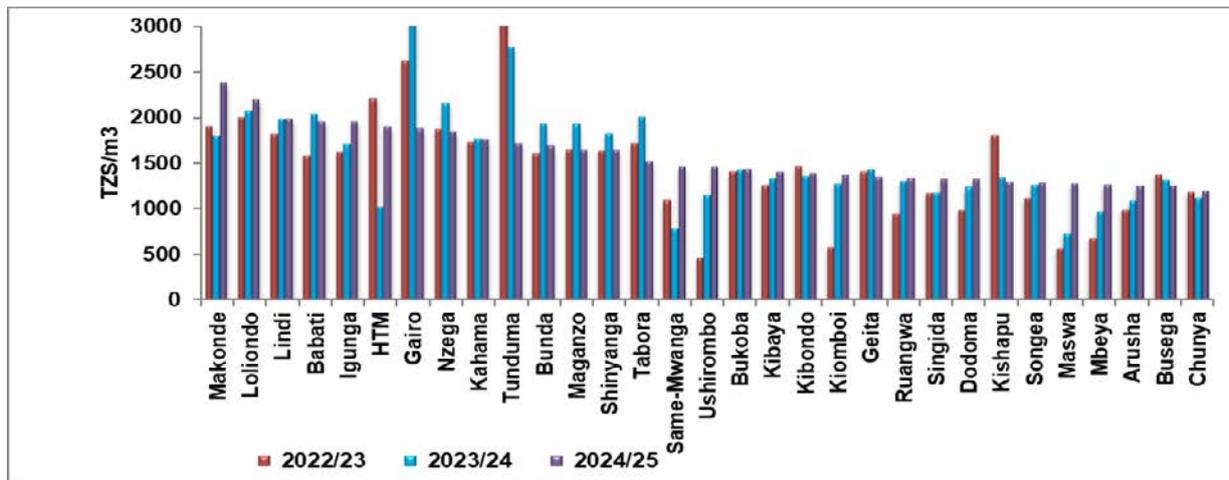


Figure 20: Operations Costs per Unit of Water Produced

(b) Personnel Cost as Percentage of Revenue Collection

Personnel costs as a percentage of revenue collection represent the share of total revenue spent on staff-related expenditures, indicating the extent to which WSSAs' revenues are absorbed by personnel expenses. In FY 2024/25, the average ratio for WSSAs increased to 39.9% from 30.6% in FY 2023/24. Among individual WSSAs, the ratios ranged from 12.1% to 107.6%, indicating significant variation in the share of revenues allocated to personnel expenditures. 24 WSSAs had personnel costs as a percentage of revenue collection within the recommended range of 30% or less. The decline from 41 WSSAs in FY 2023/24 indicates that personnel costs are increasingly straining the financial capacity of some utilities. Figure 21 shows personnel costs as a percentage of revenue collection.

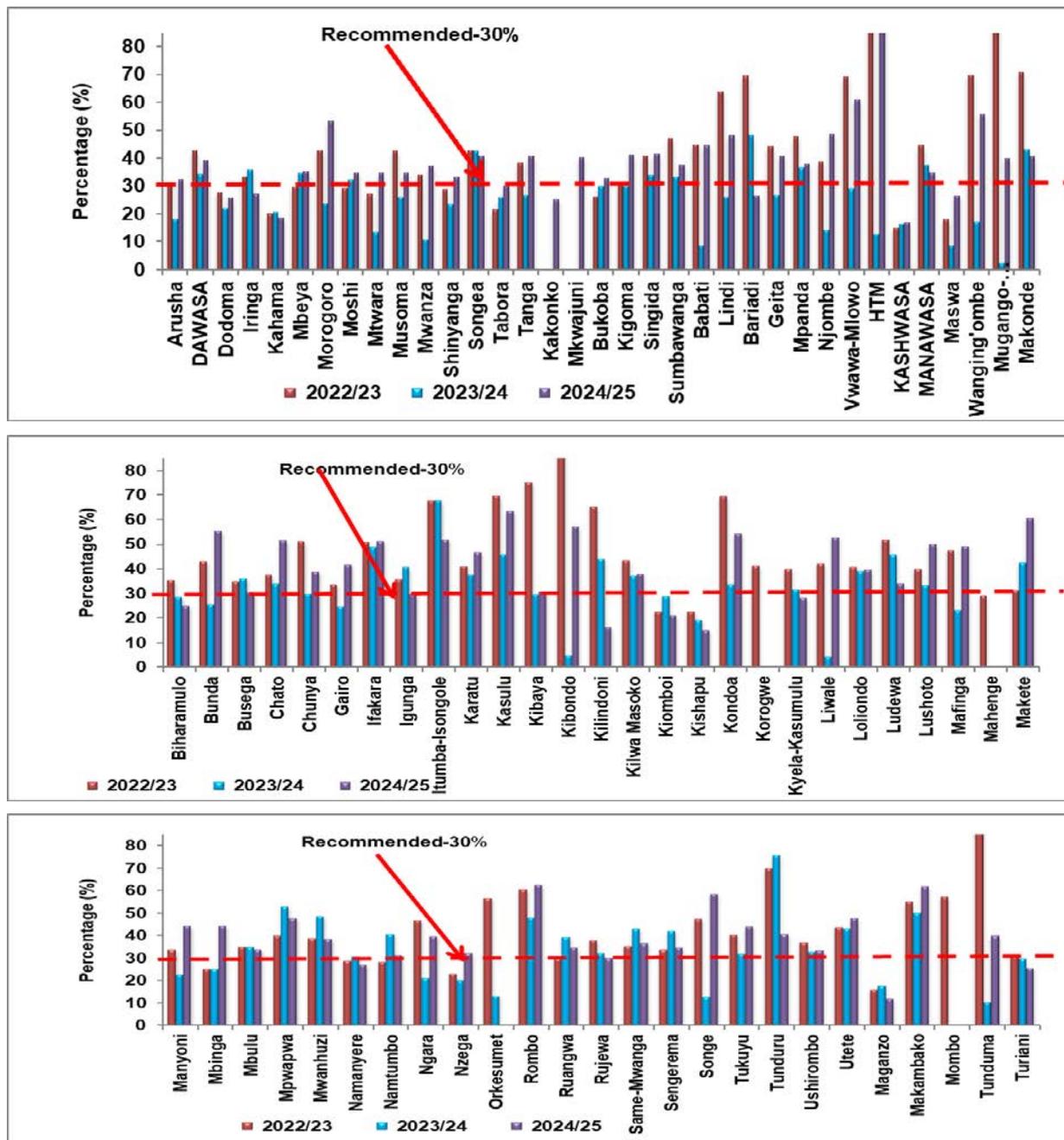


Figure 21: Personnel Costs as Percentage of Revenue Collection

(c) Energy Cost per Unit of Water Produced

The average energy cost for water production among WSSAs decreased to TZS 246.6 per cubic meter from TZS 273.8 observed in FY 2023/24. During this period, 11 WSSAs, including Njombe, Namtumbo, Itumba-Isongole, Kishapu, Ludewa, Lushoto, Makete, Mbinga, Tukuyu, Maganzo, and Turiani, incurred no energy costs due to reliance on gravity-fed systems or bulk water purchases. The highest per-unit energy cost, TZS 757.0, was borne by Same-Mwanga WSSA, while Kyela-Kasumulu WSSA recorded the lowest cost of TZS 8.8 per unit of water produced, mainly because most of the water is supplied through gravity systems. Figure 22 provides a detailed breakdown of energy costs per cubic meter of water produced.

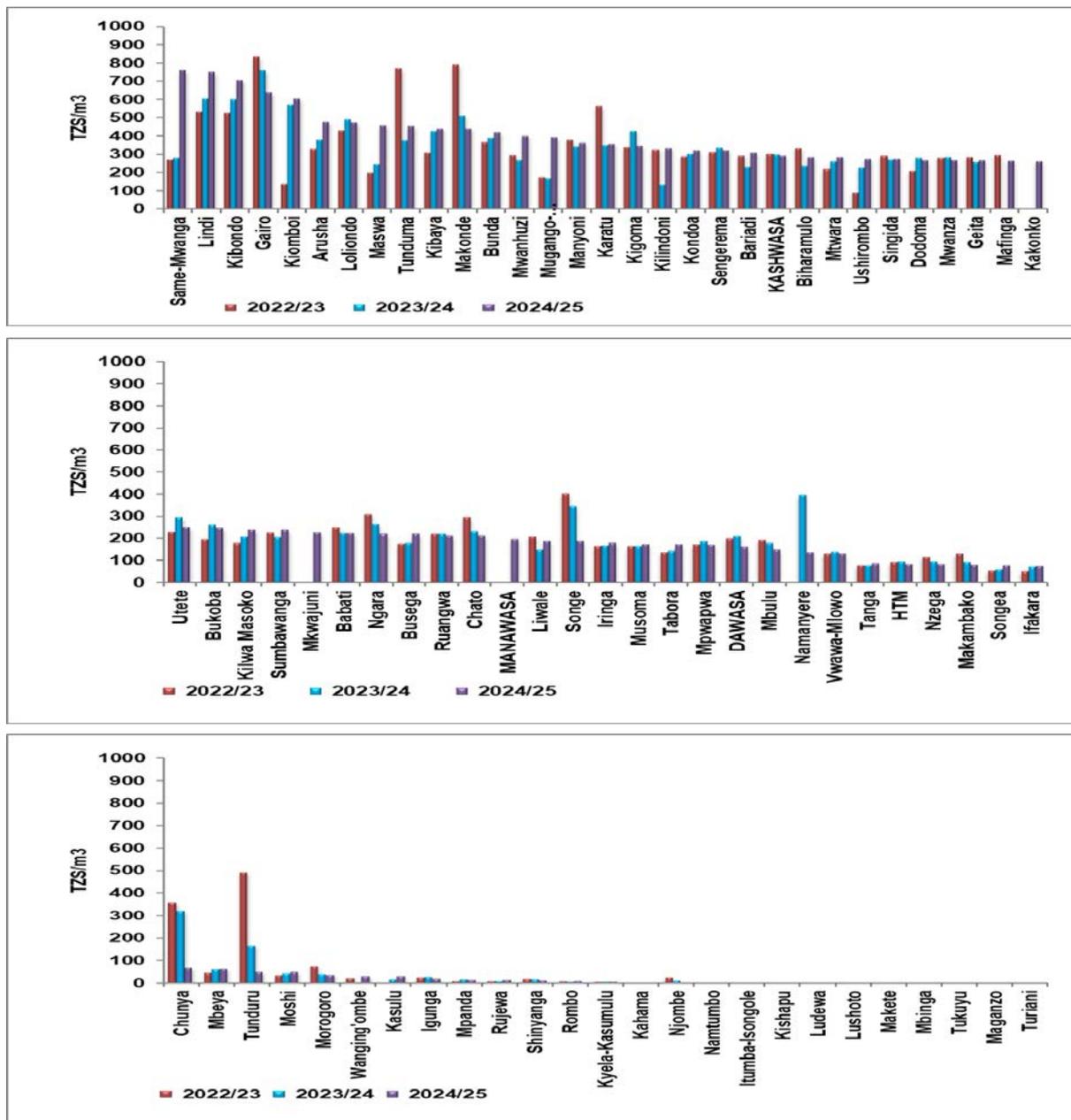


Figure 22: Energy Cost per Unit of Water Produced

2.9.4 Water Tariff

The average water tariff is calculated by weighting the individual tariffs for all customer categories with their respective consumption levels. Average tariff increased from TZS 1,437 per cubic meter in FY 2023/24 to TZS 1,462 per cubic meter in FY 2024/25. The major reason for the tariff increase was the implementation of the approved tariff adjustments during the year. WSSAs that adjusted their tariffs during the year under review were Arusha, Moshi, Mbeya, Songea, Sumbawanga, Babati, Lindi, Bariadi, Makonde, Lushoto, Mafinga, Mpwapwa, and Mbulu.

The average approved tariffs ranged from a high of TZS 3,590 per cubic meter to a low of TZS 300 per cubic meter. The variation across utilities was mainly due to differences in operating environments. The approved average tariffs for different WSSAs are shown in Appendix 2, Table A2.13.

2.9.5 Cost Recovery

The ability of WSSAs to recover operating costs from their revenues was analyzed based on working and operating ratios. The recommended ratios are less than 0.67 and 0.8 for the working ratio and operating ratio, respectively.

(a) Working Ratio

During FY 2024/25, the average working ratio for WSSAs remained at approximately 1.31, similar to the level observed in the preceding year. This indicates that revenue generation and operating expenses grew at a relatively similar rate during the period. Figure 23 illustrates the working ratios for each WSSA.

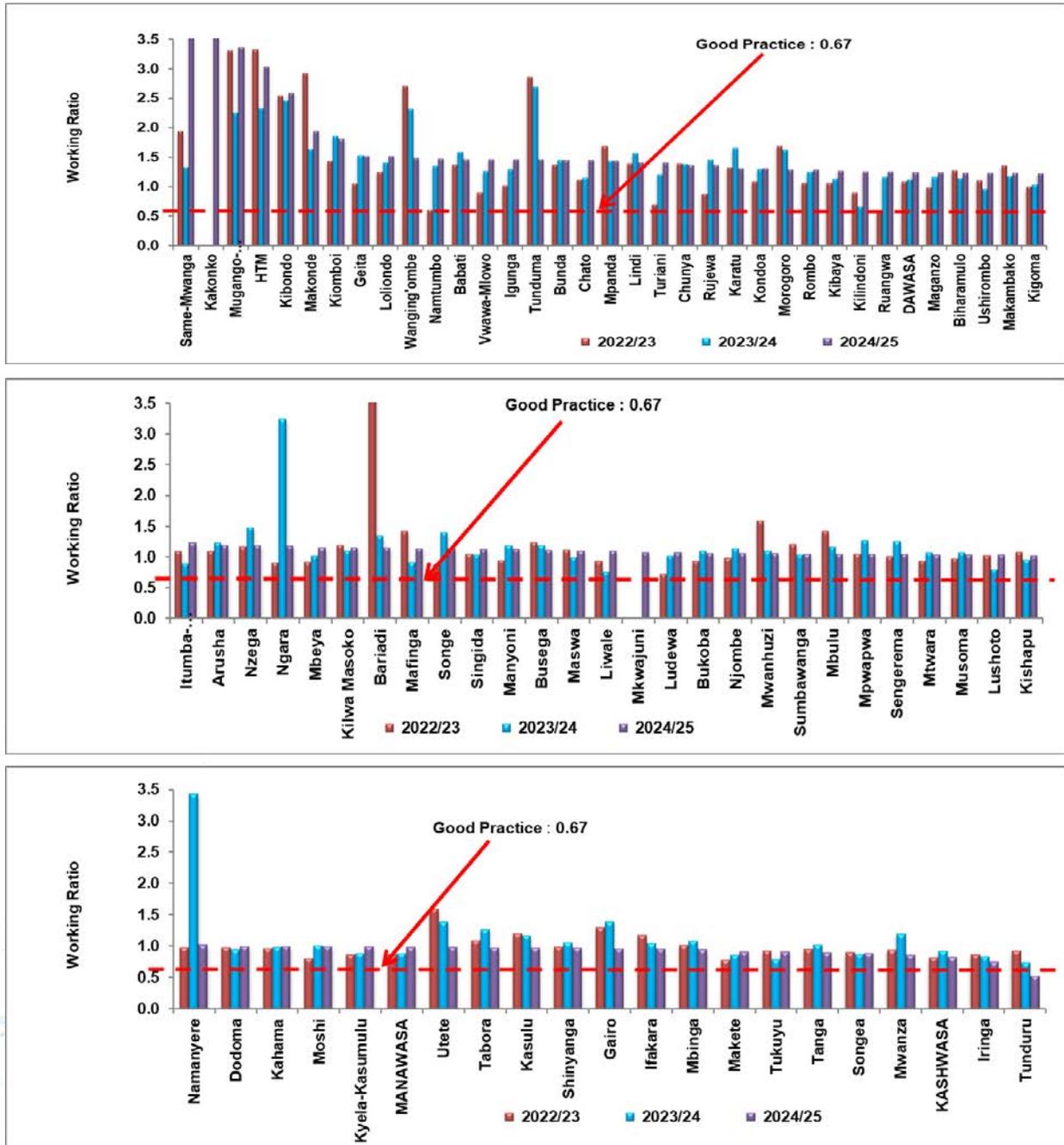


Figure 23: Working Ratios

During the year under review, only Tunduru WSSA met the service-level benchmark for the working ratio, posting the lowest ratio at 0.5. In contrast, Same-Mwanga WSSA recorded the

highest working ratio at 4.7, mainly due to a substantial increase in operating expenses driven by its major water supply project, despite having a relatively small customer base. Appendix 2-Table A2.10 shows three-year trends of working ratios for WSSAs.

(b) Operating Ratio

In FY 2024/25, the average operating ratio for WSSAs improved to 1.98 from 2.97 in FY 2023/24. A decrease in the ratio reflects an improvement in the ability of WSSAs to cover their operating costs, including depreciation of fixed assets. Figure 21 displays the operating ratios for each WSSA.

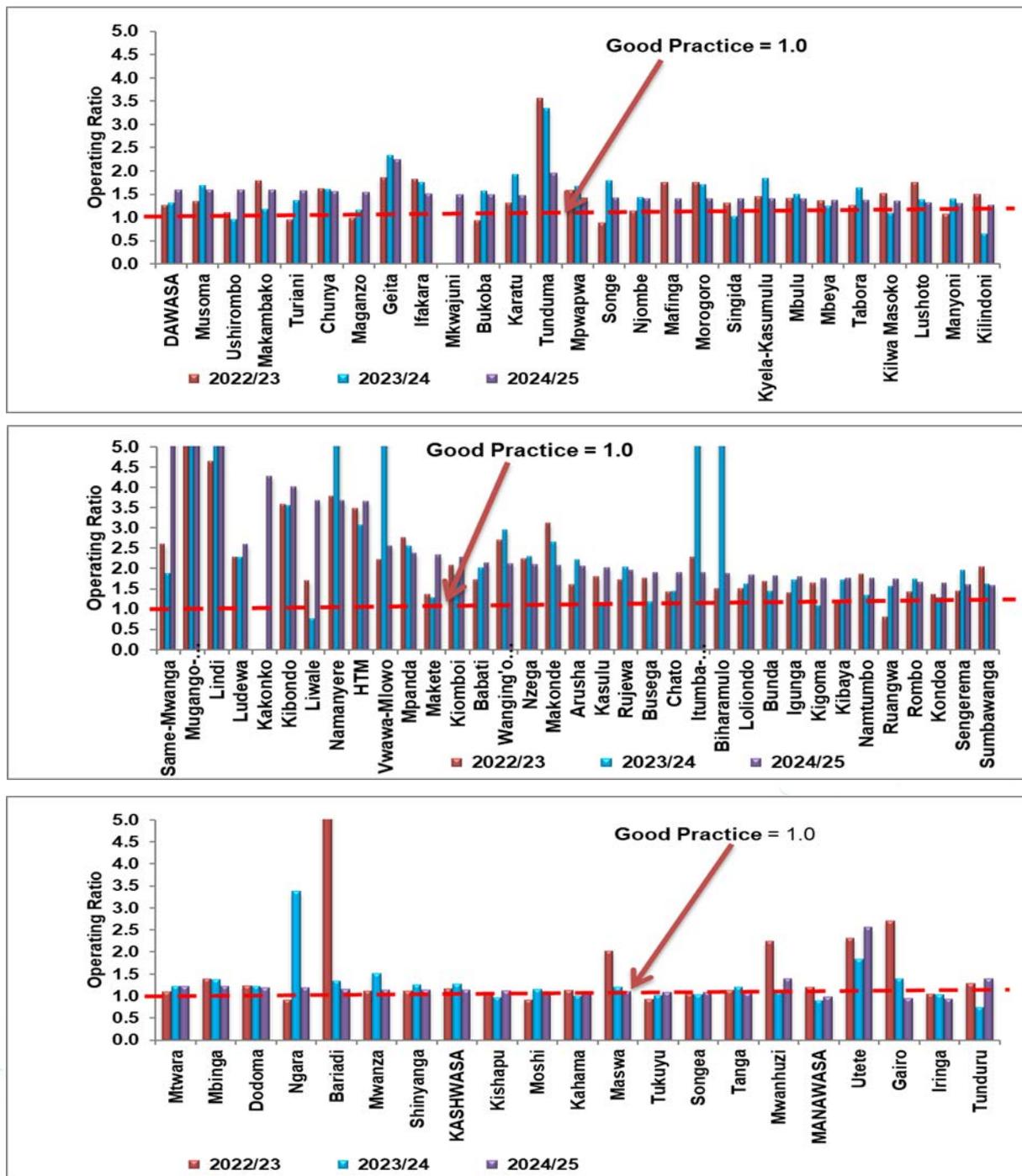


Figure 24: Operating Ratios

Tunduru WSSA recorded the lowest operating ratio of 0.5 during FY 2024/25. Same-Mwanga had the highest ratio of 14.6, mainly due to high operating costs and depreciation charges associated with its major water supply project. The WSSAs that met the service level benchmark for operating ratios of 1 or lower were Mtwara, Musoma, Lushoto, Kishapu, Namanyere, Dodoma, Kahama, Moshi, Kyela-Kasumulu, MANAWASA, Utete, Tabora, Kasulu, Shinyanga, Gairo, Ifakara, Mbinga, Makete, Tukuyu, Tanga, Songea, Mwanza, KASHWASA, Iringa and Tunduru. Appendix 2-Table A2.10 shows operating ratios for the past three years.

2.10 Staffing and Staff Productivity

During the year under review, the total number of WSSAs' staff increased to 6,897, compared to 6,837 in FY 2023/24. The number of female staff, however, declined to 2,166 from 2,179 in FY 2023/24.

Staff productivity for WSSAs is measured as the number of staff per 1,000 water and sewerage connections. The overall ratio for FY 2024/25 stood at 3.7, which is within the service level benchmark of fewer than five staff per 1,000 connections. An analysis of staff productivity during the year under review showed that 50 WSSAs reported staff productivity levels below five staff per 1,000 connections. Figure 24 illustrates WSSAs' staff productivity, with detailed data provided in Table A2.14 of Appendix 2.

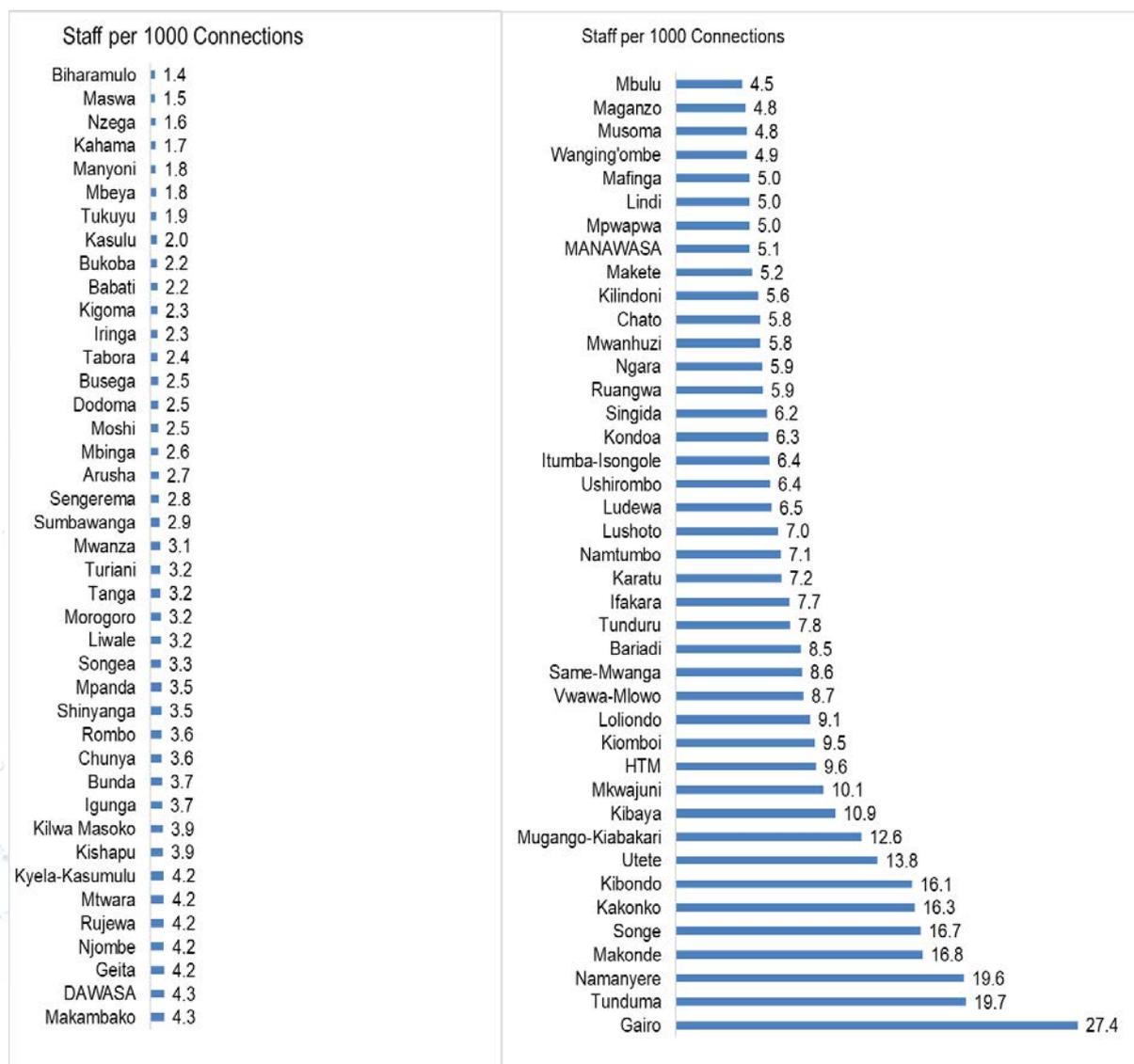


Figure 25: Comparison of Staff per 1,000 Water Connections in FY 2024/25

2.11 Customer Service

2.11.1 Complaints Handling

Effective customer complaints management is a critical component of service quality monitoring among WSSAs. Compliance with complaint handling registers was comparatively stronger, with 83 WSSAs (100%) maintaining proper records, indicating improved responsiveness and commitment to addressing customer grievances.

During FY 2024/25, a total of 463,740 customer complaints were recorded across all WSSAs. The analysis of performance in complaint handling focused on responsiveness, resolution efficiency, and outstanding complaints. Table 12 presents a summary of the overall performance, highlighting the proportion of complaints replied to within five days, those fully resolved, and those still pending by the end of the reporting period.

Table 12: Summary of Customer Complaints Handling Performance

Indicator	Value	Percentage (%)
Total Complaints Received	463,740	-
Complaints Replied to within 5 Days	250,141	82
Total Complaints Resolved	306,156	66
Outstanding Complaints	157,584	34

Table 12 presents the overall performance of WSSAs in managing customer complaints during FY 2024/25. A total of 463,740 complaints were received across all WSSAs, reflecting customer engagement and reporting of service-related issues. The analysis assesses the level of responsiveness, resolution rate, and outstanding complaints to evaluate service efficiency and adherence to customer service standards.

Out of the total complaints received, 250,141 (54%) were replied to within five days as per the Water Supply and Sanitation Service (Licensing and Quality of service) Rules, which represents the responsiveness of WSSAs to customer concerns. Although this indicates satisfactory performance, it remains below the ideal target for prompt customer feedback. Several WSSAs demonstrated commendable responsiveness, particularly those that have implemented digital complaint management systems and customer service desks. However, others continue to face delays due to limited staffing and communication bottlenecks.

In terms of resolution, 306,156 complaints (66%) were fully resolved by the end of the financial year. This demonstrates notable improvement in addressing reported issues compared to previous periods, reflecting ongoing efforts to strengthen accountability and service reliability. The resolution rate also underscores enhanced follow-up mechanisms and cross-departmental coordination in WSSAs that actively monitor complaint closure through Unified Majls.

Despite this progress, 157,584 complaints (34%) remained outstanding, showing that a significant proportion of customer concerns were yet to be resolved or were still under investigation. The backlog highlights the need for improved monitoring frameworks, periodic reporting, and enhanced staff capacity to ensure timely action on pending complaints.

Overall, the analysis indicates a gradual improvement in customer service responsiveness and resolution. However, further progress will depend on strengthening real-time complaint tracking systems, allocating adequate resources and staff to customer care units, and enhancing accountability frameworks through regular performance audits and feedback reviews.

2.11.2 Customer Complaints by Category

Customer complaints received during FY 2024/25 were analyzed by category to identify common service issues and areas requiring operational improvement. The distribution, summarized in Table 13, shows that the majority of complaints were related to water leakages and pressure, followed by issues in faecal sludge management, billing and metering, and connections and disconnections.

Table 13: Customer Complaints by Category

SN	Category	Count	Percentage of Total (%)
1	Water leakages and pressure	271,740	58.6
2	Other / Miscellaneous	59,433	12.8
3	Faecal Sludge Management	58,531	12.6
4	Billing and Metering	53,208	11.5
5	Connections and Disconnections	20,828	4.5
	Total	463,740	100

The data indicate that water leakages and pressure-related complaints accounted for nearly 59% of all issues reported, reflecting persistent challenges in service reliability and network maintenance. Complaints related to faecal sludge management (12.6%) and other miscellaneous issues (12.8%) highlight growing attention to sanitation services and administrative aspects of customer service. Meanwhile, billing and metering (11.5%) and connection/disconnection requests (4.5%) represent operational concerns that require stronger system monitoring and customer communication to enhance service satisfaction.

2.11.3 Customer Service Charter

During the reporting period, the assessment of customer service compliance among 83 WSSAs revealed notable progress in the adoption of customer-focused instruments. Out of all utilities, 73 (88%) had an approved Customer Service Charter (CSC), demonstrating continued efforts to align service delivery in accordance with the Water Supply and Sanitation Services (Licensing and Quality of Service) Rules. However, Shinyanga, Kigoma, Maswa, Wanging'ombe, Kondoa, Lushoto, Mafinga, Tukuyu, Maganzo, and Mkwajuni WSSAs had yet to establish their CSCs, reflecting capacity limitations and delays in formal adoption.

2.12 Submission of Plans and Reports

2.12.1 Business Plans and Water Quality Monitoring Programmes

During the year under review, 53 out of 83 WSSAs had approved business plans. Further, Kakonko and Mkwajuni WSSAs operated without water and wastewater quality monitoring programmes. Appendix 4-Table A4.2 presents details on the availability of business plans and water and wastewater quality monitoring programmes among the WSSAs.

2.12.2 Report Submission

In FY 2024/25, Arusha, Dodoma, Moshi, Musoma, Mwanza, Songea, Tanga, Sumbawanga, Lindi, Bariadi, Makonde, Igunga, Itumba-Isongole, Karatu, Kishapu, Ludewa, Nzega, Tunduma, and Turiani WSSAs submitted all required technical and financial reports on time. Appendix 4-Table A4.3 presents details on the submission of reports. Compliance with report submission is discussed hereunder.

(a) MajIS Reports

Compliance with the submission of MajIS reports includes the submission of the monthly and annual reports. Monthly MajIS reports must be submitted to EWURA by the 14th day of each month, while the deadline for annual MajIS reports is 30th September. However, during the period under review, the deadline for submission of the annual MajIS was extended to 30th October 2025 to conclude the data verification process.

i. Monthly MajIS Reports

During the reporting period, percentage compliance with the submission of monthly MajIS reports improved to 74% as compared to 68% in FY 2023/24. Arusha, Dodoma, Moshi, Musoma, Mwanza, Songea, Tanga, Sumbawanga, Lindi, Bariadi, Makonde, Biharamulo, Igunga, Itumba-Isongole, Karatu, Kishapu, Ludewa, Makete, Nzega, Tunduma, and Turiani WSSAs submitted all monthly MajIS reports timely. For three consecutive years, Songea and Nzega WSSAs timely submitted all monthly MajIS reports. Singida and Ushirombo WSSAs did not timely submit monthly MajIS reports for three consecutive years.

ii. Annual MajIS Reports

During FY 2024/25, all WSSAs submitted their annual MajIS reports on time, demonstrating improved compliance with reporting requirements and commitment to timely data submission.

(b) Annual Reports

During the reporting period, average compliance with the submission of annual technical reports improved to 75% as compared to 72% in FY 2023/24. Out of 83 WSSAs, 62 submitted their draft annual reports for FY 2024/25 timely manner, 13 submitted late, and 8 did not submit the reports at all. Further, 76 WSSAs submitted their final annual reports for the year 2023/24.

For the three consecutive years, Dodoma, Iringa, Moshi, Musoma, Mwanza, Songea, Tabora, Tanga, Singida, Babati, Lindi, Njombe, Makonde, Chunya, Igunga, Itumba-Isongole, Kishapu, Liwale, Loliondo, Ludewa, Mpwapwa, Namtumbo, Nzega, Rujewa, Maganzo, and Makambako WSSAs timely submitted annual reports.

(c) Financial Reports

During the FY 2024/25, percentage compliance with the submission of draft financial statements improved to 84% as compared to 77% attained in FY 2023/24. During the year, 70 WSSAs submitted draft financial statements timely (i.e., by 30th September 2025), 11 WSSAs submitted late, and the remaining two WSSAs did not submit financial reports. For three consecutive years, Dodoma, Morogoro, Moshi, Musoma, Mwanza, Shinyanga, Songea, Bukoba, Singida, Sumbawanga, Geita, Njombe, Mugango-Kiabakari, Chunya, Kasulu, Kishapu, Ludewa, Makete, Manyoni, and Namtumbo WSSAs timely submitted financial reports.

2.13 Implementation of Recommendations of the Previous Report

The Water Utilities Performance Review Report for FY 2023/24 had 14 recommendations for implementation by WSSAs. The timeline for one condition was due in June 2030, nine by June 2026, and four were continuous. The implementation of all recommendations was in progress. Five (5) observations and advice were submitted to the Ministry of Water for consideration. The details of implementation status are shown in Appendix 6.

2.14 Implementation of Tariff Order Conditions

In the FY 2024/25, 16 WSSAs, namely Mpwapwa, Dodoma, Mafinga, Mtwara, Makonde, Lindi, Bariadi, Moshi, Mbulu, Babati, Arusha, Lushoto, Orkesumet, Songea, Mbeya, and Sumbawanga, had tariff order conditions to be implemented during the year under review. Overall average compliance with tariff order conditions was 64% as compared to 61% in the FY 2023/24. Table 14 presents compliance with tariff order conditions for WSSAs during the year under review.

Table 14: Implementation of Tariff Order Conditions

S/N	Name of WSSA	Number of Tariff Conditions for FY 2024/25	Implementation (%)
1	Mpwapwa	5	26
2	Dodoma	9	48
3	Mafinga	8	48
4	Mtwara	5	56
5	Makonde	10	79
6	Lindi	10	45
7	Bariadi	10	95
8	Moshi	5	75
9	Mbulu	5	48
10	Babati	5	85
11	Arusha	6	54
12	Lushoto	6	66
13	Orkesumet	10	80
14	Songea	8	83
15	Mbeya	6	66
16	Sumbawanga	9	26
	Average		64%

2.15 Remittance of Regulatory Levy

In FY 2024/25, the total levy amount that WSSAs were required to remit was TZS 9,666,575,101.20. Out of the total amount, TZS 4,588,190,810.93 was remitted, representing 47.46% of the overall remittable sum. In the year under review, 27 WSSAs, namely Iringa, Kahama, Moshi, Mbeya, Shinyanga, Morogoro, Singida, Mpanda, Njombe, Babati, KASHWASA, Biharamulo, Igunga, Kibondo, Kilindoni, Kishapu, Loliondo, Ludewa, Lushoto, Manyoni, Nzega, Songe, Tukuyu, Maganzo, Tunduma, Turiani, and Kakonko, remitted all invoiced levy amounts. WSSAs with a high amount of outstanding levy were DAWASA, Mwanza, Arusha, Mtwara, Musoma, Tabora, Bukoba, and Kigoma. Further, WSSAs with zero remittance of levy compliance were Mugango-Kiabakari, Wanging'ombe, Bunda, Itumba-Isongole, Kyela-Kasumulu, Tunduru and Busega. A list of WSSAs and the status of remittance of the regulatory levy is shown in Appendix 5-Table A5. 1

2.16 Implementation of Directives

During the period under review, EWURA followed up on the implementation of all directives issued during FY 2024/25 emanated from the General Compliance Monitoring Inspections and Water and Wastewater Quality Monitoring Inspections conducted at WSSAs. The overall compliance with the implementation of directives is 73%. The overall implementation status of directives is detailed in Appendix 4, Table A4.1.

2.17 Institutional Status

During the FY 2024/25, 74 out of 83 WSSAs had active Boards of Directors. Seven WSSAs had no Boards of Directors for different reasons.

The absence of the Board of Directors weakens the management of WSSAs and delays decision-making, thereby reducing efficiency in service delivery. A detailed status of Boards of Directors for WSSAs is shown in Appendix 3, Table A3.1.

2.18 Ownership of Infrastructures by WSSAs

The Water Supply and Sanitation Services (Licensing and Quality of Service) Rules, 2020 require Water Supply and Sanitation Authorities (WSSAs) to ensure full ownership or legal control of their infrastructure, either through title deeds or formal operational agreements. During FY 2024/25, 76% of the infrastructure operated by WSSAs was situated on land owned by the WSSAs, while the remaining infrastructure was located on land owned by other institutions. Of the infrastructure located on WSSA-owned land, 27% had valid title deeds. Additionally, 43% of the infrastructure situated on land owned by other institutions was supported by signed agreements between the WSSAs and the respective land-owning institutions.

2.19 Investments in the Water Sector

During FY 2024/25, the Government, through the Ministry of Water, continued to implement the Water Sector Development Programme Phase Three (WSDP III) (2022/23 – 2025/26). The overall objective of the Programme is to strengthen sector institutions for integrated water resources management and improved access to water supply and sanitation services.

The overall investment costs of WSDP III are estimated at 6.46 billion USD and is implemented through five components as follows:

- (a) Component 1: Water Resources Management and Development at 2.10 billion USD, and accounts for 32.5% of the overall programme cost.
- (b) Component 2: Water Quality Management, estimated at 0.04 billion USD (0.7% of the overall programme cost).
- (c) Component 3: Water Supply is estimated to cost 2.60 USD billion, equivalent to 40.2% of the overall programme cost (rural water supply is 1.11 billion USD and urban water supply is 1.49 billion USD).
- (d) Component 4: Sanitation and Hygiene is estimated at 1.23 billion USD (19% of the programme cost).
- (e) Component 5: Programme Coordination and Delivery Support is estimated at 0.49 billion USD (7.6% of the programme cost).

The financing modalities for WSDP III are Government Funding, Basket Funding, Earmarked Funding, Innovative Financing, Loans to Basin Water Board and WSSAs, National Water Fund, the Private Sector and PPPs.

PART III: PERFORMANCE RANKING



3.0 PERFORMANCE RANKING

The performance ranking of WSSAs was done in line with the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities of 2022. According to the Guidelines, WSSAs are ranked in three clusters, which are;

- (i) Cluster I - utilities with more than 20,000 customers;
- (ii) Cluster II- utilities with customers between 5,000 and 20,000; and
- (iii) Cluster III is for utilities with fewer than 5,000 customers.

Table 14 presents the description of clusters and the number of WSSAs in each cluster as of June 2025. A list of WSSAs and their respective clusters is provided in Appendix 15.

Table 15: WSSAs Performance Clusters

Cluster	Description	Number of Water Connections	Number of WSSAs in the Cluster FY 2022/23	Number of WSSAs in the Cluster FY 2023/24	Number of WSSAs in the Cluster FY 2024/25
C-1	Large	>20,000	19	20	20
C-2	Medium	5,000 to 20,000	18	22	28
C-3	Small	<5,000	48	40	35
Total Number of WSSAs			85	82	83

During the year under review, the number of WSSAs in Cluster II increased to 28, up from 22 in FY 2023/24. The increase follows the upgrading of Mafinga, Same-Mwanga, Makonde, Manyoni, Turiani and Bariadi WSSAs from Cluster III to II.

3.1 Scores and Ranking

Ranking of the performance of WSSAs is presented in two categories: the overall ranking and the utility ranking. The details of each ranking category are explained in Sections 3.1,1 and 3.2.2.

3.1.1 Overall Ranking

The overall ranking measures utilities' achievement of the key performance indicators (KPIs) and compliance with the regulatory requirements (CRR). It considers individual efforts as well as external factors such as financing from the government and development partners. The output of the overall ranking is the identification of the overall best-performing WSSA.

3.2 Procedure for Ranking

3.2.1 Overall Ranking Procedure

The overall ranking score was obtained by summing up the utility key performance indicator (KPI) score and compliance with the regulatory requirement (CRR) score. The KPI score accounts for 60% while the CRR is 40% of the total performance score. The detailed computation of the overall performance score of a WSSA was calculated as follows:

(a) Determining the KPI Achievement of WSSAs

The performance score for each indicator was calculated as a sum of:

- (i) scores based on the best performer;
- (ii) scores based on attainment of performance target;
- (iii) scores based on confidence grading; and
- (iv) scores based on attainment of service level benchmark.

The KPI description and weights are described in Table 16.

Table 16: Key Performance Indicator Weights

Indicator No.	Performance Indicator	Acceptable Boundaries	Service Level Benchmark
Protection of the User Interests			
Consumer service accessibility			
KPI 1	Proportion of population served with water (%)	84%-95 %	100%
KPI 11	Proportion of population receiving WSSAs regulated sanitation services (%)	40%-50%	100%
KPI 2	Average hours of supply (hrs.)	15-20	24
Quality of service supplied to consumers			
KPI 3	Water quality compliance		
	<i>E. coli</i>	100%	100%
	Turbidity	95%-98%	100%
KPI 12	Percentage of complaints resolved	100%	100%
Sustainability of the Operator			
Operator's financial and economic sustainability			
KPI 4	Metering ratio (%)	100%	100 %
KPI 5	Non-Revenue Water – NRW (%)	25%-20%	<20%
KPI 6	Revenue collection efficiency (%)	90%-95%	>95 %
KPI 7	Working ratio (ratio)	1.0-0.67	<0.67
KPI 8	Operating ratio (ratio)	1.0-0.8	<0.8
Operator's Human Resource Efficiency			
KPI 9	Personnel/1000 (W&S) connections (ratio)	5-8	<5
Environmental sustainability			
KPI 10	Effluent quality compliance -COD and BOD ₅ (%)	95%-98%	100%

i. Calculating Score Based on Best Performer (SBP)

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

ii. Calculating Scores Based on Attainment of Performance Target (SPT)

WSSAs were awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performances were allocated pro rata by interpolating between

0 and 10 points. In addition, decreasing performances as compared to actual performance in the previous year were also awarded 0 points; and

iii. Calculating Scores Based on Confidence Grading (SCG)

For each performance indicator, WSSAs were awarded 10 points for surpassing the Confidence Grading of B2. The confidence grading of B2 is awarded 5 points, while 0 is awarded for a Confidence Grading below B2. The evaluation criteria for allocating confidence grading are presented in Table 17.

Table 17: Data Reliability and Accuracy Bands

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

iv. Calculating Scores Based on Attainment of Service Level Benchmark (SSLB)

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

(b) Determining the Score for Compliance with Regulatory Requirements (CRR)

The score based on compliance with regulatory requirements was calculated based on the attainment of the score based on the weight of each obligation as presented in Table 18.

Table 18: Compliance to Regulatory Requirements

SN	Item	Score	Total Score
CRR1: Submission of Utility Plans			
1	Business Plan	10	15
2	Water Quality Monitoring Programme	5	
CRR2: Submission of Reports			
3	Timely submission of acceptable monthly MaJIs reports	6	15
4	Timely submission of draft annual MaJIs report	2	
5	Timely submission of the draft annual report	2	
6	Timely submission of draft financial statements	2	
7	Submission of final annual report for the previous year	3	

SN	Item	Score	Total Score
CRR3: NRW Management			
8	Availability of NRW Reduction Strategy	9	15
9	Submission of annual water balance	6	
CRR4: Water Meter Management			
11	Availability of water meter policy	7	15
12	Availability of water meter database	4	
13	Availability of operating bulk water meters at all water production points	2	
14	Percentage of installed water meters re-verified by Certification Agency	2	
CRR5: Customer Service Management			
14	Implementation of customer service charter	10	20
15	Availability of complaint handling register	6	
16	Customer satisfaction survey report	4	
CRR6: Faecal Sludge Management			
17	Availability of faecal sludge treatment facilities	7	10
18	Availability of approved Standard Operating Procedures (SOPs) for Faecal Sludge Management (FSM) Services	3	
CRR7: Payment of Regulatory Levy			
19	Payment of Regulatory Levy	10	10

3.3.2 Utility Ranking Procedure

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

3.3 Classification of Performance Scores

The overall score of each WSSA was classified and identified with a distinct colour. The details of the classification, colour code, and interpretation are as shown in Table 19.

Table 19: Classification of Overall Scores

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

3.4 Results of Performance Ranking

The ranking results are presented in three clusters. Based on the performance, the ranking results are presented in Sections 3.6.1 and 3.6.2.

3.4.1 Overall Ranking Results

3.4.1.1 Overall Ranking Results for WSSAs Under Cluster I

Based on overall ranking criteria for Cluster I WSSAs, which contains 20 utilities, Moshi WSSA emerged as the overall best utility in the provision of water supply and sanitation services with a score of 90.7%, ranked as Excellent. Rombo WSSA was the overall least performer in the provision of water supply services, with a score of 44.8%, ranked as Fair. During the year under review, in this Cluster, no utility had an unsatisfactory score.

3.4.1.2 Overall Ranking Results for WSSAs Under Cluster II

Nzega WSSA emerged as the overall best utility in the provision of water supply and sanitation services among 28 Cluster II Utilities. Nzega WSSA scored 87.6%, ranked as an Excellent performance. HTM WSSA was the overall least performer, with a score of 33.5%, ranked as Unsatisfactory.

3.4.1.3 Overall Ranking Results for WSSAs Under Cluster III

Biharamulo WSSA emerged as the overall best utility in the provision of water supply and sanitation services with a score of 72.7%, classified as Very Good. Liwale WSSA was the overall least performer in the provision of water supply services, with a score of 37.2%.

3.4.2 Utility Ranking Results

3.4.2.1 Utility Ranking Results for WSSAs Under Cluster I

Iringa WSSA was the best performer under utility ranking for Cluster I utilities. The performance score for the utility was 79.7%, ranked as Very Good. DAWASA and KASHWASA were the lowest performers with a score of 0%, classified as unsatisfactory. Together with the least performers, Musoma, Tabora and Bukoba WSSAs had unsatisfactory performance.

3.4.2.2 Utility Ranking Results for WSSAs Under Cluster II

The utility ranking for Cluster II WSSAs indicates that Nzega WSSA was the best performer with a 69% score ranked as Good. Mtwara, HTM, Bunda, Maswa, Sengerema, Kondoa, Chato, Bariadi, Same-Mwanga and Busega were the lowest performers under the utility ranking. Out of 28 WSSAs in Cluster II, eleven had unsatisfactory performance under the utility ranking.

3.4.2.3 Utility Ranking Results for WSSAs Under Cluster III

Utete WSSA was the best performer under the category of utility ranking in water supply and sanitation services, while Mugango-Kiabakari, Chunya, Itumba-Isongole, Kilindoni, Kilwa-Masoko, Kiomboi, Kyela-Kasumulu, Liwale, Mwanhuzi, Namanyere, Namtumbo, Ruangwa, Tunduru, Ushiroambo, Tunduma, Mkwajuni and Kakondo WSSAs were the lowest performers.

The utility and Performance ranking for WSSAs for FY 2024/25 is summarised in Table 20 - 22.

Table 20: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster I

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score			Utility Rank (2024/25)	
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2024/25)	Utility Ranking Score	Classification		Interpretation
1	Arusha	43.4	32.3	75.7	B	Very Good	5	55.5	C	Good	7
2	Dodoma	41.5	33.5	75.0	B	Very Good	7	48.1	D	Fair	10
3	Iringa	49.6	38.0	87.6	A	Excellent	3	79.7	B	Very Good	1
4	Mbeya	47.1	25.2	72.3	B	Very Good	8	71.2	B	Very Good	4
5	Morogoro	32.7	29.5	62.2	C	Good	17	46.7	D	Fair	11
6	Moshi	53.4	37.3	90.7	A	Excellent	1	78.2	B	Very Good	2
7	Musoma	28.0	28.0	56.0	C	Good	19	4.0	E	Unsatisfactory	18
8	Mwanza	39.4	29.3	68.7	C	Good	12	48.1	D	Fair	9
9	Shinyanga	38.3	33.2	71.6	B	Very Good	9	52.2	D	Fair	8
10	Songea	52.4	36.9	89.3	A	Excellent	2	68.7	C	Good	6
11	Tabora	34.0	28.3	62.3	C	Good	16	39.7	E	Unsatisfactory	14
12	Tanga	43.4	31.9	75.3	B	Very Good	6	44.0	D	Fair	13
13	Bukoba	33.2	29.4	62.7	C	Good	15	38.7	E	Unsatisfactory	16
14	Kigoma	37.0	20.0	57.0	C	Good	18	44.3	D	Fair	12
15	Babati	43.5	35.1	78.6	B	Very Good	4	74.4	B	Very Good	3
16	Kahama	36.2	33.4	69.6	C	Good	11	69.5	C	Good	5
17	DAWASA	40.3	30.2	70.5	B	Very Good	10	0.0	E	Unsatisfactory	19
18	KASHWASA	35.7	28.2	63.9	C	Good	14	0.0	E	Unsatisfactory	19
19	Singida	38.5	25.5	64.1	C	Good	13	39.0	E	Unsatisfactory	15
20	Rombo	23.3	21.5	44.8	D	Fair	20	38.5	E	Unsatisfactory	17

Table 21: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster II

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score			Utility Rank (2024/25)	
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2024/25)	Utility Ranking Score	Classification		Interpretation
1	Mtwara	35.1	19.8	54.9	D	Fair	19	0.0	E	Unsatisfactory	19
2	HTM	20.2	13.3	33.5	E	Unsatisfactory	28	0.0	E	Unsatisfactory	19
3	Sumbawanga	36.3	22.2	58.4	C	Good	18	18.2	E	Unsatisfactory	18
4	Lindi	34.5	25.4	59.9	C	Good	17	30.8	E	Unsatisfactory	14
5	Geita	35.4	33.1	68.5	C	Good	3	42.8	D	Fair	9
6	Mpanda	34.2	27.9	62.1	C	Good	14	38.7	E	Unsatisfactory	11
7	Njombe	39.1	27.9	67.0	C	Good	6	47.2	D	Fair	6
8	MANAWASA	38.0	25.2	63.2	C	Good	10	45.4	D	Fair	7
9	Wanging'ombe	26.8	16.6	43.4	D	Fair	26	35.9	E	Unsatisfactory	12
10	Bunda	40.1	24.8	64.8	C	Good	8	0.0	E	Unsatisfactory	19
11	Igunga	45.4	36.7	82.1	B	Very Good	2	65.3	C	Good	2
12	Karatu	37.1	26.8	63.9	C	Good	9	47.3	D	Fair	5
13	Maswa	37.0	24.1	61.1	C	Good	15	0.0	E	Unsatisfactory	19
14	Nzega	48.8	38.8	87.6	A	Excellent	1	69.0	C	Good	1
15	Sengerema	35.6	15.7	51.3	D	Fair	23	0.0	E	Unsatisfactory	19
16	Tukuyu	31.1	18.8	49.9	D	Fair	24	28.9	E	Unsatisfactory	15
17	Makambako	40.6	22.0	62.6	C	Good	13	57.7	C	Good	3
18	Mbinga	31.7	22.3	53.9	D	Fair	20	22.6	E	Unsatisfactory	17
19	Kasulu	28.1	23.5	51.6	D	Fair	21	40.2	D	Fair	10
20	Kondoa	27.7	15.2	42.9	D	Fair	27	0.0	E	Unsatisfactory	19
21	Chato	33.2	18.2	51.4	D	Fair	22	0.0	E	Unsatisfactory	19
22	Bariadi	31.9	30.8	62.8	C	Good	12	0.0	E	Unsatisfactory	19
23	Mafinga	36.9	24.2	61.1	C	Good	16	23.7	E	Unsatisfactory	16
24	Makonde	32.5	30.3	62.8	C	Good	11	44.7	D	Fair	8
25	Manyoni	39.6	27.2	66.8	C	Good	7	34.0	E	Unsatisfactory	13
26	Same-Mwanga	29.7	19.8	49.5	D	Fair	25	0.0	E	Unsatisfactory	19
27	Turiani	39.0	28.3	67.4	C	Good	4	48.0	D	Fair	4
28	Busega	38.7	28.4	67.1	C	Good	5	0.0	E	Unsatisfactory	19

Table 22: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster III

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score			Utility Rank (2024/25)	
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2024/25)	Utility Ranking Score	Classification		Interpretation
1	Vwawa-Mlowo	31.9	21.6	53.6	D	Fair	17	33.5	E	Unsatisfactory	10
2	Mungango-Kiabakari	26.7	15.8	42.5	D	Fair	30	0.0	E	Unsatisfactory	19
3	Biharamulo	41.1	31.5	72.7	B	Very Good	1	30.8	E	Unsatisfactory	12
4	Chunya	30.9	13.7	44.6	D	Fair	27	0.0	E	Unsatisfactory	19
5	Gairo	22.8	25.0	47.8	D	Fair	23	24.0	E	Unsatisfactory	16
6	Ifakara	32.1	20.2	52.3	D	Fair	19	21.9	E	Unsatisfactory	17
7	Itumba-										
8	Isongole	28.7	13.7	42.4	D	Fair	31	0.0	E	Unsatisfactory	19
9	Kibaya	36.3	20.3	56.5	C	Good	12	41.0	D	Fair	7
10	Kibondo	39.2	27.0	66.2	C	Good	3	52.3	D	Fair	3
11	Kilindoni	24.1	17.8	41.9	D	Fair	32	0.0	E	Unsatisfactory	19
12	Kilwa Masoko	36.2	20.2	56.4	C	Good	13	0.0	E	Unsatisfactory	19
13	Kiomboi	30.6	14.8	45.4	D	Fair	26	0.0	E	Unsatisfactory	19
14	Kishapu	37.2	23.2	60.4	C	Good	9	33.2	E	Unsatisfactory	11
15	Kyela-										
16	Kasumululu	26.8	12.2	38.9	E	Unsatisfactory	34	0.0	E	Unsatisfactory	19
17	Liwale	22.2	15.0	37.2	E	Unsatisfactory	35	0.0	E	Unsatisfactory	19
18	Loliondo	42.2	23.6	65.8	C	Good	4	60.2	C	Good	2
19	Ludewa	32.4	25.4	57.7	C	Good	11	28.3	E	Unsatisfactory	13
20	Lushoto	35.8	22.2	58.0	C	Good	10	24.4	E	Unsatisfactory	15
21	Makeke	29.7	19.7	49.4	D	Fair	22	15.2	E	Unsatisfactory	18
22	Mbulu	35.9	27.5	63.4	C	Good	7	36.7	E	Unsatisfactory	8
23	Mpwapwa	40.8	27.2	68.1	C	Good	2	51.6	D	Fair	4
24	Mwanhuzi	31.0	16.1	47.2	D	Fair	24	0.0	E	Unsatisfactory	19
25	Namanyere	30.3	13.2	43.5	D	Fair	29	0.0	E	Unsatisfactory	19
26	Namtumbo	35.2	17.4	52.6	D	Fair	18	0.0	E	Unsatisfactory	19
27	Ngara	36.5	29.1	65.6	C	Good	5	43.5	D	Fair	6
28	Ruangwa	33.3	20.7	54.0	D	Fair	15	0.0	E	Unsatisfactory	19
29	Rujewa	32.4	22.8	55.2	C	Good	14	25.1	E	Unsatisfactory	14

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2024/25)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2024/25)
28	Songe	31.1	19.8	50.9	D	Fair	21	36.3	E	Unsatisfactory	9
29	Tunduru	29.0	15.2	44.2	D	Fair	28	0.0	E	Unsatisfactory	19
30	Ushirombo	32.8	20.7	53.6	D	Fair	16	0.0	E	Unsatisfactory	19
31	Utete	37.2	26.5	63.7	C	Good	6	66.2	C	Good	1
32	Maganzo	40.9	21.4	62.3	C	Good	8	50.6	D	Fair	5
33	Tunduma	28.5	22.8	51.3	D	Fair	20	0.0	E	Unsatisfactory	19
34	Mkwajuni	29.2	18.0	47.1	D	Fair	25	0.0	E	Unsatisfactory	19
35	Kakonko	27.7	12.5	40.2	D	Fair	33	0.0	E	Unsatisfactory	19

PART IV: KEY OBSERVATIONS AND RECOMMENDATIONS



4.0 KEY OBSERVATIONS AND RECOMMENDATIONS

This part presents key issues observed in the review of the WSSA's performance and recommends measures for WSSAs to improve their performance in the provision of water supply and sanitation services. Table 23 presents the major key observed issues, recommended measures, and the responsible entity for addressing the observed issues.

Table 23: Key Observations and Recommendations

SN	KEY ISSUE	OBSERVATION	RECOMMENDATION	DEADLINE	RESPONSIBLE
1.	Inadequate provision of sanitation services	71% of WSSAs do not have wastewater and faecal sludge treatment facilities, hence practice unsafe disposal of wastewater	Review business plans and annual budgets to include plans for the construction of wastewater and faecal sludge treatment facilities	June 2026	WSSAs
			Acquire land for the construction of wastewater and faecal sludge treatment facilities	June 2027	WSSAs
			Construct wastewater and faecal sludge treatment facilities to bridge treatment capacity gaps	As per the WSSAs' business plans	WSSAs
		In 54% of the WSSAs, there are no vacuum trucks and desludging equipment to facilitate safe emptying and transportation of faecal sludge	Mobilise financial resources, including exploring Public Private Partnership (PPP) arrangements for investing in safe emptying and transportation of faecal sludge	As per the WSSAs' business plans	WSSAs
		Low effluent BOD and COD compliance, i.e., average BOD and COD effluent compliance was 43%, below the service level benchmark of 100%	Implement measures to improve effluent BOD and COD compliance, including rehabilitation and/or maintenance of the existing wastewater and/or faecal sludge treatment facilities	As per the WSSAs' business plans	WSSAs
2.	Low residual chlorine compliance level	Average compliance for residual chlorine in water supplied by WSSAs was 27%, which is below the service level benchmark of 100%.	Ensure qualified personnel are recruited and involved in water treatment and quality monitoring	June 2027	WSSAs
			Ensure the availability of treatment chemicals and proper administration of dosing as per Standard Operating Procedures for water treatment	June 2026	WSSA

SN	KEY ISSUE	OBSERVATION	RECOMMENDATION	DEADLINE	RESPONSIBLE
3.	High Non-Revenue Water (NRW)	Persistent high NRW levels across utilities. Average NRW stood at 42%, higher than the service level benchmark of 20%	Prepare NRW reduction strategies per EWURA Guidelines for Development of NRW Reduction Strategies	June 2026	WSSAs
			Ensure proper selection, installation, testing, and maintenance of water meters as per EWURA Guidelines	June 2026	WSSAs
			Implement NRW reduction strategies	As per the WSSAs' business plans	WSSAs
4.	Low water production to demand ratio	Water production met only 52% of demand, resulting in water rationing	Develop additional/ alternative water sources to increase water production	As per the WSSAs' business plans	WSSAs
			Implement measures to enhance the climate resilience of water sources and infrastructure, including diversification of water sources, protection of water catchments, and climate-adaptive design	As per the WSSAs' business plans	WSSAs
			Expand water production and distribution infrastructure, and connect more customers to optimize existing capacity	As per the WSSAs' business plans	WSSAs
			Implement strategic projects for increasing water availability in WSSAs' service areas, including the National Water Grid and the construction of dams	June 2030	Ministry of Water
			Mobilize financial resources for the development of water supply infrastructure, including exploring PPP, green bonds, blended financing, results-based financing and other innovative financing mechanisms	June 2027	WSSAs

SN	KEY ISSUE	OBSERVATION	RECOMMENDATION	DEADLINE	RESPONSIBLE
5.	Unsatisfactory performance of WSSAs in cost recovery	The average working ratio and operating ratio for WSSAs were 1.3 and 1.95, which are above the service level benchmark of 0.67 and 0.8, respectively, indicating unsatisfactory performance in cost recovery.	Implement comprehensive strategies to enhance financial performance, focusing on both operational efficiency and revenue optimization. Priority actions should include the systematic reduction of NRW	June 2027	WSSAs
			Reform WSSAs with particular emphasis on clustering smaller and financially weak WSSAs into larger, more commercially viable entities.	June 2027	Ministry of Water
6.	Overstayed non-cost recovery water tariffs	WSSAs operate with tariffs that do not facilitate the recovery of operating and investment costs	WSSAs to prioritize the preparation of business plans to enable the adjustment of their tariffs	June 2026	WSSAs

APPENDICES



APPENDIX 1: WSSAs PROFILES

ARUSHA WSSA PROFILE		2024/25					
EWURA CLASS II		LICENCE NO: WSSSL/02/2020					
		CATEGORY: A					
General Data About Water Utility		Tariff Structure					
Total population (Nos)	1,111,686		Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	2,885.38	Water (TZS/m ³)	1850	1830	3100	2340	na
Water Demand (m ³)	52,489,274	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	29,363,321		500	780	1070	860	na
Water Production Capacity (m ³ /d)	286,003.00	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	65	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	136,975						
Total Active Connections (Nos)	122,923.00						
Domestic Connections (Nos)	128,786						
Operational Kiosks (Nos)	560						
Sewerage Connections (Nos)	11,171						
Metering Ratio (%)	100						
Non Revenue Water (%)	46.9						
Number of Staff (Nos)	406						
Staff/1000 connections (ratio)	3.0						
Service hours (hour)	16						
Sewerage Coverage (%)	7						
Working ratio	1.2						
Operating ratio	2.1						
Total Income (million TZS)	33,298.31						
Total O&M Expenses (million TZS)	36,789.37						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

DODOMA WSSA PROFILE		2024/25					
EWURA CLASS II		LICENCE NO: WSSSL/01/2020					
		CATEGORY: A					
General Data About Water Utility		Tariff Structure					
Total population (Nos)	928,651		Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	1,775.62	Water (TZS/m ³)	1650	2050	2100	2100	na
Water Demand (m ³)	56,655,848	Sewrage (TZS/m ³ of drinking water)	40% of the water tariff	na			
Water Production (m ³)	24,047,809	The charge at water kiosk is TZS 30 per litre container					
Water Production Capacity (m ³ /d)	96,775.80	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	80						
Total Water Connections (Nos)	92,231						
Total Active Connections (Nos)	87,013						
Domestic Connections (Nos)	85,809						
Operational Kiosks (Nos)	238						
Sewerage Connections (Nos)	7,659						
Metering Ratio (%)	100						
Non Revenue Water (%)	33.7						
Number of Staff (Nos)	248						
Staff/1000 connections (ratio)	2.7						
Service hours (hour)	13						
Sewerage Coverage (%)	8						
Working ratio	0.99						
Operating ratio	1.19						
Total Income (million TZS)	33,069.92						
Total O&M Expenses (million TZS)	31,819.53						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

IRINGA WSSA PROFILE		2024/25					
EWURA CLASS II		LICENCE NO: WSSSL/03/2020			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	368,974	Water (TZS/m ³)	1,830-2,210	1,780-2,210	1,910	1,690	na
Length of water network (km)	1,673.77						
Water Demand (m ³)	8,256,665	Sewerage (TZS/m ³ of drinking water)	40% of the water tariff	50% of the water tariff	50% of the water tariff	50% of the water tariff	na
Water Production (m ³)	7,551,713						
Water Production Capacity (m ³ /d)	33,035.00						
Direct Water Service Coverage (%)	81						
Total Water Connections (Nos)	52,046						
Total Active Connections (Nos)	48,743.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	49,782						
Operational Kiosks (Nos)	592	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	2,589						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production 24% Distribution 18% Maintenance and Repair 1% Personnel 4% Administration 33% 	
Non Revenue Water (%)	22.5						
Number of Staff (Nos)	127						
Staff/1000 connections (ratio)	2.4						
Service hours (hour)	21						
Sewerage Coverage (%)	7						
Working ratio	0.8						
Operating ratio	0.9						
Total Income (million TZS)	12,347.71						
Total O&M Expenses (million TZS)	8,255.27						
E.coli compliance (%)	100						
Turbidity compliance (%)	93						

MBEYA WSSA PROFILE		2024/25					
EWURA CLASS II		LICENCE NO: WSSSL/01/2021			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	745,950	Water (TZS/m ³)	1560	2130	2400	2130	na
Length of water network (km)	1,377.88						
Water Demand (m ³)	35,559,389	Sewerage (TZS/m ³ of drinking water)	500	650	920	740	na
Water Production (m ³)	17,758,291						
Water Production Capacity (m ³ /d)	76,230.00						
Direct Water Service Coverage (%)	86						
Total Water Connections (Nos)	105,496						
Total Active Connections (Nos)	102,330	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	101,766						
Operational Kiosks (Nos)	261	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	3,325						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production 24% Distribution 16% Maintenance and Repair 11% Personnel 13% Administration 9% 	
Non Revenue Water (%)	41.6						
Number of Staff (Nos)	198						
Staff/1000 connections (ratio)	1.9						
Service hours (hour)	19						
Sewerage Coverage (%)	16						
Working ratio	1.16						
Operating ratio	1.37						
Total Income (million TZS)	20,855.94						
Total O&M Expenses (million TZS)	22,425.37						
E.coli compliance (%)	100						
Turbidity compliance (%)	94						

MOROGORO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/09/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	577,925	Water (TZS/m ³)	1,070	1,265	1,905	1,495	na
Length of water network (km)	1,044.90						
Water Demand (m ³)	34,044,254	Sewerage (TZS/m ³ of drinking water)	600	900	1000	1000	na
Water Production (m ³)	15,608,449						
Water Production Capacity (m ³ /d)	61,418.00						
Direct Water Service Coverage (%)	67						
Total Water Connections (Nos)	54,527						
Total Active Connections (Nos)	54,360.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	51,955						
Operational Kiosks (Nos)	183	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	2,768						
Metering Ratio (%)	93					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	50.5						
Number of Staff (Nos)	184						
Staff/1000 connections (ratio)	3.4						
Service hours (hour)	12						
Sewerage Coverage (%)	4						
Working ratio	1.3						
Operating ratio	1.4						
Total Income (million TZS)	13,617.91						
Total O&M Expenses (million TZS)	18,162.98						
E.coli compliance (%)	99						
Turbidity compliance (%)	96						

MOSHI WSSA PROFILE		2024/25					
EWURA CLASS I		LICENCE NO: WSSSL/01/2017			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	581,876	Water (TZS/m ³)	1078	1143	1401	1289	na
Length of water network (km)	1,105.15						
Water Demand (m ³)	27,434,413	Sewerage (TZS/m ³ of drinking water)	426	418	811	654	na
Water Production (m ³)	15,827,726						
Water Production Capacity (m ³ /d)	66,079.00						
Direct Water Service Coverage (%)	69						
Total Water Connections (Nos)	62,544						
Total Active Connections (Nos)	58,013	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	59,252						
Operational Kiosks (Nos)	120	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	3,510						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	22.7						
Number of Staff (Nos)	168						
Staff/1000 connections (ratio)	2.7						
Service hours (hour)	23						
Sewerage Coverage (%)	10						
Working ratio	0.99						
Operating ratio	1.11						
Total Income (million TZS)	16,172.22						
Total O&M Expenses (million TZS)	14,284.60						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MTWARA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/010/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	251,879	Water (TZS/m ³)	1785	3100	3170	3100	1500-3721
Length of water network (km)	337.58						
Water Demand (m ³)	8,103,730	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	4,521,698						
Water Production Capacity (m ³ /d)	18,942.00						
Direct Water Service Coverage (%)	72						
Total Water Connections (Nos)	19,540						
Total Active Connections (Nos)	17,335.00	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	17,959						
Operational Kiosks (Nos)	257	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	28.8						
Number of Staff (Nos)	82						
Staff/1000 connections (ratio)	4.2						
Service hours (hour)	20						
Sewerage Coverage (%)	-						
Working ratio	1.0						
Operating ratio	1.2						
Total Income (million TZS)	5,143.95						
Total O&M Expenses (million TZS)	5,039.90						
E.coli compliance (%)	100						
Turbidity compliance (%)	92						

MUSOMA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/06/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	481,946	Water (TZS/m ³)	2,310 – 2,963	3,099 – 3,398	3,425 – 3,642	3,505 – 3,815	na
Length of water network (km)	649.31						
Water Demand (m ³)	14,357,981	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	7,822,256						
Water Production Capacity (m ³ /d)	41,152.00						
Direct Water Service Coverage (%)	71						
Total Water Connections (Nos)	36,217						
Total Active Connections (Nos)	32,352	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	33,539						
Operational Kiosks (Nos)	52	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	34.6						
Number of Staff (Nos)	175						
Staff/1000 connections (ratio)	4.8						
Service hours (hour)	19						
Sewerage Coverage (%)	-						
Working ratio	1.04						
Operating ratio	1.59						
Total Income (million TZS)	5,464.09						
Total O&M Expenses (million TZS)	5,675.69						
E.coli compliance (%)	97						
Turbidity compliance (%)	94						

MWANZA WSSA PROFILE		2024/25					
EWURA CLASS II		LICENCE NO: WSSSL/04/2020			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	1,616,428	Water (TZS/m ³)	1,140-1,460	1,500	2,730	2,190	1,345
Length of water network (km)	1,583.43						
Water Demand (m ³)	70,301,920	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	39,191,862						
Water Production Capacity (m ³ /d)	178,147.00		450-480	590	1070	860	370
Direct Water Service Coverage (%)	55						
Total Water Connections (Nos)	128,314	The charge at water kiosk is TZS 16.2 per litre container					
Total Active Connections (Nos)	128,110.00						
Domestic Connections (Nos)	118,404	Water source distribution		Annual Water Use		Composition of O&M costs	
Operational Kiosks (Nos)	542						
Sewerage Connections (Nos)	7,091						
Metering Ratio (%)	100						
Non Revenue Water (%)	44.6						
Number of Staff (Nos)	424						
Staff/1000 connections (ratio)	3.3						
Service hours (hour)	13						
Sewerage Coverage (%)	4						
Working ratio	0.9						
Operating ratio	1.1						
Total Income (million TZS)	33,716.70						
Total O&M Expenses (million TZS)	36,650.00						
E.coli compliance (%)	98						
Turbidity compliance (%)	100						

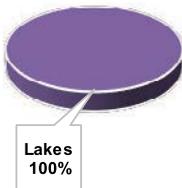
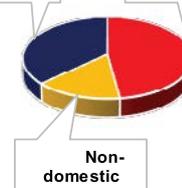
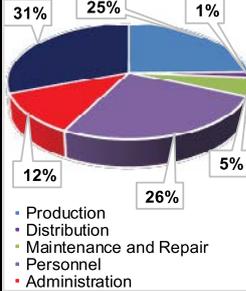
SHINYANGA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL-2022-002			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	304,005	Water (TZS/m ³)	1,490-1,740	2,760	2,850	2,790	3,750
Length of water network (km)	702.93						
Water Demand (m ³)	8,106,650	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	6,077,298						
Water Production Capacity (m ³ /d)	38,000.00		na	na	na	na	na
Direct Water Service Coverage (%)	75						
Total Water Connections (Nos)	33,268	The charge at water kiosk is TZS 30 per litre container					
Total Active Connections (Nos)	32,300						
Domestic Connections (Nos)	31,241	Water source distribution		Annual Water Use		Composition of O&M costs	
Operational Kiosks (Nos)	287						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	17.1						
Number of Staff (Nos)	116						
Staff/1000 connections (ratio)	3.5						
Service hours (hour)	23						
Sewerage Coverage (%)	-						
Working ratio	0.96						
Operating ratio	1.14						
Total Income (million TZS)	11,233.23						
Total O&M Expenses (million TZS)	9,939.80						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

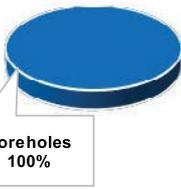
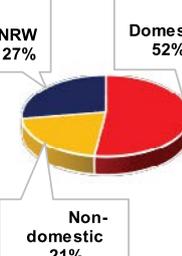
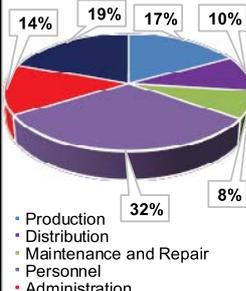
SONGEA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/03/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	306,675	Water (TZS/m ³)	1730	1,780	1,820	1,820	na
Length of water network (km)	602.29						
Water Demand (m ³)	7,766,470	Sewerage (TZS/m ³ of drinking water)	480	780	810	810	na
Water Production (m ³)	3,182,668						
Water Production Capacity (m ³ /d)	13,455.40						
Direct Water Service Coverage (%)	91						
Total Water Connections (Nos)	24,349						
Total Active Connections (Nos)	21,604.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	22,882						
Operational Kiosks (Nos)	128	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	1,673						
Metering Ratio (%)	100						
Non Revenue Water (%)	20.6						
Number of Staff (Nos)	87						
Staff/1000 connections (ratio)	3.6						
Service hours (hour)	24						
Sewerage Coverage (%)	6						
Working ratio	0.9						
Operating ratio	1.1						
Total Income (million TZS)	4,663.51						
Total O&M Expenses (million TZS)	4,077.36						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

TABORA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/07/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	489,835	Water (TZS/m ³)	1,950	2,780	2,900	2,870	1,950
Length of water network (km)	1,290.59						
Water Demand (m ³)	13,000,540	Sewerage (TZS/m ³ of drinking water)	750	1050	1375	1050	na
Water Production (m ³)	6,359,048						
Water Production Capacity (m ³ /d)	61,238.00						
Direct Water Service Coverage (%)	72						
Total Water Connections (Nos)	37,915						
Total Active Connections (Nos)	31,867	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	35,754						
Operational Kiosks (Nos)	234	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	655						
Metering Ratio (%)	100						
Non Revenue Water (%)	28.9						
Number of Staff (Nos)	92						
Staff/1000 connections (ratio)	2.4						
Service hours (hour)	20						
Sewerage Coverage (%)	3						
Working ratio	0.97						
Operating ratio	1.37						
Total Income (million TZS)	10,827.00						
Total O&M Expenses (million TZS)	9,683.94						
E.coli compliance (%)	100						
Turbidity compliance (%)	92						

TANGA WSSA PROFILE		2024/25					
EWURA CLASS I		LICENCE NO: WSSSL/02/2016			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	481,601	Water (TZS/m ³)	1,710-2,285	1,710-2,285	2,190-2,675	2,095-2,485	na
Length of water network (km)	888.50						
Water Demand (m ³)	17,848,833	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	13,725,938						
Water Production Capacity (m ³ /d)	51,774.00		500	900	950	650	na
Direct Water Service Coverage (%)	79						
Total Water Connections (Nos)	54,040						
Total Active Connections (Nos)	45,970.00	The charge at water kiosk is TZS 12.5 per litre container					
Domestic Connections (Nos)	51,511						
Operational Kiosks (Nos)	181	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	3,103						
Metering Ratio (%)	100						
Non Revenue Water (%)	35.0						
Number of Staff (Nos)	183						
Staff/1000 connections (ratio)	3.4						
Service hours (hour)	23						
Sewerage Coverage (%)	5						
Working ratio	0.9						
Operating ratio	1.1						
Total Income (million TZS)	25,895.64						
Total O&M Expenses (million TZS)	15,308.17						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

BUKOBA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/05/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	418,326	Water (TZS/m ³)	1,840-1,910	2,100	2,600	2,200	na
Length of water network (km)	915.30						
Water Demand (m ³)	9,840,400	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	4,291,300						
Water Production Capacity (m ³ /d)	29,001.00		na	na	na	na	na
Direct Water Service Coverage (%)	81						
Total Water Connections (Nos)	32,964						
Total Active Connections (Nos)	31,697	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	29,666						
Operational Kiosks (Nos)	268	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	34.0						
Number of Staff (Nos)	71						
Staff/1000 connections (ratio)	2.2						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	1.07						
Operating ratio	1.50						
Total Income (million TZS)	6,774.02						
Total O&M Expenses (million TZS)	6,136.43						
E.coli compliance (%)	100						
Turbidity compliance (%)	97						

KIGOMA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/013/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	281,302	Water (TZS/m ³)	1,300-1,500	1,700	1,800	1,800	na
Length of water network (km)	488.00						
Water Demand (m ³)	9,271,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	4,709,648						
Water Production Capacity (m ³ /d)	42,000.00						
Direct Water Service Coverage (%)	83						
Total Water Connections (Nos)	22,932						
Total Active Connections (Nos)	22,715.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	22,209						
Operational Kiosks (Nos)	135	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production 31% Distribution 25% Maintenance and Repair 1% Personnel 5% Administration 26% 	
Non Revenue Water (%)	36.9						
Number of Staff (Nos)	53						
Staff/1000 connections (ratio)	2.3						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	1.8						
Total Income (million TZS)	4,483.91						
Total O&M Expenses (million TZS)	5,254.48						
E.coli compliance (%)	95						
Turbidity compliance (%)	100						

SINGIDA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/008/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	328,487	Water (TZS/m ³)	1,500-1,710	1,810-1,800	3,000	1,710-1,800	na
Length of water network (km)	416.81						
Water Demand (m ³)	11,679,562	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	4,029,646						
Water Production Capacity (m ³ /d)	11,910.00						
Direct Water Service Coverage (%)	56						
Total Water Connections (Nos)	22,170						
Total Active Connections (Nos)	20,242	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	20,562						
Operational Kiosks (Nos)	290	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production 14% Distribution 19% Maintenance and Repair 17% Personnel 10% Administration 32% 8% 	
Non Revenue Water (%)	27.4						
Number of Staff (Nos)	138						
Staff/1000 connections (ratio)	6.2						
Service hours (hour)	18						
Sewerage Coverage (%)	na						
Working ratio	1.13						
Operating ratio	1.40						
Total Income (million TZS)	5,235.76						
Total O&M Expenses (million TZS)	5,349.66						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

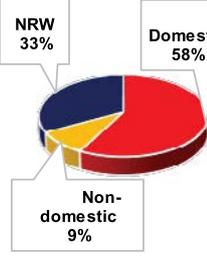
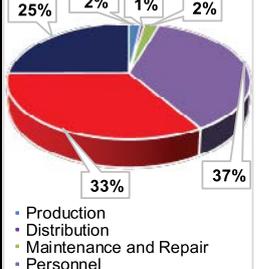
SUMBAWANGA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/004/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	243,601	Water (TZS/m ³)	1594	1,817	2,101	1,820	na
Length of water network (km)	378.15						
Water Demand (m ³)	11,420,537	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	2,317,151						
Water Production Capacity (m ³ /d)	23,891.00						
Direct Water Service Coverage (%)	64						
Total Water Connections (Nos)	15,711						
Total Active Connections (Nos)	15,608.00	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	14,372						
Operational Kiosks (Nos)	16	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	34.7						
Number of Staff (Nos)	45						
Staff/1000 connections (ratio)	2.9						
Service hours (hour)	18						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.6						
Total Income (million TZS)	3,440.85						
Total O&M Expenses (million TZS)	2,659.22						
E.coli compliance (%)	100						
Turbidity compliance (%)	90						

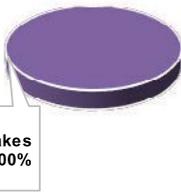
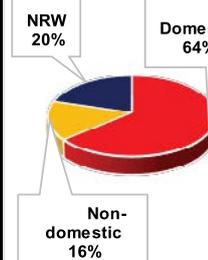
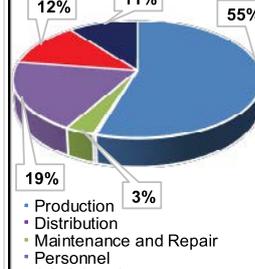
BABATI WSSA PROFILE		2024/25					
EWURA CLASS II		LICENCE NO: WSSSL/001/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	396,593	Water (TZS/m ³)	1,250-1,850	1,300-2,400	1,300-2,550	1,300-2,500	1,500-1,250
Length of water network (km)	1,813.00						
Water Demand (m ³)	13,172,839	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	4,992,647						
Water Production Capacity (m ³ /d)	39,938.60						
Direct Water Service Coverage (%)	85						
Total Water Connections (Nos)	37,098						
Total Active Connections (Nos)	36,116	The charge at water kiosk is TZS 25-30 per litre container					
Domestic Connections (Nos)	35,574						
Operational Kiosks (Nos)	206	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	20.8						
Number of Staff (Nos)	83						
Staff/1000 connections (ratio)	2.2						
Service hours (hour)	19						
Sewerage Coverage (%)	na						
Working ratio	1.47						
Operating ratio	2.15						
Total Income (million TZS)	7,674.60						
Total O&M Expenses (million TZS)	9,755.24						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

LINDI WSSA PROFILE		2024/25				
EWURA CLASS III		LICENCE NO: WSSSL/11/2022			CATEGORY: B	
General Data About Water Utility		Tariff Structure				
Total population (Nos)	181,056	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	380.15	Water (TZS/m ³)	1,600-1,800	2100	2200	2200
Water Demand (m ³)	2,712,777	Sewerage (TZS/m ³ of drinking water)				
Water Production (m ³)	883,709		na	na	na	na
Water Production Capacity (m ³ /d)	16,148.00	The charge at water kiosk is TZS 30 per litre container				
Direct Water Service Coverage (%)	35	Water source distribution		Annual Water Use		Composition of O&M costs
Total Water Connections (Nos)	7,965					
Total Active Connections (Nos)	6,159.00					
Domestic Connections (Nos)	7,330					
Operational Kiosks (Nos)	105					
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	39.5					
Number of Staff (Nos)	40					
Staff/1000 connections (ratio)	5.0					
Service hours (hour)	16					
Sewerage Coverage (%)	na					
Working ratio	1.4					
Operating ratio	5.1					
Total Income (million TZS)	1,371.91					
Total O&M Expenses (million TZS)	1,749.99					
E.coli compliance (%)	97					
Turbidity compliance (%)	60					

BARIADI WSSA PROFILE		2024/25				
EWURA CLASS III		LICENCE NO: WSSSL/61/2012			CATEGORY: C	
General Data About Water Utility		Tariff Structure				
Total population (Nos)	277,061	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	312.33	Water (TZS/m ³)	1200	1426	1645	2011
Water Demand (m ³)	7,665,000	Sewerage (TZS/m ³ of drinking water)				
Water Production (m ³)	963,725		na	na	na	na
Water Production Capacity (m ³ /d)	7,474.00	The charge at water kiosk is TZS 30 per litre container				
Direct Water Service Coverage (%)	41	Water source distribution		Annual Water Use		Composition of O&M costs
Total Water Connections (Nos)	5,753					
Total Active Connections (Nos)	5,753					
Domestic Connections (Nos)	5,177					
Operational Kiosks (Nos)	238					
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	27.7					
Number of Staff (Nos)	49					
Staff/1000 connections (ratio)	8.5					
Service hours (hour)	10					
Sewerage Coverage (%)	na					
Working ratio	1.15					
Operating ratio	1.15					
Total Income (million TZS)	904.71					
Total O&M Expenses (million TZS)	1,043.60					
E.coli compliance (%)	100					
Turbidity compliance (%)	100					

GEITA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/016/2023			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	869,753	Water (TZS/m ³)	920 – 1,350	1,550	1,950	1,750	na
Length of water network (km)	506.00						
Water Demand (m ³)	8,395,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	2,279,561						
Water Production Capacity (m ³ /d)	11,137.00	The charge at water kiosk is TZS 26 per litre container					
Direct Water Service Coverage (%)	15	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	13,487						
Total Active Connections (Nos)	12,710.00						
Domestic Connections (Nos)	12,472						
Operational Kiosks (Nos)	142						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	37.4						
Number of Staff (Nos)	57						
Staff/1000 connections (ratio)	4.2						
Service hours (hour)	11						
Sewerage Coverage (%)	na						
Working ratio	1.5						
Operating ratio	1.5						
Total Income (million TZS)	2,150.14						
Total O&M Expenses (million TZS)	3,064.67						
E.coli compliance (%)	98						
Turbidity compliance (%)	95						
MPANDA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/15/2022			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	273,792	Water (TZS/m ³)	1100	1,200	1,250	1,400	na
Length of water network (km)	327.83						
Water Demand (m ³)	4,440,833	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,722,817						
Water Production Capacity (m ³ /d)	12,913.76	The charge at water kiosk is TZS 20 per litre container					
Direct Water Service Coverage (%)	21	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	11,303						
Total Active Connections (Nos)	11,280						
Domestic Connections (Nos)	10,804						
Operational Kiosks (Nos)	77						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99						
Non Revenue Water (%)	31.6						
Number of Staff (Nos)	39						
Staff/1000 connections (ratio)	3.5						
Service hours (hour)	7						
Sewerage Coverage (%)	na						
Working ratio	1.45						
Operating ratio	2.38						
Total Income (million TZS)	1,624.19						
Total O&M Expenses (million TZS)	1,915.73						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

NJOMBE WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/03/2024			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	96,584	Water (TZS/m ³)	855 - 950	980 - 1,100	980 - 1,000	980 - 1,000	na
Length of water network (km)	217.94						
Water Demand (m ³)	3,349,240	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	1,420,132		na	na	na	na	na
Water Production Capacity (m ³ /d)	9,128.00						
Direct Water Service Coverage (%)	73						
Total Water Connections (Nos)	10,225	The charge at water kiosk is TZS 20 per litre container					
Total Active Connections (Nos)	9,079.00						
Domestic Connections (Nos)	9,916	Water source distribution		Annual Water Use		Composition of O&M costs	
Operational Kiosks (Nos)	-						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	32.8						
Number of Staff (Nos)	43						
Staff/1000 connections (ratio)	4.2						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.4						
Total Income (million TZS)	1,572.18						
Total O&M Expenses (million TZS)	1,615.18						
E.coli compliance (%)	72						
Turbidity compliance (%)	89						

KAHAMA WSSA PROFILE		2024/25					
EWURA CLASS II		LICENCE NO: WSSSL/27/2023			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	553,901	Water (TZS/m ³)	2,069	2,540	2,850	2,660	3,800-4,031
Length of water network (km)	489.89						
Water Demand (m ³)	8,694,665	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	6,129,382		na	na	na	na	na
Water Production Capacity (m ³ /d)	26,000.00						
Direct Water Service Coverage (%)	54						
Total Water Connections (Nos)	35,621	The charge at water kiosk is TZS 40 per litre container					
Total Active Connections (Nos)	34,522						
Domestic Connections (Nos)	33,536	Water source distribution		Annual Water Use		Composition of O&M costs	
Operational Kiosks (Nos)	162						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	20.3						
Number of Staff (Nos)	59						
Staff/1000 connections (ratio)	1.7						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	0.99						
Operating ratio	1.10						
Total Income (million TZS)	11,916.43						
Total O&M Expenses (million TZS)	10,772.46						
E.coli compliance (%)	100						
Turbidity compliance (%)	98						

DAWASA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/01/2021			CATEGORY: AA		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	6,979,980	Water (TZS/m ³)	1663-2900	1663-2940	1663-3750	1663-3710	na
Length of water network (km)	7,165.00						
Water Demand (m ³)	262,102,120	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	177,280,207						
Water Production Capacity (m ³ /d)	534,600.00		386	386	386	386	na
Direct Water Service Coverage (%)	81						
Total Water Connections (Nos)	467,641						
Total Active Connections (Nos)	466,936.00	The charge at water kiosk is TZS 22.12 per litre container					
Domestic Connections (Nos)	454,481						
Operational Kiosks (Nos)	738	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	18,770						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	53.5						
Number of Staff (Nos)	2,085						
Staff/1000 connections (ratio)	4.5						
Service hours (hour)	19						
Sewerage Coverage (%)	na						
Working ratio	1.3						
Operating ratio	1.6						
Total Income (million TZS)	159,249.13						
Total O&M Expenses (million TZS)	187,219.02						
E.coli compliance (%)	100						
Turbidity compliance (%)	99						

VWAWA-MLOWO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/03/2018			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	147,950	Water (TZS/m ³)	1,000	1,000	1,300	1,100	na
Length of water network (km)	251.40						
Water Demand (m ³)	5,038,095	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	480,784						
Water Production Capacity (m ³ /d)	5,798.80		na	na	na	na	na
Direct Water Service Coverage (%)	19						
Total Water Connections (Nos)	3,445						
Total Active Connections (Nos)	3,037	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	3,243						
Operational Kiosks (Nos)	4	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	44.0						
Number of Staff (Nos)	30						
Staff/1000 connections (ratio)	8.7						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	1.47						
Operating ratio	2.56						
Total Income (million TZS)	388.31						
Total O&M Expenses (million TZS)	436.77						
E.coli compliance (%)	100						
Turbidity compliance (%)	89						

MANAWASA WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/004/2024			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	317,050	Water (TZS/m ³)	1,200-1,400	1600	2500	2000	na
Length of water network (km)	649.29						
Water Demand (m ³)	5,252,350	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	2,653,507						
Water Production Capacity (m ³ /d)	17,706.50						
Direct Water Service Coverage (%)	65						
Total Water Connections (Nos)	17,615						
Total Active Connections (Nos)	16,819.00	The charge at water kiosk is TZS 45 per litre container					
Domestic Connections (Nos)	16,249						
Operational Kiosks (Nos)	412	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	20.1						
Number of Staff (Nos)	89						
Staff/1000 connections (ratio)	5.1						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.0						
Total Income (million TZS)	3,419.62						
Total O&M Expenses (million TZS)	3,018.06						
E.coli compliance (%)	100						
Turbidity compliance (%)	95						

MAKONDE WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/19/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	369,237	Water (TZS/m ³)	2341	1,300-1,400	1500	1900	1600
Length of water network (km)	1,365.61						
Water Demand (m ³)	8,444,007	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	952,586						
Water Production Capacity (m ³ /d)	5,700.00						
Direct Water Service Coverage (%)	45						
Total Water Connections (Nos)	5,536						
Total Active Connections (Nos)	4,099	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	3,982						
Operational Kiosks (Nos)	597	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	45.0						
Number of Staff (Nos)	93						
Staff/1000 connections (ratio)	16.8						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.95						
Operating ratio	2.08						
Total Income (million TZS)	1,154.46						
Total O&M Expenses (million TZS)	2,252.36						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

HTM WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/005/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	597,686	Water (TZS/m ³)	2500	2800	3500	3000	1700
Length of water network (km)	825.00						
Water Demand (m ³)	13,665,250	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	2,511,191						
Water Production Capacity (m ³ /d)	18,179.05						
Direct Water Service Coverage (%)	34						
Total Water Connections (Nos)	12,539						
Total Active Connections (Nos)	10,707.00	The charge at water kiosk is TZS 50 per litre container					
Domestic Connections (Nos)	10,958						
Operational Kiosks (Nos)	646	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	57.0						
Number of Staff (Nos)	120						
Staff/1000 connections (ratio)	9.6						
Service hours (hour)	1						
Sewerage Coverage (%)	na						
Working ratio	3.0						
Operating ratio	3.7						
Total Income (million TZS)	1,670.14						
Total O&M Expenses (million TZS)	4,774.99						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

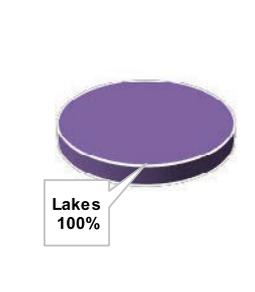
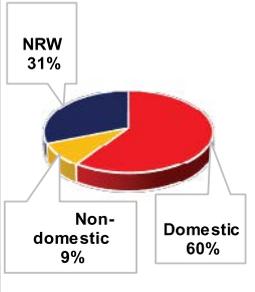
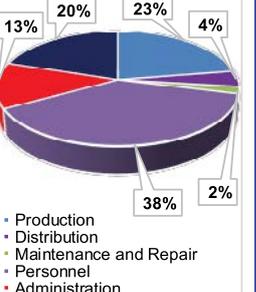
WANGING'OMBE WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/01/2016			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	109,595	Water (TZS/m ³)	900	800	na	1,000	na
Length of water network (km)	424.30						
Water Demand (m ³)	2,606,465	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	706,047						
Water Production Capacity (m ³ /d)	4,290.00						
Direct Water Service Coverage (%)	54						
Total Water Connections (Nos)	9,458						
Total Active Connections (Nos)	8,886	The charge at water kiosk is TZS 18 per litre container					
Domestic Connections (Nos)	8,917						
Operational Kiosks (Nos)	285	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	28.3						
Number of Staff (Nos)	46						
Staff/1000 connections (ratio)	4.9						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	1.49						
Operating ratio							
Total Income (million TZS)	585.64						
Total O&M Expenses (million TZS)	839.13						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

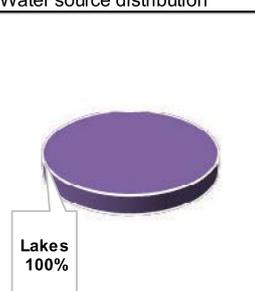
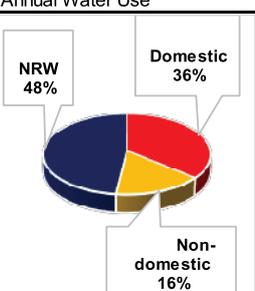
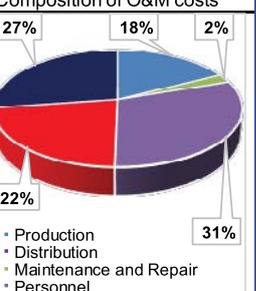
KASHWASA WSSA PROFILE		2024/25					
EWURA CLASS II		LICENCE NO: WSSSL-2023-018			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	-	Water (TZS/m ³)	na	740-985	na	na	1240
Length of water network (km)	751.50		Sewerage (TZS/m ³ of drinking water)				
Water Demand (m ³)	26,301,170			na	na	na	na
Water Production (m ³)	25,670,090	The charge at water kiosk is TZS na per litre container					
Water Production Capacity (m ³ /d)	80,000.00	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	na						
Total Water Connections (Nos)	166						
Total Active Connections (Nos)	155.00						
Domestic Connections (Nos)	-						
Operational Kiosks (Nos)	128						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	17.0						
Number of Staff (Nos)	99						
Staff/1000 connections (ratio)	596.4						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	0.8						
Operating ratio	1.1						
Total Income (million TZS)	21,162.26						
Total O&M Expenses (million TZS)	17,284.02						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

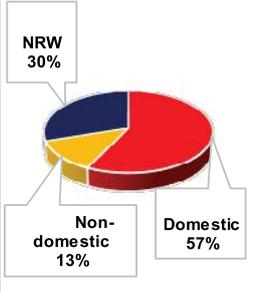
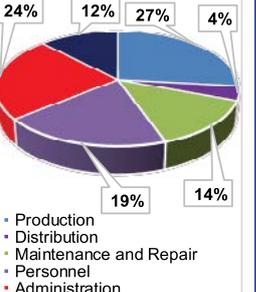
MUGANGO-KIABAKARI WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/025/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	233,000	Water (TZS/m ³)	1,100	1,100	1,640	1,640	na
Length of water network (km)	154.90		Sewerage (TZS/m ³ of drinking water)				
Water Demand (m ³)	168,508			na	na	na	na
Water Production (m ³)	401,170	The charge at water kiosk is TZS 20 per litre container					
Water Production Capacity (m ³ /d)	17,500.00	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	19						
Total Water Connections (Nos)	2,530						
Total Active Connections (Nos)	2,530						
Domestic Connections (Nos)	1,951						
Operational Kiosks (Nos)	112						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	57.7						
Number of Staff (Nos)	32						
Staff/1000 connections (ratio)	12.7						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	3.37						
Operating ratio	6.16						
Total Income (million TZS)	217.11						
Total O&M Expenses (million TZS)	607.14						
E.coli compliance (%)	100						
Turbidity compliance (%)	78						

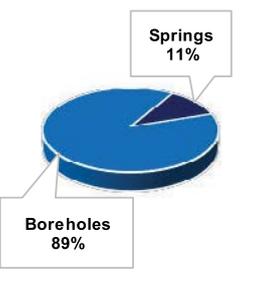
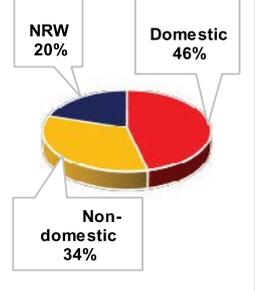
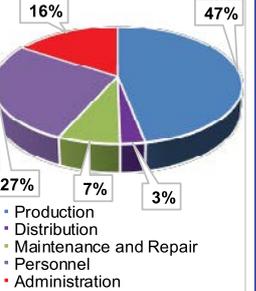
MASWA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/026/2023			CATEGORY: C		
0		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	109,671	Water (TZS/m ³)	1,600	1,900	2,600	2,300	na
Length of water network (km)	383.50						
Water Demand (m ³)	3,971,565	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	804,265						
Water Production Capacity (m ³ /d)	11,388.00	The charge at water kiosk is TZS 32 per litre container					
Direct Water Service Coverage (%)	50						
Total Water Connections (Nos)	5,426	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Active Connections (Nos)	4,197.00						
Domestic Connections (Nos)	4,921						
Operational Kiosks (Nos)	91						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	36.4						
Number of Staff (Nos)	8						
Staff/1000 connections (ratio)	1.5						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.1						
Total Income (million TZS)	930.13						
Total O&M Expenses (million TZS)	1,019.02						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

BIHARAMULO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/033/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	108,218	Water (TZS/m ³)	1,300	1,630	2,000	1,660	na
Length of water network (km)	151.00						
Water Demand (m ³)	1,839,600	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	546,393						
Water Production Capacity (m ³ /d)	14,470.00	The charge at water kiosk is TZS 30 per litre container					
Direct Water Service Coverage (%)	64						
Total Water Connections (Nos)	3,511	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Active Connections (Nos)	3,482						
Domestic Connections (Nos)	3,100						
Operational Kiosks (Nos)	93						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	13.1						
Number of Staff (Nos)	5						
Staff/1000 connections (ratio)	1.4						
Service hours (hour)	15						
Sewerage Coverage (%)	na						
Working ratio	1.24						
Operating ratio	1.88						
Total Income (million TZS)	431.54						
Total O&M Expenses (million TZS)	484.84						
E.coli compliance (%)	100						
Turbidity compliance (%)	97						

BUNDA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/028/2023			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	200,802	Water (TZS/m ³)	1,860	2,660	2,670	2,670	na
Length of water network (km)	546.71						
Water Demand (m ³)	4,355,144	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,174,676						
Water Production Capacity (m ³ /d)	10,320.00	The charge at water kiosk is TZS 36 per litre container					
Direct Water Service Coverage (%)	53	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	9,982						
Total Active Connections (Nos)	9,829.00						
Domestic Connections (Nos)	9,324						
Operational Kiosks (Nos)	134						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	30.8						
Number of Staff (Nos)	37						
Staff/1000 connections (ratio)	3.7						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	1.5						
Operating ratio	1.8						
Total Income (million TZS)	1,679.27						
Total O&M Expenses (million TZS)	1,981.95						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

CHATO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/02/2018			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	112,008	Water (TZS/m ³)	1,500	1,500	1,500	1,500	na
Length of water network (km)	327.00						
Water Demand (m ³)	3,066,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,019,421						
Water Production Capacity (m ³ /d)	4,320.00	The charge at water kiosk is TZS 30 per litre container					
Direct Water Service Coverage (%)	73	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Water Connections (Nos)	6,580						
Total Active Connections (Nos)	6,243						
Domestic Connections (Nos)	6,223						
Operational Kiosks (Nos)	105						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99						
Non Revenue Water (%)	48.1						
Number of Staff (Nos)	38						
Staff/1000 connections (ratio)	5.8						
Service hours (hour)	18						
Sewerage Coverage (%)	na						
Working ratio	1.46						
Operating ratio	1.90						
Total Income (million TZS)	838.42						
Total O&M Expenses (million TZS)	1,220.67						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

CHUNYA WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/005/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	63,608	Water (TZS/m ³)	1000-1500	1500-2000	2,500	1,500	na
Length of water network (km)	57.10						
Water Demand (m ³)	1,625,187	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	235,000		na	na	na	na	na
Water Production Capacity (m ³ /d)	1,704.00						
Direct Water Service Coverage (%)	39						
Total Water Connections (Nos)	2,502						
Total Active Connections (Nos)	2,131.00	The charge at water kiosk is TZS 50 per litre container					
Domestic Connections (Nos)	2,391						
Operational Kiosks (Nos)	3	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	96						
Non Revenue Water (%)	30.0						
Number of Staff (Nos)	9						
Staff/1000 connections (ratio)	3.6						
Service hours (hour)	7						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	1.6						
Total Income (million TZS)	224.37						
Total O&M Expenses (million TZS)	288.34						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

GAIRO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/24/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	73,371	Water (TZS/m ³)	300	335	na	390	na
Length of water network (km)	297.00						
Water Demand (m ³)	1,874,531	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	306,805		na	na	na	na	na
Water Production Capacity (m ³ /d)	1,500.00						
Direct Water Service Coverage (%)	37						
Total Water Connections (Nos)	949						
Total Active Connections (Nos)	949	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	866						
Operational Kiosks (Nos)	136	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	20.2						
Number of Staff (Nos)	26						
Staff/1000 connections (ratio)	27.4						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	0.95						
Operating ratio	0.95						
Total Income (million TZS)	626.40						
Total O&M Expenses (million TZS)	580.53						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

IFAKARA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/026/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	149,831	Water (TZS/m ³)	1000-1170	1,330	na	1,510	na
Length of water network (km)	127.00						
Water Demand (m ³)	3,823,353	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	455,341						
Water Production Capacity (m ³ /d)	4,608.00						
Direct Water Service Coverage (%)	27						
Total Water Connections (Nos)	2,066						
Total Active Connections (Nos)	1,700.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	1,913						
Operational Kiosks (Nos)	71	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	88						
Non Revenue Water (%)	33.1						
Number of Staff (Nos)	16						
Staff/1000 connections (ratio)	7.7						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.5						
Total Income (million TZS)	152.13						
Total O&M Expenses (million TZS)	138.93						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

IGUNGA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/02/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	89,482	Water (TZS/m ³)	1,666	1,850	2,330	2,900	na
Length of water network (km)	377.02						
Water Demand (m ³)	2,454,260	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,668,128						
Water Production Capacity (m ³ /d)	8,000.00						
Direct Water Service Coverage (%)	94						
Total Water Connections (Nos)	11,291						
Total Active Connections (Nos)	10,284	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	10,798						
Operational Kiosks (Nos)	122	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	23.1						
Number of Staff (Nos)	42						
Staff/1000 connections (ratio)	3.7						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.47						
Operating ratio	1.81						
Total Income (million TZS)	2,423.04						
Total O&M Expenses (million TZS)	3,262.25						
E.coli compliance (%)	100						
Turbidity compliance (%)	99						

ITUMBA-SONGOLE WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/006/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	27,491	Water (TZS/m ³)	300	335	na	390	na
Length of water network (km)	140.03						
Water Demand (m ³)	902,758	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	605,732						
Water Production Capacity (m ³ /d)	3,330.00						
Direct Water Service Coverage (%)	48						
Total Water Connections (Nos)	2,190						
Total Active Connections (Nos)	1,468.00	The charge at water kiosk is TZS 5 per litre container					
Domestic Connections (Nos)	2,051						
Operational Kiosks (Nos)	16	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	58					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	45.4						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	6.4						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	1.9						
Total Income (million TZS)	73.47						
Total O&M Expenses (million TZS)	78.40						
E.coli compliance (%)	67						
Turbidity compliance (%)	78						

KARATU WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/03/2021			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	71,940	Water (TZS/m ³)	1,300	1,300	1,300	1,300	na
Length of water network (km)	387.04						
Water Demand (m ³)	3,292,899	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,533,667						
Water Production Capacity (m ³ /d)	6,029.04						
Direct Water Service Coverage (%)	59						
Total Water Connections (Nos)	6,517						
Total Active Connections (Nos)	5,865	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	5,983						
Operational Kiosks (Nos)	143	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	37.2						
Number of Staff (Nos)	47						
Staff/1000 connections (ratio)	7.2						
Service hours (hour)	9						
Sewerage Coverage (%)	na						
Working ratio	1.32						
Operating ratio	1.47						
Total Income (million TZS)	1,406.98						
Total O&M Expenses (million TZS)	1,607.07						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

KASULU WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/31/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	249,898	Water (TZS/m ³)	300	400	NA	510	na
Length of water network (km)	263.15						
Water Demand (m ³)	7,082,095	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	2,532,226						
Water Production Capacity (m ³ /d)	20,744.20						
Direct Water Service Coverage (%)	40						
Total Water Connections (Nos)	11,849						
Total Active Connections (Nos)	9,972.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	11,024						
Operational Kiosks (Nos)	174	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	80					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	38.7						
Number of Staff (Nos)	24						
Staff/1000 connections (ratio)	2.0						
Service hours (hour)	15						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	2.0						
Total Income (million TZS)	539.29						
Total O&M Expenses (million TZS)	471.10						
E.coli compliance (%)	91						
Turbidity compliance (%)	100						

KIBAYA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/15/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	36,344	Water (TZS/m ³)	1,970	2,020	2,020	1,970	2020
Length of water network (km)	94.75						
Water Demand (m ³)	1,143,047	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	234,101						
Water Production Capacity (m ³ /d)	1,274.00						
Direct Water Service Coverage (%)	71						
Total Water Connections (Nos)	1,563						
Total Active Connections (Nos)	1,500	The charge at water kiosk is TZS 40 per litre container					
Domestic Connections (Nos)	1,433						
Operational Kiosks (Nos)	55	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	45.5						
Number of Staff (Nos)	17						
Staff/1000 connections (ratio)	10.9						
Service hours (hour)	3						
Sewerage Coverage (%)	na						
Working ratio	1.28						
Operating ratio	1.76						
Total Income (million TZS)	292.41						
Total O&M Expenses (million TZS)	323.30						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

KIBONDO WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSSL/08/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	49,218	Water (TZS/m ³)	850	860	na	890	na
Length of water network (km)	82.70						
Water Demand (m ³)	2,658,676	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	390,648						
Water Production Capacity (m ³ /d)	3,210.00		na	na	na	na	na
Direct Water Service Coverage (%)	48						
Total Water Connections (Nos)	3,290						
Total Active Connections (Nos)	2,584.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	3,085						
Operational Kiosks (Nos)	33	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	40.2						
Number of Staff (Nos)	53						
Staff/1000 connections (ratio)	16.1						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	2.6						
Operating ratio	4.0						
Total Income (million TZS)	233.80						
Total O&M Expenses (million TZS)	543.96						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
KILINDONI WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: PWSSSL/11/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	24,234	Water (TZS/m ³)	1150	1500	na	1300	na
Length of water network (km)	11.80						
Water Demand (m ³)	509,175	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	63,043						
Water Production Capacity (m ³ /d)	888.00		na	na	na	na	na
Direct Water Service Coverage (%)	9						
Total Water Connections (Nos)	532						
Total Active Connections (Nos)	313	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	478						
Operational Kiosks (Nos)	1	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	94						
Non Revenue Water (%)	47.2						
Number of Staff (Nos)	3						
Staff/1000 connections (ratio)	5.6						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	1.27						
Operating ratio	1.27						
Total Income (million TZS)	40.62						
Total O&M Expenses (million TZS)	50.94						
E.coli compliance (%)	-						
Turbidity compliance (%)	88						

KILWA MASOKO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/022/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	23,652	Water (TZS/m ³)	1,000	1,300	1,300	1,300	na
Length of water network (km)	78.50						
Water Demand (m ³)	1,077,115	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	563,878						
Water Production Capacity (m ³ /d)	1,738.70						
Direct Water Service Coverage (%)	71						
Total Water Connections (Nos)	2,815						
Total Active Connections (Nos)	2,595.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,666						
Operational Kiosks (Nos)	-	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	42.7						
Number of Staff (Nos)	11						
Staff/1000 connections (ratio)	3.9						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	1.4						
Total Income (million TZS)	369.53						
Total O&M Expenses (million TZS)	395.46						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

KIOMBOI WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/016/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	33,712	Water (TZS/m ³)	1,045	1,095	1,095	1,075	na
Length of water network (km)	146.00						
Water Demand (m ³)	917,355	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	148,154						
Water Production Capacity (m ³ /d)	1,066.00						
Direct Water Service Coverage (%)	53						
Total Water Connections (Nos)	2,001						
Total Active Connections (Nos)	1,793	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	1,816						
Operational Kiosks (Nos)	14	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	27.8						
Number of Staff (Nos)	19						
Staff/1000 connections (ratio)	9.5						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	1.82						
Operating ratio	2.28						
Total Income (million TZS)	121.63						
Total O&M Expenses (million TZS)	205.83						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

KYELA-KASUMULU WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/02/2024			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	135,312	Water (TZS/m ³)	300-395	335-450	500-670	390-560	na
Length of water network (km)	66.28						
Water Demand (m ³)	3,951,121	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,781,991						
Water Production Capacity (m ³ /d)	8,895.00						
Direct Water Service Coverage (%)	21						
Total Water Connections (Nos)	2,385						
Total Active Connections (Nos)	2,283.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,281						
Operational Kiosks (Nos)	3	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	1					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	32.6						
Number of Staff (Nos)	10						
Staff/1000 connections (ratio)	4.2						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.4						
Total Income (million TZS)	156.32						
Total O&M Expenses (million TZS)	139.05						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

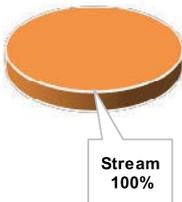
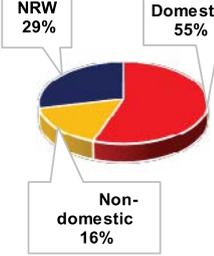
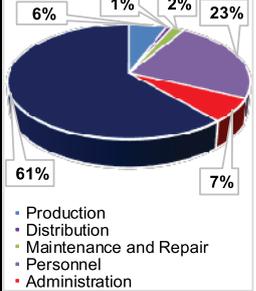
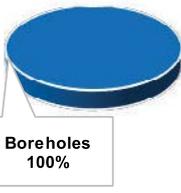
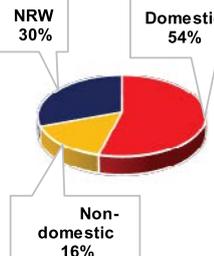
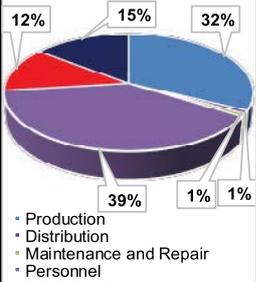
LIWALE WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL-2023-021			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	45,807	Water (TZS/m ³)	740	870	960	890	na
Length of water network (km)	42.00						
Water Demand (m ³)	1,057,478	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	180,090						
Water Production Capacity (m ³ /d)	1,200.00						
Direct Water Service Coverage (%)	38						
Total Water Connections (Nos)	2,178						
Total Active Connections (Nos)	1,867	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,061						
Operational Kiosks (Nos)	2	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	32.7						
Number of Staff (Nos)	7						
Staff/1000 connections (ratio)	3.2						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	1.10						
Operating ratio	3.69						
Total Income (million TZS)	97.25						
Total O&M Expenses (million TZS)	106.46						
E.coli compliance (%)	86						
Turbidity compliance (%)	-						

LOLIONDO WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/002/2024			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	17,724	Water (TZS/m ³)	2200	2290	na	2380	na
Length of water network (km)	59.20						
Water Demand (m ³)	517,541	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	147,976						
Water Production Capacity (m ³ /d)	1,704.00						
Direct Water Service Coverage (%)	79						
Total Water Connections (Nos)	1,313						
Total Active Connections (Nos)	1,308.00	The charge at water kiosk is TZS 50 per litre container					
Domestic Connections (Nos)	1,220						
Operational Kiosks (Nos)	26	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	35.0						
Number of Staff (Nos)	12						
Staff/1000 connections (ratio)	9.1						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	1.5						
Operating ratio	1.8						
Total Income (million TZS)	255.24						
Total O&M Expenses (million TZS)	328.92						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

LUDEWA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/35/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	13,863	Water (TZS/m ³)	540	550	na	560	na
Length of water network (km)	152.45						
Water Demand (m ³)	882,570	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	470,101						
Water Production Capacity (m ³ /d)	1,947.00						
Direct Water Service Coverage (%)	61						
Total Water Connections (Nos)	1,536						
Total Active Connections (Nos)	1,302	The charge at water kiosk is TZS 10 per litre container					
Domestic Connections (Nos)	1,430						
Operational Kiosks (Nos)	7	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	54						
Non Revenue Water (%)	37.4						
Number of Staff (Nos)	10						
Staff/1000 connections (ratio)	6.5						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	1.08						
Operating ratio	4.61						
Total Income (million TZS)	81.31						
Total O&M Expenses (million TZS)	87.74						
E.coli compliance (%)	75						
Turbidity compliance (%)	-						

LUSHOTO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/014/2022			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	35,762	Water (TZS/m ³)	1000	1360	1500	1420	na
Length of water network (km)	107.42						
Water Demand (m ³)	1,280,569	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	466,023						
Water Production Capacity (m ³ /d)	2,332.80						
Direct Water Service Coverage (%)	55						
Total Water Connections (Nos)	2,582						
Total Active Connections (Nos)	2,255.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,405						
Operational Kiosks (Nos)	4	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	43.7						
Number of Staff (Nos)	18						
Staff/1000 connections (ratio)	7.0						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.3						
Total Income (million TZS)	313.12						
Total O&M Expenses (million TZS)	305.47						
E.coli compliance (%)	92						
Turbidity compliance (%)	100						

MAFINGA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/009/2023			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	135,898	Water (TZS/m ³)	1260	1320	1480	1400	na
Length of water network (km)	217.25						
Water Demand (m ³)	3,664,965	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	882,468						
Water Production Capacity (m ³ /d)	5,216.33						
Direct Water Service Coverage (%)	38						
Total Water Connections (Nos)	5,179						
Total Active Connections (Nos)	4,227	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	4,705						
Operational Kiosks (Nos)	1	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	38.0						
Number of Staff (Nos)	26						
Staff/1000 connections (ratio)	5.0						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	1.14						
Operating ratio	1.41						
Total Income (million TZS)	675.38						
Total O&M Expenses (million TZS)	769.68						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MAKETE WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/37/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	16,346	Water (TZS/m ³)	800-900	1,000	1,400	1,000	na
Length of water network (km)	141.00						
Water Demand (m ³)	536,966	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	353,177						
Water Production Capacity (m ³ /d)	1,345.00						
Direct Water Service Coverage (%)	88						
Total Water Connections (Nos)	3,081						
Total Active Connections (Nos)	2,679.00	The charge at water kiosk is TZS 14 per litre container					
Domestic Connections (Nos)	2,888						
Operational Kiosks (Nos)	-	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	59						
Non Revenue Water (%)	28.5						
Number of Staff (Nos)	16						
Staff/1000 connections (ratio)	5.2						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	2.3						
Total Income (million TZS)	215.23						
Total O&M Expenses (million TZS)	185.13						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						
MANYONI WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/011/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	89,642	Water (TZS/m ³)	1,285	1,309	2,249	1,892	na
Length of water network (km)	180.50						
Water Demand (m ³)	2,438,018	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	760,986						
Water Production Capacity (m ³ /d)	4,954.00						
Direct Water Service Coverage (%)	60						
Total Water Connections (Nos)	5,571						
Total Active Connections (Nos)	5,166	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	5,158						
Operational Kiosks (Nos)	93	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	30.4						
Number of Staff (Nos)	10						
Staff/1000 connections (ratio)	1.8						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	1.13						
Operating ratio	1.31						
Total Income (million TZS)	778.99						
Total O&M Expenses (million TZS)	752.93						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MBINGA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/029/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	166,378	Water (TZS/m ³)	585	670	660	660	na
Length of water network (km)	151.85						
Water Demand (m ³)	3,358,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,216,467						
Water Production Capacity (m ³ /d)	5,000.00						
Direct Water Service Coverage (%)	33						
Total Water Connections (Nos)	7,054						
Total Active Connections (Nos)	6,722.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	6,822						
Operational Kiosks (Nos)	2	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-						
Metering Ratio (%)	91						
Non Revenue Water (%)	28.3						
Number of Staff (Nos)	18						
Staff/1000 connections (ratio)	2.6						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	1.2						
Total Income (million TZS)	601.56						
Total O&M Expenses (million TZS)	553.58						
E.coli compliance (%)	70						
Turbidity compliance (%)	91						

MBULU WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/03/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	47,961	Water (TZS/m ³)	1440	1480	1530	1510	na
Length of water network (km)	132.91						
Water Demand (m ³)	1,715,569	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	861,003						
Water Production Capacity (m ³ /d)	3,648.00						
Direct Water Service Coverage (%)	53						
Total Water Connections (Nos)	3,964						
Total Active Connections (Nos)	3,742	The charge at water kiosk is TZS 25 per litre container					
Domestic Connections (Nos)	3,576						
Operational Kiosks (Nos)	42	Water source distribution	Annual Water Use		Composition of O&M costs		
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	59.7						
Number of Staff (Nos)	18						
Staff/1000 connections (ratio)	4.5						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.05						
Operating ratio	1.40						
Total Income (million TZS)	522.56						
Total O&M Expenses (million TZS)	530.89						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MPWAPWA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL-2023-013			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	54,593	Water (TZS/m ³)	1510	1925	1830	1925	na
Length of water network (km)	75.90						
Water Demand (m ³)	1,351,960	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	634,006						
Water Production Capacity (m ³ /d)	2,517.00						
Direct Water Service Coverage (%)	52						
Total Water Connections (Nos)	3,969						
Total Active Connections (Nos)	2,808.00	The charge at water kiosk is TZS 25 per litre container					
Domestic Connections (Nos)	3,778						
Operational Kiosks (Nos)	22	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	44.3						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	5.0						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.4						
Total Income (million TZS)	613.80						
Total O&M Expenses (million TZS)	588.70						
E.coli compliance (%)	100						
Turbidity compliance (%)	90						

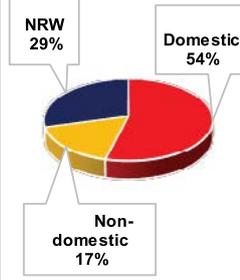
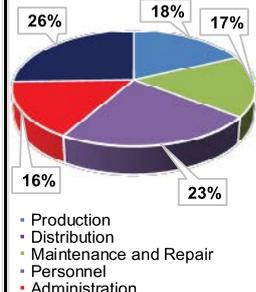
MWANHUZI WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/030/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	53,418	Water (TZS/m ³)	1,000	1,250	1,500	1,500	na
Length of water network (km)	93.96						
Water Demand (m ³)	1,408,608	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	311,803						
Water Production Capacity (m ³ /d)	1,335.00						
Direct Water Service Coverage (%)	65						
Total Water Connections (Nos)	3,460						
Total Active Connections (Nos)	3,460	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	3,212						
Operational Kiosks (Nos)	50	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration 	
Non Revenue Water (%)	12.8						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	5.8						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.06						
Operating ratio	1.06						
Total Income (million TZS)	322.96						
Total O&M Expenses (million TZS)	316.59						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

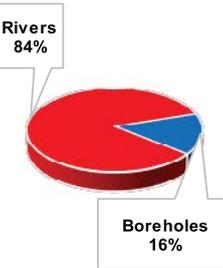
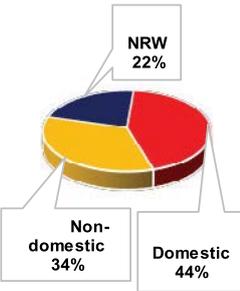
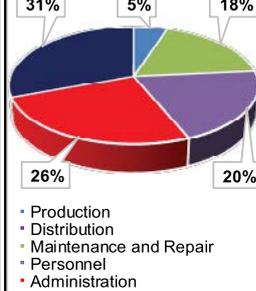
NAMANYERE WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/002/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	63,213	Water (TZS/m ³)	720	900	1,260	1,170	na
Length of water network (km)	59.73						
Water Demand (m ³)	3,652,739	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	175,737						
Water Production Capacity (m ³ /d)	1,978.00						
Direct Water Service Coverage (%)	21						
Total Water Connections (Nos)	713						
Total Active Connections (Nos)	704.00	The charge at water kiosk is TZS 25 per litre container					
Domestic Connections (Nos)	594	Water source distribution		Annual Water Use		Composition of O&M costs	
Operational Kiosks (Nos)	30						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	63.4						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	19.6						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	3.7						
Total Income (million TZS)	60.19						
Total O&M Expenses (million TZS)	52.24						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

NAMTUMBO WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/008/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	55,185	Water (TZS/m ³)	540	1,000	na	1,025	na
Length of water network (km)	197.94						
Water Demand (m ³)	1,204,843	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	359,925						
Water Production Capacity (m ³ /d)	2,793.60						
Direct Water Service Coverage (%)	51						
Total Water Connections (Nos)	2,800						
Total Active Connections (Nos)	2,394	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,651	Water source distribution		Annual Water Use		Composition of O&M costs	
Operational Kiosks (Nos)	7						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	23.1						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	7.1						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	1.48						
Operating ratio	1.76						
Total Income (million TZS)	177.91						
Total O&M Expenses (million TZS)	258.81						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

NGARA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/24/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	65,594	Water (TZS/m ³)	1,500	1,750	2,800	1,600	na
Length of water network (km)	106.32						
Water Demand (m ³)	1,675,927	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	671,858						
Water Production Capacity (m ³ /d)	3,454.00						
Direct Water Service Coverage (%)	66						
Total Water Connections (Nos)	4,255						
Total Active Connections (Nos)	4,255.00	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	3,985						
Operational Kiosks (Nos)	20	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	39.5						
Number of Staff (Nos)	25						
Staff/1000 connections (ratio)	5.9						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	1.2						
Total Income (million TZS)	407.34						
Total O&M Expenses (million TZS)	475.34						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

NZEGA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/001/2023			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	140,031	Water (TZS/m ³)	1500	1,375	1,485	1,485	na
Length of water network (km)	650.28						
Water Demand (m ³)	2,070,000	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	1,316,404						
Water Production Capacity (m ³ /d)	12,880.00						
Direct Water Service Coverage (%)	90						
Total Water Connections (Nos)	14,801						
Total Active Connections (Nos)	14,532	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	14,007						
Operational Kiosks (Nos)	118	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	4.9						
Number of Staff (Nos)	24						
Staff/1000 connections (ratio)	1.6						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.20						
Operating ratio	2.11						
Total Income (million TZS)	2,256.60						
Total O&M Expenses (million TZS)	2,435.23						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

RUANGWA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL017/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	28,512	Water (TZS/m ³)	1410	1,850	1,850	1,700	na
Length of water network (km)	52.90						
Water Demand (m ³)	874,540	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	318,547		na	na	na	na	na
Water Production Capacity (m ³ /d)	1,680.00						
Direct Water Service Coverage (%)	37						
Total Water Connections (Nos)	2,354						
Total Active Connections (Nos)	2,019.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,205						
Operational Kiosks (Nos)	18	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production 26% Distribution 18% Maintenance and Repair 17% Personnel 23% Administration 16% 	
Non Revenue Water (%)	29.2						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	6.0						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.3						
Operating ratio	1.8						
Total Income (million TZS)	351.69						
Total O&M Expenses (million TZS)	427.30						
E.coli compliance (%)	100						
Turbidity compliance (%)	36						

RUJWEA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/01/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	64,856	Water (TZS/m ³)	300-540	550	na	560	na
Length of water network (km)	63.90						
Water Demand (m ³)	2,959,055	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	721,616		na	na	na	na	na
Water Production Capacity (m ³ /d)	5,018.40						
Direct Water Service Coverage (%)	54						
Total Water Connections (Nos)	3,334						
Total Active Connections (Nos)	2,948	The charge at water kiosk is TZS 5 per litre container					
Domestic Connections (Nos)	3,168						
Operational Kiosks (Nos)	30	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	18					<ul style="list-style-type: none"> Production 31% Distribution 5% Maintenance and Repair 18% Personnel 20% Administration 26% 	
Non Revenue Water (%)	22.0						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	4.2						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	1.37						
Operating ratio	1.97						
Total Income (million TZS)	135.97						
Total O&M Expenses (million TZS)	185.44						
E.coli compliance (%)	83						
Turbidity compliance (%)	46						

SAME-MWANGA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSL/04/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	59,022	Water (TZS/m ³)	900-1,150	1200-1300	1,470	1,300-1,400	1,500
Length of water network (km)	445.00		Sewerage (TZS/m ³ of drinking water)				
Water Demand (m ³)	2,186,624		na	na	na	na	na
Water Production (m ³)	2,327,135	The charge at water kiosk is TZS 20 per litre container					
Water Production Capacity (m ³ /d)	55,632.96	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	60						
Total Water Connections (Nos)	6,621						
Total Active Connections (Nos)	5,650.00						
Domestic Connections (Nos)	6,171						
Operational Kiosks (Nos)	97						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	72.6						
Number of Staff (Nos)	57						
Staff/1000 connections (ratio)	8.6						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	4.7						
Operating ratio	14.6						
Total Income (million TZS)	981.53						
Total O&M Expenses (million TZS)	3,403.95						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

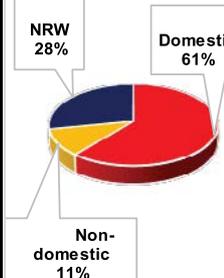
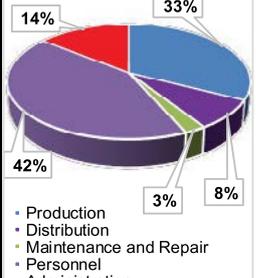
SENGEREMA WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL-2023-024			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	221,053	Water (TZS/m ³)	1,470-1,490	1520	1220	1500	na
Length of water network (km)	612.74		Sewerage (TZS/m ³ of drinking water)				
Water Demand (m ³)	7,884,000		na	na	na	na	na
Water Production (m ³)	1,682,010	The charge at water kiosk is TZS 22 per litre container					
Water Production Capacity (m ³ /d)	15,840.00	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	58						
Total Water Connections (Nos)	11,820						
Total Active Connections (Nos)	11,820						
Domestic Connections (Nos)	11,088						
Operational Kiosks (Nos)	251						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	43.9						
Number of Staff (Nos)	33						
Staff/1000 connections (ratio)	2.8						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	1.05						
Operating ratio	1.61						
Total Income (million TZS)	1,540.45						
Total O&M Expenses (million TZS)	1,486.34						
E.coli compliance (%)	92						
Turbidity compliance (%)	95						

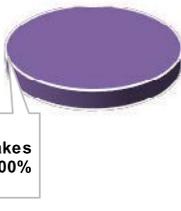
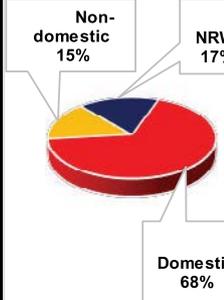
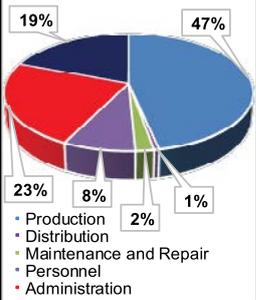
SONGE WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/001/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	41,588	Water (TZS/m ³)	1600	1800	na	2440	na
Length of water network (km)	63.20						
Water Demand (m ³)	1,721,366	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	101,676						
Water Production Capacity (m ³ /d)	1,230.20		na	na	na	na	na
Direct Water Service Coverage (%)	34						
Total Water Connections (Nos)	660						
Total Active Connections (Nos)	615.00	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	550						
Operational Kiosks (Nos)	24	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	96						
Non Revenue Water (%)	42.0						
Number of Staff (Nos)	11						
Staff/1000 connections (ratio)	16.7						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.4						
Total Income (million TZS)	107.14						
Total O&M Expenses (million TZS)	116.69						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

TUKUYU WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/02/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	51,270	Water (TZS/m ³)	300	335	500	390	na
Length of water network (km)	87.40						
Water Demand (m ³)	1,497,084	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	3,940,393						
Water Production Capacity (m ³ /d)	16,907.00		na	na	na	na	na
Direct Water Service Coverage (%)	68						
Total Water Connections (Nos)	7,305						
Total Active Connections (Nos)	5,953	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	6,871						
Operational Kiosks (Nos)	2	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	68						
Non Revenue Water (%)	42.0						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	1.9						
Service hours (hour)	13						
Sewerage Coverage (%)	na						
Working ratio	0.90						
Operating ratio	1.09						
Total Income (million TZS)	410.38						
Total O&M Expenses (million TZS)	360.44						
E.coli compliance (%)	63						
Turbidity compliance (%)	100						

TUNDURU WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/007/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	79,816	Water (TZS/m ³)	540-625	550	760	605	na
Length of water network (km)	85.50						
Water Demand (m ³)	2,330,622	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	264,953						
Water Production Capacity (m ³ /d)	2,002.00						
Direct Water Service Coverage (%)	36						
Total Water Connections (Nos)	2,829						
Total Active Connections (Nos)	2,808.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	2,795						
Operational Kiosks (Nos)	4	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	32.0						
Number of Staff (Nos)	22						
Staff/1000 connections (ratio)	7.8						
Service hours (hour)	9						
Sewerage Coverage (%)	na						
Working ratio	0.5						
Operating ratio	0.5						
Total Income (million TZS)	228.39						
Total O&M Expenses (million TZS)	121.30						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

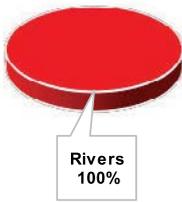
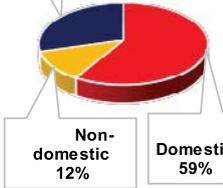
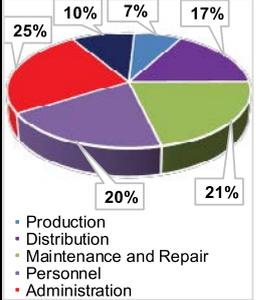
USHIROMBO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/34/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	83,574	Water (TZS/m ³)	1,500	1,500	na	na	na
Length of water network (km)	119.58						
Water Demand (m ³)	1,063,884	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	209,327						
Water Production Capacity (m ³ /d)	827.25						
Direct Water Service Coverage (%)	19						
Total Water Connections (Nos)	1,713						
Total Active Connections (Nos)	1,713	The charge at water kiosk is TZS 30 per litre container					
Domestic Connections (Nos)	1,584						
Operational Kiosks (Nos)	21	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	22.1						
Number of Staff (Nos)	11						
Staff/1000 connections (ratio)	6.4						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.24						
Operating ratio	1.59						
Total Income (million TZS)	274.03						
Total O&M Expenses (million TZS)	306.50						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

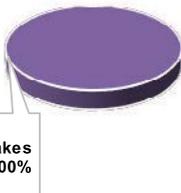
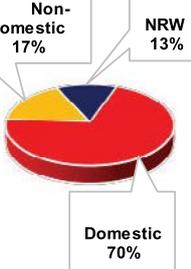
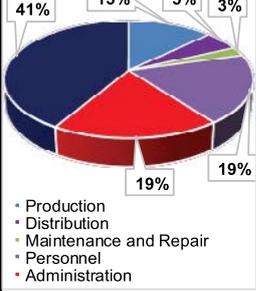
UTETE WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/003/2024			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	17,473	Water (TZS/m ³)	870-1400	1,500	na	1,600	960
Length of water network (km)	33.20						
Water Demand (m ³)	427,990	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	174,065						
Water Production Capacity (m ³ /d)	1,941.62						
Direct Water Service Coverage (%)	59						
Total Water Connections (Nos)	1,236						
Total Active Connections (Nos)	1,080.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	1,157						
Operational Kiosks (Nos)	12	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	28.1						
Number of Staff (Nos)	17						
Staff/1000 connections (ratio)	13.8						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.0						
Total Income (million TZS)	141.11						
Total O&M Expenses (million TZS)	135.05						
E.coli compliance (%)	100						
Turbidity compliance (%)	83						

MAGANZO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/01/2018			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	16,158	Water (TZS/m ³)	1,500	2,060	na	2,100	2500
Length of water network (km)	28.91						
Water Demand (m ³)	253,602	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	152,835						
Water Production Capacity (m ³ /d)	1,069.00						
Direct Water Service Coverage (%)	63						
Total Water Connections (Nos)	1,466						
Total Active Connections (Nos)	1,280	The charge at water kiosk is TZS 38 per litre container					
Domestic Connections (Nos)	1,386						
Operational Kiosks (Nos)	25	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	16.8						
Number of Staff (Nos)	7						
Staff/1000 connections (ratio)	4.8						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.26						
Operating ratio	1.55						
Total Income (million TZS)	198.65						
Total O&M Expenses (million TZS)	245.83						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MAKAMBAKO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/36/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	133,021	Water (TZS/m ³)	1,000	1,400	2,000	1,400	na
Length of water network (km)	213.77						
Water Demand (m ³)	4,029,053	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	895,759						
Water Production Capacity (m ³ /d)	5,248.87						
Direct Water Service Coverage (%)	53						
Total Water Connections (Nos)	7,409						
Total Active Connections (Nos)	6,123.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	7,007						
Operational Kiosks (Nos)	6	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Non Revenue Water (%)	30.7						
Number of Staff (Nos)	32						
Staff/1000 connections (ratio)	4.3						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	1.6						
Total Income (million TZS)	978.69						
Total O&M Expenses (million TZS)	1,041.12						
E.coli compliance (%)	100						
Turbidity compliance (%)	92						

TUNDUMA WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/005/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	240,838	Water (TZS/m ³)	420	500	na	655	na
Length of water network (km)	133.55						
Water Demand (m ³)	8,055,282	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	na
Water Production (m ³)	174,611						
Water Production Capacity (m ³ /d)	2,317.54						
Direct Water Service Coverage (%)	4						
Total Water Connections (Nos)	1,165						
Total Active Connections (Nos)	1,112	The charge at water kiosk is TZS 50 per litre container					
Domestic Connections (Nos)	1,116						
Operational Kiosks (Nos)	21	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> • Production • Distribution • Maintenance and Repair • Personnel • Administration 	
Non Revenue Water (%)	38.6						
Number of Staff (Nos)	23						
Staff/1000 connections (ratio)	19.7						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	1.47						
Operating ratio	1.47						
Total Income (million TZS)	234.22						
Total O&M Expenses (million TZS)	292.05						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

TURIANI WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/03/2017			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	114,866	Water (TZS/m ³)	890	940	1,160	1,050	na
Length of water network (km)	182.64						
Water Demand (m ³)	1,890,700	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	895,958						
Water Production Capacity (m ³ /d)	3,033.00		na	na	na	na	na
Direct Water Service Coverage (%)	49						
Total Water Connections (Nos)	5,066						
Total Active Connections (Nos)	4,643.00	The charge at water kiosk is TZS 20 per litre container					
Domestic Connections (Nos)	4,894						
Operational Kiosks (Nos)	16	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production 25% Distribution 10% Maintenance and Repair 7% Personnel 17% Administration 20% 21% 	
Non Revenue Water (%)	29.4						
Number of Staff (Nos)	16						
Staff/1000 connections (ratio)	3.2						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	1.6						
Total Income (million TZS)	671.21						
Total O&M Expenses (million TZS)	773.83						
E.coli compliance (%)	100						
Turbidity compliance (%)	91						

BUSEGA WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/001/2024			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	172,796	Water (TZS/m ³)	1,250	1,250	na	1,500	na
Length of water network (km)	390.15						
Water Demand (m ³)	3,158,105	Sewerage (TZS/m ³ of drinking water)					
Water Production (m ³)	953,463						
Water Production Capacity (m ³ /d)	11,428.00		na	na	na	na	na
Direct Water Service Coverage (%)	35						
Total Water Connections (Nos)	9,289						
Total Active Connections (Nos)	9,259	The charge at water kiosk is TZS 25 per litre container					
Domestic Connections (Nos)	8,750						
Operational Kiosks (Nos)	210	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100					<ul style="list-style-type: none"> Production 41% Distribution 13% Maintenance and Repair 5% Personnel 3% Administration 19% 19% 	
Non Revenue Water (%)	12.5						
Number of Staff (Nos)	23						
Staff/1000 connections (ratio)	2.5						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	1.12						
Operating ratio	1.91						
Total Income (million TZS)	1,273.70						
Total O&M Expenses (million TZS)	1,184.86						
E.coli compliance (%)	100						
Turbidity compliance (%)	97						

ROMBO WSSA PROFILE		2024/25					
EWURA CLASS III		LICENCE NO: WSSSL/001/2024			CATEGORY: B		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	282,519	Water (TZS/m ³)	800-900	800-900	na	1,000-1,100	2,000
Length of water network (km)	1,139.31		Sewerage (TZS/m ³ of drinking water)				
Water Demand (m ³)	12,693,200						
Water Production (m ³)	7,003,322						
Water Production Capacity (m ³ /d)	25,800.00		na	na	na	na	na
Direct Water Service Coverage (%)	48	The charge at water kiosk is TZS 20 per litre container					
Total Water Connections (Nos)	29,538	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Active Connections (Nos)	27,487.00						
Domestic Connections (Nos)	27,766						
Operational Kiosks (Nos)	399						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	96						
Non Revenue Water (%)	67.6						
Number of Staff (Nos)	106						
Staff/1000 connections (ratio)	3.6						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	1.3						
Operating ratio	1.7						
Total Income (million TZS)	2,359.85						
Total O&M Expenses (million TZS)	2,637.09						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MKWAJUNI WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/003/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	62,241	Water (TZS/m ³)	2000	2000	2000	2000	na
Length of water network (km)	63.10		Sewerage (TZS/m ³ of drinking water)				
Water Demand (m ³)	1,589,940						
Water Production (m ³)	252,617						
Water Production Capacity (m ³ /d)	1,193.28		na	na	na	na	na
Direct Water Service Coverage (%)	46	The charge at water kiosk is TZS 40 per litre container					
Total Water Connections (Nos)	1,691	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Active Connections (Nos)	1,691						
Domestic Connections (Nos)	1,642						
Operational Kiosks (Nos)	35						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	51.3						
Number of Staff (Nos)	17						
Staff/1000 connections (ratio)	10.1						
Service hours (hour)	-						
Sewerage Coverage (%)	na						
Working ratio	1.08						
Operating ratio	1.50						
Total Income (million TZS)	239.35						
Total O&M Expenses (million TZS)	258.95						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MKWAJUNI WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/003/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	62,241	Water (TZS/m ³)	2000	2000	2000	2000	
Length of water network (km)	63.10						na
Water Demand (m ³)	1,589,940	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	
Water Production (m ³)	252,617						
Water Production Capacity (m ³ /d)	1,193.28	The charge at water kiosk is TZS 40 per litre container					
Direct Water Service Coverage (%)	46						
Total Water Connections (Nos)	1,691	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Active Connections (Nos)	1,691.00						
Domestic Connections (Nos)	1,642						
Operational Kiosks (Nos)	35						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	51.3						
Number of Staff (Nos)	17						
Staff/1000 connections (ratio)	10.1						
Service hours (hour)	-						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.5						
Total Income (million TZS)	239.35						
Total O&M Expenses (million TZS)	258.95						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

KAKONKO WSSA PROFILE		2024/25					
EWURA CLASS Provisional		LICENCE NO: PWSSL/004/2025			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	77,626	Water (TZS/m ³)	1500	1800	na	1500	
Length of water network (km)	250.68						0
Water Demand (m ³)	1,700,170	Sewerage (TZS/m ³ of drinking water)	na	na	na	na	
Water Production (m ³)	283,852						
Water Production Capacity (m ³ /d)	1,640.00	The charge at water kiosk is TZS 36 per litre container					
Direct Water Service Coverage (%)	68						
Total Water Connections (Nos)	2,460	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Active Connections (Nos)	2,458						
Domestic Connections (Nos)	2,129						
Operational Kiosks (Nos)	160						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	41.6						
Number of Staff (Nos)	40						
Staff/1000 connections (ratio)	16.3						
Service hours (hour)	-						
Sewerage Coverage (%)	na						
Working ratio	4.14						
Operating ratio	4.14						
Total Income (million TZS)	57.81						
Total O&M Expenses (million TZS)	221.68						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

APPENDIX 2: THREE YEARS PERFORMANCE DATA FOR WSSAS

Table A2.1: Water Abstraction in Million m³ per Year

Name of Water Utility	2022/23							2023/24							2024/25						
	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total
Arusha	18.63	7.54	-	-	3.00	-	29.17	19.19	7.45	0.00	0.00	3.27	0.00	29.91	20.06	6.94	-	-	2.36	-	29.36
DAWASA	9.63	-	-	-	137.91	-	147.54	8.30	-	-	-	134.97	-	143.27	12.89	-	-	-	175.04	-	187.93
Dodoma	26.35	-	-	-	-	-	26.35	26.31	0.00	-	-	-	-	26.31	24.03	0.01	-	-	-	-	24.05
Iringa	0.15	1.53	-	-	5.95	-	7.64	0.03	0.89	-	-	7.42	-	8.35	0.03	0.86	-	-	7.36	-	8.25
Kahama	-	-	-	-	-	-	0.00	-	-	-	-	-	-	0.00	-	-	-	-	-	-	0.00
Mbeya	-	11.90	-	-	10.40	-	22.30	-	10.67	-	-	4.01	9.57	24.26	-	11.27	-	-	4.18	9.56	25.00
Morogoro	0.80	-	8.87	-	2.34	-	12.01	0.85	-	9.64	-	3.84	-	14.33	0.86	-	10.44	-	4.51	-	15.81
Moshi	2.51	11.64	-	-	0.59	-	14.75	3.03	11.77	-	0.33	-	15.13	15.13	3.19	12.27	-	0.36	-	-	15.83
Mtwara	5.09	0.08	-	-	-	-	5.17	4.75	0.11	-	-	-	4.86	4.91	0.10	-	-	-	-	-	5.02
Musoma	0.04	0.13	0.43	7.40	-	-	8.00	0.35	0.18	0.53	7.94	-	8.99	8.99	0.20	0.26	0.76	9.11	-	-	10.32
Mwanza	-	-	-	33.09	-	-	33.09	-	-	-	36.19	-	36.19	36.19	-	-	-	44.47	-	-	44.47
Shinyanga	0.01	-	1.04	-	-	-	1.04	-	-	1.06	-	-	-	1.06	-	-	0.75	-	-	-	0.75
Songea	0.05	2.51	-	-	0.74	-	3.30	0.07	1.56	-	1.50	-	3.13	3.13	0.06	1.98	-	1.26	-	-	3.29
Tabora	0.06	-	3.50	-	-	-	3.56	0.07	-	3.23	-	-	3.30	3.30	0.14	-	4.30	-	-	-	4.44
Tanga	1.07	-	12.64	-	0.19	-	13.89	0.47	-	13.37	-	0.48	-	14.33	0.84	-	13.46	-	0.41	-	14.71
Bukoba	0.29	0.24	-	3.04	0.14	-	3.70	0.32	0.26	-	4.07	0.14	4.79	4.79	0.32	0.26	-	3.99	0.19	-	4.76
Kigoma	-	-	-	3.97	-	-	3.97	-	-	-	4.49	-	4.49	4.49	-	-	-	4.71	-	-	4.71
Singida	3.57	-	-	-	-	-	3.57	3.86	-	-	-	-	3.86	3.86	4.03	-	-	-	-	-	4.03
Sumbawanga	0.60	-	-	-	1.49	0.00	2.09	0.42	-	-	1.74	0.00	2.16	2.16	0.48	-	-	1.94	-	-	2.42
Babati	2.61	0.85	-	-	0.65	-	4.11	2.03	1.06	-	0.96	-	4.05	4.05	1.38	1.36	-	2.28	-	-	5.03
Lindi	1.20	0.04	-	-	0.00	0.00	1.24	1.22	0.02	-	0.00	0.00	1.24	1.24	1.47	0.10	-	-	-	-	1.57
Baradi	0.59	-	-	-	-	-	0.59	0.79	-	-	-	-	0.79	0.79	0.96	-	-	-	-	-	0.96
Geita	0.55	0.02	1.33	-	-	-	1.90	0.55	0.13	1.35	-	-	2.03	2.03	0.74	0.02	1.44	0.09	0.00	0.00	2.28
Mpanda	0.02	1.91	0.02	-	-	-	1.95	0.02	1.82	0.02	-	-	1.86	1.86	0.06	1.40	0.02	-	-	-	1.90
Njombe	0.00	1.22	-	-	-	-	1.22	0.00	1.19	-	-	-	1.19	1.19	-	1.42	-	-	-	-	1.42
Vwawa-Mlowo	0.02	0.01	-	-	0.51	-	0.54	0.08	0.01	-	0.30	0.12	0.51	0.51	0.10	0.02	-	0.26	0.16	0.16	0.53
HTM	0.14	-	-	-	1.22	-	1.36	0.33	-	-	1.47	0.94	2.74	2.74	0.41	-	-	1.33	0.82	0.82	2.56
KASHWASA	-	-	-	23.24	-	-	23.24	-	-	-	24.91	-	24.91	24.91	-	-	-	27.98	-	-	27.98
Makonde	0.86	0.25	-	-	-	-	1.11	0.65	0.16	-	-	-	0.81	0.81	0.85	0.21	-	-	-	-	1.06
MANAWASA	0.00	2.66	-	-	-	-	2.66	0.03	2.43	-	-	-	2.46	2.46	0.04	2.83	-	-	-	-	2.87
Maswa	0.03	-	1.68	-	-	-	1.70	0.04	-	1.17	-	-	1.22	1.22	0.08	-	0.87	-	-	-	0.95
Mugango-Kiabakari	-	-	-	1.15	-	-	1.15	-	-	-	1.13	-	1.13	1.13	-	-	-	0.77	-	-	0.77
Wanging'ombe	-	-	-	-	0.77	-	0.77	0.06	0.16	-	0.44	-	0.66	0.66	0.07	0.17	-	-	0.46	-	0.71
Biharamulo	0.02	0.08	0.28	-	-	-	0.38	0.08	-	0.46	-	-	0.53	0.53	0.07	0.08	0.36	-	0.00	-	0.51
Bunda	-	-	-	1.07	-	-	1.07	-	-	-	1.11	-	1.11	1.11	-	-	-	1.17	-	-	1.17
Chato	-	-	-	0.68	-	-	0.68	-	-	-	0.92	-	0.92	0.92	-	-	-	1.02	-	-	1.02

Name of Water Utility	2022/23							2023/24							2024/25							
	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total	
Chunya	0.09	-	-	-	-	-	0.09	0.11	-	-	-	-	-	0.11	0.24	-	-	-	-	-	-	0.24
Gairo	0.35	0.01	-	-	-	-	0.36	0.33	0.01	-	-	-	-	0.33	0.35	0.05	-	-	-	-	-	0.39
Ifakara	0.42	0.06	-	-	-	-	0.48	0.48	0.06	-	-	-	-	0.48	0.40	0.06	-	-	-	-	-	0.46
Igunga	-	-	0.36	-	-	-	0.36	0.42	-	0.42	-	-	-	0.42	-	-	-	-	-	-	-	0.42
Itumba-Isongole	-	-	-	-	0.77	-	0.77	-	-	-	-	1.02	0.11	1.13	-	-	-	-	0.65	0.08	-	0.73
Karatu	1.31	-	-	-	0.23	-	1.54	1.23	-	-	-	0.13	-	1.36	1.28	-	-	-	0.25	-	-	1.53
Kasulu	-	-	-	-	0.96	-	0.96	0.51	0.33	-	-	1.77	-	2.61	0.30	0.75	-	-	1.54	-	-	2.59
Kibaya	0.11	0.01	-	-	-	-	0.12	0.18	0.00	-	-	-	-	0.18	0.23	0.01	-	-	-	-	-	0.23
Kibondo	0.26	-	-	-	0.08	-	0.34	0.23	-	-	-	0.10	-	0.33	0.22	-	-	-	0.17	-	-	0.39
Kilindoni	0.03	0.03	-	-	-	-	0.06	0.04	0.03	-	-	-	-	0.08	0.04	0.02	-	-	-	-	-	0.06
KilwaMasoko	0.54	-	-	-	-	-	0.54	0.54	-	-	-	-	-	0.54	0.56	-	-	-	-	-	-	0.56
Kiomboi	0.23	-	-	-	-	-	0.23	0.14	-	-	-	-	-	0.14	0.15	-	-	-	-	-	-	0.15
Kishapu	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-	-	-	-	-	0.00
Kondoa	0.21	0.39	-	-	-	-	0.60	0.22	0.30	-	-	-	-	0.52	0.23	0.38	-	-	-	-	-	0.62
Korogwe	0.20	-	-	-	0.49	-	0.69	na	na	na	na	na	na	0.00	na	na	na	na	na	na	na	0.00
Kyela-Kasumululu	0.26	-	-	-	1.57	-	1.83	0.26	-	-	-	1.42	-	1.67	0.27	-	-	-	1.51	-	-	1.78
Liwale	-	-	-	-	0.20	-	0.20	-	-	-	-	0.20	-	0.20	-	-	-	-	0.19	-	-	0.19
Loliondo	0.13	-	-	-	-	-	0.13	0.11	0.01	-	-	-	-	0.13	0.14	0.01	-	-	-	-	-	0.15
Ludewa	-	0.40	-	-	-	-	0.40	-	-	-	-	-	0.41	0.41	-	0.01	-	-	-	0.46	-	0.47
Lushoto	-	0.58	-	-	-	-	0.58	-	0.49	-	-	-	-	0.49	-	0.47	-	-	-	-	-	0.47
Mafinga	-	0.99	-	-	-	-	0.99	-	0.89	-	-	-	-	0.89	-	0.88	-	-	-	-	-	0.88
Mahenge	0.33	0.07	-	-	-	-	0.39	na	na	na	na	na	na	0.00	na	na	na	na	na	na	0.00	
Makete	-	0.35	-	-	-	-	0.35	-	-	-	-	-	0.37	0.37	-	-	-	-	-	0.35	0.35	
Manyoni	0.57	-	-	-	-	-	0.57	0.62	-	-	-	-	-	0.62	0.76	-	-	-	-	-	-	0.76
Mbinga	-	-	-	-	0.85	-	0.85	-	-	-	-	-	1.00	1.00	-	-	-	-	-	1.22	-	1.22
Mbulu	0.31	0.32	-	-	-	-	0.62	0.50	0.35	-	-	-	-	0.85	0.52	0.34	-	-	-	-	-	0.86
Mpwapa	0.72	0.20	-	-	-	-	0.91	0.61	0.15	-	-	-	-	0.75	0.54	0.09	-	-	-	-	-	0.63
Mwanhuzi	0.15	-	0.10	-	-	-	0.25	-	-	0.12	-	0.07	-	0.19	-	-	0.10	-	0.21	-	-	0.31
Namanayere	0.01	-	0.08	-	-	-	0.09	0.00	-	0.10	-	-	-	0.10	0.00	-	0.17	-	-	-	-	0.18
Namtumbo	-	0.35	-	-	-	-	0.35	-	0.36	-	-	-	-	0.36	-	0.17	-	-	0.19	-	-	0.36
Ngara	0.63	-	-	-	-	-	0.63	0.65	-	-	-	-	-	0.65	0.67	-	-	-	-	-	-	0.67
Nzega	-	-	0.77	-	-	-	0.77	-	-	0.75	-	-	-	0.75	-	-	0.73	-	-	-	-	0.73
Orkesumet	-	-	-	-	0.30	-	0.30	-	-	-	-	0.22	-	0.22	-	-	-	-	-	-	-	0.00
Ruangwa	0.29	-	-	-	-	-	0.29	0.24	-	-	-	-	-	0.24	0.33	-	-	-	-	-	-	0.33
Rujewa	0.07	-	-	-	0.70	-	0.77	0.04	-	-	-	0.62	-	0.66	0.11	-	-	-	0.61	-	-	0.72
Same-Mwanga	0.86	0.03	-	-	-	-	0.89	0.81	0.04	-	-	-	-	0.85	0.17	0.02	2.25	-	-	-	-	2.44
Sengerema	-	-	-	1.62	-	-	1.62	-	-	-	1.50	-	-	1.50	-	-	-	1.68	-	-	-	1.68
Songe	0.07	0.00	-	-	-	-	0.07	0.07	0.00	-	-	-	-	0.07	0.08	0.02	-	-	-	-	-	0.10
Tukuyu	-	0.48	-	-	1.67	-	2.15	-	0.44	-	-	1.69	1.55	3.68	-	0.46	-	-	1.79	1.70	-	3.94
Tunduru	0.08	0.06	-	-	-	-	0.15	0.07	0.06	-	-	-	-	0.13	0.16	0.10	-	-	-	-	-	0.26

Name of Water Utility	2022/23						2023/24						2024/25									
	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total	Boreholes	Springs	Dams	Lakes	Rivers	Streams	Total	
Ushirombo	0.12	-	-	-	-	-	0.12	0.18	-	-	-	-	-	0.18	0.21	-	-	-	-	-	-	0.21
Utete	0.18	-	-	-	-	-	0.18	0.14	-	-	-	-	-	0.14	0.19	-	-	-	-	-	-	0.19
Maganzo	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-	-	-	-	-	0.00
Makambako	0.29	-	-	-	0.48	-	0.77	0.30	-	-	-	0.56	-	0.86	0.21	0.10	-	-	0.58	-	-	0.90
Mombo	-	0.26	-	-	-	-	0.26	na	na	na	na	na	na	0.00	na	na	na	na	na	na	na	0.00
Tunduma	0.07	-	-	-	-	-	0.07	0.14	-	-	-	-	-	0.14	0.17	-	-	-	-	-	-	0.17
Turiani	-	-	-	-	1.09	-	1.09	-	-	-	-	0.75	-	0.75	-	-	-	-	0.90	-	-	0.90
Busega	-	-	-	0.69	-	-	0.69	-	-	-	0.79	-	-	0.79	-	-	-	1.06	-	-	-	1.06
Rombo	0.34	1.91	-	-	5.65	-	7.90	0.08	1.85	-	-	5.09	-	7.02	0.08	2.03	-	-	5.67	-	-	7.77
Mkwajuni	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.23	0.02	-	-	-	-	-	0.25
Kakonko	0.34	1.91	-	-	-	-	-	-	-	-	-	-	-	0.00	0.24	0.06	-	-	-	-	-	0.30
Total	84.18	49.10	31.09	80.33	180.95	0.00	425.66	82.66	45.24	32.22	83.03	174.51	14.06	431.72	87.36	47.61	36.06	96.06	216.19	14.79	498.08	

Table A2.2: Water Demand, Water Production and Installed Water Production Capacity

Name of Water Utility	Water Demand (Million m ³ /year)			Annual Water Production (Million m ³ /year)			Installed Water Production Capacity (Million m ³ /year)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	49.19	50.81	52.49	29.03	29.91	29.36	104.02	104.47	104.39
DAWASA	241.24	253.75	262.10	129.25	128.43	177.28	191.31	195.13	195.13
Dodoma	54.53	54.53	56.66	26.35	22.07	24.05	26.35	34.04	35.32
Iringa	8.26	8.26	8.26	6.37	6.84	7.55	12.13	12.06	12.06
Kahama	8.93	8.40	8.69	0.00	0.00	0.00	0.00	0.00	0.00
Mbeya	32.85	32.85	35.56	19.52	16.98	17.76	25.00	27.38	27.82
Morogoro	31.46	32.83	34.04	12.01	13.20	15.61	17.01	21.03	22.42
Moshi	26.73	27.08	27.43	14.75	15.13	15.83	23.02	24.12	24.12
Mtwara	9.30	9.21	8.10	4.59	4.57	4.52	7.17	6.54	6.91
Musoma	12.08	13.94	14.36	6.59	7.17	7.82	15.54	15.01	15.02
Mwanza	62.05	66.90	70.30	28.60	32.51	39.19	47.44	64.84	65.02
Shinyanga	6.87	7.10	8.11	1.04	1.03	0.72	3.65	3.65	3.65
Songea	7.43	7.52	7.77	3.17	3.05	3.18	4.20	4.91	4.91
Tabora	10.86	12.82	13.00	3.56	3.04	4.46	12.20	11.47	22.35
Tanga	16.99	17.41	17.85	12.43	12.82	13.73	18.90	18.90	18.90
Bukoba	8.74	9.13	9.84	2.98	3.82	4.29	9.90	10.35	10.59
Kigoma	8.65	9.29	9.27	3.59	4.30	4.71	6.57	6.57	15.33
Singida	5.89	6.68	11.68	3.57	3.86	4.03	4.20	4.20	4.35
Sumbawanga	10.22	10.63	11.42	2.03	2.08	2.32	7.48	8.37	8.72
Babati	11.62	11.94	13.17	4.11	4.05	4.99	11.91	13.08	14.58
Lindi	2.77	2.65	2.71	0.89	0.83	0.88	3.76	3.76	5.89
Bariadi	3.57	7.77	7.67	0.59	0.79	0.96	1.66	2.76	2.73
Geita	8.12	8.13	8.40	1.90	1.90	2.28	3.01	3.01	4.07
Mpanda	4.08	4.38	4.44	1.91	1.69	1.72	3.87	3.87	4.71
Njombe	3.81	3.08	3.35	1.22	1.19	1.42	2.03	2.03	3.33
Vwawa-Mlowo	5.04	4.80	5.04	0.47	0.46	0.48	2.24	2.12	2.12
HTM	9.12	13.33	13.67	1.30	2.68	2.51	3.30	6.41	6.64
KASHWASA	18.95	25.95	26.30	21.32	22.95	25.67	29.20	29.20	29.20
Makonde	9.86	10.11	8.44	1.11	0.79	0.95	2.08	2.08	2.08
MANAWASA	5.25	5.25	5.25	2.66	2.45	2.65	5.01	6.52	6.46
Maswa	3.84	3.84	3.97	1.48	1.03	0.80	3.79	3.79	4.16
Mugango-Kiabakari	3.78	0.17	0.17	1.15	0.28	0.70	3.94	3.94	6.39
Wanging'ombe	2.61	2.69	2.61	0.77	0.59	0.71	1.57	1.57	1.57
Biharamulo	1.55	1.50	1.84	0.38	0.53	0.55	0.59	0.53	5.28
Bunda	3.81	4.21	4.36	1.07	1.11	1.17	3.77	3.77	3.77
Chato	2.24	2.19	3.07	0.68	0.92	1.02	1.66	1.58	1.58
Chunya	1.39	1.59	1.63	0.09	0.11	0.24	0.55	0.62	0.62
Gairo	1.75	1.75	1.87	0.27	0.25	0.31	0.53	0.55	0.55
Ifakara	3.82	3.87	3.82	0.48	0.48	0.46	0.60	0.53	1.68
Igunga	1.61	1.69	2.45	0.36	0.42	0.41	0.91	0.91	0.73
Itumba-Isongole	0.62	0.62	0.90	0.57	0.62	0.61	1.22	1.22	1.22
Karatu	3.09	3.19	3.29	1.54	1.36	1.53	2.11	2.11	2.20
Kasulu	2.35	6.77	7.08	0.96	2.61	2.53	1.46	3.13	7.57
Kibaya	1.07	1.10	1.14	0.12	0.18	0.23	0.36	0.41	0.47
Kibondo	2.49	2.52	2.66	0.34	0.33	0.39	1.11	1.17	1.17
Kilindoni	1.34	0.49	0.51	0.05	0.08	0.06	0.12	0.32	0.32
Kilwa Masoko	1.02	1.05	1.08	0.53	0.54	0.56	0.63	0.63	0.63
Kiomboi	0.64	0.89	0.92	0.23	0.14	0.15	0.34	0.35	0.39
Kishapu	0.51	0.51	0.55	0.00	0.00	0.00	0.00	0.00	0.00
Kondoa	2.01	2.01	2.05	0.60	0.52	0.62	1.48	1.48	1.48
Kyela-Kasumulu	3.39	3.59	3.95	1.83	1.67	1.78	3.25	3.25	3.25
Liwale	0.86	1.02	1.06	0.20	0.20	0.18	0.44	0.44	0.44
Loliondo	0.49	0.50	0.52	0.13	0.13	0.15	0.25	0.46	0.62
Ludewa	0.71	0.72	0.88	0.40	0.41	0.47	0.86	0.86	0.71
Lushoto	1.22	1.25	1.28	0.58	0.49	0.47	0.85	0.85	0.85
Mafinga	3.13	3.48	3.66	0.99	0.89	0.88	2.00	1.75	1.90
Makete	0.82	0.53	0.54	0.35	0.37	0.35	0.49	0.49	0.49
Manyoni	2.34	2.42	2.44	0.57	0.62	0.76	1.79	1.79	1.81

Name of Water Utility	Water Demand (Million m ³ /year)			Annual Water Production (Million m ³ /year)			Installed Water Production Capacity (Million m ³ /year)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Mbinga	2.18	2.42	3.36	0.85	1.00	1.22	2.74	2.85	1.83
Mbulu	1.62	1.67	1.72	0.62	0.85	0.86	1.16	1.16	1.33
Mpwapwa	1.28	1.29	1.35	0.87	0.75	0.63	1.45	0.91	0.92
Mwanhuzi	1.05	1.41	1.41	0.25	0.28	0.31	0.49	0.49	0.49
Namanyere	1.08	1.08	3.65	0.09	0.10	0.18	0.72	0.72	0.72
Namtumbo	1.73	1.59	1.20	0.35	0.36	0.36	1.22	1.22	1.02
Ngara	1.09	1.68	1.68	0.63	0.65	0.67	0.62	0.77	1.26
Nzega	2.07	2.07	2.07	0.81	0.73	0.73	1.28	1.28	1.28
Orkesumet	0.80	0.82	na	0.25	0.18	na	2.73	2.73	na
Ruangwa	1.82	0.69	0.87	0.29	0.24	0.32	0.65	0.56	0.61
Rujewa	2.88	2.88	2.96	0.70	0.66	0.72	0.86	0.74	1.83
Same-Mwanga	2.13	2.16	2.19	0.89	0.85	2.33	1.38	1.42	20.31
Sengerema	7.66	7.76	7.88	1.62	1.50	1.68	5.78	5.78	5.78
Songe	1.64	1.68	1.72	0.07	0.07	0.10	0.30	0.30	0.45
Tukuyu	5.40	5.48	1.50	2.18	3.71	3.94	2.29	6.17	6.17
Tunduru	1.91	2.01	2.33	0.15	0.13	0.26	0.72	0.72	0.73
Ushirombo	0.03	1.06	1.06	0.12	0.17	0.21	0.57	0.41	0.30
Utete	0.62	0.42	0.43	0.18	0.13	0.17	0.44	0.44	0.71
Maganzo	0.25	0.25	0.25	0.00	0.01	0.00	0.00	0.00	0.00
Makambako	3.33	3.66	4.03	0.77	0.86	0.90	1.71	1.71	1.92
Mombo	0.71	na	na	0.26	na	na	0.34	na	na
Tunduma	7.57	7.58	8.06	0.07	0.14	0.17	0.64	0.65	0.85
Turiani	2.48	1.83	1.89	1.09	0.75	0.90	1.11	1.11	1.11
Busega	1.31	1.33	3.16	0.62	0.69	0.95	2.38	7.88	4.17
Rombo	12.54	12.57	12.69	7.43	6.65	7.00	9.34	9.34	9.42
Mkwajuni			1.59			0.25			0.44
Kakonko			1.70			0.28			0.60
TOTAL	819.94	858.05	896.42	385.91	388.96	464.18	685.43	735.74	794.88

Table A2.3: Length of Water Network, Water Storage Capacity

Name of Water Utilities	Total Length of Water Network (km) for pipe with diameter greater than 11/2" (one and half inch)			Storage Capacity (hrs)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	2025.58	2784.18	2885.38	11.93	11.55	11.179
DAWASA	5552.80	7087.00	7165.00	6.69	6.87	6.950
Dodoma	932.50	1454.00	1775.62	15.87	18.54	17.921
Iringa	1147.00	1580.48	1673.77	10.97	10.99	10.986
Kahama	466.79	425.46	489.89	21.45	22.82	22.029
Mbeya	957.75	1221.00	1377.88	6.28	6.95	6.417
Morogoro	750.07	1037.20	1044.90	4.80	5.31	5.388
Moshi	949.17	1043.56	1105.15	5.17	5.07	5.004
Mtwara	333.65	364.80	337.58	8.01	8.43	9.151
Musoma	617.39	625.59	649.31	9.85	8.33	8.087
Mwanza	1399.32	1429.22	1583.43	5.74	5.30	7.022
Shinyanga	657.00	691.00	702.93	29.10	28.49	24.946
Songea	563.80	573.24	602.29	5.64	5.58	5.493
Tabora	1225.70	1288.60	1290.59	19.50	16.72	16.488
Tanga	874.78	886.45	888.50	7.57	7.39	7.207
Bukoba	562.70	778.23	915.30	9.57	10.08	11.152
Kigoma	450.00	485.00	488.00	13.68	12.73	12.756
Singida	391.66	404.09	416.81	13.10	11.57	6.615
Sumbawanga	326.55	341.55	378.15	7.16	6.88	6.558
Babati	1107.02	1328.23	1813.00	4.66	6.30	10.308
Lindi	374.60	376.75	380.15	31.31	40.46	39.470
Bariadi	183.04	289.10	312.33	5.39	3.63	3.794
Geita	396.57	300.28	506.00	3.61	3.61	4.675
Mpanda	282.62	323.33	327.83	8.01	7.47	8.768
Njombe	188.40	188.74	217.94	2.92	3.64	3.348
Vwawa-Mlowo	218.50	226.80	251.40	3.51	3.69	3.691
HTM	625.72	825.00	825.00	7.25	7.15	6.977
KASHWASA	802.00	751.50	751.50	16.18	11.82	11.657
Makonde	1348.70	1348.71	1365.61	14.63	13.09	15.670
MANAWASA	569.00	641.29	649.29	45.88	33.37	33.356
Maswa	346.90	360.16	383.50	2.28	2.74	2.647
Mugango-Kiabakari	146.00	154.90	154.90	5.40	116.33	382.094
Wanging'ombe	412.30	424.30	424.30	19.13	18.51	19.130
Biharamulo	125.00	129.80	151.00	12.91	13.31	318.286
Bunda	415.00	415.25	546.71	6.72	6.69	6.477
Chato	247.00	280.00	327.00	5.59	5.72	4.086
Chunya	46.00	52.10	57.10	5.84	6.91	6.738
Gairo	297.00	297.00	297.00	9.91	9.23	8.599
Ifakara	79.80	117.10	127.00	1.52	1.50	1.524
Igunga	345.35	347.67	377.02	23.73	22.60	15.526
Itumba-Isongole	63.03	63.03	140.03	13.62	13.62	14.216
Karatu	383.59	384.64	387.04	6.94	6.72	6.504
Kasulu	88.57	262.10	263.15	3.92	4.04	3.855

Name of Water Utilities	Total Length of Water Network (km) for pipe with diameter greater than 11/2" (one and half inch)			Storage Capacity (hrs)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Kibaya	59.93	70.94	94.75	6.48	8.70	8.353
Kibondo	67.70	69.70	82.70	3.70	3.65	8.402
Kilindoni	11.80	11.80	11.80	0.78	2.10	2.039
Kilwa Masoko	78.50	78.50	78.50	5.37	5.21	5.099
Kiomboi	63.50	80.61	146.00	7.31	6.23	6.016
Kishapu	47.71	48.71	49.76	25.10	24.50	22.708
Kondoa	105.50	106.50	106.77	8.18	7.94	7.774
Korogwe	183.95	na	na	5.37	na	na
Kyela-Kasumulu	63.40	65.00	66.28	3.02	2.86	2.594
Liwale	42.35	42.00	42.00	5.68	4.76	4.598
Loliondo	56.00	59.20	59.20	10.57	14.16	13.710
Ludewa	129.80	151.80	152.45	12.53	12.39	11.067
Lushoto	94.11	100.78	107.42	8.75	8.54	8.332
Mafinga	376.31	217.25	217.25	6.49	5.03	4.768
Mahenge	47.60	na	na	8.19	na	na
Makete	135.00	126.00	141.00	7.45	10.72	10.604
Manyoni	142.00	155.00	180.50	4.36	4.22	4.491
Mbinga	116.90	138.50	151.85	4.83	3.25	6.457
Mbulu	96.55	111.00	132.91	5.02	6.46	6.281
Mpwapwa	74.10	74.10	75.90	15.58	15.64	14.870
Mwanhuzi	93.96	93.96	93.96	8.21	7.06	7.058
Namanyere	45.19	47.68	59.73	7.33	7.31	2.470
Namtumbo	162.45	192.65	197.94	3.12	3.39	5.707
Ngara	71.00	79.90	106.32	6.79	5.47	5.467
Nzega	525.50	594.86	650.28	18.86	19.36	19.361
Orkesumet	182.44	184.92	0.00	48.93	47.60	#DIV/0!
Ruangwa	50.20	50.20	52.90	3.55	9.39	7.362
Rujewa	63.40	63.90	63.90	2.20	2.20	2.146
Same-Mwanga	139.92	141.10	445.00	6.61	6.89	99.349
Sengerema	512.00	603.00	612.74	7.68	7.77	7.656
Songe	43.65	43.65	63.20	2.83	2.76	2.697
Tukuyu	84.90	85.90	87.40	1.64	1.62	5.910
Tunduru	81.00	81.00	85.50	2.99	1.52	2.857
Ushiroambo	70.00	73.00	119.58	126.48	4.16	4.776
Utete	30.69	30.70	33.20	7.78	11.51	8.085
Maganzo	28.91	28.90	28.91	7.64	11.20	10.881
Makambako	186.79	208.73	213.77	4.91	4.46	4.055
Mombo	15.34	na	na	1.73	na	na
Tunduma	98.11	103.60	133.55	1.52	1.78	1.493
Turiani	156.15	167.85	182.64	1.64	2.23	2.154
Busega	197.24	390.15	390.15	8.23	14.79	6.824
Rombo	956.00	1071.00	1139.31	8.94	9.69	9.800
Mkwajuni			63.10			6.099
Kakonko			250.68			0.000
TOTAL/AVERAGE	35,063.5	40,478.6	43,777.1	917.3	900.2	

Table A2.4: Non-Revenue Water

Name of Water Utilities	NRW (%)			NRW (m ³ lost/km/day)			NRW (m ³ lost/connection/day)			Revenue Losses (TZS) (20% NRW allowed)	Revenue Losses (TZS) (25% NRW allowed)
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2024/25	2024/25
Arusha	53.14	54.88	46.86	20.87	16.15	13.07	0.38	0.36	0.28	14,558,208,223.08	11,848,546,279.54
DAWASA	41.49	39.61	53.52	26.46	19.67	36.28	0.36	0.32	0.56	99,570,859,416.10	84,718,678,234.05
Dodoma	40.93	30.14	33.72	31.68	12.54	12.51	0.38	0.22	0.24	6,314,171,365.73	4,013,385,254.02
Iringa	24.50	23.63	22.46	3.73	2.80	2.78	0.10	0.09	0.09	326,232,124.50	-
Kahama	18.26	19.80	20.35	5.54	6.76	6.97	0.09	0.10	0.10	42,722,890.60	-
Mbeya	29.00	42.68	41.65	16.20	16.26	14.71	0.17	0.21	0.19	6,759,802,625.18	5,198,555,834.48
Morogoro	39.39	43.28	50.47	17.28	15.09	20.65	0.30	0.30	0.40	8,110,002,573.27	6,779,085,771.30
Moshi	24.06	23.89	22.74	10.24	9.49	8.92	0.17	0.17	0.16	473,154,540.82	-
Mtwara	28.68	29.65	28.81	10.80	10.18	10.57	0.21	0.20	0.18	601,425,139.79	260,177,113.43
Musoma	45.99	36.98	34.55	13.44	11.61	11.40	0.28	0.21	0.20	906,821,265.03	595,241,233.79
Mwanza	34.22	40.26	44.62	19.16	25.09	30.26	0.23	0.30	0.37	12,920,106,156.63	10,296,622,510.29
Shinyanga	20.57	17.95	17.08	4.62	3.87	4.05	0.11	0.09	0.09	-	-
Songea	21.62	20.87	20.63	3.33	3.05	2.99	0.09	0.08	0.07	35,282,122.50	-
Tabora	33.32	27.94	28.89	4.66	3.35	3.90	0.17	0.12	0.13	1,229,310,476.98	538,078,752.68
Tanga	33.59	35.90	35.03	13.07	14.22	14.83	0.23	0.24	0.24	3,888,850,396.63	2,595,311,115.81
Bukoba	38.97	35.72	33.96	5.66	4.81	4.36	0.15	0.13	0.12	1,205,735,314.04	773,936,125.44
Kigoma	29.57	34.31	36.86	6.46	8.34	9.75	0.14	0.17	0.21	415,625,232.02	292,390,227.63
Singida	32.11	30.30	27.44	8.02	7.93	7.27	0.17	0.16	0.14	484,385,690.17	158,760,071.03
Sumbawanga	34.66	30.16	34.71	5.90	5.03	5.83	0.15	0.11	0.14	559,664,499.24	369,420,609.26
Babati	22.90	21.51	20.79	2.33	1.80	1.57	0.10	0.08	0.08	66,367,588.40	-
Lindi	33.74	35.71	39.49	2.21	2.14	2.52	0.12	0.11	0.12	390,719,579.95	290,495,491.14
Bariadi	30.55	37.93	27.68	2.69	2.85	2.34	0.14	0.17	0.13	97,051,640.52	33,887,632.87
Geita	30.18	31.17	37.40	3.96	5.41	4.62	0.14	0.13	0.17	472,323,361.54	336,574,364.21
Mpanda	54.70	44.19	31.62	10.11	6.33	4.55	0.37	0.22	0.13	186,991,208.88	106,552,883.15
Njombe	39.68	33.60	32.82	7.03	5.82	5.86	0.15	0.12	0.12	263,111,379.67	160,508,270.03
Vwawa-Mlowo	55.12	48.58	44.02	3.22	2.70	2.31	0.25	0.19	0.17	117,813,359.14	93,285,922.99
HTM	72.72	68.67	57.05	2.31	6.12	4.76	0.36	0.46	0.31	1,352,914,694.47	1,170,332,274.84
KASHWASA	11.12	11.23	16.97	2.10	9.39	15.88	11.54	44.39	71.89	-	-
Makonde	55.36	46.84	45.01	1.93	0.76	0.86	0.59	0.21	0.21	363,665,620.62	290,948,093.67
MANAWASA	19.80	20.93	20.07	1.66	2.19	2.25	0.07	0.09	0.08	2,620,445.73	-
Maswa	42.87	38.41	36.35	18.72	3.01	2.09	1.38	0.21	0.15	238,378,979.53	165,498,892.59
Mugango-Kiabakari	91.10	64.00	75.74	19.74	3.21	9.37	2.11	0.35	0.57	377,750,849.18	343,863,334.44
Wanging'ombe	44.78	22.54	28.25	4.22	0.87	1.29	0.21	0.04	0.06	39,624,688.30	15,624,032.63
Biharamulo	24.24	12.20	13.07	2.02	1.37	1.30	0.09	0.06	0.06	-	-
Bunda	35.00	32.78	30.81	2.47	2.40	1.81	0.13	0.12	0.10	212,353,597.34	114,113,058.15
Chato	35.76	49.98	48.09	2.70	4.49	4.11	0.15	0.22	0.20	312,165,020.25	256,603,025.76
Chunya	29.25	35.40	29.99	1.58	2.02	3.38	0.04	0.05	0.08	29,928,106.81	14,945,564.31
Gairo	20.06	15.93	20.23	0.51	0.37	0.57	0.14	0.09	0.18	1,725,654.72	-
Ifakara	67.84	55.53	33.06	11.13	6.23	3.25	0.53	0.39	0.20	28,494,689.18	17,584,491.15
Igunga	16.65	23.97	23.10	1.70	2.63	2.80	0.06	0.09	0.09	85,704,842.50	-
Itumba-Isongole	60.66	43.71	45.40	15.05	11.76	5.38	0.46	0.35	0.34	28,525,588.30	22,911,361.26
Karatu	43.05	37.14	37.17	4.74	3.60	4.04	0.35	0.23	0.24	331,536,950.97	234,991,097.28
Kasulu	14.79	52.60	38.70	4.40	14.32	10.20	0.09	0.35	0.23	139,431,986.53	102,155,085.52
Kibaya	45.07	42.87	45.55	2.51	3.05	3.08	0.17	0.18	0.19	118,372,014.45	95,203,460.16
Kibondo	43.29	39.32	40.25	6.00	5.10	5.21	0.15	0.12	0.13	63,766,588.87	48,018,005.40
Kilindoni	22.24	54.98	47.18	2.73	9.77	6.91	0.06	0.23	0.15	20,620,042.67	16,826,209.49
Kilwa Masoko	37.33	44.34	42.69	6.96	8.41	8.40	0.22	0.25	0.23	135,005,951.96	105,259,156.74
Kiomboi	68.18	35.92	27.83	6.70	1.74	0.77	0.27	0.08	0.06	12,256,526.66	4,429,032.31
Kishapu	2.18	16.85	24.25	0.21	1.91	3.24	0.01	0.07	0.11	17,040,264.90	-
Kondo	44.01	39.14	46.24	6.84	5.21	7.30	0.15	0.10	0.14	245,377,169.42	198,621,310.33
Korogwe	48.13	na	na	4.96	na	na	0.17	na	na	na	na
Kyela-Kasumulu	40.76	32.65	32.60	32.29	23.05	24.01	0.73	0.69	0.67	21,890,576.70	13,205,152.57
Liwale	31.55	45.60	32.67	4.17	5.92	3.84	0.08	0.11	0.07	18,256,671.72	11,050,280.33
Loliondo	37.99	35.47	34.97	2.49	2.09	2.39	0.13	0.10	0.11	49,420,949.04	32,917,111.77
Ludewa	47.77	39.25	37.40	4.03	2.87	3.16	0.43	0.33	0.31	22,607,607.35	16,112,456.89
Lushoto	40.53	37.20	43.73	6.83	4.95	5.20	0.33	0.23	0.22	123,391,169.39	97,391,280.20
Mafinga	40.25	35.91	38.00	2.91	4.02	4.23	0.23	0.18	0.18	195,353,605.25	141,085,353.12
Mahenge	52.26	na	na	11.85	na	na	0.41	na	na	na	na
Makete	26.51	25.41	28.48	1.88	2.03	1.95	0.10	0.09	0.09	24,217,062.43	9,943,943.74

Name of Water Utilities	NRW (%)			NRW (m ³ lost/km/day)			NRW (m ³ lost/connection/day)			Revenue Losses (TZS) (20% NRW allowed)	Revenue Losses (TZS) (25% NRW allowed)
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2024/25	2024/25
Manyoni	30.25	28.14	30.36	3.33	3.07	3.51	0.11	0.10	0.11	99,600,709.33	51,541,019.00
Mbinga	34.26	28.18	28.34	6.79	5.58	6.22	0.17	0.13	0.13	61,276,489.22	24,559,257.53
Mbulu	45.63	53.89	59.71	8.05	11.28	10.60	0.26	0.35	0.36	498,015,156.74	435,305,725.25
Mpwapwa	57.37	53.88	44.27	18.47	15.02	10.13	0.37	0.29	0.19	245,139,135.84	194,638,053.78
Mwanhuzi	13.00	12.94	12.77	0.96	1.04	1.16	0.03	0.03	0.03	-	-
Namanyere	41.19	42.28	63.39	2.21	2.39	5.11	0.17	0.18	0.43	52,282,595.19	46,257,891.49
Namtumbo	29.32	24.99	23.13	1.73	1.27	1.15	0.13	0.10	0.08	7,151,820.70	-
Ngara	47.49	39.40	39.49	11.61	8.83	6.84	0.22	0.16	0.17	129,780,512.99	96,482,894.59
Nzega	6.68	5.64	4.92	0.43	0.31	0.27	0.02	0.01	0.01	-	-
Orkesumet	22.80	23.93	na	0.84	0.63	na	0.10	0.06	na	na	na
Ruangwa	27.65	24.31	29.23	4.36	3.13	4.82	0.12	0.08	0.11	43,246,404.91	19,824,092.41
Rujewa	15.98	22.24	21.98	4.83	6.32	6.80	0.10	0.13	0.13	3,486,932.88	-
Same-Mwanga	49.04	49.23	72.59	8.56	8.11	10.40	0.26	0.24	0.70	1,402,740,204.73	1,269,362,818.00
Sengerema	46.48	43.51	43.89	4.03	2.97	3.30	0.20	0.16	0.17	555,669,906.83	439,358,074.33
Songe	38.97	46.82	41.96	1.82	2.10	1.85	0.16	0.17	0.18	38,680,409.60	29,875,268.00
Tukuyu	27.78	38.13	42.04	19.57	45.12	51.93	0.25	0.57	0.62	114,986,883.11	88,899,511.26
Tunduru	25.11	33.61	31.96	1.24	1.44	2.71	0.04	0.04	0.08	28,950,448.02	16,848,189.84
Ushirombo	23.14	28.81	22.13	1.13	1.81	1.06	0.07	0.10	0.07	4,412,295.64	-
Utete	32.06	31.18	28.09	5.14	3.63	4.03	0.15	0.10	0.11	15,548,652.50	5,934,172.23
Maganzo	3.84	3.84	16.83	0.40	0.15	2.44	0.01	0.01	0.05	-	-
Makambako	31.69	33.45	30.69	3.60	3.78	3.52	0.10	0.11	0.10	128,602,237.53	68,473,091.15
Mombo	29.83	na	na	13.77	na	na	0.26	na	na	na	na
Tunduma	36.44	44.04	38.57	0.76	1.62	1.38	0.08	0.15	0.16	59,752,406.02	43,663,164.98
Turiani	28.80	34.57	29.40	5.52	4.23	3.95	0.21	0.16	0.14	72,439,196.30	33,896,427.08
Busega	5.87	13.81	12.53	0.50	0.67	0.84	0.02	0.03	0.04	-	-
Rombo	71.96	70.14	67.64	15.32	11.93	11.39	0.57	0.48	0.44	2,995,592,665.81	2,681,196,032.93
Mkwajuni			51.33			5.63			0.21	153,907,747.01	129,344,740.90
Kakonko			41.63			1.29			0.13	19,819,762.39	15,237,405.70
AVERAGE	37.15	36.77	42.32	7.23	6.40	6.75	0.37	0.24	0.31	171,340,218,658.97	138,689,824,592.17

Table A2.5: Water Quality Compliance Conducted by EWURA to WSSAs

SN	Name of Utility	2022/23				2023/24				2024/25			
		<i>E. coli</i>	Turbidity	Residual Chlorine	pH	<i>E. coli</i>	Turbidity	Residual Chlorine	pH	<i>E. coli</i>	Turbidity	Residual Chlorine	pH
		% compliance				% compliance				% compliance			
1	Arusha	100	98	7	100	96	96	38	59	100	100	30	83
2	Babati	100	65	46	100	87	77	26	85	100	74	33	100
3	Bariadi	100	100	NA	100	100	91	0	100	100	100	0	100
4	Biharamulo	100	100	50	100	100	50	29	13	100	0	25	75
5	Bukoba	100	100	39	100	90	100	37	67	100	100	52	78
6	Bunda	100	100	0	100	100	78	0	100	63	0	0	100
7	Busega	na	na	na	na	na	na	na	na	100	63	50	100
8	Chato	100	100	22	100	100	100	43	88	100	100	75	100
9	Chunya	0	100	na	83	100	86	71	100	na	na	na	na
10	DAWASA	88	90	19	100	98	95	37	100	96	95	48	82
11	Dodoma	99	100	63	100	100	100	54	100	100	99	53	99
12	Gairo	na	na	na	na	na	na	na	na	100	100	43	89
13	Geita	100	100	33	100	100	100	38	83	100	100	73	73
14	HTM	92	31	8	38	100	16	0	95	94	44	6	83
15	Ifakara	na	na	na	na	na	na	na	na	100	75	0	100
16	Igunga	100	33	33	100	100	56	38	100	100	70	0	70
17	Iringa	63	75	42	100	96	76	57	81	100	100	43	36
18	Itumba-Isongole	88	100	17	100	86	63	0	100	100	89	11	100
19	Kahama	100	100	0	100	100	7	7	100	100	73	0	100
20	Kakonko	na	na	na	na	na	na	na	na	na	na	na	na
21	Karatu	100	87	22	100	88	88	0	25	100	70	20	100
22	KASHWASA	100	100	14	100	100	0	8	100	100	100	13	100
23	Kasulu	75	38	50	100	88	25	63	100	80	20	50	30
24	Kibaya	100	100	0	100	100	100	83	100	na	na	na	na
25	Kibondo	71	86	0	100	100	90	56	80	88	88	75	75
26	Kigoma	79	100	14	0	33	100	0	13	0	100	0	47
27	Kilindoni	na	na	na	na	na	na	na	na	100	88	13	0
28	Kilwa-Masoko	na	na	na	na	100	100	0	0	na	na	na	na
29	Kiomboi	100	100	0	100	100	100	0	100	na	na	na	na
30	Kishapu	na	na	na	na	na	na	na	na	100	100	13	100
31	Kondoa	na	na	na	na	75	63	0	100	100	38	14	88
32	Kyela-Kasumulu	na	na	na	na	na	na	na	na	100	75	25	50
33	Lindi	86	64	21	100	100	40	0	100	100	85	54	100
34	Liwale	88	88	0	100	na	na	na	na	100	0	0	100
35	Loliondo	na	na	na	na	na	na	na	na	100	100	13	50
36	Ludewa	na	na	na	na	25	75	0	100	na	na	na	na
37	Lushoto	50	88	38	100	100	25	13	100	na	na	na	na
38	Mafinga	29	100	0	100	na	na	na	na	100	0	0	63
39	Maganzo	na	na	na	na	na	na	na	na	100	100	0	100
40	Makambako	57	43	29	100	88	100	13	100	100	60	10	80
41	Makete	na	na	na	na	na	na	na	na	100	63	0	100
42	MAKONDE	90	100	0	40	100	100	0	100	100	100	0	0
43	MANAWASA	100	100	50	100	100	67	92	0	100	73	47	13
44	Manyoni	100	100	50	100	100	100	57	100	100	100	75	50

SN	Name of Utility	2022/23				2023/24				2024/25			
		<i>E. coli</i>	Turbidity	Residual Chlorine	pH	<i>E. coli</i>	Turbidity	Residual Chlorine	pH	<i>E. coli</i>	Turbidity	Residual Chlorine	pH
		% compliance				% compliance				% compliance			
45	MASWA	100	100	0	100	100	0	56	100	100	30	0	100
46	Mbeya	100	92	60	92	100	89	37	84	100	80	65	60
47	Mbinga	88	100	75	100	75	88	63	100	100	50	13	13
48	Mbulu	100	100	13	100	100	100	38	63	100	71	14	100
49	Mkwajuni	na	na	na	na	na	na	na	na	na	na	na	na
50	Morogoro	81	44	48	100	86	81	21	100	100	54	26	100
51	Moshi	100	100	20	100	100	87	33	7	100	100	40	100
52	Mpanda	100	100	0	0	100	85	39	100	100	100	0	20
53	Mpwapwa	100	78	11	100	100	20	30	100	100	75	0	100
54	Mtwara	87	100	47	100	92	100	8	92	100	95	26	100
55	Mugango-Kiabakari	55	45	NA	100	100	73	82	82	67	100	0	100
56	Musoma	67	81	14	100	100	73	64	95	100	65	26	83
57	Mwanhuzi	100	22	0	100	100	0	13	100	100	75	0	100
58	Mwanza	98	100	50	100	100	85	48	100	100	91	31	100
59	Namanyere	88	88	na	75	67	100	0	100	100	50	25	63
60	Namtumbo	na	na	na	na	na	na	na	na	100	13	0	100
61	Ngara	100	100	14	100	100	88	0	0	100	100	38	0
62	Njombe	33	27	25	100	100	92	33	100	100	7	0	100
63	Nzega	100	90	70	100	100	80	0	100	100	100	33	67
64	Rombo	na	na	na	na	na	na	na	na	100	75	50	63
65	Ruangwa	75	100	13	100	100	40	0	80	100	100	13	100
66	Rujewa	na	na	na	na	50	100	0	100	100	29	0	100
67	Same-Mwanga	75	92	8	100	100	58	67	100	100	75	8	92
68	Sengerema	100	100	0	100	100	0	0	100	100	38	13	100
69	Shinyanga	100	86	0	100	93	36	0	93	100	76	5	100
70	Singida	100	100	73	100	100	100	87	100	100	93	53	100
71	Songe	40	100	na	100	100	86	0	100	na	na	na	na
72	Songea	86	86	43	100	67	27	14	100	100	7	21	100
73	Sumbawanga	100	80	15	27	100	85	39	100	100	53	47	100
74	Tabora	100	79	14	100	100	60	0	67	100	76	19	19
75	Tanga	86	100	57	100	100	73	67	100	100	86	14	100
76	Tukuyu	na	na	na	na	88	100	17	100	100	100	0	100
77	Tunduma	na	na	na	na	88	100	0	100	100	100	0	89
78	Tunduru	75	100	na	100	0	100	0	100	na	na	na	na
79	Turiani	38	75	0	100	0	29	0	100	100	25	38	100
80	Ushirombo	100	100	0	100	100	100	0	100	100	100	0	75
81	Utete	na	na	na	na	100	33	0	100	na	na	na	na
82	Vwawa-Mlowo	70	90	0	90	91	36	40	100	100	42	8	58
83	Wanging'ombe	25	87	0	100	50	100	0	100	100	25	13	100
	AVERAGE	84	86	24	92	88	72	26	86	97	77	27	81

Table A2.6: Wastewater Effluent Quality Compliance Conducted by EWURA to WSSAs

SN	Name of Utility	Compliance with BOD5 Standards (%)			Compliance with COD Standards (%)		
		2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
1	Arusha	100	0	0	100	0	0
2	Bukoba	na	100	100	na	100	100
3	DAWASA	50	50	33	50	50	33
4	Dodoma	0	50	0	0	50	0
5	Geita	0	0	0	0	0	0
6	Iringa	0	0	0	0	0	0
7	Kahama	100	100	100	100	100	100
8	Mbeya	100	0	0	0	0	0
9	Morogoro	100	100	100	100	100	100
10	Moshi	100	0	0	100	0	0
11	Musoma	0	na	0	0	na	0
12	Mwanza	0	0	100	0	0	100
13	Shinyanga	100	na		100	na	
14	Songea	100	0	100	100	0	100
15	Tabora	na	na	0	na	na	0
16	Tunduma	na	na	100	na	na	100
	AVERAGE	58	33	43	50	33	43

Table A2.7: Total Water Connections, Domestic Connections, Public Water Kiosks and Metering Ratio

Name of Water Utilities	Total Water Connections (Number)			Active Water Connection (Number)			Total Domestic Water Connections (Number)			Public Water Kiosks (Number)			Working Kiosks			Metering Ratio (Percentage)			
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	112,701	124,838	136,975	100,928	111,762	122,923	105,387	116,819	128,786	589	691	757	560	100	100	100	100	100	100
DAWASA	409,717	438,885	467,641	409,717	392,938	466,936	397,808	426,985	454,481	873	708	771	738	100	100	100	100	100	100
Dodoma	76,801	84,132	92,231	76,801	78,993	87,013	71,708	78,325	85,809	201	238	238	238	100	100	100	100	100	100
Iringa	42,983	47,658	52,046	40,724	45,724	48,743	38,781	45,450	49,782	561	626	634	592	100	100	100	100	100	100
Kahama	29,783	31,657	35,621	28,345	30,539	34,522	27,813	29,653	33,536	167	176	176	162	100	100	100	100	100	100
Mbeya	90,858	96,150	105,496	88,978	91,817	102,330	87,905	93,145	101,766	256	259	261	261	100	100	100	100	100	100
Morogoro	43,894	51,829	54,527	35,587	43,553	54,360	41,590	49,384	51,955	334	151	183	183	100	99	99	100	99	93
Moshi	56,828	58,246	62,544	54,112	54,919	58,013	53,752	55,058	59,252	182	188	186	120	96	100	100	100	100	100
Mtwara	16,889	18,627	19,540	14,845	16,838	17,335	15,515	17,187	17,959	365	371	391	257	100	100	100	100	100	99.99
Musoma	29,668	34,833	36,217	25,784	30,800	32,352	27,644	32,632	33,539	63	61	52	52	100	100	100	100	100	99
Mwanza	114,294	120,614	128,314	107,713	112,032	128,110	105,655	111,452	118,404	464	513	542	542	100	100	100	100	100	100
Shinyanga	28,686	30,999	33,268	26,903	29,401	32,300	27,016	29,043	31,241	375	381	388	287	100	100	100	100	100	100
Songea	21,632	22,898	24,349	20,293	20,173	21,604	20,202	21,439	22,882	167	167	167	128	100	100	100	100	100	100
Tabora	33,562	36,009	37,915	28,032	30,186	31,867	31,818	34,059	35,754	332	373	373	234	100	100	100	100	100	100
Tanga	50,340	52,381	54,040	42,514	42,487	45,970	47,904	49,905	51,511	285	293	304	181	100	100	100	100	100	100
Bukoba	21,390	27,716	32,964	19,404	25,673	31,697	19,857	25,827	29,666	225	252	298	268	100	100	100	100	100	100
Kigoma	21,513	23,814	22,932	19,093	22,862	22,715	20,282	22,741	22,209	137	137	209	135	100	100	100	100	100	100
Singida	18,621	20,660	22,170	16,922	18,892	20,242	17,146	19,172	20,562	664	337	335	290	100	100	100	100	100	100
Sumbawanga	12,877	15,039	15,711	10,945	13,109	15,608	11,817	13,774	14,372	101	82	101	16	100	93	99	100	100	100
Babati	26,621	30,678	37,098	25,638	30,610	36,116	25,339	29,394	35,574	218	175	216	206	100	100	100	100	100	100
Lindi	7,061	7,394	7,965	4,933	5,506	6,159	6,248	6,672	7,330	257	152	172	105	100	100	100	100	100	100
Bariadi	3,527	4,815	5,753	3,527	4,815	5,753	2,976	4,260	5,177	77	234	238	238	100	99.61	99.99	100	100	100
Geita	11,168	12,130	13,487	10,881	11,829	12,710	10,376	11,269	12,472	121	128	164	142	100	100	100	100	100	100
Mpanda	7,771	9,384	11,303	6,236	7,789	11,280	7,283	9,005	10,804	54	47	100	77	100	99	99	100	100	100
Njombe	9,059	9,532	10,225	7,800	8,432	9,079	8,786	9,244	9,916	0	0	0	0	100	100	100	100	100	100
Vwawa-Mlowo	2,864	3,172	3,445	2,454	2,616	3,037	2,684	2,982	3,243	2	2	4	4	100	100	100	100	100	100
HTM	4,067	11,054	12,539	3,469	9,271	10,707	3,198	9,664	10,958	510	636	785	646	100	99	99	100	100	100
KASHWASA	146	159	166	146	159	155	-	0	0	NA	136	139	128	100	100	100	100	100	100
Makonde	4,421	4,900	5,536	3,803	4,876	4,099	3,128	3,415	3,982	781	901	917	597	97	100	100	100	100	100
MANAWASA	14,223	15,784	17,615	12,829	14,510	16,819	13,052	14,569	16,249	391	408	462	412	100	100	100	100	100	100
Maswa	4,714	5,086	5,426	3,465	3,988	4,197	4,295	4,648	4,921	118	122	158	91	100	100	100	100	100	100
Mugango-Kiabakari	1,364	1,435	2,530	1,023	1,101	2,530	1,239	1,305	1,951	28	28	112	112	100	100	100	100	100	100
Wanging'ombe	8,092	9,039	9,458	7,412	8,333	8,886	7,586	8,515	8,917	270	280	285	285	99	100	100	100	100	99
Biharamulo	2,772	2,946	3,511	2,450	2,934	3,482	2,497	2,669	3,100	86	87	93	93	100	100	100	100	100	100

Name of Water Utilities	Total Water Connections (Number)			Active Water Connection (Number)			Total Domestic Water Connections (Number)			Public Water Kiosks (Number)			Working Kiosks		Metering Ratio (Percentage)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2024/25
Bunda	7,622	8,567	9,982	6,758	7,884	9,829	7,096	8,018	9,324	120	126	134	100	100	100	100	100
Chato	4,393	5,844	6,580	4,393	5,836	6,243	4,076	5,537	6,223	107	150	105	100	100	99	99	99
Chunya	1,854	2,197	2,502	1,676	1,940	2,131	1,775	2,086	2,391	4	6	6	95	95	95	95	96
Gairo	1,069	1,195	949	1,069	1,195	949	846	966	866	132	136	136	98	100	100	100	100
Ifakara	1,677	1,886	2,066	1,313	920	1,700	1,557	1,753	1,913	68	65	71	67	87	87	87	88
Igunga	9,925	10,562	11,291	8,858	9,429	10,284	9,469	10,083	10,798	121	124	131	100	100	100	100	100
Itumba-Isongole	2,075	2,126	2,190	1,759	1,327	1,468	1,965	1,990	2,051	18	24	24	41	60	60	60	58
Karatu	5,242	5,991	6,517	4,580	5,137	5,865	4,745	5,477	5,983	164	167	172	100	100	100	100	100
Kasulu	4,303	10,838	11,849	3,390	9,377	9,972	3,966	10,013	11,024	9	283	283	37	66	66	66	80
Kibaya	904	1,228	1,563	872	1,180	1,500	800	1,111	1,433	47	48	55	100	100	100	100	100
Kibondo	2,706	2,998	3,290	2,148	2,291	2,584	2,518	2,800	3,085	31	34	35	100	100	100	100	100
Kilindoni	499	504	532	326	293	313	451	455	478	2	2	2	19	97	97	97	94
Kilwa Masoko	2,502	2,679	2,815	2,399	2,441	2,595	410	2,533	2,666	0	0	0	100	100	100	100	100
Kiomboi	1,597	1,833	2,001	1,241	1,705	1,793	1,469	1,648	1,816	8	46	46	100	100	100	100	100
Kishapu	1,313	1,403	1,522	1,241	1,307	1,456	1,192	1,261	1,379	22	23	23	100	100	100	100	100
Kondoa	4,962	5,418	5,708	4,692	5,210	4,698	4,692	5,297	5,520	24	0	24	100	100	100	100	100
Korogwe	5,334	na	na	4,498	na	na	4,801	na	na	180	na	na	100	na	na	na	na
Kyela-Kasumululu	2,793	2,161	2,385	2,362	1,913	2,283	2,692	2,100	2,281	3	3	3	1	1	1	1	1
Liwale	2,155	2,178	2,178	1,896	1,864	1,867	2,036	2,061	2,061	7	2	2	96	99	99	99	99
Loliondo	1,107	1,182	1,313	1,097	1,176	1,308	1,041	1,091	1,220	13	25	26	100	100	100	100	100
Ludewa	1,207	1,336	1,536	975	1,053	1,302	1,119	1,241	1,430	3	3	7	44	42	42	42	54
Lushoto	1,958	2,164	2,582	1,545	1,781	2,255	1,789	1,995	2,405	17	14	14	65	100	100	100	100
Mafinga	4,787	4,987	5,179	3,744	4,072	4,227	4,360	4,539	4,705	36	1	1	100	100	100	100	100
Mahenge	1,377	na	na	1,102	na	na	1,299	na	na	0	na	na	98	na	na	na	na
Makete	2,562	2,996	3,081	2,293	2,996	2,679	2,206	2,631	2,888	0	0	0	56	89	89	89	59
Manyoni	4,294	4,854	5,571	3,926	4,554	5,166	3,954	4,494	5,158	88	90	93	100	100	100	100	100
Mbinga	4,547	6,091	7,054	4,159	5,665	6,722	4,314	5,856	6,822	8	6	6	100	100	100	100	91
Mbulu	2,963	3,536	3,964	2,935	3,390	3,742	2,620	3,170	3,576	43	50	53	98	100	100	100	100
Mpwapwa	3,670	3,791	3,969	2,608	2,680	2,808	3,507	3,608	3,778	23	18	22	100	100	100	100	100
Mwanhuzi	2,971	3,272	3,460	2,793	3,272	3,460	2,745	3,035	3,212	44	46	50	100	100	100	100	100
Namanwere	593	619	713	563	595	704	518	518	594	22	36	41	100	100	100	100	100
Namtumbo	2,233	2,463	2,800	2,033	2,158	2,394	2,122	2,349	2,651	7	7	7	79	71	71	71	100
Ngara	3,684	4,318	4,255	3,633	4,318	4,255	3,442	4,035	3,985	26	20	20	100	97	97	97	100
Nzega	12,382	13,557	14,801	12,186	13,309	14,532	11,686	12,803	14,007	163	178	179	100	100	100	100	100
Orkesumet	1,463	1,843	na	1,437	1,815	na	1,334	1,684	na	36	42	na	100	100	100	100	0
Ruangwa	1,805	1,999	2,354	1,441	1,665	2,019	1,665	1,854	2,205	35	35	35	100	100	100	100	100

Name of Water Utilities	Total Water Connections (Number)			Active Water Connection (Number)			Total Domestic Water Connections (Number)			Public Water Kiosks (Number)			Working Kiosks		Metering Ratio (Percentage)			
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Rujewa	2,938	3,176	3,334	1,728	1,931	2,948	2,806	3,014	3,168	148	30	30	30	30	30	19	30	18
Same-Mwanga	4,554	4,712	6,621	3,775	4,066	5,650	4,197	4,351	6,171	63	65	111	97	100	100	100	100	100
Sengerema	10,324	10,876	11,820	9,426	9,909	11,820	9,649	10,294	11,088	236	124	251	251	100	100	100	100	100
Songwe	492	531	660	444	469	615	386	425	550	39	39	32	24	95	95	95	95	96
Tukuyu	6,657	6,832	7,305	5,115	5,269	5,953	6,280	6,445	6,871	3	3	2	2	61	77	61	77	68
Tunduru	2,645	2,647	2,829	2,590	2,634	2,808	2,607	2,795	2,795	4	4	4	4	96	95	96	95	100
Ushiroambo	1,149	1,349	1,713	137	1,329	1,713	1,051	1,247	1,584	27	14	21	21	100	100	100	100	100
Utete	1,074	1,130	1,236	893	965	1,080	1,012	1,066	1,157	4	0	12	12	100	100	100	100	100
Maganzo	918	1,161	1,466	858	1,062	1,280	850	1,089	1,386	25	25	25	25	100	100	100	100	100
Makambako	6,594	7,115	7,409	5,544	6,155	6,123	6,193	6,719	7,007	18	18	18	6	100	100	100	100	100
Mombo	810	na	na	661	na	na	711	na	na	23	na	na	na	45	na	45	na	na
Tunduma	906	1,099	1,165	906	1,074	1,112	840	1,017	1,116	22	39	52	21	100	100	100	100	100
Turiani	4,081	4,521	5,066	3,864	4,385	4,643	3,959	4,382	4,894	13	18	19	16	100	100	100	100	100
Busega	6,121	7,697	9,289	5,667	7,249	9,259	5,835	7,218	8,750	90	186	210	210	100	100	100	100	100
Rombo	25,664	26,727	29,538	23,385	24,853	27,487	23,934	25,176	27,766	661	413	472	399	100	100	100	100	96
Mkwajuni			1,691			1,691			1,642			35	35					100
Kakonko			2,460			2,458			2,129			160	160					100
TOTAL/AVERAGE	1,532,362	1,669,298	1,812,712	1,432,640	1,513,181	1,721,392	1,444,874	1,581,419	1,716,062	12,261	12,128	13,471	11,180	92.84	95.01	92.84	95.01	93.86

Table A2.8: Proportion of Population Living in Area with water Network and Proportion of Population Directly Served with Water

Name of Water Utilities	Total Population in Utility Service Area (Number)			Proportion of Population Living in the area with water network (%)			Proportion of Population Directly Served with water (%)			Average Hours of Service		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	1,042,474	1,076,523	1,111,686	78	85	91	58	62	65	16	21	22
DAWASA	6,664,180	6,776,329	6,979,980	92	93	93	75	78	81	19	17	14
Dodoma	838,014	828,014	928,651	86	92	82	79	87	80	13	5	8
Iringa	282,838	289,626	368,974	92	93	94	91	93	81	22	23	24
Kahama	485,681	490,178	553,901	85	86	86	60	78	54	24	24	21
Mbeya	692,279	714,432	745,950	85	89	90	80	82	86	19	20	20
Morogoro	616,704	460,872	577,925	80	80	86	48	77	67	12	11	3
Moshi	567,037	574,408	581,876	89	90	91	65	65	69	23	24	24
Mtwara	264,485	245,736	251,879	74	80	78	72	65	72	20	19	18
Musoma	397,985	477,390	481,946	86	87	76	70	69	71	19	20	19
Mwanza	1,483,578	1,570,873	1,616,428	65	83	73	64	81	55	13	19	22
Shinyanga	291,757	282,698	304,005	66	67	85	47	60	75	23	24	23
Songea	286,285	296,305	306,675	89	93	95	87	89	91	24	23	24
Tabora	394,721	474,278	489,835	93	84	85	84	75	72	21	18	21
Tanga	458,395	469,855	481,601	92	93	93	77	78	79	23	23	23
Bukoba	356,599	401,464	418,326	79	85	85	66	72	81	17	22	21
Kigoma	273,782	277,145	281,302	90	100	92	85	96	83	20	13	23
Singida	318,528	318,302	328,487	78	81	83	66	58	56	18	19	13
Sumbawanga	214,697	224,788	243,601	91	95	95	61	67	64	18	14	12
Babati	349,731	357,764	396,593	79	87	89	74	78	85	20	20	22
Lindi	174,126	174,692	181,056	63	63	62	35	36	35	16	11	16
Bariadi	83,716	260,927	277,061	66	72	72	49	38	41	10	10	11
Geita	526,143	526,143	869,753	55	67	76	35	22	15	12	5	8
Mpanda	245,764	245,764	273,792	72	76	76	18	23	21	7	6	6
Njombe	90,353	91,799	96,584	91	82	84	72	72	73	10	13	10
Vwawa-Mlowo	133,830	138,380	147,950	51	52	54	34	18	19	10	10	10
HTM	462,939	583,108	597,686	70	73	73	40	48	34	2	5	6
KASHWASA	na	na	na	na	na	na	na	na	na	24	24	23
Makonde	540,361	553,870	369,237	80	82	82	40	47	45	12	14	14
MANAWASA	327,464	327,943	317,050	80	83	85	67	58	65	22	22	22
Maswa	143,350	178,568	109,671	54	78	81	39	26	50	12	15	17
Mugango-Kiabakari	233,302	187,561	233,000	52	41	33	5	6	19	10	16	18
Wanging'ombe	106,114	108,661	109,595	93	93	93	48	49	54	10	10	9
Biharamulo	104,863	104,863	108,218	86	84	79	64	67	64	15	13	11
Bunda	182,970	191,936	200,802	86	86	86	55	48	53	22	20	22
Chato	61,535	61,535	112,008	84	84	76	81	82	73	18	17	14
Chunya	29,771	62,361	63,608	75	70	69	60	35	39	7	5	5
Gairo	68,832	68,332	73,371	69	85	81	54	57	37	10	9	6
Ifakara	149,642	149,831	149,831	64	55	55	26	25	27	5	5	7
Igunga	82,768	86,824	89,482	100	100	100	83	86	94	24	24	24
Itumba-Isongole	20,888	21,619	27,491	84	81	81	72	41	48	5	5	3
Karatu	67,417	69,642	71,940	67	67	67	54	55	59	10	9	14
Kasulu	85,824	244,041	249,898	61	68	71	43	55	40	15	11	15
Kibaya	34,391	35,354	36,344	72	76	80	60	58	71	4	4	6
Kibondo	47,774	48,491	49,218	68	72	75	51	45	48	8	6	8
Kilindoni	25,680	22,579	24,234	28	34	32	11	8	9	5	8	13
Kilwa Masoko	21,519	22,251	23,652	84	84	79	17	72	71	12	12	12
Kiomboi	20,766	32,541	33,712	89	70	80	89	52	53	16	16	16
Kishapu	27,917	27,917	30,122	56	49	53	32	31	31	23	23	23
Kondoa	43,441	41,789	42,667	78	71	70	67	63	67	6	4	4
Korogwe	86,551	na	na	86	na	na	79	na	na	4	na	na
Kyela-Kasumulu	127,051	131,117	135,312	70	76	71	22	19	21	5	9	8
Liwale	40,247	44,594	45,807	48	43	42	43	39	38	8	3	2
Loliondo	16,610	17,158	17,724	79	79	79	73	77	79	17	17	18

Name of Water Utilities	Total Population in Utility Service Area (Number)			Proportion of Population Living in the area with water network (%)			Proportion of Population Directly Served with water (%)			Average Hours of Service		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Ludewa	12,900	13,106	13,863	70	71	68	65	51	61	8	9	11
Lushoto	34,039	34,890	35,762	82	86	90	56	48	55	9	9	6
Mafinga	122,329	128,935	135,898	65	66	63	47	39	38	17	13	15
Mahenge	28,261	na	na	66	na	na	46	na	na	10	na	na
Makete	15,818	16,169	16,346	89	82	89	84	81	88	24	24	21
Manyoni	72,033	86,863	89,642	73	80	85	58	57	60	16	16	18
Mbinga	63,822	93,884	166,378	84	85	76	68	62	33	21	20	12
Mbulu	45,384	46,655	47,961	53	67	71	44	50	53	6	6	6
Mpwapwa	51,019	53,314	54,593	79	76	76	49	49	52	17	6	11
Mwanhuzi	53,418	53,418	53,418	72	70	75	55	61	65	12	12	8
Namanyere	42,075	42,201	63,213	58	58	58	24	27	21	12	16	16
Namtumbo	45,902	48,414	55,185	68	74	76	50	52	51	10	12	6
Ngara	47,228	65,594	65,594	74	70	80	53	57	66	8	8	4
Nzega	137,487	137,487	140,031	100	99	99	80	87	90	24	24	24
Orkesumet	27,264	28,027	-	75	79	-	64	78	na	24	24	-
Ruangwa	36,877	32,321	28,512	50	59	70	41	33	37	5	4	5
Rujewa	57,823	59,673	64,856	54	54	56	43	51	54	6	6	7
Same-Mwanga	57,517	58,265	59,022	51	52	95	45	45	60	7	6	13
Sengerema	265,870	206,000	221,053	98	92	95	37	47	58	22	6	15
Songe	39,584	40,574	41,588	41	41	41	29	29	34	4	3	4
Tukuyu	44,935	46,373	51,270	85	84	84	71	71	68	14	13	18
Tunduru	75,674	77,717	79,816	75	75	76	36	28	36	9	6	5
Ushirombo	83,574	83,574	83,574	57	57	68	15	11	19	20	17	17
Utete	16,687	17,436	17,473	63	67	75	48	49	59	23	13	18
Maganzo	15,703	15,703	16,158	80	67	85	59	67	63	20	20	23
Makambako	117,743	119,274	133,021	95	95	91	53	57	53	20	21	22
Mombo	24,280	na	na	51	na	na	36	na	na	15	na	na
Tunduma	219,309	226,434	240,838	52	52	52	6	9	4	6	5	6
Turiani	135,392	111,089	114,866	86	86	87	17	47	49	24	24	23
Busega	81,124	172,796	172,796	84	79	79	67	54	35	22	22	22
Rombo	275,314	278,893	282,519	61	63	63	45	44	48	5	4	7
Mkwajuni			62,241			54			46			3
Kakonko			77,626			73			68			11
TOTAL/ AVERAGE	22,842,674	23,824,637	25,302,610	81.7	84.2	83.8	63.4	66.3	64.2	14	14	14

Table A2.9: Length of Sewerage Network, Number of Sewerage Connections and Proportion of Population Connected to Sewerage Network

Name of Water Utilities	Length of Sewerage Network (Km)			Total Sewerage Connection (Number)			Total Domestic Sewerage Connection (Number)			Proportion of Population Connected to Sewerage Network (%)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	268.66	269.09	271.90	10,123	10,701	11,171	8,380	8,920	9,383	6.95	6.99	6.97
DAWASA	515.85	517.54	518.98	18,487	18,879	18,770	18,487	12,158	15,585	12.35	10.16	12.28
Dodoma	122.00	124.13	124.13	6,794	7,383	7,659	5,981	6,497	6,743	20.00	23.52	8.17
Iringa	80.30	81.25	83.47	2,463	2,525	2,589	2,183	2,237	2,295	6.8	6.96	7.31
Mbeya	138.00	138.45	142.05	2,818	2,810	3,325	2,341	2,336	2,830	14.00	15.64	16.35
Morogoro	43.57	44.33	44.73	2,543	2,665	2,768	2,163	2,275	2,365	6.71	7.24	4.44
Moshi	82.97	87.62	100.25	3,415	3,455	3,510	2,523	2,553	2,604	8.87	9.57	9.77
Mwanza	149.27	149.27	153.27	5,678	6,095	7,091	4,539	4,821	5,588	23.70	4.00	4.15
Songea	37.70	37.70	37.70	1,607	1,630	1,673	1,366	1,388	1,428	5.70	6.00	6.09
Tabora	24.72	24.74	26.09	513	537	655	412	427	537	4.59	1.15	2.51
Tanga	40.34	40.34	40.34	2,942	3,011	3,103	2,598	2,666	2,746	4.73	4.72	5.18
AVERAGE/ TOTAL	1,503.37	1,514.46	1,542.91	56,899	59,691	62,314	50,973	46,278	52,104	10.73	5.61	5.71

Table A2.10: Revenue Collection Efficiency, Accounts Receivables

Utilities	Revenue Collection Efficiency (%)			Accounts Receivables			Working Ratio			Operating Ratio		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	92.4	93.4	96.8	3.1	0.5	3.2	1.1	1.2	1.2	1.6	2.2	2.1
DAWASA	95.1	67.0	100.0	3.2	1.4	5.4	1.1	1.1	1.3	1.3	1.3	1.6
Dodoma	100.0	95.2	91.6	3.1	2.9	1.4	1.0	1.0	1.0	1.2	1.2	1.2
Iringa	97.1	98.5	98.5	1.3	0.2	3.6	0.9	0.8	0.8	1.1	1.0	0.9
Kahama	100.0	97.7	100.0	1.7	0.3	1.7	1.0	1.0	1.0	1.1	1.0	1.1
Mbeya	89.9	98.6	92.6	-	1.8	4.4	0.9	1.0	1.2	1.4	1.3	1.4
Morogoro	99.3	96.4	98.3	-	2.1	2.1	1.7	1.6	1.3	1.8	1.7	1.4
Moshi	97.6	98.1	99.0	-	0.2	1.6	0.8	1.0	1.0	0.9	1.2	1.1
Mkwajuni			92.7						1.1			1.5
Kakonko			100.0						4.1			4.1
Mtwara	100.0	93.7	97.6	3.9	0.9	4.7	0.9	1.1	1.0	1.1	1.2	1.2
Musoma	100.0	93.1	99.1	4.7	1.9	4.1	1.0	1.1	1.0	1.4	1.7	1.6
Mwanza	89.0	99.8	100.0	2.0	0.0	1.3	0.9	1.2	0.9	1.1	1.5	1.1
Shinyanga	89.0	94.7	88.0	3.7	2.6	2.8	1.0	1.1	1.0	1.1	1.3	1.1
Songea	99.0	99.3	97.8	2.5	0.4	1.5	0.9	0.9	0.9	1.0	1.0	1.1
Tabora	100.0	85.9	86.6	4.2	1.7	6.2	1.1	1.3	1.0	1.3	1.6	1.4
Tanga	95.0	93.8	92.5	3.0	5.0	5.2	0.9	1.0	0.9	1.1	1.2	1.1
Bukoba	98.6	98.0	93.8	3.4	0.1	2.0	1.0	1.1	1.1	1.0	1.6	1.5
Kigoma	98.0	85.2	100.0	-	0.4	2.8	1.0	1.0	1.2	1.7	1.1	1.8
Singida	88.0	100.0	95.4	2.8	0.3	1.8	1.1	1.0	1.1	1.3	1.0	1.4
Sumbawanga	97.9	96.1	89.5	2.9	2.7	2.5	1.2	1.0	1.1	2.0	1.6	1.6
Babati	98.9	98.9	98.9	0.9	0.4	0.5	1.4	1.6	1.5	1.7	2.0	2.2
Lindi	95.0	91.4	95.5	3.5	2.2	7.2	1.4	1.6	1.4	4.6	5.8	5.1
Bariadi	93.2	86.7	91.5	2.5	4.0	3.7	7.0	1.4	1.2	7.0	1.4	1.2
Geita	100.0	60.0	100.0	0.9	1.0	1.0	1.1	1.5	1.5	1.9	2.3	1.5
Mpanda	99.0	94.0	97.0	6.6	0.3	5.6	1.7	1.4	1.5	2.8	2.6	2.4
Njombe	100.0	87.0	98.7	3.0	2.9	1.5	1.0	1.1	1.1	1.2	1.4	1.4
Vwawa-Mlowo	29.6	81.6	92.0	5.3	6.3	2.5	0.9	1.3	1.5	2.2	56.5	2.6
HTM	100.0	87.5	84.1	6.5	0.9	4.9	3.3	2.3	3.0	3.5	3.1	3.7
KASHWASA	86.0	85.9	91.1	8.7	0.5	10.3	0.8	0.9	0.8	1.2	1.3	1.1
MANAWASA	95.5	98.2	100.0	3.2	3.7	1.9	0.9	0.9	1.0	1.2	0.9	1.0
Maswa	98.0	100.0	96.1	3.3	0.6	5.3	1.1	1.0	1.1	2.0	1.2	1.1
Wanging'ombe	95.0	95.8	100.0	1.6	2.1	1.8	2.7	2.3	1.5	2.7	3.0	2.1
Mugango-Kiabakari	99.4	100.0	65.3	15.5	12.0	12.6	3.3	2.3	3.4	7.8	11.5	6.2
Makonde	91.8	88.2	94.6	17.1	1.6	8.0	2.9	1.6	2.0	3.1	2.7	2.1
Biharamulo	100.0	99.6	100.0	0.7	0.5	0.8	1.3	1.2	1.2	1.5	18.6	1.9
Bunda	88.9	93.0	98.8	2.1	0.6	1.6	1.4	1.5	1.5	1.7	1.5	1.8
Busega	97.0	95.0	98.2	1.6	0.9	1.1	1.3	1.2	1.1	1.8	1.2	1.9
Chato	78.0	98.0	93.3	1.8	0.7	1.9	1.1	1.2	1.5	1.4	1.5	1.9
Chunya	89.5	100.0	75.1	7.4	7.5	6.6	1.4	1.4	1.4	1.6	1.6	1.6
Gairo	100.0	94.0	61.4	2.2	3.2	4.6	1.3	1.4	1.0	2.7	1.4	1.0
Ifakara	100.0	100.0	82.9	-	4.1	4.9	1.2	1.1	1.0	1.8	1.8	1.5
Igunga	98.8	100.0	99.0	2.6	2.0	1.8	1.0	1.3	1.5	1.4	1.7	1.8
Itumba-Isongole	100.0	88.4	91.6	4.1	1.0	6.1	1.1	0.9	1.2	2.3	15.7	1.9
Karatu	64.9	85.0	92.8	4.0	2.5	2.1	1.3	1.7	1.3	1.3	1.9	1.5
Kasulu	100.0	100.0	75.6	3.3	2.1	3.0	1.2	1.2	1.0	1.8	1.2	2.0
Kibaya	69.4	87.9	91.5	4.5	2.6	4.6	1.1	1.1	1.3	1.2	1.7	1.8
Kibondo	38.8	96.3	95.3	2.4	0.1	0.4	2.5	2.5	2.6	3.6	3.6	4.0
Kilindoni	54.7	52.1	100.0	9.8	14.2	10.3	0.9	0.7	1.3	1.5	0.7	1.3
Kilwa Masoko	99.1	92.5	92.7	-	5.2	5.9	1.2	1.1	1.2	1.5	1.1	1.4
Kiomboi	100.0	100.0	94.0	8.1	1.0	3.2	1.4	1.9	1.8	2.1	1.9	2.3
Kishapu	100.0	99.0	98.5	4.0	0.3	1.6	1.1	1.0	1.0	1.1	1.0	1.1
Kondoa	96.0	100.0	83.4	3.7	11.4	10.5	1.1	1.3	1.3	1.4	1.3	1.7
Kyela-Kasumulu	90.4	87.0	76.5	4.3	2.2	7.6	0.9	0.9	1.0	1.5	1.9	1.4
Liwale	88.4	78.3	71.7	16.6	0.2	20.3	0.9	0.8	1.1	1.7	0.8	3.7
Loliondo	80.8	92.2	85.5	3.0	2.5	1.8	1.3	1.4	1.5	1.5	1.6	1.8
Ludewa	87.0	86.2	96.8	-	0.1	1.8	0.7	1.0	1.1	2.3	2.3	4.6
Lushoto	85.3	92.3	91.6	-	0.1	1.9	1.0	0.8	1.0	1.8	1.4	1.3
Mafinga	99.0	98.0	98.9	4.1	2.3	3.6	1.4	0.9	1.1	1.8	-	1.4

Utilities	Revenue Collection Efficiency (%)			Accounts Receivables			Working Ratio			Operating Ratio		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Makete	83.0	87.0	85.4	4.0	3.7	4.7	0.8	0.9	0.9	1.4	1.3	2.3
Manyoni	95.7	100.0	98.5	2.6	0.3	2.6	1.0	1.2	1.1	1.1	1.4	1.3
Mbinga	93.6	93.9	88.4	4.0	3.1	0.7	1.0	1.1	0.9	1.4	1.4	1.2
Mbulu	93.8	86.2	96.4	1.0	2.1	2.3	1.4	1.2	1.1	1.4	1.5	1.4
Mpwapwa	100.0	100.0	98.6	12.1	6.4	5.5	1.1	1.3	1.1	1.6	1.7	1.4
Mwanhuzi	95.0	100.0	94.4	3.2	9.6	2.3	1.6	1.1	1.1	2.2	1.1	1.1
Namanyere	100.0	74.1	83.7	-	3.1	10.3	1.0	3.4	1.0	3.8	8.8	3.7
Namtumbo	69.0	77.9	100.0	9.3	6.6	5.5	0.6	1.4	1.5	1.9	1.4	1.8
Ngara	100.0	100.0	94.0	1.7	0.8	2.0	0.9	3.2	1.2	0.9	3.4	1.2
Nzega	99.6	100.0	100.0	2.6	1.4	0.7	1.2	1.5	1.2	2.2	2.3	2.1
Rombo	93.6	89.6	93.3	2.0	0.9	2.3	1.1	1.3	1.3	1.4	1.8	1.7
Ruangwa	77.9	94.8	97.5	4.7	0.2	4.2	0.6	1.2	1.3	0.8	1.6	1.8
Rujewa	99.0	100.0	100.0	15.0	16.0	13.8	0.9	1.5	1.4	1.7	2.1	2.0
Same-Mwanga	87.6	85.9	81.2	4.5	0.7	6.2	1.9	1.3	4.7	2.6	1.9	14.6
Sengerema	86.0	100.0	96.1	3.7	0.2	2.7	1.0	1.3	1.1	1.5	2.0	1.6
Songe	83.6	87.5	88.3	2.0	0.1	2.3	0.9	1.4	1.1	0.9	1.8	1.4
Tukuyu	100.0	81.4	89.6	-	8.9	8.2	0.9	0.8	0.9	0.9	1.0	1.1
Tunduru	91.0	90.1	70.8	5.2	9.5	1.5	0.9	0.8	0.5	1.3	0.8	0.5
Ushiroambo	83.0	100.0	83.6	4.1	2.6	1.8	1.1	1.0	1.2	1.1	1.0	1.6
Utete	59.8	57.0	75.2	12.0	0.1	6.9	1.6	1.4	1.0	2.3	1.8	1.0
Maganzo	100.0	86.3	93.4	0.6	1.6	1.6	1.0	1.2	1.3	1.0	1.2	1.6
Makambako	97.1	100.0	100.0	1.0	0.5	0.4	1.4	1.2	1.2	1.8	1.2	1.6
Tunduma	92.2	100.0	85.2	-	0.4	1.9	2.9	2.7	1.5	3.6	3.3	1.5
Turiani	99.0	99.0	95.8	0.6	0.2	0.9	0.7	1.2	1.4	1.0	1.4	1.6
AVERAGE	90.5	91.9	92.2	3.9	2.6	4.0	1.30	1.31	1.31	2.01	2.97	1.95

Table A2.11: Billing Composition

Utilities	Water Billing			Sanitation Billing			Other Operational Billing			Total Billing		
	(Millions TZS)			(Millions TZS)			(Million TZS)			(Million TZS)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	21,647	24,854	28,796	1,312	1,610	1,742	3,081	2,572	2,760	26,039	29,036	33,298
Babati	4,184	5,176	6,647	-	-	-	546	678	1,027	4,730	5,854	7,675
Bariadi	305	574	905	-	-	-	27	-	-	332	574	905
Bukoba	3,725	4,948	6,053	-	6	10	691	740	712	4,416	5,694	6,774
DAWASA	125,408	142,458	138,064	9,797	9,792	10,553	11,405	528	10,632	146,609	152,778	159,249
Dodoma	20,546	26,939	30,498	2,656	1,823	1,675	3,766	961	897	26,969	29,724	33,070
Geita	1,830	1,779	1,984	-	-	17	717	323	149	2,547	2,103	2,150
HTM	793	1,186	1,568	-	-	-	76	104	102	869	1,289	1,670
Iringa	8,709	9,357	10,302	682	703	679	244	1,310	1,367	9,635	11,371	12,348
Kahama	9,136	9,352	10,667	-	126	222	195	715	1,027	9,332	10,192	11,916
KASHWASA	18,309	19,215	20,958	-	-	-	1	998	205	18,310	20,213	21,162
Kakonko			54						4			58
Mkwajuni			239						0			239
Kigoma	3,254	4,264	4,273	-	-	-	245	265	211	3,499	4,529	4,484
Lindi	1,043	1,048	1,213	11	-	23	113	113	136	1,168	1,161	1,372
Makonde	628	866	1,154	-	-	-	99	-	-	727	866	1,154
MANAWASA	3,184	2,845	3,073	-	-	-	288	755	347	3,472	3,600	3,420
Maswa	692	758	930	-	-	-	58	79	-	751	837	930
Mbeya	12,801	14,878	17,892	977	1,216	1,362	456	1,066	1,602	14,234	17,160	20,856
Morogoro	12,706	13,017	13,085	428	445	381	327	-	152	13,461	13,462	13,618
Moshi	10,671	12,078	13,321	971	1,031	1,087	1,330	1,520	1,764	12,973	14,628	16,172
Mpanda	941	1,058	1,326	-	-	-	175	259	298	1,116	1,317	1,624
Mtwara	4,532	4,681	4,859	-	-	-	299	383	285	4,831	5,065	5,144
Mugango-Kiabakari	120	124	180	-	-	-	50	53	37	170	177	217
Musoma	4,557	4,821	5,460	-	11	4	167	-	-	4,724	4,832	5,464
Mwanza	28,301	28,818	32,178	1,396	1,443	1,484	1,240	1,459	55	30,937	31,719	33,717
Njombe	1,154	1,236	1,519	-	-	-	75	39	54	1,229	1,275	1,572
Shinyanga	8,695	9,335	10,704	-	-	-	168	736	530	8,863	10,071	11,233
Singida	3,847	4,369	4,741	-	-	-	135	272	494	3,981	4,641	5,236
Songea	3,473	4,149	4,417	196	235	207	262	-	39	3,931	4,384	4,664
Sumbawanga	1,536	2,300	2,485	-	33	38	117	93	918	1,653	2,426	3,441
Tabora	8,749	8,742	9,827	112	148	130	1,043	659	870	9,903	9,549	10,827
Tanga	15,221	15,692	16,808	295	266	304	730	1,023	8,783	16,246	16,981	25,896
Vwawa-Mlowo	219	212	297	-	-	-	62	84	91	281	296	388
Wanging'ombe	430	517	564	-	-	-	131	-	21	560	517	586
Biharamulo	305	338	391	-	-	-	20	20	40	324	358	432
Bunda	1,120	1,483	1,359	-	-	-	128	217	320	1,249	1,699	1,679
Busega	639	762	1,045	-	4	13	39	77	217	679	843	1,274
Chato	536	649	838	-	-	-	11	-	1	547	649	838
Chunya	71	89	210	-	-	-	6	2	15	77	91	224
Gairo	546	548	609	-	-	-	9	-	17	555	548	626
Ifakara	102	110	146	-	-	-	5	6	6	108	116	152
Igunga	1,894	1,836	2,227	-	-	-	151	128	196	2,044	1,964	2,423
Itumba-Isongole	63	67	63	-	-	-	2	0	10	65	67	73
Karatu	1,014	1,065	1,215	-	-	-	279	238	192	1,293	1,303	1,407
Kasulu	222	361	486	-	-	-	14	119	53	236	480	539
Kibaya	126	211	252	-	-	-	17	15	40	143	225	292
Kibondo	185	183	210	-	-	-	13	108	24	198	290	234
Kilindoni	41	44	40	-	-	-	1	0	1	42	45	41
Kilwa Masoko	334	320	341	-	-	-	1	42	29	335	362	370
Kiomboi	79	96	113	-	-	-	14	0	9	92	96	122
Kishapu	263	283	304	-	-	-	9	-	-	273	283	304
Kondoa	516	464	503	-	-	-	80	118	42	596	582	545
Korogwe	254			-	-	-	84	-	0	338	-	-
Kyela-Kasumulu	107	136	141	-	-	-	10	-	16	117	136	156
Liwale	106	84	97	-	-	-	1	29	0	107	113	97
Loliondo	208	190	215	-	-	-	7	24	41	215	215	255
Ludewa	78	75	81	-	-	-	5	-	-	83	75	81

Utilities	Water Billing			Sanitation Billing			Other Operational Billing			Total Billing		
	(Millions TZS)			(Millions TZS)			(Million TZS)			(Million TZS)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Lushoto	148	295	293	-	-	-	27	18	21	175	312	313
Mafinga	472	592	675	-	-	-	19	-	-	490	592	675
Maganzo	173	166	194	-	-	-	10	-	4	183	166	199
Mahenge	123			-	-	-	13	-	0	136	-	-
Makambako	678	768	838	-	-	-	187	154	141	865	922	979
Makete	187	200	206	-	-	-	7	6	10	194	206	215
Manyoni	513	562	669	-	-	-	111	93	110	624	655	779
Mbinga	358	490	589	-	-	-	34	69	13	392	559	602
Mbulu	284	558	505	-	-	-	28	16	17	312	574	523
Mombo	46			-	-	-	2	-	0	48	-	-
Mpwapwa	353	524	563	-	-	-	60	0	51	413	524	614
Mwanhuzi	228	263	298	-	-	-	20	16	24	248	279	323
Namanyere	47	48	52	-	-	-	11	1	8	58	49	60
Namtumbo	142	165	175	-	-	-	30	-	3	172	165	178
Ngara	388	353	403	-	-	-	74	22	4	463	375	407
Nzega	1,751	1,738	1,916	-	-	116	203	301	225	1,953	2,039	2,257
Orkesumet	396	338		-	-	-	23	40	-	419	378	-
Rombo	1,816	1,728	2,035	-	-	-	337	170	325	2,153	1,898	2,360
Ruangwa	307	267	336	-	-	-	157	14	16	463	281	352
Rujewa	148	136	135	-	-	-	24	1	1	172	137	136
Same-Mwanga	486	504	731	-	-	-	20	29	250	506	534	982
Sengerema	1,282	1,271	1,411	-	-	-	82	120	129	1,363	1,392	1,540
Songe	86	65	102	-	-	-	22	11	5	108	76	107
Tukuyu	331	374	402	-	-	-	5	9	8	336	383	410
Tunduma	90	145	198	-	-	1	46	68	36	135	213	234
Tunduru	171	125	228	-	-	-	2	-	-	173	125	228
Turiani	368	420	544	-	-	-	85	8	127	453	429	671
Ushirombo	133	204	246	-	-	-	41	24	28	174	228	274
Utete	83	94	138	-	-	-	10	-	3	93	94	141
TOTAL	361,743	403,431	431,810	18,834	18,893	20,047	30,913	20,116	38,396	411,491	442,440	490,253

Table A2.12: Total O&M, Personnel and Energy Costs

Utilities	Total O & M Costs			Personnel Cost			Energy Cost		
	(Millions TZS)			(Millions TZS)			(Millions TZS)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	28,758	32,564	36,789	8,125	10,143	10,495	9,577	11,325	13,991
DAWASA	160,761	171,652	187,219	58,794	53,135	63,524	25,519	27,050	28,191
Dodoma	26,270	27,437	31,820	6,172	8,074	9,005	5,551	6,221	6,485
Iringa	8,340	8,403	8,255	3,504	3,308	3,282	1,027	1,140	1,348
Kahama	8,985	9,360	10,772	2,013	2,145	2,273	-	5,320	-
Mbeya	13,222	16,487	22,425	4,959	5,970	6,898	945	1,067	1,156
Morogoro	22,710	21,959	18,163	6,217	6,088	7,483	937	577	585
Moshi	10,425	13,221	14,285	3,783	5,065	5,492	558	703	783
Mtwara	4,573	5,058	5,040	1,292	1,475	1,751	1,007	1,199	1,295
Musoma	4,646	5,235	5,676	1,907	1,838	1,930	1,061	1,162	1,343
Mwanza	29,203	36,418	36,650	10,265	12,470	14,020	8,024	9,316	10,540
Shinyanga	8,831	9,909	9,940	2,270	2,911	3,123	114	96	89
Kakonko			222					63	74
Mkwajuni			259					93	56
Songea	3,548	3,841	4,077	1,573	1,832	1,907	167	175	239
Tabora	10,778	11,319	9,684	2,037	2,497	2,866	842	798	1,090
Tanga	15,398	16,362	15,308	6,236	6,851	6,768	955	999	1,192
Bukoba	4,202	5,438	6,136	966	1,712	1,979	581	993	1,053
Kigoma	3,530	4,454	5,254	1,203	1,549	1,971	1,222	1,833	1,635
Singida	4,217	4,554	5,350	1,768	2,133	2,086	1,041	1,043	1,103
Sumbawanga	2,023	2,430	2,659	782	803	876	454	422	550
Babati	6,507	8,252	9,755	2,178	2,782	3,373	1,019	902	1,105
Lindi	1,628	1,649	1,750	675	628	635	476	502	659
Bariadi	535	774	1,044	196	273	264	172	182	297
Geita	2,685	2,723	3,065	839	943	989	540	491	612
Mpanda	1,048	1,521	1,916	459	483	616	22	32	26
Njombe	1,236	1,403	1,615	502	578	762	33	16	-
Vwawa-Mlowo	255	270	437	123	127	208	61	64	62
HTM	2,875	2,756	4,775	849	1,110	1,530	118	255	207
KASHWASA	14,962	17,860	17,284	2,369	3,384	3,240	6,418	6,859	7,458
Makonde	1,611	1,422	2,252	479	384	708	876	405	418
MANAWASA	3,029	2,543	3,018	1,366	1,364	1,440	-	1	518
Maswa	851	756	1,019	135	167	260	296	254	367
Mugango-Kiagakari	561	279	607	101	57	87	204	48	275
Wanging'ombe	1,516	1,196	839	334	342	338	19	-	22
Biharamulo	561	389	485	139	123	131	127	126	158
Bunda	1,718	2,143	1,982	546	805	925	391	435	491
Busega	851	911	1,185	277	308	383	107	122	207
Chato	617	754	1,221	224	288	416	199	213	213
Chunya	108	124	288	39	35	63	33	35	17
Gairo	720	763	581	168	161	157	227	190	197
Ifakara	127	116	139	59	56	65	24	34	33
Igunga	2,102	2,382	3,262	657	664	744	36	39	36
Itumba-Isongole	72	60	78	43	47	38	-	-	-
Karatu	1,718	1,764	1,607	542	508	613	869	474	543
Kasulu	285	420	471	172	250	260	1	46	78
Kibaya	153	240	323	83	113	83	38	77	102
Kibondo	504	448	544	146	112	130	180	198	275
Kilindoni	38	30	51	17	12	9	17	11	20
Kilwa Masoko	404	353	395	156	131	131	95	112	133
Kiomboi	133	179	206	19	30	35	32	80	91
Kishapu	297	271	310	60	53	47	-	-	-
Kondoa	649	601	665	304	191	253	174	157	200
Korogwe	600			185			131		
Kyela-Kasumulu	102	121	139	42	36	39	14	15	16
Liwale	101	65	106	40	22	37	42	30	34
Loliondo	269	269	329	86	104	89	58	64	71
Ludewa	61	78	88	35	35	29	-	-	-
Lushoto	181	236	305	71	108	145	-	-	-

Utilities	Total O & M Costs			Personnel Cost			Energy Cost		
	(Millions TZS)			(Millions TZS)			(Millions TZS)		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Mafinga	701	686	770	246	176	337	293	-	232
Mahenge	135			24			78		
Makete	150	175	185	53	89	112	-	-	-
Manyoni	598	671	753	205	293	338	217	213	276
Mbinga	398	534	554	93	175	240	-	-	-
Mbulu	445	651	531	110	269	172	119	151	126
Mpwapwa	443	669	589	154	272	294	149	139	106
Mwanhuzi	397	293	317	99	137	113	75	75	124
Namanyere	57	165	52	11	14	15	-	39	25
Namtumbo	106	222	259	40	66	79	1	-	-
Ngara	426	1,142	475	180	172	162	195	170	146
Nzega	2,320	2,593	2,435	424	468	786	143	112	108
Orkesumet	533	838		290	323	-	58	440	-
Rombo	2,308	2,176	2,637	1,239	1,270	1,438	79	49	76
Ruangwa	275	314	427	89	113	145	63	52	67
Rujewa	152	198	185	45	44	54	7	8	11
Same-Mwanga	982	671	3,404	180	279	310	243	241	1,764
Sengerema	1,416	1,602	1,486	439	574	474	505	503	542
Songe	98	91	117	48	30	56	30	24	19
Tukuyu	311	300	360	116	124	164	-	-	-
Tunduru	120	94	121	84	57	67	72	22	13
Ushirombo	194	196	307	68	75	94	39	39	58
Utete	148	133	135	36	42	57	41	38	42
Maganzo	182	193	246	29	31	24	-	-	-
Makambako	1,022	906	1,041	462	487	589	101	80	73
Mombo	52			29			-		
Tunduma	386	388	292	112	144	83	57	53	77
Turiani	444	510	774	132	127	165	-	-	-
TOTAL	436,886.2	478,634.6	518,573.3	143,618.7	152,665.0	173,522.6	75,192.9	86,351.3	91,622.5

Table A2.13: Total Collections and Average Tariff

Utilities	Water and Sewerage Collections			Other Collections			Total Collections			Average Tariff		
	(TZS Million)			(TZS Million)			(TZS Million)			TZS/m3		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
DAWASA	132,766	143,165	149,880	4,203	7,553	11,218	136,968	150,718	161,098	1,663	1,663	1,663
Arusha	22,415	25,644	29,574	3,306	2,611	2,661	25,721	28,255	32,234	1,759	2,122	2,126
Dodoma	22,154	27,367	29,971	-	2,476	4,960	22,154	29,843	34,931	1,397	1,627	1,627
KASHWASA	15,908	16,533	19,085	-	6,724	8	15,908	23,257	19,093	966	966	966
Kahama	9,983	9,263	11,088	34	-	1,027	10,018	9,263	12,115	2,308	2,308	2,308
Iringa	9,241	9,904	10,815	1,198	1	1,204	10,439	9,905	12,019	2,100	2,100	2,100
Mbeya	15,852	15,863	17,868	744	-	1,602	16,595	15,863	19,470	1,366	1,531	1,704
Morogoro	13,716	13,270	13,758	753	-	266	14,470	13,270	14,024	1,800	1,800	1,800
Moshi	11,366	12,863	14,261	1,529	1,520	1,601	12,895	14,383	15,862	1,068	1,075	1,119
Mtwara	4,335	4,389	4,744	420	383	270	4,755	4,772	5,014	2,070	2,198	2,198
Musoma	4,470	4,496	5,415	-	-	143	4,470	4,496	5,558	1,360	1,360	1,360
Mwanza	26,557	35,391	35,390	3,511	1,459	2,043	30,068	36,850	37,433	1,873	1,873	1,873
Shinyanga	7,713	8,843	9,076	168	736	280	7,881	9,579	9,356	2,014	2,014	2,014
Songea	3,553	4,323	4,512	105	-	145	3,659	4,323	4,657	1,641	1,683	1,732
Kakonko			215			36			250			1,600
Mkwajuni			222			7			229			2,000
Tabora	8,338	7,599	8,622	1,016	659	881	9,354	8,257	9,504	2,246	2,246	2,246
Tanga	14,746	15,010	15,853	1,497	1,023	628	16,243	16,033	16,481	1,983	1,983	1,983
Bukoba	3,674	49	5,356	-	740	701	3,674	788	6,057	1,888	1,888	1,888
Kigoma	3,189	3,631	4,288	719	265	492	3,908	3,896	4,780	1,400	1,400	1,400
Singida	3,492	97	4,506	825	272	494	4,317	369	5,000	1,723	1,723	1,723
Sumbawanga	1,650	2,243	2,259	-	93	70	1,650	2,335	2,329	1,146	1,596	1,627
Babati	4,136	5,118	6,574	710	678	963	4,846	5,797	7,537	1,935	1,975	1,985
Lindi	1,003	958	1,180	52	113	135	1,055	1,071	1,315	1,800	1,800	2,249
Bariadi	253	497	828	28	-	168	281	497	996	730	1,281	1,392
Geita	1,885	196	2,046	7	323	366	1,892	519	2,412	1,400	1,400	1,400
Mpanda	932	13	1,279	24	259	346	956	272	1,625	1,113	1,113	1,113
Njombe	1,248	-	1,499	48	39	75	1,296	39	1,574	1,460	1,460	1,460
Vwawa-Mlowo	65	173	273	113	84	68	178	257	341	1,013	1,013	1,013
HTM	761	1,038	1,319	13	104	102	774	1,141	1,421	3,549	3,549	3,549
Makonde	700	764	1,092	-	-	656	676	764	1,747	1,300	2,131	2,180
MANAWASA	3,067	2,794	3,224	-	755	912	3,067	3,549	4,136	1,557	1,557	1,557
Maswa	692	20	891	58	79	88	750	99	980	1,710	1,710	1,710
Mugango-Kiabakari	88	0	117	23	53	99	111	53	216	1,310	1,310	1,310
Wanging'ombe	408	495	567	71	-	39	479	495	605	1,582	1,582	1,582
Biharamulo	389	336	422	-	20	102	389	356	523	1,400	1,400	1,400
Bunda	1,125	23	1,343	138	217	321	1,263	240	1,664	2,109	2,109	2,109
Busega	637	728	1,038	157	77	218	794	805	1,256	1,250	1,250	1,250
Chato	517	635	782	79	-	22	596	635	804	1,500	1,500	1,500
Chunya	71	52	158	5	2	4	76	54	161	1,500	1,500	1,500
Gairo	485	129	374	12	-	2	496	129	376	2,500	2,500	2,500
Ifakara	108	4	121	7	6	6	115	10	127	1,133	1,133	1,133
Igunga	1,832	1,864	2,205	-	128	285	1,832	1,992	2,490	1,709	1,709	1,709
Itumba-Isongole	61	59	58	2	0	14	63	59	72	300	300	300
Karatu	658	905	1,128	654	238	178	1,313	1,143	1,306	1,300	1,300	1,300
Kasulu	239	10	367	7	119	41	246	129	408	300	300	300
Kibaya	88	185	231	23	15	40	110	200	271	1,977	1,977	1,977
Kibondo	70	176	200	16	108	27	86	283	227	850	850	850
Kilindoni	25	23	54	1	0	1	26	23	55	1,221	1,221	1,221
Kilwa Masoko	331	296	316	27	42	29	358	338	345	1,050	1,050	1,050
Kiomboi	69	164	106	14	0	58	82	164	164	1,050	1,050	1,050
Kishapu	251	199	300	9	-	6	261	199	306	1,696	1,696	1,696
Kondoa	357	474	419	80	118	48	437	591	467	1,600	1,600	1,600
Korogwe	254			192			446			1,174	1,174	1,174
Kyela-Kasumulu	95	101	108	10	-	31	105	101	138	518	518	518
Liwale	95	66	70	-	29	0	95	94	70	832	832	832
Loliondo	168	176	184	43	24	41	211	200	224	2,500	2,100	2,200

Utilities	Water and Sewerage Collections			Other Collections			Total Collections			Average Tariff		
	(TZS Million)			(TZS Million)			(TZS Million)			TZS/m3		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Ludewa	64	65	79	4	-	7	68	65	86	540	540	540
Lushoto	148	272	268	30	18	21	178	289	289	1,100	1,200	1,240
Mafinga	469	-	668	45	-	15	514	-	683	940	1,190	1,250
Mahenge	81			-	-	-	81		-	395	395	395
Makete	162	-	176	7	6	10	169	6	185	1,050	1,050	1,050
Manyoni	601	13	659	-	93	102	601	106	761	1,146	1,146	1,146
Mbinga	338	460	520	30	69	18	368	529	539	670	670	670
Mbulu	284	481	487	28	16	17	312	496	504	1,266	1,428	1,447
Mpwapwa	308	41	555	77	0	59	385	42	614	1,448	1,472	1,526
Mwanhuzi	240	52	282	14	16	11	254	67	293	1,000	1,000	1,000
Namanyere	24	36	43	13	1	12	37	36	56	720	720	720
Namtumbo	142	129	180	0	-	70	142	129	250	1,105	1,500	1,500
Ngara	382	2	379	-	22	27	382	24	406	1,485	1,485	1,485
Nzega	1,744	1,885	2,192	93	301	239	1,838	2,186	2,431	1,480	1,480	1,480
Orkesumet	396	318	-	114	40	-	510	357	-	2,500	3,250	3,440
Rombo	1,700	1,548	1,897	337	170	398	2,037	1,717	2,295	900	900	900
Ruangwa	239	254	327	57	14	88	295	268	415	1,389	1,389	1,389
Rujewa	94	0	154	24	1	23	117	1	178	540	540	540
Same-Mwanga	454	433	593	52	29	250	506	462	844	1,388	1,388	1,388
Sengerema	1,271	1,289	1,356	18	120	8	1,290	1,409	1,364	1,486	1,486	1,486
Songe	72	57	90	29	11	5	101	68	95	1,691	1,691	1,691
Tukuyu	286	304	360	0	9	12	287	313	372	300	300	300
Tunduru	118	113	162	2	-	4	120	113	165	1,248	1,248	1,248
Ushirombo	133	4	206	51	24	75	184	28	281	1,500	1,500	1,500
Utete	83	38	104	-	-	15	83	38	119	1,050	1,050	1,050
Maganzo	165	143	182	13	-	15	178	143	196	1,900	1,900	1,900
Makambako	650	777	843	187	154	108	837	931	951	1,633	1,633	1,633
Mombo	47			3	-	-	50		-	437	1,000	1,100
Tunduma	87	95	169	-	68	38	87	163	207	525	525	525
Turiani	359	416	521	62	8	124	421	425	645	937	937	937
TOTAL	369,422	387,835	441,083	23,917	31,332	37,998	393,339	419,167	479,081	1,379	1,437	1,462

Table A2.14: Staffing and Staff Productivity

Name of Water Utilities	Total Staff (Number)			Total Female Staff (Number)			Staff per 1000 Water and Sewerage Connections		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Arusha	397	421	406	114	136	135	3	3	3
DAWASA	1513	2154	2085	498	746	735	3.5	5	4
Dodoma	232	249	248	60	62	64	3	3	2
Iringa	139	133	127	31	31	30	3	3	2
Kahama	61	56	59	13	12	14	2	2	2
Mbeya	205	200	198	65	96	61	2	2	2
Morogoro	187	183	184	42	41	40	4	3	3
Moshi	176	177	168	66	64	58	3	3	3
Mtwara	71	83	82	15	28	18	4	4	4
Musoma	181	178	175	22	49	47	6	5	5
Mwanza	387	401	424	111	160	155	3	3	3
Shinyanga	115	116	116	41	34	35	4	4	3
Songea	90	89	87	36	36	37	4	4	3
Tabora	117	91	92	21	23	25	3	2	2
Tanga	206	194	183	50	50	48	4	4	3
Bukoba	61	66	71	17	21	23	3	2	2
Kigoma	48	49	53	12	12	12	2	2	2
Singida	57	56	138	16	16	37	3	3	6
Sumbawanga	50	45	45	13	13	13	4	3	3
Babati	71	70	83	32	32	38	3	2	2
Lindi	46	44	40	13	14	13	7	6	5
Bariadi	33	46	49	2	3	5	9	10	9
Geita	37	57	57	15	19	20	3	5	4
Mpanda	44	40	39	15	11	14	6	4	3
Njombe	46	46	43	13	13	11	5	5	4
Vwawa-Mlowo	26	26	30	6	7	7	9	8	9
HTM	78	125	120	10	25	26	19	11	10
KASHWASA	99	102	99	27	27	25	678	642	596
Makonde	72	78	93	16	16	22	16	16	17
MANAWASA	69	68	89	27	26	26	5	4	5
Maswa	16	15	8	5	4	25	3	3	1
Mugango-Kiabakari	20	20	32	6	6	11	15	14	13
Wanging'ombe	46	47	46	17	17	17	6	5	5
Biharamulo	3	4	5	1	2	3	1	1	1
Bunda	31	37	37	7	10	10	4	4	4
Chato	36	36	38	6	14	18	8	6	6
Chunya	9	13	9	1	4	1	5	6	4
Gairo	27	29	26	5	5	5	25	24	27
Ifakara	14	15	16	2	4	2	8	8	8
Igunga	42	42	42	12	12	12	4	4	4
Itumba-Isongole	13	13	14	3	3	3	6	6	6
Karatu	43	47	47	15	15	15	8	8	7
Kasulu	23	23	24	5	6	5	5	2	2
Kibaya	13	16	17	5	6	6	14	13	11
Kibondo	51	53	53	7	7	8	19	18	16
Kilindoni	4	4	3	0	0	0	8	8	6
Kilwa Masoko	22	27	11	6	7	5	9	10	4
Kiomboi	13	17	19	5	6	5	8	9	9

Name of Water Utilities	Total Staff (Number)			Total Female Staff (Number)			Staff per 1000 Water and Sewerage Connections		
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25
Kishapu	6	6	6	1	1	1	5	4	4
Kondo	35	35	36	7	7	8	7	6	6
Korogwe	35	na	na	16	na	na	7	na	na
Kyela-Kasumulu	12	11	10	6	6	4	4	5	4
Liwale	21	17	7	3	2	2	10	8	3
Loliondo	12	12	12	3	1	1	11	10	9
Ludewa	9	10	10	3	4	4	7	7	7
Lushoto	18	16	18	6	5	6	9	7	7
Mafinga	24	22	26	9	9	9	5	4	5
Mahenge	11	na	na	3	na	na	8	na	na
Makete	14	18	16	3	5	3	5	6	5
Manyoni	11	10	10	2	3	3	3	2	2
Mbinga	10	17	18	5	10	8	2	3	3
Mbulu	6	6	18	4	4	7	2	2	5
Mpwapwa	20	33	20	10	11	10	5	9	5
Mwanhuji	20	21	20	6	5	4	7	6	6
Namanyere	15	16	14	6	6	4	25	26	20
Namtumbo	15	12	20	3	3	5	7	5	7
Ngara	24	22	25	7	7	8	7	5	6
Nzega	19	24	24	7	7	7	2	2	2
Orkesumet	24	18	na	8	7	na	16	10	na
Ruangwa	20	25	14	8	8	5	11	13	6
Rujewa	11	12	14	4	3	7	4	4	4
Same-Mwanga	42	42	57	6	6	9	9	9	9
Sengerema	32	35	33	3	13	9	3	3	3
Songe	12	10	11	2	1	1	24	19	17
Tukuyu	14	14	14	5	6	6	2	2	2
Tunduru	14	20	22	4	5	4	5	8	8
Ushirombo	20	22	11	6	6	6	17	16	6
Utete	15	13	17	5	3	5	14	12	14
Maganzo	8	9	7	2	5	4	9	8	5
Makambako	31	32	32	12	14	14	5	4	4
Mombo	8	na	na	3	na	na	10	na	na
Tunduma	20	21	23	7	11	6	22	19	20
Turiani	12	18	16	4	6	4	3	4	3
Busega	23	21	23	4	4	8	4	3	2
Rombo	113	116	106	34	34	33	4	4	4
Mkwajuni			17			4			10
Kakonko			40			2			16
TOTAL/AVERAGE	6,073	6,837	6,897	1,750	2,179	2,166	3.8	4.0	3.7

Name WSSA	Number of Households with Traditional pit latrine (No)		Number of Households with improved ventilated pit latrine (VIP Latrine) (No)		Number of Households with septic tanks (No)		Number of Household without Latrines (Open Defecation) (No)		Number of Households with empty latrines in a service area (No)		Volume of faecal sludge generated per year (m³)		Volume of sewage generated per year (m³)		Number of Households connected to sewer (No)		Total capacity of faecal sludge treatment facility (m³/day)		Volume of faecal sludge dumped at treatment facility per year (m³)											
	2022/23	2023/24	2024/25	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25										
Namitumbo	2,934	4,126	3,821	449	746	195	219	-	1,400	1,400	4,590	7,317	7,317	279,363	279,363	279,363	NA	NA	NA	NA	NA									
Nzega	7,764	8,416	8,107	2,388	2,719	3,407	2,822	3,320	-	-	7,317	7,317	7,317	NA	NA	NA	NA	NA	NA	NA	NA									
Ruangwa	12,424	12,174	12,659	2,074	2,051	2,416	7,141	6,416	7,750	209	318	433	35,054	35,054	35,054	921,007	921,007	921,007	16,370	16,153	18,739									
Rujewa	3,427	1,856	1,610	139	986	1,237	1,414	1,838	2,042	56	-	5,710	5,792	5,792	5,792	5,792	5,792	5,792	5,792	5,792	5,792									
Same-Mwanga	8,283	8,206	8,119	2,212	2,312	2,312	4,461	5,065	5,169	16	14	11	176,098	176,098	176,098	363,324	363,324	363,324	363,324	363,324	363,324									
Sengerema	127,888	130,826	199,811	16,798	19,929	17,619	18,523	22,915	29,892	362	657	383	6,200	6,890	6,975	1,800	1,800	1,800	1,800	1,800	1,800									
Songea	4,823	4,238	2,434	1,126	1,553	1,007	394	633	614	139	58	150	1,626	1,555	1,621	3,958	3,958	3,958	3,958	3,958	3,958									
Tukuyu	6,376	4,184	2,680	905	448	199	983	2,480	2,741	-	-	-	-	-	-	-	-	-	-	-	-									
Tunduru	13,913	16,564	14,878	3,071	3,268	3,078	2,803	2,944	2,708	-	-	-	-	-	-	-	-	-	-	-	-									
Ushioombo	15,085	14,990	14,980	11,322	11,763	9,882	10,493	10,905	10,914	10	2	19	22,971	-	-	-	-	-	-	-	-									
Ufite	27,688	10,211	11,507	354	239	267	387	264	768	-	-	-	-	-	-	-	-	-	-	-	-									
Makambako	2,919	2,340	2,340	464	1,043	447	448	448	448	1	-	-	-	-	-	-	-	-	-	-	-									
Tunduma	13,261	13,488	7,872	339	47	-	23,895	28,820	30,123	21	34	-	17,701	26,533	NA	NA	NA	NA	NA	NA	NA									
Turiani	11,882	11,156	11,139	333	326	335	2,430	3,784	3,794	-	25	25	7,886	7,892	8,009	NA	NA	NA	NA	NA	NA									
Bueaga	2,325	4,011	11,404	1,136	1,213	1,135	2,980	1,540	1,540	38	48	47	-	-	-	-	-	-	-	-	-									
Rombo	27,850	29,435	29,281	20,509	23,326	23,348	22,608	23,389	23,385	-	-	-	-	-	-	-	-	-	-	-	-									
Mkwajuni	7,854	7,055	7,080	1,687	3,297	4,359	684	1,845	2,695	-	3	5	-	-	-	-	-	-	-	-	-									
Kalenko	8,210	7,369	7,127	3,104	3,718	3,757	3,860	4,114	4,327	1	14	4	-	-	-	-	-	-	-	-	-									
TOTAL	3,897,304	4,081,175	4,579,594	1,941,263	2,331,599	2,468,929	4,577,877	5,167,455	5,692,226	33,311	25,606	29,183	2,429,501	2,285,126	1,930,315	24,207,670	5,924,902	11,367,814	74,012,247	74,792,330	74,036,540	56,412	46,278	52,104	179,295	179,305	157,555	2,993,908	1,731,308	4,394,120

Table A2.16: Cesspit Emptiers and Faecal Sludge Treatment Facilities

Name WSSA	Number of Cesspit trucks owned by Utility (No)						Number of Cesspit trucks owned by LGA(s) (No)						Number of Private owned Cesspit emptiers registered by WSSA/LGA (No)						Total Number Of Cesspit Emptier (No)						Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility						Operational Status of faecal treatment facilities				
	2023/23		2023/24		2024/25		2022/23		2023/24		2024/25		2022/23		2023/24		2024/25		2022/23		2023/24		2024/25		2022/23		2023/24		2024/25		2022/23		2023/24		2024/25			
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25					
Arusha	5	4	4	1	1	1	1	1	22	26	30	28	31	35	YES	YES	YES	WSP	FSTP	WSPFSTP	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational					
DAWASA	7	7	7	1	1	3	127	110	141	135	118	151	YES	YES	YES	WSPs & DEWATS	FSTP (DEWATS) AND SEPTICK TANK	Septic Tanks FSTP/ DEWATS	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational					
Dodoma	1	1	1	1	1	1	30	34	34	32	36	36	YES	YES	YES	WSPs	N/A	N/A	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational				
Iringa	3	3	3	0	0	0	2	2	2	5	5	5	YES	YES	YES	Waste water stabilization ponds	Anaerobic Ponds Facultative Ponds Maturation Ponds And Construction Wetland	Anaerobic Ponds Facultative Ponds Maturation Ponds And Construction Wetland	Design	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational				
Kahama	2	2	2	0	0	13	12	16	15	14	18	30	YES	YES	YES	Sludge Pond Digester	Faecal sludge digester ponds	Faecal sludge digester ponds	OPERATIONAL	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational			
Mbeya	0	0	1	1	1	1	1	0	4	2	1	6	YES	YES	YES	WSP	Waste stabilization pond	WSP	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational			
Morogoro	0	0	0	1	1	1	7	8	8	8	8	9	YES	YES	YES	WSPs	NA	NA	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational			
Moshi	1	1	1	0	0	0	6	11	13	7	12	14	YES	YES	YES	WSP	WSP	WSP	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational		
Mtwara	0	0	0	0	0	0	3	0	22	3	0	22	NO	NO	NO	0	Sludge digester	Sludge digester	None	None	None	None	None	None	None	None	None	None	None	None	None	None	None	None	None	None	None	
Musoma	1	1	1	5	0	0	5	24	7	11	25	8	YES	YES	YES	Sludge Pond Digester	Sludge digester ponds	Anaerobic Ponds	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational		
Mwanza	6	6	6	2	1	2	7	11	60	15	18	68	YES	YES	YES	WSPs & FSTP	WWTP	WWTP	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	
Shinyanga	0	0	0	1	1	1	7	7	7	8	8	8	YES	YES	YES	Faecal sludge treatment plant	Faecal Sludge Treatment Plant	Faecal Sludge treatment plant	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	
Songea	1	1	1	0	0	0	0	0	0	1	1	1	YES	YES	YES	WSPs	Wastewater Stabilization Ponds	waste stabilization ponds	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational
Tabora	0	0	0	1	1	1	10	12	11	11	13	12	YES	NO	YES	WSTP	Sludge disposal facilities	Sludge disposal facilities	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	
Tanga	3	3	3	1	2	2	8	5	6	12	10	11	NO	NO	YES	na	FSTP	FSTP	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	
Bukoba	1	1	1	0	0	1	1	0	0	2	1	2	YES	YES	YES	Shallow Lagoon	Shallow lagoon		Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	
Kigoma	1	1	1	0	0	0	0	0	0	1	1	1	YES	YES	YES	WSP	WSP	Anaerobic Ponds	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational
Singida	0	0	0	0	0	0	5	20	4	5	20	4	NO	NO	NO	NA	N/A	N/A	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	Construction	
Sumbawanga	2	2	2	1	1	0	1	3	1	4	6	3	YES	YES	YES	Sludge Pond Digester	sludge pond Digester	Sludge Pond Digester	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational	Operational
Babati	0	0	0	1	1	2	1	10	1	2	11	3	NO	NO	NO	na	Waste Water Stabilization Ponds	0	0	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	construction	

Name WSSA	Number of cesspit emitters trucks owned by Utility (No)				Number of cesspit emitters trucks owned by LGA(s) (No)				Number of Private owned cesspit emitters registered by WSSA/ LGA (No)				Total Number Of Cesspit Emptier (No)				Availability of Faecal Sludge Treatment Facility (Yes/No)				Type of faecal sludge treatment facility				Operational Status of faecal treatment facilities			
	2022/23	2023/24	2024/25	2023/24	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	
Lindi	1	1	1	0	0	0	1	1	2	1	2	2	1	2	2	1	2	2	YES	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Faecal sludge digester	Operational Stage	Operational Stage	Operational Stage
Bariadi	0	0	0	0	1	1	0	0	2	1	1	0	0	1	3	0	3	0	NO	NO	NO	NO	N/A	N/A	None	None	Construction Stage	
Geita	1	1	1	0	0	0	16	17	17	17	17	17	17	17	18	17	18	18	YES	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Faecal sludge treatment Oxidation ponds	Operational Stage	Operational Stage	Operational Stage
Mpanda	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	4	0	0	NO	NO	NO	NO	NA	NA	NONE	NONE	Construction Stage	
Njombe	NIL	0	0	0	0	0	NIL	0	4	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	NIL	NIL	construction	Construction Stage	Construction Stage	
Vwawa-Mlowo	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	NA	NO	NONE	NONE	None	
HTM	0	1	1	0	0	0	0	3	3	0	4	4	4	4	4	4	4	4	YES	YES	YES	YES	nil	FSTP	FSTP	Operational Stage	Operational Stage	Operational Stage
KASHWASA	NA	0	0	0	0	0	NA	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	NA	NA	NA	None	None	
Makonde	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	NA	NA	None	None	None	
MANAWASA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	13992	none	none	Acquired Plot	Acquired Plot	
Maswa	0	0	0	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	NO	NO	NO	NO	0	N/A	None	None	None	
Mugango-Kiabakari	0	0	0	0	0	0	NIL	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	NIL	N/A	N/A	None	None	
Wanging'ombe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	0	0	None	None	
Biharumulo	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	no	none	None	None	
Bunda	0	0	0	0	0	0	3	18	4	3	18	4	3	18	4	3	18	4	NO	NO	NO	NO	NA	Waste water stabilization ponds	Wastewater Stabilization Pond and Constructed wetlands	Construction Stage	Construction Stage	Construction Stage
Chato	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	NA	NA	Construction	Construction	None	
Chunya	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	N/A	NA	None	None	None	
Gairo	0	0	0	0	0	0	1	2	2	1	2	1	2	1	2	1	2	2	NO	NO	NO	NO	0	Design	Design	Acquired Plot	Acquired Plot	
Ifakara	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	NO	NO	NO	NO	0	N/A	None	None	None	
Igunga	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	Construction	Construction	Construction Stage	Construction Stage	Construction Stage
Ilumba-Isongole	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	N/A	Plot	Plot	None	None	
Karatu	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	NO	NO	NO	NO	na	None	None	None	None	
Kasulu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	NA	None	None	None	None	
Kibaya	0	0	0	0	0	0	1	0	1	1	0	1	1	0	1	1	0	1	NO	NO	NO	NO	na	None	None	None	None	
Kibondo	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	N/A	None	None	None	None	
Kilindoni	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	NA	None	None	None	None	
Kilwa Masoko	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kiomboi	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	N/A	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NO	0	None	None	None	None	
Kisumu	0	0	0																									

Name WSSA	Number of Cesspit emptiers trucks owned by Utility (No)			Number of Cesspit emptiers trucks owned by LGA(s) (No)			Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)			Total Number Of Cesspit Emptier (No)			Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities			
	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	2022/23	2023/24	2024/25	
Mbinga	0	0	0	1	0	0	0	0	1	1	NO	NO	NO	Local		Design	None	None	None	None	None	
Mbulu	0	0	0	0	0	2	0	0	0	2	NO	NO	NO	0	None	None	None	None	None	None	None	
Mpwapwa	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	N/A		Plot	None	None	None	None	None	
Mwanhuzi	0	0	0	0	Na	0	0	0	0	0	NO	NO	NO	N/A	N/A	None	None	None	None	None	None	
Namanyere	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	0		Design	Design	Design Stage	Design Stage	Design Stage	Design Stage	
Namtumbo	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	0	N/A	None	N/A	None	None	None	None	
Ngara	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	N/A	nil	None	N/A	None	None	None	None	
Nzega	2	2	0	0	4	5	5	6	7	7	YES	YES	YES	Waste Stabilization Pond and Constructed wetland	Waste Stabilization Ponds	Operational	Operational	Operational	Operational	Operational	Operational	
Ruangwa	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	Septic Tank		None		None	None	None	None	
Rujewa	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA	N/A	none	N/A	none	None	None	Acquired Plot	
Same-Mwanga	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	0		None		None	None	None	None	
Sengerema	1	1	0	0	0	0	0	1	1	1	YES	YES	YES	0	faecal sludge digester	Operational	Feecal sludge plant	Operational	Operational	Operational	Operational	
Songe	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	0	NA	None	NA	None	None	None	None	
Tukuyu	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	0		none		none	None	None	None	
Tunduru	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	0		None		None	None	None	None	
Ushiroambo	0	0	0	0	1	0	0	1	0	1	NO	NO	NO	NO	N/A	None	N/A	None	None	None	None	None
Urete	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	0		Plot		None	None	None	None	
Maganzo	0	0	0	0	0	0	1	0	0	1	NO	NO	NO	0	N/A	None	N/A	None	None	None	None	
Makambako	0	0	0	0	7	0	0	7	0	0	NO	NO	NO	0	N/A	None	N/A	None	None	None	None	
Tunduma	0	0	0	0	0	3	0	0	0	3	YES	YES	YES	0	faecal sludge treatment plant	Operational	FSTP	Operational	Operational	Operational	Operational	
Turiani	nil	0	0	0	nil	0	0	0	0	0	NO	NO	NO	nil		none		none	None	None	None	
Busega	1	1	0	0	0	0	0	1	1	1	YES	YES	YES	Faecal Sludge Ponds	Faecal Sludge Treatment plant	Operational	Faecal Sludge Treatment plant	Operational	Operational	Operational	Operational	
Rombo	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	0	faecal sludge pond	Operational		Operational	Operational	Operational	Operational	
Mkwajuni	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA		None		None	None	None	Acquired Plot	
Kakonko	0	0	0	0	0	0	0	0	0	0	NO	NO	NO	NA		None		None	None	None	None	None

APPENDIX 3: STATUS OF BOARD OF DIRECTORS FOR WSSAs

Table A3.1: WSSAs Board of Directors Status as of 30th June 2025

S/N	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30 th June 2025	Progress in Formulating the Board
			Active or Not Active	
1	Arusha	Yes	Active	
2	DAWASA	Yes	Not Active	Waiting the appointment from Minister of Water
3	Dodoma	Yes	Active	
4	Iringa	Yes	Active	
5	Kahama	Yes	Active	
6	Mbeya	Yes	Active	
7	Morogoro	Yes	Active	
8	Moshi	Yes	Active	
9	Mtwara	Yes	Active	
10	Musoma	Yes	Active	
11	Mwanza	Yes	Active	
12	Shinyanga	Yes	Active	
13	Songea	Yes	Active	
14	Tabora	Yes	Active	
15	Tanga	Yes	Active	
16	Bukoba	Yes	Active	
17	Kigoma	Yes	Active	
18	Singida	Yes	Active	
19	Sumbawanga	Yes	Active	
20	Babati	Yes	Active	
21	Lindi	Yes	Active	
22	Bariadi	Yes	Active	
23	Geita	Yes	Active	
24	Mpanda	Yes	Active	
25	Njombe	Yes	Active	
26	Vwawa-Mlowo	Yes	Active	
27	HTM	Yes	Active	
28	KASHWASA	Yes	Active	
29	Makonde	Yes	Active	
30	MANAWASA	Yes	Active	
31	Maswa	Yes	Active	
32	Mugango-Kiabakari	Yes	Active	
33	Wanging'ombe	Yes	Active	
34	Biharamulo	Yes	Active	
35	Bunda	Yes	Active	
36	Busega	Yes	Active	
37	Chato	Yes	Active	
38	Chunya	Yes	Active	
39	Gairo	Yes	Active	
40	Ifakara	Yes	Active	
41	Igunga	Yes	Active	
42	Itumba-Isongole	Yes	Active	
43	Karatu	Yes	Active	
44	Kasulu	Yes	Active	
45	Kibaya	Yes	Active	
46	Kibondo	Yes	Active	
47	Kilindoni	Yes	Not Active	Waiting the appointment from Minister of Water

S/N	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30 th June 2025	
			Active or Not Active	Progress in Formulating the Board
48	Kilwa Masoko	Yes	Active	
49	Kiomboi	Yes	Active	
50	Kishapu	Yes	Active	
51	Kondoa	Yes	Active	
52	Kyela-Kasumulu	Yes	Active	
53	Liwale	Yes	Active	
54	Loliondo	Yes	Active	
55	Ludewa	Yes	Active	
56	Lushoto	Yes	Active	
57	Mafinga	Yes	Active	
58	Makete	Yes	Active	
59	Manyoni	Yes	Active	
60	Mbinga	Yes	Active	
61	Mbulu	Yes	Active	
62	Mpwapwa	Yes	Active	
63	Mwanhuzi	Yes	Not Active	Waiting the appointment from Minister of Water
64	Namanyere	Yes	Not Active	Waiting the appointment from Minister of Water
65	Namtumbo	Yes	Active	
66	Ngara	Yes	Active	
67	Nzega	Yes	Active	
68	Rombo	Yes	Active	
69	Ruangwa	Yes	Active	
70	Rujewa	Yes	Active	
71	Same-Mwanga	Yes	Active	
72	Sengerema	Yes	Active	
73	Songe	Yes	Active	
74	Tukuyu	Yes	Active	
75	Tunduru	Yes	Active	
76	Ushirombo	Yes	Active	
77	Utete	Yes	Not Active	Waiting the appointment from Minister of Water
78	Maganzo	Yes	Active	
79	Makambako	Yes	Active	
80	Tunduma	Yes	Active	
81	Turiani	Yes	Not Active	Waiting the appointment from Minister of Water
82	Mkwajuni	Yes	Active	
83	Kakonko	Yes	Not Active	New established utility

APPENDIX 4: COMPLIANCE WITH REGULATORY REQUIREMENTS

Table A4.1: Compliance with Inspection Directives in the FY 2024/25

Utility	General Monitoring Inspection				Water Quality Compliance			
	Number of Directives Issued in the FY 2024/25	Number of Directives Implemented in the FY 2024/25	Number of Directives Not Implemented in the FY 2024/25	Compliance level (%)	Number of Directives Issued in the FY 2024/25	Number of Directives Implemented in the FY 2024/25	Number of Directives Not Implemented in the FY 2024/25	Compliance level (%)
Arusha					4	4	0	100
DAWASA	20	11	9	55	17	9	8	53
Dodoma	20	13	7	65	13	12	1	92
Iringa	10	5	5	50	6	5	1	83
Kahama	10	6	4	60	7	7	0	100
Mbeya					5	2	3	40
Morogoro	27	19	8	70	15	11	4	73
Moshi					4	1	3	25
Mtwara	17	11	6	65	2	2	0	100
Musoma	7	7	0	100	7	7	0	100
Mwanza	7	4	3	57	3	3	0	100
Shinyanga	8	3	5	38	4	4	0	100
Songea	11	4	7	36	6	4	2	67
Tabora	16	7	9	44	6	6	0	100
Tanga					3	3	0	100
Bukoba					4	4	0	100
Kigoma	13	12	1	92	5	4	1	80
Singida	14	12	2	86	3	3	0	100
Sumbawanga	2	1	1	50	4	1	3	25
Babati	10	5	5	50	5	5	0	100
Lindi	22	18	4	82	4	4	0	100
Bariadi	10	10	0	100	3	3	0	100
Geita					5	5	0	100
Mpanda	11	9	2	82	6	3	3	50
Njombe					5	5	0	100
Vwawa-Mlowo					5	5	0	100
HTM	18	8	10	44	5	5	0	100
KASHWASA	5	4	1	80	6	6	0	100
Makonde	13	6	7	46	3	3	0	100
MANAWASA	12	9	3	75	8	7	1	88
Maswa	7	7	0	100	7	6	1	86
Mugango-Kiabakari	9	9	0	100	2	2	0	100
Wanging'ombe	16	4	12	25	6	4	2	67
Biharamulo	15	15	0	100	3	3	0	100
Bunda	8	3	5	38	2	2	0	100
Chato	13	13	0	100	6	6	0	100
Chunya	10	3	7	30				
Gairo	6	4	2	67	7	5	2	71
Ifakara	5	4	1	80	6	5	1	83
Igunga	12	7	5	58	4	4	0	100
Itumba-Isongole					5	2	3	40
Karatu	7	6	1	86	4	3	1	75
Kasulu	16	11	5	69	7	3	4	43
Kibaya	12	8	4	67				
Kibondo	25	18	7	72	8	6	2	75
Kilindoni					4	3	1	75
Kilwa Masoko	11	6	5	55				
Kiomboi	6	3	3	50				
Kishapu	13	1	12	8	5	5	0	100
Kondo	12	2	10	17	7	3	4	43

Utility	General Monitoring Inspection				Water Quality Compliance			
	Number of Directives Issued in the FY 2024/25	Number of Directives Implemented in the FY 2024/25	Number of Directives Not Implemented in the FY 2024/25	Compliance level (%)	Number of Directives Issued in the FY 2024/25	Number of Directives Implemented in the FY 2024/25	Number of Directives Not Implemented in the FY 2024/25	Compliance level (%)
Kyela-Kasumulu					5	3	2	60
Liwale	9	4	5	44	5	4	1	80
Loliondo	8	8	0	100	7	4	3	57
Ludewa	20	14	6	70				
Lushoto	7	7	0	100				
Mafinga	11	3	8	27	6	3	3	50
Makete	13	8	5	62	6	5	1	83
Manyoni	3	2	1	67	3	2	1	67
Mbinga	11	9	2	82	7	7	0	100
Mbulu					3	3	0	100
Mpwapwa	13	6	7	46	9	7	2	78
Mwanhuzi	14	14	0	100	7	4	3	57
Namanyere	3	3	0	100	8	6	2	75
Namtumbo	33	15	18	45	4	3	1	75
Ngara	15	15	0	100	4	3	1	75
Nzega	10	4	6	40	3	3	0	100
Ruangwa	13	10	3	77	3	3	0	100
Rujewa	13	4	9	31	5	3	2	60
Same-Mwanga	7	4	3	57	4	4	0	100
Sengerema	8	7	1	88	4	4	0	100
Songe								
Tukuyu	12	5	7	42	4	3	1	75
Tunduru								
Ushiroambo	15	14	1	93	6	6	0	100
Utete	19	18	1	95			0	
Maganzo	7	5	2	71	8	8	0	100
Makambako					6	6	0	100
Tunduma					1	1	0	100
Turiani	13	7	6	54	3	2	1	67
Busega					8	8	0	100
Rombo	14	11	3	79	4	3	1	75
Total	777	505	272	65	389	313	76	80

Table A4.2: Regulatory Tools at Utilities

Name of Utility	Business Plan	Water Quality Monitoring Programme	NRW Reduction Strategy	IWA Water Balance	Water Meter Policy	Water Meter Database	Customer Service Charter	Complaint handling register	Customer Satisfaction Survey	SOP for Faecal Sludge Management
Arusha	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
DAWASA	Not Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Dodoma	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
Iringa	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Kahama	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Available
Mbeya	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Morogoro	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Available
Moshi	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Mtwara	Not Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Musoma	Not Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Mwanza	Available	Available	Not Available	Available	Available	Available	Available	Available	Available	Not Available
Shinyanga	Available	Available	Available	Available	Available	Not Available	Not Available	Available	Not Available	Available
Songea	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Tabora	Available	Available	Not Available	Available	Available	Available	Available	Available	Available	Not Available
Tanga	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Bukoba	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Kigoma	Available	Available	Not Available	Available	Available	Not Available	Not Available	Available	Not Available	Available
Singida	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
Sumbawanga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Babati	Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Lindi	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Available
Bariadi	Not Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Geita	Available	Available	Not Available	Available	Available	Available	Available	Available	Available	Available
Mpanda	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Njombe	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Not Available	Not Available
Vwawa-Mlowo	Available	Available	Not Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
HTM	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
KASHWASA	Not Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Makonde	Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
MANAWASA	Available	Available	Not Available	Available	Available	Available	Available	Available	Not Available	Not Available

Name of Utility	Business Plan	Water Quality Monitoring Programme	NRW Reduction Strategy	IWA Water Balance	Water Meter Policy	Water Meter Database	Customer Service Charter	Complaint handling register	Customer Satisfaction Survey	SOP for Faecal Sludge Management
Maswa	Not Available	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available
Mugango-Kiabakari	Not Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Wanging'ombe	Available	Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
Biharamulo	Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Bunda	Not Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Chato	Not Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Chunya	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Gairo	Available	Available	Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Ifakara	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Not Available	Not Available
Igunga	Available	Available	Available	Available	Available	Available	Available	Available	Available	Not Available
Itumba-Isongole	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Karatu	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Kasulu	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Kibaya	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Not Available	Not Available
Kibondo	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Not Available	Not Available
Kilindoni	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Kilwa Masoko	Not Available	Not Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Kiomboi	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Kishapu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
Kondoa	Not Available	Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
Kyela-Kasumulu	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Liwale	Not Available	Not Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
Loliondo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Ludewa	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Not Available	Not Available
Lushoto	Available	Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
Mafinga	Available	Available	Not Available	Available	Not Available	Available	Not Available	Available	Available	Not Available
Makete	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Manyoni	Available	Available	Not Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Mbinga	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Mbulu	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available

Name of Utility	Business Plan	Water Quality Monitoring Programme	NRW Reduction Strategy	IWA Water Balance	Water Meter Policy	Water Meter Database	Customer Service Charter	Complaint handling register	Customer Satisfaction Survey	SOP for Faecal Sludge Management
Mpwapwa	Available	Available	Not Available	Available	Available	Available	Available	Available	Not Available	Not Available
Mwanhuzi	Not Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Namanyere	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Namtumbo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Ngara	Available	Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available
Nzega	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Ruangwa	Not Available	Available	Not Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Rujewa	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Same-Mwanga	Not Available	Available	Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Sengerema	Not Available	Available	Not Available	Available	Not Available	Available	Available	Available	Not Available	Available
Songe	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Tukuyu	Available	Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
Tunduru	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Ushiroombo	Not Available	Available	Not Available	Available	Available	Available	Available	Available	Available	Not Available
Utete	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
Maganzo	Available	Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
Makambako	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Tunduma	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Turiani	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Available	Not Available
Busega	Not Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Rombo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
Mkwajuni	Not Available	Available	Not Available	Available	Available	Available	Not Available	Available	Not Available	Not Available
Kakonko	Not Available	Not Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available

Table A4.3: Status of Submission of Reports among WSSAs for the FY 2024/25

Utility Name	MajIs Monthly Reports	MaJIs Annual Report		Draft Technical Annual Report		Draft Financial Statements	
	No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
Arusha	12	22/10/2025	Timely submitted	05/09/2025	Timely submitted	05/09/2025	Timely submitted
DAWASA	9	26/10/2025	Timely submitted	29/09/2025	Timely submitted	29/09/2025	Timely submitted
Dodoma	12	24/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Iringa	10	24/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Kahama	9	23/10/2025	Timely submitted	09/09/2025	Timely submitted	08/09/2025	Timely submitted
Mbeya	11	24/10/2025	Timely submitted	26/09/2025	Timely submitted	26/09/2025	Timely submitted
Morogoro	9	27/10/2025	Timely submitted	19/09/2025	Timely submitted	16/09/2025	Timely submitted
Moshi	12	27/10/2025	Timely submitted	22/09/2025	Timely submitted	22/09/2025	Timely submitted
Mtwara	11	22/10/2025	Timely submitted	29/08/2025	Timely submitted	29/08/2025	Timely submitted
Musoma	12	23/10/2025	Timely submitted	20/09/2025	Timely submitted	22/08/2025	Timely submitted
Mwanza	12	22/10/2025	Timely submitted	18/09/2025	Timely submitted	25/09/2025	Timely submitted
Shinyanga	7	22/10/2025	Timely submitted	06/09/2025	Timely submitted	30/09/2025	Timely submitted
Songea	12	22/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Tabora	8	23/10/2025	Timely submitted	27/09/2025	Timely submitted	01/09/2025	Timely submitted
Tanga	12	22/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Bukoba	8	22/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Kigoma	7	30/09/2025	Timely submitted	26/09/2025	Timely submitted	26/09/2025	Timely submitted
Singida	0	27/10/2025	Timely submitted	10/09/2025	Timely submitted	13/08/2025	Timely submitted
Sumbawanga	12	23/10/2025	Timely submitted	22/09/2025	Timely submitted	22/10/2025	Late submission
Babati	8	22/10/2025	Timely submitted	29/09/2025	Timely submitted	29/09/2025	Timely submitted
Lindi	12	22/10/2025	Timely submitted	27/08/2025	Timely submitted	26/08/2025	Timely submitted
Bariadi	12	22/10/2025	Timely submitted	30/08/2025	Timely submitted	30/08/2025	Timely submitted
Geita	11	27/10/2025	Timely submitted	30/09/2025	Timely submitted	11/09/2025	Timely submitted
Mpanda	7	22/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Njombe	10	24/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Vwawa-Mlowo	11	22/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
HTM	5	22/10/2025	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted
KASHWASA	5	22/10/2025	Timely submitted	24/09/2025	Timely submitted	24/09/2025	Timely submitted
Makonde	12	22/10/2025	Timely submitted	26/09/2025	Timely submitted	30/08/2025	Timely submitted
MANAWASA	8	22/10/2025	Timely submitted	08/08/2025	Timely submitted	10/09/2025	Timely submitted
Maswa	11	22/10/2025	Timely submitted	06/09/2025	Timely submitted	30/09/2024	Timely submitted
Mugango-Kiabakari	7	27/10/2025	Timely submitted	16/10/2025	Late submission	28/08/2025	Timely submitted
Wanging'ombe	10	22/10/2025	Timely submitted	22/10/2025	Late submission	22/10/2025	Late submission
Biharamulo	12	24/10/2025	Timely submitted	06/08/2025	Timely submitted	30/08/2025	Timely submitted
Bunda	5	28/10/2025	Timely submitted	06/10/2025	Late submission	30/08/2025	Timely submitted
Chato	9	27/10/2025	Timely submitted	30/09/2025	Timely submitted	31/08/2025	Timely submitted
Chunya	3	24/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Gairo	0	24/10/2025	Timely submitted	18/09/2025	Timely submitted	19/09/2025	Timely submitted
Ifakara	9	24/10/2025	Timely submitted	29/09/2025	Timely submitted	29/09/2025	Timely submitted
Igunga	12	24/10/2025	Timely submitted	30/08/2025	Timely submitted	30/08/2025	Timely submitted
Itumba-Isongole	12	24/10/2025	Timely submitted	24/10/2025	Late submission	24/10/2025	Late submission
Karatu	12	23/10/2025	Timely submitted	26/09/2025	Timely submitted	29/09/2025	Timely submitted
Kasulu	11	27/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Kibaya	3	24/10/2025	Timely submitted	30/09/2025	Timely submitted	13/10/2025	Late submission
Kibondo	11	25/10/2025	Timely submitted	30/09/2025	Timely submitted	26/08/2025	Timely submitted
Kilindoni	9	26/10/2025	Timely submitted	Not submitted	Not submitted	10/09/2025	Timely submitted
Kilwa Masoko	8	24/10/2025	Timely submitted	29/09/2025	Timely submitted	29/09/2025	Timely submitted
Kiomboi	8	27/10/2025	Timely submitted	29/08/2025	Timely submitted	29/08/2025	Timely submitted
Kishapu	12	24/10/2025	Timely submitted	30/08/2025	Timely submitted	30/08/2025	Timely submitted
Kondoa	6	24/10/2025	Timely submitted	18/09/2025	Timely submitted	19/09/2025	Timely submitted
Kyela-Kasumulu	6	24/10/2025	Timely submitted	03/10/2025	Late submission	03/10/2025	Late submission
Liwale	11	24/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Loliondo	10	24/10/2025	Timely submitted	26/09/2025	Timely submitted	26/09/2025	Timely submitted
Ludewa	12	24/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Lushoto	11	24/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Mafinga	8	24/10/2025	Timely submitted	07/11/2025	Late submission	28/08/2025	Timely submitted
Makete	12	24/10/2025	Timely submitted	09/10/2025	Late submission	30/08/2025	Timely submitted
Manyoni	11	27/10/2025	Timely submitted	29/08/2025	Timely submitted	29/08/2025	Timely submitted

Utility Name	Majlis Monthly Reports	MaJIs Annual Report		Draft Technical Annual Report		Draft Financial Statements	
	No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
Mbinga	3	24/10/2025	Timely submitted	07/10/2025	Late submission	16/09/2025	Timely submitted
Mbulu	7	24/10/2025	Timely submitted	Not submitted	Not submitted	01/09/2025	Timely submitted
Mpwapwa	11	27/10/2025	Timely submitted	19/09/2025	Timely submitted	17/09/2025	Timely submitted
Mwanhuzi	9	27/10/2025	Timely submitted	11/10/2025	Late submission	30/09/2025	Timely submitted
Namanyere	10	26/10/2025	Timely submitted	Not submitted	Not submitted	20/10/2025	Late submission
Namtumbo	3	24/10/2025	Timely submitted	21/10/2025	Late submission	21/10/2025	Late submission
Ngara	7	24/10/2025	Timely submitted	09/30/2024	Late submission	30/09/2024	Timely submitted
Nzega	12	27/10/2025	Timely submitted	28/08/2025	Timely submitted	28/08/2025	Timely submitted
Ruangwa	8	24/10/2025	Timely submitted	Not submitted	Not submitted	08/09/2025	Timely submitted
Rujewa	9	24/10/2025	Timely submitted	27/08/2025	Timely submitted	27/08/2025	Timely submitted
Same-Mwanga	10	24/10/2025	Timely submitted	29/09/2025	Timely submitted	29/09/2025	Timely submitted
Sengerema	4	24/10/2025	Timely submitted	01/10/2025	Late submission	01/10/2025	Late submission
Songe	10	24/10/2025	Timely submitted	Not submitted	Not submitted	12/10/2025	Late submission
Tukuyu	6	27/10/2025	Timely submitted	16/10/2025	Late submission	20/10/2025	Late submission
Tunduru	11	24/10/2025	Timely submitted	09/09/2025	Timely submitted	09/09/2025	Timely submitted
Ushiroambo	0	27/10/2025	Timely submitted	30/08/2025	Timely submitted	30/09/2025	Timely submitted
Utete	9	24/10/2025	Timely submitted	Not submitted	Not submitted	01/10/2025	Late submission
Maganzo	10	24/10/2025	Timely submitted	20/09/2025	Timely submitted	20/08/2025	Timely submitted
Makambako	9	23/10/2025	Timely submitted	30/09/2025	Timely submitted	08/09/2025	Timely submitted
Tunduma	12	24/10/2025	Timely submitted	26/09/2025	Timely submitted	26/09/2025	Timely submitted
Turiani	12	26/10/2025	Timely submitted	08/09/2025	Timely submitted	27/08/2025	Timely submitted
Busega	6	27/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Rombo	10	30/09/2025	Timely submitted	27/09/2025	Timely submitted	27/09/2025	Timely submitted
Mkwajuni	7	24/10/2025	Timely submitted	30/09/2025	Timely submitted	30/09/2025	Timely submitted
Kakonko	4	27/10/2025	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted

APPENDIX 5: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR THE FY 2024/25

Table A5.1: Compliance with Remittance of Regulatory Levy for WSSAs During the FY 2024/25

NAME OF WSSA	OPENING BALANCE 01 JULY 2024 (TZS)	ACTUAL INVOICES JULY 2024 TO JUNE 2025 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2025 (TZS)	OUTSTANDING AMOUNT AS OF 30 AUGUST 2025 TZS	COMPLIANCE (%)
Iringa	9,057,973.87	109,594,308.47	118,652,282.34	-	100.0
Kahama	4,816,953.96	107,298,425.51	112,115,379.47	-	100.0
Moshi	-	141,528,095.57	141,528,095.57	-	100.0
Mbeya	7,278,897.93	198,830,798.90	206,109,696.83	-	100.0
Shinyanga	-	104,382,398.49	104,382,398.49	-	100.0
Singida	75,410,267.18	50,163,814.93	125,574,082.11	-	100.0
Mpanda	-	13,027,643.58	13,027,643.58	-	100.0
Njombe	1,451,228.01	15,242,909.84	16,694,137.85	-	100.0
Babati	4,627.35	66,468,341.27	66,472,968.62	-	100.0
KASHWASA	-	33,054,494.00	33,054,494.00	-	100.0
Igunga	100.00	21,938,181.24	21,938,281.24	-	100.0
Kibondo	14,946.11	2,174,317.82	2,159,371.71	-	100.0
Kilindoni	-	429,546.75	429,546.75	-	100.0
Kishapu	1,265,511.67	3,416,041.47	2,150,529.80	-	100.0
Loliondo	1,636,014.74	2,071,307.69	3,707,322.43	-	100.0
Ludewa	3.00	816,421.41	816,424.41	-	100.0
Lushoto	476,088.19	3,336,083.70	3,812,171.89	-	100.0
Manyoni	408,670.41	6,604,783.88	7,013,454.29	-	100.0
Nzega	-	19,633,465.24	19,633,465.24	-	100.0
Songe	4,259,727.85	984,651.63	5,244,379.48	-	100.0
Tukuyu	-	4,004,311.83	4,004,311.83	-	100.0
Maganzo	-	2,227,216.48	2,227,216.48	-	100.0
Tunduma	147,699.06	1,987,206.19	2,134,905.25	-	100.0
Turiani	323,358.06	5,396,123.55	5,719,481.61	-	100.0
Kakonko	-	377,069.50	377,069.50	-	100.0
Biharamulo	2,270,720.48	4,377,706.16	6,648,426.64	-	100.0
Morogoro	123,335,714.91	149,697,048.18	273,032,763.09	-	100.0
Gairo	971,808.09	5,780,497.51	6,368,889.91	383,415.69	94.3
Dodoma	49,581,349.21	326,899,857.90	348,718,925.97	27,762,281.14	92.6
Kilwa Masoko	1,124,169.38	3,855,053.21	4,514,424.97	464,797.62	90.7
Ngara	496,687.27	4,361,842.15	4,290,021.22	568,508.20	88.3
Tanga	149,475,222.28	171,298,663.50	280,561,339.45	40,212,546.33	87.5
Bariadi	9,436,315.65	9,213,879.00	15,102,664.49	3,547,530.16	81.0
Ruangwa	395,646.66	3,632,935.38	3,204,303.35	824,278.69	79.5
Namtumbo	1,510,584.82	2,196,716.70	2,891,876.78	815,424.74	78.0
Geita	5,739,936.71	20,360,932.74	19,456,787.66	6,644,081.79	74.5
Rujewa	4,171,704.38	1,530,575.51	4,200,000.00	1,502,279.89	73.7
Utete	69,456.40	1,476,752.05	1,129,214.94	416,993.51	73.0
Mbulu	1,640,944.52	6,923,166.10	6,000,000.00	2,564,110.62	70.1
Ushirombo	3,032,386.91	2,609,976.13	3,689,137.50	1,953,225.54	65.4
Rombo	22,931,860.13	17,613,487.83	25,171,579.94	15,373,768.02	62.1
Mpwapwa	10,233,847.27	6,340,991.65	9,915,437.28	6,659,401.64	59.8
Makambako	579,042.12	8,422,684.77	5,060,230.20	3,941,496.69	56.2
Arusha	251,079,441.91	306,176,027.87	300,000,000.00	257,255,469.78	53.8
Songea	118,895,523.07	50,939,296.54	90,180,954.60	79,653,865.01	53.1
Liwale	2,546,152.43	1,200,989.46	1,900,000.00	1,847,141.89	50.7
Mafinga	9,163,089.52	7,361,985.38	7,743,269.85	8,781,805.05	46.9
DAWASA	1,676,338,152.66	1,731,467,811.49	1,575,517,517.24	1,832,288,446.91	46.2
Bukoba	127,650,278.66	73,356,564.86	90,000,000.00	111,006,843.52	44.8
Kasulu	327,618.91	5,244,265.22	2,079,306.22	3,492,577.91	37.3
Chato	9,116,511.10	8,240,373.50	6,326,823.69	11,030,060.91	36.5
MANAWASA	57,419,326.52	36,728,697.00	33,000,000.00	61,148,023.52	35.1

NAME OF WSSA	OPENING BALANCE 01 JULY 2024 (TZS)	ACTUAL INVOICES JULY 2024 TO JUNE 2025 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2025 (TZS)	OUTSTANDING AMOUNT AS OF 30 AUGUST 2025 TZS	COMPLIANCE (%)
Kibaya	6,705,800.29	2,370,693.46	2,880,315.77	6,196,177.98	31.7
Karatu	20,534,807.34	13,175,124.86	10,600,000.00	23,109,932.20	31.4
Same-Mwanga	24,146,714.78	6,298,946.17	9,096,665.26	21,348,995.69	29.9
Mwanza	409,017,545.30	355,214,558.57	222,000,000.00	542,232,103.87	29.0
Sumbawanga	83,376,079.79	26,345,317.28	26,381,915.29	83,339,481.78	24.0
Tabora	386,505,079.47	127,462,654.44	115,444,098.57	398,523,635.34	22.5
Makete	7,809,051.67	2,716,650.03	2,000,000.00	8,525,701.70	19.0
Mbinga	2,811,229.90	6,038,030.11	1,297,696.90	7,551,563.11	14.7
Makonde	3,997,712.25	12,671,603.17	2,300,000.00	14,369,315.42	13.8
Namanyere	378,856.47	572,513.10	100,000.00	851,369.57	10.5
Kiomboi	1,605,429.18	1,198,680.87	190,950.65	2,613,159.40	6.8
Mtwara	228,654,558.98	94,027,165.26	19,236,608.00	303,445,116.24	6.0
Vwawa-Mlowo	4,157,311.09	3,207,730.88	400,000.00	6,965,041.97	5.4
Ifakara	2,884,108.85	1,577,975.31	239,578.66	4,222,505.50	5.4
Musoma	276,489,982.32	98,618,913.81	18,864,500.89	356,244,395.24	5.0
HTM	56,222,913.23	13,357,643.27	3,000,000.00	66,580,556.50	4.3
Mwanhuzi	15,061,454.51	3,571,031.96	783,605.77	17,848,880.70	4.2
Lindi	66,056,383.38	17,329,303.53	3,137,637.06	80,248,049.85	3.8
Maswa	14,830,210.04	12,429,867.78	1,000,000.00	26,260,077.82	3.7
Chunya	5,078,880.39	2,445,963.13	200,000.00	7,324,843.52	2.7
Sengerema	73,048,200.45	18,195,406.10	1,951,211.63	89,292,394.92	2.1
Konoda	17,712,047.63	6,072,184.12	403,020.72	23,381,211.03	1.7
Kigoma	315,800,899.53	61,172,519.56	1,000,000.00	375,973,419.09	0.3
Mugango-Kiabakari	8,513,414.09	2,061,709.85	-	10,575,123.94	0.0
Wanging'ombe	15,044,738.30	6,633,151.00	-	21,677,889.30	0.0
Bunda	40,993,359.85	22,882,164.93	-	63,875,524.78	0.0
Itumba-Isongole	423,606.75	631,888.17	-	1,055,494.92	0.0
Kyela-Kasumulu	3,315,351.14	1,594,969.44	-	4,910,320.58	0.0
Mahenge	2,884,608.55	57,692.17	-	2,942,300.72	0.0
Tunduru	6,197,113.39	2,201,804.28	-	8,398,917.67	0.0
Busega	7,455,157.31	10,907,257.84	-	18,362,415.15	0.0
GRAND TOTAL	4,851,237,250.02	4,815,337,851.18	4,588,190,810.93	5,078,384,290.27	47.46

APPENDIX 6: SUMMARY OF IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE FY 2023/24 REPORT

Table A6.1: Implementation of Recommendations Made in the FY 2023/24 Report

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
1.	Low water quality compliance	During the FY 2023/24, the average compliance levels for <i>E. coli</i> , turbidity, residual chlorine, and pH were below the service level benchmark of 100%.	WSSAs to improve compliance with residual chlorine levels by:	June 2026	WSSAs	(i) Standard Operating Procedures for the treatment process have been developed by 43 out of the 83 WSSAs (ii) 32 out of 82 WSSAs use the calibrated residual chlorine testing kits (iii) 55 out of 83 WSSAs have water quality staff The overall compliance rates were 97% for <i>E. coli</i> , 77% for turbidity, 27% for residual chlorine, and 85% for pH, which is below the Service Level Benchmark of 100%.
			(i) establishing and implementing Standard Operating Procedures for the treatment process; (ii) ensuring the availability of water quality testing instruments for monitoring at least residual chlorine, pH, and turbidity (iii) ensuring that the treatment process is performed by qualified personnel	The Ministry of Water is advised to assist WSSAs in securing funds for the construction of water treatment infrastructure	June 2030	MoW
2.	Low effluent BOD and COD compliance level	During the FY 2023/24, the average BOD and COD effluent compliance levels were 33%, respectively. The attainment does not comply with the service level benchmark of 100%	(i) WSSAs are required to either construct additional wastewater treatment facilities or expand the existing ones to accommodate the demand for treatment; and (ii) WSSAs are required to implement regular rehabilitation of the existing wastewater treatment facilities to maintain their performance	June 2026	WSSAs	(i) During the reporting period, 24 of the 83 WSSAs had operational sewage and faecal sludge treatment facilities, an increase from 23 WSSAs in FY 2023/24. Additionally, 10 WSSAs continued constructing wastewater and faecal sludge treatment facilities. (ii) Three, namely Arusha, Mwanza and Songea WSSAs with wastewater treatment facilities, conduct rehabilitation of the wastewater treatment facilities during the year under review. The BOD and COD compliance levels for the tests conducted by EWURA during the FY 2024/25 increased to 43% compared to 33% reported in FY 2023/24
3.	Inadequate water service coverage	The average water network coverage in WSSAs' service areas was 84%. This is lower than the target of 95% provided in the National Five-Year Development Plan (2021/22 – 2025/26)	WSSAs to include in their Business Plan strategies to attain 95% water service coverage. The strategy may include project financing through Public-Private Partnership (PPP)	June 2026	WSSAs	55 WSSAs with the approved Business plan incorporate strategies aimed at achieving 95% coverage in water service. However, only 17 of these WSSAs include project financing through a Private Partnership. The overall water service coverage has remained at 84% as reported in the FY 2023/24.

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
4.	Inadequate implementation of the Customer Service Charter	On average, 14% of new customers were connected within seven working days after full payment	WSSAs to strengthen the availability of new connection materials to ensure timely connection to new customers	Continuous	WSSAs	The total number of water connections for WSSAs rose to 1,812,712 in FY 2024/25, from 1,669,298 in FY 2023/24. This increase is primarily attributed to the extension of water supply networks, undertaken as part of WSSAs' initiatives to achieve universal access to water services within their jurisdictions. Further, 15 WSSAs, equivalent to 18%, connected their customers to the water service and or sewerage within 7 days.
5.	High Non-Revenue Water	Overall average non-revenue water for FY 2023/24 was 36.7%, which is higher than the recommended service level benchmark of 20% or less. The delay in the repair of leakages reported by customers is one of the causes of high NRW in WSSAs	(i) WSSAs to prepare non-revenue water reduction strategies according to EWURA Guidelines for Development of NRW Reduction Strategy for WSSAs 2021	June 2026	WSSAs	28 out of 83 WSSAs have developed non-revenue water reduction strategies according to EWURA Guidelines for Development of NRW Reduction Strategy for WSSAs 2021
			(ii) WSSAs to ensure the implementation of their non-revenue water reduction strategies	Continuous	WSSAs	NRW has increased to 42.3% from 36.8% which was recorded in the FY 2023/24
6.	Inadequate wastewater and faecal sludge treatment facilities	51 out of 82 WSSAs do not have wastewater and faecal sludge treatment facilities. This implies that health and the environment are at stake	(i) WSSAs to include in their Business Plans, securing land for the construction of wastewater and faecal sludge treatment facilities	June 2026	WSSAs	53 WSSAs with the approved business plan include in their business plans securing land for the construction of wastewater and faecal sludge treatment facilities
			(ii) The Ministry of Water is advised to assist WSSAs in securing funds for the construction of wastewater and faecal sludge treatment facilities. Consideration of PPP may be one of the alternatives	June 2030	Ministry of Water	21 Wastewater projects are under various stages of implementation for WSSAs of Dar es Salaam, Arusha, Dodoma, Chato, Iringa, Bukoba, Mpanda, Moshi, Babati, Musoma, Bunda, Mwanza, Njombe, Singida, Tabora, Igunga and Tanga. In FY 2024/2025, the amount of TSH 3,615,976,899.57 was released for the mentioned projects

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
7.	Low water production to demand ratio due to underutilized and insufficient installed water production capacity	The average ratio of water production to demand is 45%, while the ratio of water production to installed production capacity is only 54%	WSSAs to increase the water distribution network and customers to improve utilization of the available installed water production capacities towards meeting the water demand	June 2030	WSSAs	<p>In FY 2024/25, water connections increased by 9% to 1,812,723 from 1,669,298, mirroring the same growth rate as FY 2023/24. The ratio of water production to demand increased to 52% in FY 2024/25 from 45% in FY 2023/24. An increase in the ratio implies that water production outpaced water demand.</p> <p>Further, during the year under review, the length of water networks increased to 43,777.1 kilometers compared to 40,478.6 kilometres reported in FY 2023/24.</p> <p>The ratio of water production to installed water production capacity increased to 58% in FY 2024/25 from 53% in FY 2023/24. An increase in the ratio indicates improved utilisation of existing infrastructure to enhance water service availability.</p>
		The average ratio of water demand to installed water production capacity is 83%	The Ministry of Water is advised to assist WSSAs in investing in water production infrastructure	June 2030	Ministry of Water	<p>In FY 2024/2025, WSSAs were facilitated in water production Infrastructure with:</p> <ul style="list-style-type: none"> i) A total amount of USD 95,526,834.67 for 28 major projects from Donor's fund were disbursed to Makambako, Njombe, Wanging'ombe, Manyoni, Kiomboi, Rujewa, Chunya, Dodoma, Bukoba, Chato, Geita, Kasulu, Mpanda, Tabora, MANAWASA, HTM, Tanga, Ifakala, Kilwa Masoko and Singida, ii) A total amount of TZS.18,365,502,774.83 Disbursed for 28 major Projects from GoT fund to Mafinga, Songea, Makonde and Musoma. ii) A total amount of TSH.188,608,531,097.19 disbursed for major projects from GoT, and other Donors contribute to implement the projects in Morogoro, DSM, Maswa and Mbeya

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
8.	Overstayed non-cost recovery water tariffs	Some WSSAs operate with tariffs that do not facilitate the recovery of operating and investment costs	(i) WSSAs to prioritize the preparation of business plans to enable the adjustment of their tariffs	June 2026	WSSAs	53 out of 83 WSSAs have approved business plans in which the issue of cost recovery has been addressed
			(ii) The Ministry of Water is advised to assist WSSAs to have enough and qualified staff according to the WSSAs' Approved Scheme of Service	June 2026	Ministry of Water	During the year under review, the number of WSSAs' staff increased to 6,897, compared to 6,837 in FY 2023/24. Out of 140 staff increased during FY 2024/2025, a total of 18 staff were seconded from the Ministry of Water to WSSAs. The remaining Staff were recruited by Utilities.
			Key stakeholders should adhere to existing legislation on tariff review procedures	Continuous	Ministry of Water	13 WSSAs adjusted their tariffs during the year under review
9.	Inadequate provision of sanitation services	<p>The average sewered sanitation coverage was 5.6%. This is lower than the target of 30% provided in the National Five-Year Development Plan (2021/22 – 2025/26).</p> <p>Further, only 23 out of 82 WSSAs have wastewater and faecal sludge treatment facilities</p>	<p>(i) WSSAs to design and implement sewered and non-sewered sanitation solutions using the City-Wide Inclusive Sanitation Approach (CWIS)</p> <p>(ii) WSSAs to implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020.</p>	Continuous	WSSAs	<p>(i) None of the WSSAs have City-Wide Inclusive Sanitation (CWIS) plans</p> <p>14 out of 83 WSSAs implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020</p> <p>Overall sewered sanitation coverage for the 11 WSSAs that provide sewered sanitation services from 13.1% in FY 2023/24 to 9.6% in FY 2024/25. Further, during the year under review, households using non-sewered sanitation services remained at 99.8% of which 44.1% used septic tanks, 99.5% used ventilated improved pit latrines, and 36.1% used pit latrines. Conversely, 0.2% of the total households had no sanitation facilities</p>

APPENDIX 7: LIST OF WSSAS IN FY2024/25

Table A7.1: List of Water Supply and Sanitation Authorities and their Service Area as of June 2025

NO.	NAME OF WATER SUPPLY AND SANITATION AUTHORITIES	REGION	LICENCE NUMBER	LICENCE CLASS	REGION	SERVICE AREA(S)
CLUSTER I						
1	Arusha Water Supply and Sanitation Authority	Arusha	WSSSL/02/2020	II	Arusha	Arusha City, Longido, Monduli, Ngaramtoni, Mererani and Usa River Towns
2	Babati Water Supply and Sanitation Authority	Babati	WSSSL/001/2022	II	Manyara	Babati, Gallapo, Dareda, Bashnet, Magugu, Simanjiro and Katesh Towns
3	Bukoba Water Supply and Sanitation Authority	Bukoba	WSSSL/05/2022	III	Kagera	Bukoba Municipal, Bunazi, Mutukula, Kyaka, Kasambya and Kayanga Wards in Misenyi District, Kyanga-Omurushaka Ward in Karagwe District, Kemondo, Kanyangereko and Katerero in Bukoba District, Katoma and Nyakato Wards in Bukoba Municipal and Muleba in Muleba District.
4	Dar es Salaam WSSA (DAWASA)	DAWASA	WSSSL/01/2021	III	Dar es Salaam	Dar es Salaam, Kibaha, Bagamoyo, Kisarawe, Chalinze, Mkuranga, and Village of Kwasunga and Manga (Handeni Rural in Tanga Region) and Gwata and Ngerengere (Morogoro Region)
5	Dodoma Water Supply and Sanitation Authority	Dodoma	WSSL/01/2020	II	Dodoma	Dodoma City, Bahi, Chamwino, Kongwa and Kibaigwa Towns
6	Iringa Water Supply and Sanitation Authority	Iringa	WSSSL/03/2020	II	Iringa	Iringa, Ilula and Kilolo
7	Kahama Water Supply and Sanitation Authority	Kahama	WSSSL/27/2023	II	Shinyanga	Kahama Municipal, Kagongwa and Isaka Towns
8	Kigoma Water Supply and Sanitation Authority	Kigoma	WSSSL/013/2022	III	Kigoma	Kigoma Municipal
9	Mbeya Water Supply and Sanitation Authority	Mbeya	WSSSL/01/2021	II	Mbeya	Mbeya City and Mbalizi Town
10	Morogoro Water Supply and Sanitation Authority	Morogoro	WSSSL/09/2022	III	Morogoro	Morogoro Municipal, Kilosa, Mikumi, Dakawa and Mahenge Towns, Mkambarani, Nangawe, Mkono wa Mara and Mzumbe Areas
11	Moshi Water Supply and Sanitation Authority	Moshi	WSSSL/01/2017	I	Kilimanjaro	Moshi Municipal, Hai and Siha Towns
12	Musoma Water Supply and Sanitation Authority	Musoma	WSSSL/06/2022	III	Mara	Musoma Municipal, Mugumu, Tarime, Shirati Towns
13	Mwanza Water Supply and Sanitation Authority	Mwanza	WSSSL/04/2020	II	Mwanza	Mwanza City, Misungwi, Nansio, Magu and Ngudu Towns
14	Shinyanga Water Supply and Sanitation Authority	Shinyanga	WSSSL-2022-002	III	Shinyanga	Shinyanga Municipal, Tinde, Didia and Iselamagazi Towns
15	Songea Water Supply and Sanitation Authority	Songea	WSSSL/03/2022	III	Ruvuma	Songea Municipal
16	Tabora Water Supply and Sanitation Authority	Tabora	WSSSL/07/2022	III	Tabora	Tabora Municipal, Izikizya, Sikonge, Urambo Towns and Kaliuwa, Ushukora and Ufutwa Wards in Kaliua District

NO.	NAME OF WATER SUPPLY AND SANITATION AUTHORITIES	REGION	LICENCE NUMBER	LICENCE CLASS	REGION	SERVICE AREA(S)
17	Tanga Water Supply and Sanitation Authority	Tanga	WSSSL/02/2016	I	Tanga	Tanga City, Muheza and Pangani Towns
18	KASHWASA	KASHWASA	WSSSL-2023-018	II	Shinyanga	Shinyanga, Kahama, Tabora, Nzega, Kishapu, Maganzo, Mwanza and Igunga WSSAs and Villages along the Trunk Main
19	Singida Water Supply and Sanitation Authority	Singida	WSSSL/008/2022	III	Singida	Singida Municipal, Iguguno, Ikungi, Njia Panda, Puma, Sepuka and Irisya Areas
20	Rombo Water Supply and Sanitation Authority	Rombo	WSSSL/001/2024	III	Kilimanjaro	Rombo District
CLUSTER II						
21	Geita Water Supply and Sanitation Authority	Geita	WSSSL/016/2023	III	Geita	Geita Municipal
22	Lindi Water Supply and Sanitation Authority	Lindi	WSSSL/11/2022	III	Lindi	Lindi Municipal
23	Mpanda Water Supply and Sanitation Authority	Mpanda	WSSSL/15/2022	III	Katavi	Mpanda Municipal
24	Mtwara Water Supply and Sanitation Authority	Mtwara	WSSSL/010/2022	III	Mtwara	Mtwara Mikindani Municipal, Nanyamba and Naumbu, Mayanga, Namkunwa Wards in Mtwara District
25	Njombe Water Supply and Sanitation Authority	Njombe	WSSSL/03/2024	III	Njombe	Njombe Town
26	Maswa	Maswa	WSSSL/026/2023	III	Simiyu	Maswa, Lalago, Sanga and Malampaka Town
27	Sumbawanga Water Supply and Sanitation Authority	Sumbawanga	WSSSL/004/2022	III	Rukwa	Sumbawanga Municipal
28	MANAWASA	MANAWASA	PWSSL/004/2024	Provisional	Mtwara	Masasi, Nachingwea and Mangaka Towns
29	Wanging'ombe	Wanging'ombe	WSSSL/01/2016	III	Njombe	Njombe - Ilembula
30	Bunda Water Supply and Sanitation Authority	Bunda	WSSSL/028/2023	III	Mara	Bunda Town
31	Busega Water Supply and Sanitation Authority	Busega	PWSSL/001/2024	Provisional	Simiyu	Busega and Lamadi Towns
32	Igunga Water Supply and Sanitation Authority	Igunga	WSSSL/02/2023	III	Tabora	Igunga Town
33	Karatu Water Supply and Sanitation Authority	Karatu	WSSSL/03/2021	III	Arusha	Karatu Town
34	Nzega Water Supply and Sanitation Authority	Nzega	WSSSL/001/2023	III	Tabora	Nzega Towns
35	Sengerema Water Supply and Sanitation Authority	Sengerema	WSSSL-2023-024	III	Mwanza	Sengerema Town
36	Tukuyu Water Supply and Sanitation Authority	Tukuyu	WSSSL/02/2025	III	Mbeya	Tukuyu Town
37	Makambako Water Supply and Sanitation Authority	Makambako	WSSSL/36/2023	III	Njombe	Njombe - Makambako
38	Kondoa Water Supply and Sanitation Authority	Kondoa	WSSSL/012/2023	III	Dodoma	Kondoa Town
39	Handeni HTM	HTM	WSSSL/005/2023	III	Tanga	Korogwe, Handeni and Mombo Towns
40	Kasulu Water Supply and Sanitation Authority	Kasulu	WSSSL/31/2023	III	Kigoma	Kasulu Town
41	Mbinga Water Supply and Sanitation Authority	Mbinga	WSSSL/029/2023	III	Ruvuma	Mbinga Town
42	Bariadi Water Supply and Sanitation Authority	Bariadi	WSSSL/61/2012	III	Simiyu	Bariadi Town
43	Makonde Water Supply and Sanitation Authority	Makonde	WSSSL/19/2023	III	Mtwara	Newala and Tandahimba Towns
44	Mafinga Water Supply and Sanitation Authority	Mafinga	WSSSL/009/2023	III	Iringa	Mafinga Town
45	Manyoni - Itigi Water Supply and Sanitation Authority	Manyoni	WSSSL/011/2023	III	Singida	Manyoni and Itigi Towns
46	Turiani Water Supply and Sanitation Authority	Turiani	WSSSL/03/2017	III	Morogoro	Morogoro – Turiani Town

NO.	NAME OF WATER SUPPLY AND SANITATION AUTHORITIES	REGION	LICENCE NUMBER	LICENCE CLASS	REGION	SERVICE AREA(S)
47	Same-Mwanga Water Supply and Sanitation Authority	Same-Mwanga	WSSL/04/2023	III	Kilimanjaro	Mwanga and Same Towns, Parts of Same, Mwanga and Korogwe District covered by Same-Mwanga-Korogwe Water Supply Projects
48	Chato Water Supply and Sanitation Authority	Chato	WSSSL/02/2018	III	Geita	Chato Town
CLUSTER III						
49	Vwawa-Mlowo Water Supply and Sanitation Authority	Vwawa-Mlowo	WSSL/03/2018	III	Songwe	Vwawa and Mlowo Towns
50	Mugango-Kiabakari	Mugango-Kiabakari	WSSSL/025/2023	III	Mara	Musoma rural and Butiama Town
51	Biharamulo Water Supply and Sanitation Authority	Biharamulo	WSSSL/033/2023	III	Kagera	Biharamulo Town, Nyakafuru, Ngararambe, Busiri, Nyabugombe, Rugese and Mabale Village in Nyakaura Wards, Bisibo, Kiruruma, Musenyi and Kisuno Villages in Bisibo Ward
52	Chunya Water Supply and Sanitation Authority	Chunya	PWSSL/005/2025	Provisional	Mbeya	Chunya Town
53	Gairo Water Supply and Sanitation Authority	Gairo	WSSSL/24/2023	III	Morogoro	Gairo Town
54	Ifakara Water Supply and Sanitation Authority	Ifakara	WSSSL/026/2023	III	Morogoro	Ifakara Town
55	Itumba-Isongole Water Supply and Sanitation Authority	Itumba-Isongole	PWSSL/006/2025	Provisional	Mbeya	Ileje Town
56	Kibaya Water Supply and Sanitation Authority	Kibaya	WSSSL/15/2023	III	Manyara	Kibaya Town
57	Kibondo Water Supply and Sanitation Authority	Kibondo	PWSSSL/08/2023	Provisional	Kigoma	Kibondo Town
58	Kilindoni Water Supply and Sanitation Authority	Kilindoni	PWSSL/11/2025	Provisional	Pwani	Kilindoni Town
59	Kilwa Masoko Water Supply and Sanitation Authority	Kilwa Masoko	WSSSL/022/2023	III	Lindi	Kilwa Masoko Town
60	Kiomboi Water Supply and Sanitation Authority	Kiomboi	WSSSL/016/2023	III	Singida	Kiomboi Town
61	Kishapu Water Supply and Sanitation Authority	Kishapu	WSSSL/017/2023	III	Shinyanga	Kishapu Town
62	Kyela-Kasumulu Water Supply and Sanitation Authority	Kyela-Kasumulu	WSSSL/02/2024	III	Mbeya	Kyela and Kasumulu Towns
63	Liwale Water Supply and Sanitation Authority	Liwale	WSSSL-2023-021	III	Lindi	Liwale Town, Liwale B, Likongowele and Nangando Wards
64	Loliondo Water Supply and Sanitation Authority	Loliondo	PWSSL/002/2024	Provisional	Manyara	Ngorongoro-Loliondo Towns
65	Ludewa Water Supply and Sanitation Authority	Ludewa	WSSSL/35/2023	III	Njombe	Ludewa Town
66	Lushoto Water Supply and Sanitation Authority	Lushoto	WSSSL/014/2022	III	Tanga	Lushoto Town
67	Makete Water Supply and Sanitation Authority	Makete	WSSSL/37/2023	III	Njombe	Makete Town
68	Mbulu Water Supply and Sanitation Authority	Mbulu	WSSL/03/2023	III	Manyara	Mbulu Town
69	Mpwapwa Water Supply and Sanitation Authority	Mpwapwa	WSSSL-2023-013	III	Dodoma	Mpwapwa Town
70	Mwanhuzi Water Supply and Sanitation Authority	Mwanhuzi	WSSSL/030/2023	III	Simiyu	Meatu Town
71	Namanyere Water Supply and Sanitation Authority	Namanyere	PWSSL/002/2025	Provisional	Rukwa	Namanyere Town
72	Namtumbo Water Supply and Sanitation Authority	Namtumbo	PWSSL/008/2025	Provisional	Ruvuma	Namtumbo Town
73	Ngara Water Supply and Sanitation Authority	Ngara	WSSSL/24/2023	III	Kagera	Ngara Town
74	Ruangwa Water Supply and Sanitation Authority	Ruangwa	WSSSL017/2023	III	Lindi	Ruangwa and Nachingwea Wards and Likunja Village

NO.	NAME OF WATER SUPPLY AND SANITATION AUTHORITIES	REGION	LICENCE NUMBER	LICENCE CLASS	REGION	SERVICE AREA(S)
75	Rujewa Water Supply and Sanitation Authority	Rujewa	WSSSL/01/2025	III	Mbeya	Rujewa
76	Songe Water Supply and Sanitation Authority	Songe	PWSSL/001/2025	Provisional	Tanga	Songe Town
77	Tunduru Water Supply and Sanitation Authority	Tunduru	PWSSL/007/2025	Provisional	Ruvuma	Tunduru Town
78	Ushirombo Water Supply and Sanitation Authority	Ushirombo	WSSSL/34/2023	III	Geita	Ushirombo Town
79	Utete Water Supply and Sanitation Authority	Utete	PWSSL/003/2024	Provisional	Pwani	Utete, Ngarambe and Chemchem Wards in Rufiji
80	Maganzo Water Supply and Sanitation Authority	Maganzo	WSSSL/01/2018	III	Kishapu	Kishapu – Maganzo Town
81	Tunduma Water Supply and Sanitation Authority	Tunduma	PWSSL/005/2025	Provisional	Songwe	Mbozi – Tunduma Town
82	Mkwajuni Water Supply and Sanitation Authority	Songwe	PWSSL/003/2025	Provisional	Songwe	Mkwajuni, Mwambani and Saza Wards
83	Kakonko Water Supply and Sanitation Authority	Kakonko	PWSSL/004/2025	Provisional	Kigoma	Kakonko Town



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