

THE UNITED REPUBLIC OF TANZANIA



**WATER UTILITIES PERFORMANCE
REVIEW REPORT 2012/2013**

**DISTRICT, SMALL TOWNS & NATIONAL
PROJECTS WATER UTILITIES**

December 2013

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FOREWORD

Water Utilities Performance Report 2012/13: Districts, Small Towns and National Projects (DSNP) Water Supply and Sanitation Utilities is the fifth report in a series of reports since 2008/09 that fulfils the requirement set in section 28(2) of the Water Supply and Sanitation Act, 2009. The report has been prepared by the Energy and Water Utilities Regulatory Authority (EWURA).

Performance monitoring and benchmarking is an effective tool for efficient and effective management of Water Supply and Sanitation Authorities (WSSAs). The report analyses the performance of (DSNP) WSSAs during the year 2012/13 in comparison with the previous two years. The report enables each utility to monitor trend in its performance indicators and to improve its productivity and performance through benchmarking against similar utilities. EWURA carried out various regulatory activities during the period under review which aim at improving the water supply service delivery in the country. During the period under review, EWURA has provided technical assistance to (DSNP) WSSAs to prepare their Business Plans according to the Business Planning Guideline issued by EWURA in 2011. EWURA received and reviewed 29 Business Plans and provided comments to the respective utilities for their consideration and incorporation in their final Business Plans. Other regulatory activities performed under the review was issuing license to the utilities which complied with licence requirement. Eighty four (84) Districts, Small Towns and the National Water Projects WSSAs, met the licence requirements and were issued with License.

Overall improvement for the performance of (DSNP) WSSAs has been observed in the areas of increase of revenue collections and improvement in the submission of performance report. I would like to congratulate water utilities that have emerged as good performers in various performance indicators described in this report. I also congratulate those utilities that have shown performance improvement as compared to their performance during the year 2011/12.

(DSNP) WSSAs are faced with various challenges, including: insufficient and unqualified staff, insufficient water sources, high Non Revenue Water (NRW), low metering ratio, high operational costs, inadequate working tools and equipment, poor payment habit of Government Institution and inadequate knowledge on commercialization of water utilities. EWURA is working closely with the Ministry of Water and various key institutions to see that these challenges are appropriately addressed.

Finally, I would like to thank the water utilities; Ministry of Water and PMO-RALG for their input in making this report a success. It is my hope that this report will serve as a catalyst for water utilities to improve their performance

Haruna Masebu

DIRECTOR GENERAL

December 2013

ABBREVIATIONS AND ACRONYMS

CAG	Controller and Auditor General
DSNP	Districts, Small Towns and National Projects
EWURA	Energy and Water Utilities Regulatory Authority
HTM	Handeni Trunk Main
KASHWASA	Kahama Shinyanga Water Supply Authority
Mill.	Millions
MoW	Ministry of Water
NBS	National Bureau of Statistics
NRW	Non-revenue Water
PMO-RALG	Prime Minister's Office Regional Administration and Local Government
TBS	Tanzania Bureau of Standards
WSSA	Water Supply and Sanitation Authority
WSDP	Water Sector Development Programme

Measurement Units and Symbols

cfu/100ml	colony forming units per 100 millilitres
km	kilometre
km ²	square kilometre
kWh/m ³	Kilowatts hour per cubic metre
m	metre
m ³	cubic metre
m ³ /day	cubic metre per day
nr/km	number per kilometer
%	Percent
TZS	Tanzania Shillings

DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
WATER SUPPLY			
1	Average hours of supply.	Average hours of supply are defined as the hours per day a consumer can draw drinking water from the tap at his/her household connection or the public stand pipe or the interface point for the case of bulk water service provision. This number of hours is not necessarily identical with the operation time of treatment plants or wells.	Hours
2	Metering ratio	The number of connections that have operating meters as a percentage of the total number of connections.	(%)
3	Non- Revenue Water (NRW)	NRW is the amount of water produced (or purchased), minus the amount that is sold to consumers presented as a percentage of water produced. NRW can be the result of physical (e.g. leaks, overflow) and commercial losses (e.g. illegal connections).	(%)
4	Revenue collection efficiency	This indicator measures the ratio of revenue collection to billings during the year. That is, Revenue Collection Efficiency = (Amount Collected /Amount billed) x 100).	(%)
5	Staff per 1000 connections	This indicator measures the staffing level and is calculated as the ratio of total staff to total water and sewerage connections.	Number

EXECUTIVE SUMMARY

This report provides highlight of the performance of District, Small Towns and National Project (DSNP) WSSAs for the year 2012/13 in comparison to the previous years as well as individual utility performance profiles. During the year under review, four District towns of Njombe, Bariadi, Mpanda and Geita were upgraded to Regional headquarters hence the four utilities operating in the headquarters now fall under Regional WSSAs. The upgrading of these towns has therefore decreased the number of (DSNP) WSSAs from 109 to 105. Out of the 105 (DSNP) WSSAs, 87 submitted their annual performance reports.

Preparation of this report involved compilation, analysis and verification of data and information that was submitted by the (DSNP) WSSAs through quarterly and annual progress reports, data sheets questionnaire and findings from site visits. The performance data for 2012/13 was compared to the performance data submitted in 2011/12 and 2010/11 with corrections and improvements on some previous reported data. The profiles of individual water utilities and detailed comparative data have been appended to this report.

The assessment of the performance was based on few selected indicators owing to the irregularity of submitted data and information by (DSNP) WSSA. The indicators selected include; daily water production per capita per day, population coverage, average hours of service, metering ratio, average staff per 1000 connections and Non-revenue water (NRW).

The analysis of (DSNP) WSSAs based on the selected key performance indicators has shown the following trend of performance:

- ❖ daily water production per capita per day decreased from 36litres/capita/day in 2010/11 to 32litres/capita/day in 2011/12 and thereafter slightly increased to 34litres/capita/day in 2012/13;
- ❖ average hours of service decreased from 10 hours per day in 2010/11 to 9 hours per day in 2011/12 and thereafter increased slightly to 10 hours per day in 2012/13
- ❖ Average metering ratios for (DSNP) WSSAs increased from 50.9% in 2010/11 to 55% in 2011/12 and thereafter to 59% in 2012/13;
- ❖ average ratio of staff per 1000 connections improved from 28.9 in 2010/11 to 27 in 2011/12 and thereafter to 25 in 2012/13;
- ❖ average NRW for (DSNP) WSSAs improved from 43% recorded in 2010/11 to 42% in 2011/12 and thereafter slightly improved further to 41% in 2012/13
- ❖ revenue collection increased from TZS 10.398 billion recorded in 2010/11 to TZS 18.010 in 2012/13. At the same time, the total expenditure increased from TZS 12.7 billion reported in 2010/11 to TZS 19.798 billion in 2012/13.
- ❖ by November, 2013, thirteen (13) water utilities had not established Boards of Directors. At the same time, fifty one (51) water utilities were operational with active water Boards while the tenure of Boards of Directors for forty one (41) water utilities had expired ; and
- ❖ Eighty seven (87) utilities out of 105, submitted their 2012/2013 annual performance reports. This is an improvement in performance compared to the previous year, where 86 utilities submitted their annual performance reports.

In this report, comparative analysis of (DSNP) WSSAs is presented. Good performing (DSNP) WSSAs in each performance indicator were considered to be those utilities whose performance exceeded the average performance of the Regional WSSAs for 2012/13 for that particular indicator.

It was generally observed that the performance of (DSNP) WSSAs is still unsatisfactory with various challenges which require appropriate interventions. The following are the key recommendations:

- i. (DSNP) WSSAs should design and implement short term and medium term measures to curb NRW using their internal capabilities.
- ii. There is a need for the Local Government to provide substantial investment in developing water sources, water infrastructures and capacity building.
- iii. There is a need for the Local Government to improve accountability of (DSNP) WSSAs by ensuring that financial auditing is being carried out by the Controller and Auditor General (CAG) or his assignees.
- iv. Local Government should adequately provide support to District and Small Towns WSSAs in the recruitment of sufficient and qualified staff.
- v. District and Small Towns WSSAs whose Boards have either expired or are yet to be established, should work closely with the Local Government administration in their respective areas to ensure that the Boards are appointed.

1.0 INTRODUCTION

The 2012/13 review report has been developed to provide the performance analysis of 87 out of 105 (DSNP) WSSAs. The remaining (DSNP) WSSAs did not submit data and reports as required. During the year under review, four District towns of Njombe, Bariadi, Mpanda and Geita were upgraded to Regional headquarters hence the four utilities operating in the headquarters falls under Regional WSSAs. The upgrading of these towns has therefore decreased the number of (DSNP) WSSAs from 109 to 105. The District WSSAs which were upgraded are Njombe, Bariadi, Mpanda and Geita following the creation of four new regions of Njombe, Simiyu Katavi and Geita respectively. The (DSNP) WSSAs performance review is carried out in order to evaluate their annual performance. The review process is intended to elaborate on the (DSNP) WSSAs achievements and challenges, and provide concrete recommendations with which the sector can deliver better. The report analyses (DSNP) WSSAs performance in comparison with previous two years.

All (DSNP) WSSAs are grouped as Category C WSSAs meaning that they financially contribute to their operational and maintenance costs and receive Government subsidies to cover energy costs and salaries of some staff. The report also provides the MoW, Development Partners and other stakeholders with an overview of the current status of water supply in the (DSNP) WSSAs that will assist in the development of effective and efficient investment projects in the sector. The assessment of the performance for the 87 (DSNP) WSSAs was based on selected indicators owing to irregularity of submitted data and information. The indicators selected include; daily water production per capita per day, population coverage, average hours of service, metering ratio, average staff per 1000 connections and Non-revenue water (NRW). Annexed to this report are the performance profiles of each of the 87 (DSNP) WSSAs.

1.1 Methodology

The data and information used during this exercise includes; annual performance reports, quarterly progress and data sheet questionnaire. Where the data showed unusual trends as compared to previous reports or where the data or information seemed to be inconsistent or incorrect; clarifications were sought from the relevant utilities. However, most of (DSNP) WSSAs did not have sufficient capacity to produce the required reports in terms of format and content.

2.0 PERFORMANCE OVERVIEW

This chapter provides summary of the analysis of the performance of (DSNP) WSSAs for selected key performance indicators and highlights the achievements made. Specifically, this Chapter analyzes WSSA's performance in areas of water production, water demand, population coverage, hours of service, metering ratio, staff per 1000 connections, Non Revenue water, revenue collection, expenditure and the status of the Boards of Directors. Good performers in each performance indicator are those utilities whose performance exceeds the average performance of the Regional WSSAs for 2012/13 in that particular indicator except for the status of the Board of Directors.

2.1 Water Abstraction

It can be observed from Figure 2.1 that most water abstraction by the (DSNP) WSSAs is from rivers, followed by lakes, boreholes and springs. Water from dams is the least used with 7.7%. This trend has been maintained over the past three years.

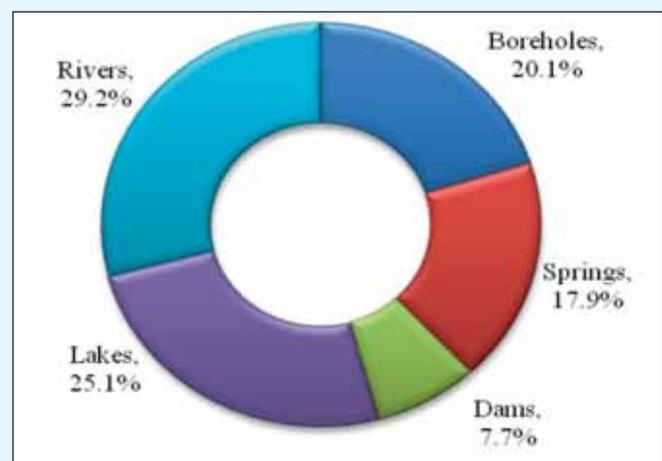


Figure 2.1: Water Abstraction from Various Sources

2.2 Daily Water Production per Capita

The average daily water production per capita for 87 (DSNP) WSSAs is presented in Table 3 of Appendix 2 and summarized in Figure 2.2 below.

- ❖ The average daily water production per capita for (DSNP) WSSAs has shown fluctuation trend over the last three years.
- ❖ In general, the average daily water production per capita has decreased from 36litres/ capita/day recorded in 2010/11 to 32litres/capita/day in 2011/12 and thereafter slightly increased to 33litres/capita/day in 2012/2013. This was reported to be due to various reasons; the major one being is the unreliable electricity supply and drought.
- ❖ Average daily water production per capita for (DSNP) WSSAs has continued to be less than the recommended minimum water consumption of 70 litres/capita /day¹ for small and medium townships.
- ❖ During the year under review some utilities reported unsatisfactory low water production figures which are also exacerbated by high NRW. These include; Bunda, Masasi, Mkuranga and Bashnet, where the water production is below 10 litres/ capita/ day, while the NRW is between 45% and 91%.
- ❖ Similar to the previous year, (DSNP) WSSAs which produced more than 70 litres/capita / day turned out to be the same, that is: Itumba-Isongole, Katesh/Hanang, Kondo, Makete, Mpwapwa, Gallapo and Tukuyu.

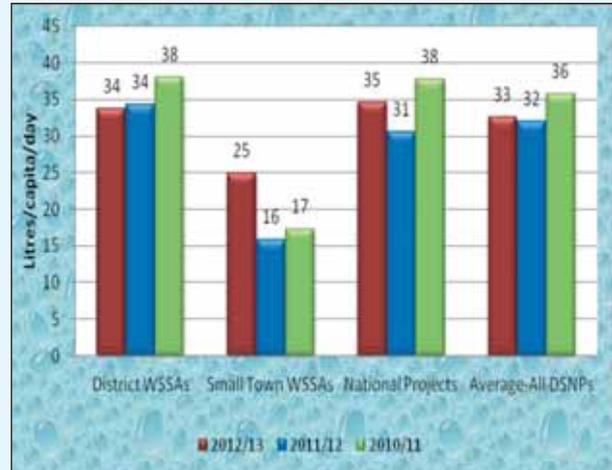


Figure 2.2: Average Water Production (litres per capita per day)

2.3 Daily Water Demand per Capita

The performance of utilities in terms of water demand is based on the average daily water demand per capita. Average daily water demand per capita is obtained by dividing the total annual water demand for a utility by the total population in the service area and the number of days in a year. The computed average daily water demand per capita is compared to the computed average daily water production per capita to indicate whether the water production is sufficient to meet the water demand. In most of (DSNP) WSSAs water demand data was not based on detailed water demand studies. The summary of results for the computed average daily water demand per capita is presented in Table 3 of Appendix 2 and is illustrated in Figure 2.3.

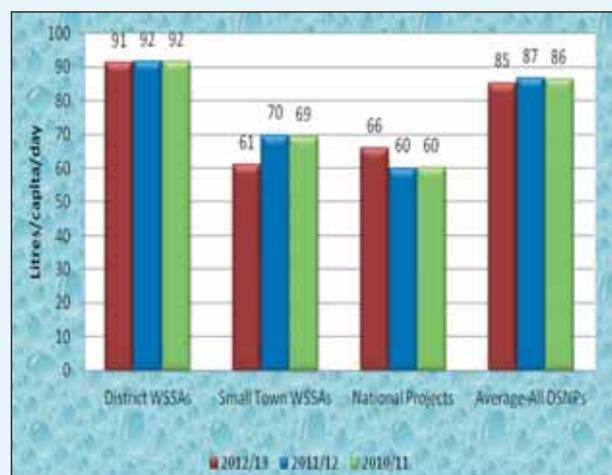


Figure 2.3: Average Water Demand (litres per capita per day)

- ❖ The overall average water demand per capita per day has shown fluctuating trend over the past three years. The overall average water demand per capita per day has slightly increased from 86litres/capita/day recorded in 2010/2011 to 87 litres/capita/day in 2011/12 and decreased to 85 litres/capita/day in 2012/13. The average water demand per capita per day for small towns and District utilities have slightly decreased during the reporting period while increased for National Project Utilities.
- ❖ (DSNP) WSSAs which reported high increases in water demand per capita per day include; Igunga, Itumba Isongole, Kiomboi, Makonde and Wangingombe. While the (DSNP) WSSAs with significant decrease are Kilindoni, Magu, Ifakara and Mpwapwa.

The comparison of the computed average daily water production per capita to the computed average daily water demand per capita during the year under review is as shown in Figure 2.4 which depicts a wide gap between water production and water demand. The same trend has also been observed in the previous years.

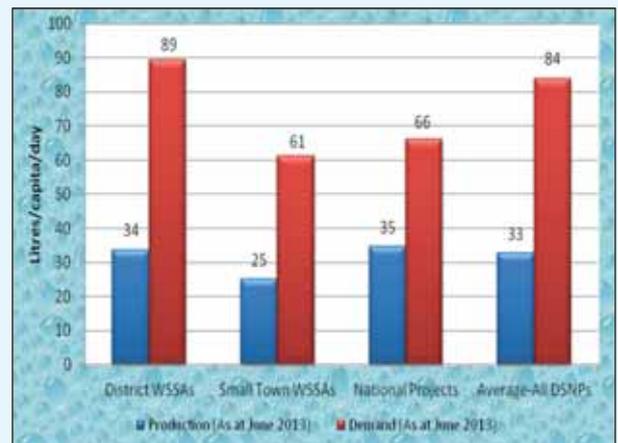


Figure 2.4: Water Production and Demand (litres per capita/day)

- ❖ The overall average water production to water demand covering ratio has decreased from 45.6% in 2010/2011 to 42% in 2011/12 and slightly increased to 43% recorded in 2012/13. This has been due to increase in water demand in line with population increase while there was no significant increase in water production.
- ❖ Five WSSAs have reported to be able to fully meet 100 % of the water demand in their service areas. These includes; Itumba Isongole, Makete, Mpwapwa, Tukuyu and Chalinze. Good performers under this indicator were WSSAs with ratio of water production to demand of more than 56.4 % as shown on Table 2.1 below.

Table 2.1: Good performers in Satisfying Water Demand

Category of WSSA	Good performing WSSA (production \geq 56.4% of demand)
Small Town WSSA	Dareda, Bashnet, Magugu, Gallapo
District WSSAs	Katesh, Kasulu, Mafinga, Itumba-Isongole, Kyela, Mpwapwa, Tukuyu, Mbinga, Makete, Monduli, Mugumu, Chamwino and Ngara
National Projects WSSAs	Chalinze , Maswa, KASHWASA and Wanging'ombe

2.4 Population Coverage

During the year under review, the overall proportion of population living in area with water network in the (DSNP) WSSAs service areas is 53%. Utilities regarded as good performers were those which were able to serve at least 80.2% of the population in their service areas as shown in Table 2.2 below.

Table 2.2: Good Performers in Population Coverage

Category of WSSA	Good Performing WSSAs (population coverage \geq 80.2%)
Small Towns WSSAs	Dareda
District WSSAs	Misungwi, Monduli, Ngara, and Utete
National Project WSSAs	HTM and Maswa

2.5 Average Hours of Service

The performance on average hours of service during the reporting period for the 87 utilities are indicated in Table 4 of Appendix 2 and summarized in Figure 2.5.

- ❖ The overall average hours of service for (DSNP) WSSAs has shown a fluctuating trend over the past three years. The overall hours of service has decreased from 10 hours per day in 2010/11 to 9 hours per day in 2011/12 and thereafter slightly increased to 10 hours per day in 2012/13. With the exception of Maswa, all National Project WSSAs were able to increase their average service hours which on average increased from 14 hours to 16 hours. The average for District town utilities has slightly decreased from 10 hours recorded in 2010/11 to 9 hours in 2012/13 and for the small towns the average hours decreased from 7 hours in 2010/11 to 6 in 2011/12 and thereafter increased to 8 hours.
- ❖ The data further indicates that three utilities of Kahama, Utete and KASHWASA reported 24 hours of service followed by Chalinze and Mbinga which reported 22 and 20 hours of service respectively.
- ❖ It can also be observed that the utilities with the lowest level of service hours almost remained the same as reported in 2011/12 and include; Biharamulo, Gairo, Namanyere, Katesh, Ngudu, Gallapo Ifakara, Kiomboi and Mahenge WSSAs with services being available on average between 1 to 3 hours a day.
- ❖ Good performers' WSSAs were considered as those with an average of 15 hours of service per day as shown on Table 2.3 below.

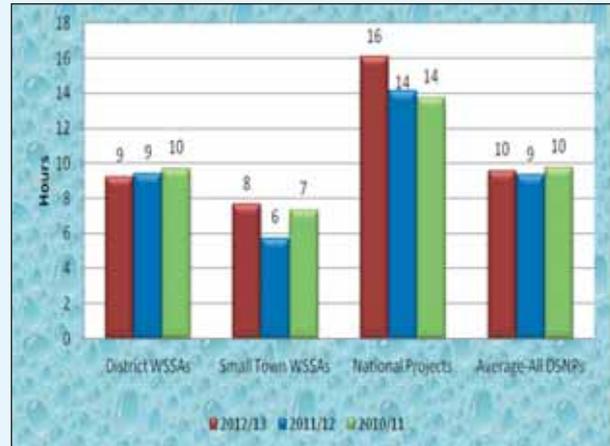


Figure 2.5: Average Hours of Services

Table 2.3: Good Performers in Hours of Service

Category of WSSA	Good Performing WSSAs (Service hours ≥15 hours per day)
Small Towns WSSAs	Mombo
District WSSAs	Chamwino, Itumba-Isongole, Kahama, Kasulu, Kyela, Mafinga, Mbinga, Muleba, Nzega, Orkesumet, Tukuyu, Ushirombo and Utete
National Project WSSAs	KASHWASA, Makonde, Chalinze, Wangingombe

2.6 Metering Ratio

The performance of (DSNP) WSSAs for metering ratio over the last three years is shown in Table 6 of Appendix 2 and summarized in Figure 2.6. During the year under review the overall metering ratio has been observed to increase.

- ❖ The overall metering ratios for (DSNP) WSSAs have increased from 51% in 2010/11 to 55% in 2011/12 and thereafter to 59% in 2012/13.
- ❖ The Utilities that were able to maintain 100% metering ratio over the last three years are Kahama, Chalinze, HTM, KASHWASA, Ushirombo, Nzega, Orkesumet, Ngara, Misungwi, Mwanhuzi, Mbinga, Isaka, Utete and Kishapu. Utilities that attained 100% metering ratio during the reporting period are Kiomboi, Namanyere, Korogwe, Monduli, Muleba, Masasi and Bashnet.

- ❖ The data shows that 53% of the utilities have a metering ratio above 50%. This is an achievement compared to the last year review where the numbers of utilities with metering ratio above 50% were below 50%. During the year under review two utilities of Ifakara and Kilosa reported zero metering ratio while the utilities of Mangaka and Mugumu didn't provide data on metering status
- ❖ In this year the good performers under this indicator were considered to be WSSAs with metering ratio of more than 90% as shown on **Table 2.4** below.

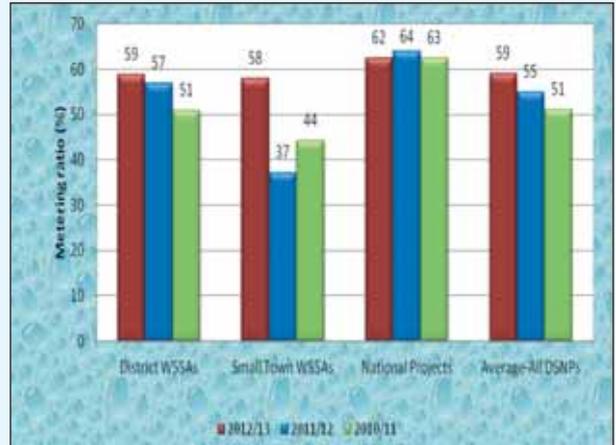


Figure 2.6: Metering Ratio

Table 2.4: Good Performers in Metering Ratio

Category of WSSA	Good Performing WSSAs (metering ratio $\geq 90\%$)
Small Towns WSSAs	Isaka, Mombo, Makambako and Bashnet
District WSSAs	Kahama, Karagwe, Kiomboi, Kishapu, Korogwe, Mbinga, Misungwi, Monduli, Muleba, Mwanhuzi, Namanyere, Ngara, Nzega, Orkesumet, Ushirombo Mkuranga, Handeni, Manyoni, Kilwa Masoko, Kongwa and Utete
National Project WSSAs	Chalinze, HTM and KASHWASA

2.7 Staff per 1000 connections

The performance on average staff per 1000 connections for (DSNP) WSSAs is as shown in Table 6 of Appendix 2 and summarized in Figure 2.7. The overall average ratio of staff per 1000 connections for (DSNP) for the last three years has shown an improvement trend.

- ❖ The overall average ratio of staff per 1000 connections has improved from 29 in 2010/11 to 27 in 2011/12 and thereafter to 25 in 2012/13.
- ❖ Despite overall improvement in average ratio of staff per 1000 connections, there are WSSAs with a ratio of staff per 1000 connections above 100 namely; Namanyere, Orkesumet and Isaka WSSAs. The same utilities had the same status during the performance review for 2011/12.
- ❖ Good performers under this indicator were considered as those WSSA with average staff per 1000 connections of below 7 as shown in Table 2.5 below.
- ❖ For (DSNP)'s ratio of staff per 1000 connections is high due to the fact that the customer base for most of (DSNP) WSSAs is small, in many cases below 1000 connections.

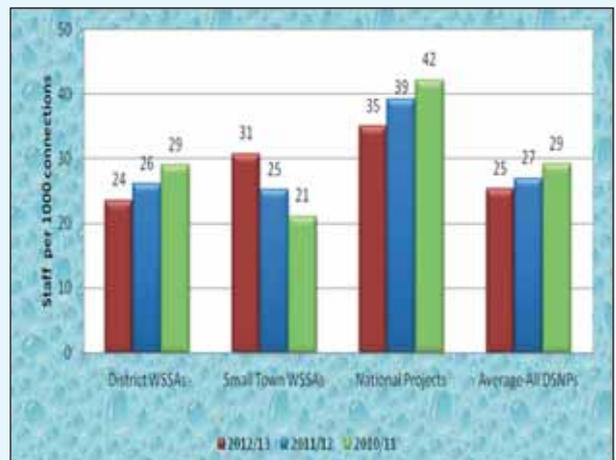


Figure 2.7: Average Staff per 1000 Connections

Table 2.5: Good Performers in Staff per 1000 Connections

Category of WSSA	Good performing WSSA (staff per 1000 connections ≤ 7)
Small Town WSSAs	Makambako
District WSSA	Kahama, Kasulu, and Tukuyu
National Project WSSAs	-

2.8 Non-Revenue Water (%)

Non-Revenue Water (NRW) performance trend over the three years for (DSNP) WSSAs is shown in Table 3 of Appendix 2 and illustrated in Figure 2.8 below.

- ❖ The overall average NRW for (DSNP) WSSAs has improved from 43% recorded in 2010/11 to 41% in 2012/13.

- ❖ WSSAs with NRW above 50% are Kasulu, Katesh, Kibaya, Kondo, Mbulu, Muheza, Ngara, Tarime, HTM, Makonde, Maswa Mugango-Kyabakari, Wanging'ombe, Dareda, Bashnet, Gallapo Dakawa and Ilula.

- ❖ WSSAs which reported NRW of below 20% are: Kahama, Kilwa Masoko, Kisarawe, Kishapu, Namanyere, Orkesumet, Pangani, Ushirombo, Mlowo, Gairo, Ludewa and KASHWASA. However some of the utilities that reported NRW below 20% are not 100% metered with exception of Kahama, Kishapu, Namanyere, Orkesumet and Ushirombo.

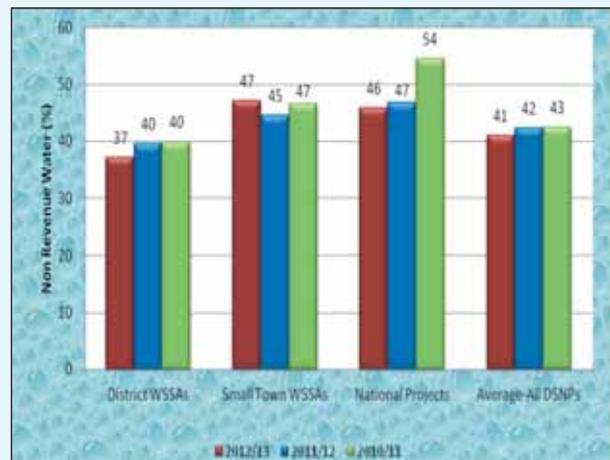


Figure 2.8: Non Revenue Water

- ❖ High increases in NRW can be observed in Kilindoni WSSA from 17% to 30%, Nansio WSSA from 27% to 43%, Ngara WSSA from 40% to 66%, Ngudu WSSA from 20% to 30%, Gallapo WSSA from 40% to 82%, Mkuranga WSSA from 15% to 71.68% and Sikonge WSSA from 4.81% to 30%.

- ❖ In this indicator, WSSAs were considered as good performers when their reported Non Revenue Water is less than 36 % as shown on Table 2.6 below.

Table 2.6: Good Performers in Non Revenue Water

Category of WSSA	Good Performing WSSAs (NRW $\leq 36\%$)
Small Towns WSSAs	Tunduma, Isaka, Makambako, Magugu and Mlowo
District WSSAs	Pangani, Orkesumet, Ushirombo, Kahama, Kilwa Masoko, Mkuranga, Namanyere, Kishapu, Kisarawe, Liwale, Urambo, Handeni, Muleba, Utete, Monduli, Chunya, Kilosa, Mwanhuizi, Mpwapwa, Manyoni, Itumba-Isongole, Ruangwa, Kilindoni, Nzega, Ngudu, Mbalizi, Korogwe, Chamwino, Vwawa, Kiomboi, Kyela, Mafinga, Ludewa, Gairo, Mahenge, Sikonge, Igunga, and Makete.
National Project WSSAs	KASHWASA

2.9 Revenue Collection and Expenditure

The performance of 87 (DSNP) WSSAs on revenue collection has shown an increasing trend over the past three years. Revenue collection increased from TZS 10.398 billion recorded in 2010/11 to TZS 18.010 in 2012/13. During the same period the total O & M expenditure increased from TZS 12.7 billion reported in 2010/11 to TZS 19.798 billion in 2012/13. Kahama has the highest annual water sales collection of TZS 2.26 billion, followed by KASHWASA WSSA with a collection of TZS 2.072 billion while Mangaka and Mlowo as reported during the last year continued to record the lowest annual collections of TZS 580,000 and Mlowo TZS 1,718,000 respectively.

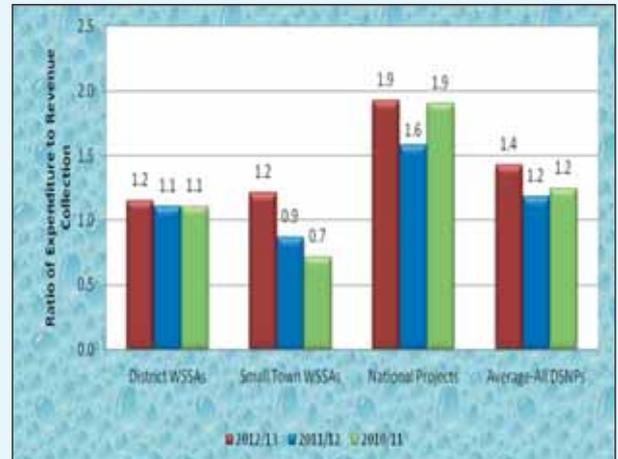


Figure 2.9 Ratio of Expenditure to Revenue

The overall average collection efficiency has decreased from 84.5% in 2010/11 to 80% in 2012/13. This has been due to lower collection efficiency contributed by Itumba-Isongole, Ruangwa, Mugango Kiabakari, Mkuranga, Kilindoni, Kisarawe, Magu, Chamwino, Same and Gallapo WSSA's.

The utilities of Mlowo, Mbalizi, Wangingombe, Monduli, Mbulu, Masasi, Kyela, Kasulu, Sikonge and Handeni WSSA's have improved their 2012/13 collection efficiencies by more than 30% when compared to 2011/12.

(DSNP) WSSAs expenditure is supported by subsidies and grants from the Central and Local Government since they cannot meet their operational costs from water services collections. The ratio of expenditure to revenue collection for (DSNP) WSSAs is shown in Figure 2.9.

2.9.1 (DSNP) WSSAs Institutional Status

During the reporting period it was observed that some of the declared district and small town's water utilities had not yet established boards and management. Like in the previous year, the number of (DSNP) WSSA without board of directors and management remained thirteen (13) utilities in 2013. This applies to the WSSAs of Bonga, Chala, Didia, Iselemagazi, Isikizya (Uyui), Laela, Lalago, Longido, Maganzo, Malampaka, Sangamwalugesha, Tinde and Turiani. On the other hand, there has been an improvement on the appointment of new board for those (DSNP) WSSAs which their tenure of board expired and the processes for new appointments are yet in progress.

By November 2013, forty one (41) water utilities required new appointments as the tenure of their Boards had expired as compared to sixty five (65) reported during the last year. At the same time by November, 2013 fifty one (51) water utilities were operational with active water boards as compared to thirty one (31) reported during the last year review. Appendix 4 depicts the status of the establishment of the WSSAs' Boards of Directors as of November 2013.

3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS

3.1 Tariff Review

During the year under review two new tariff applications were approved by EWURA for (DSNP) WSSAs. EWURA reviewed and approved tariff applications from HTM and Mafinga.

3.2 Reporting Obligations

District, Small Town and National Project WSSAs have an obligation to submit their annual technical report, and draft financial statements by 30th September; and their respective final reports by 31st

December every year. During the reporting period, 76 utilities out of 105, submitted their annual performance reports. Eleven (11) (DSNP) WSSAs which did not submit their annual performance reports submitted filled data sheets. The utilities which submitted filled annual data sheets still have low capacities of available staffs to prepare annual performance report. A simplified data sheet questionnaire in Swahili version was prepared by EWURA and sent to these utilities to facilitate and enable them to fill in the required data.

In the reporting year eighteen (18) utilities did not submit their annual performance reports of which thirteen (13) utilities are those without Board of Directors and management. However, two utilities of Nachingwea and Rujewa which had management by June 2013 failed to submit their annual reports. The other three utilities of Kasumulu, Mikumi and Loliondo have management problems. Table 8 and 9 in Appendix 3 and 4 respectively summarizes the status of report submission from the (DSNP) WSSAs for 2012/2013 and explanations for utilities which did not submit their annual performance report.

4.0 COMPARATIVE PERFORMANCE FOR (DSNP) WSSAs

As described earlier, good performers in each performance indicator are those utilities whose performance exceeds the average performance of the Regional WSSAs for 2012/13 in that particular indicator. The overall good performers in the six indicators are as presented in table 4.1 below. As highlighted in table 4.1, the good performing (DSNP) WSSAs were Chamwino, Itumba-Isongole, Kahama, Muleba, Tukuyu, Utete, Kasulu, Mafinga, Monduli, Ngara, Orkesumet, Ushirombo, Mbinga, Nzega, Kyela, Chalinze and KASHWASA which were among the best performers in at least three categories. Makambako is the only utility under small town utilities fulfilled the criteria to be among of the best performing WSSA.

In contrast to the reporting period of 2011/12, more utilities were able to perform well in the six indicators. The number of (DSNP) WSSAs that were able to perform well in at least three indicators increased from 12 in 2011/12 to 17 in 2012/13.

Table 4.1: Overall Good Performers

Category	Production/ Demand	Population Coverage	Hours of Service	Metering Ratio	NRW	Staff per 1000 connections ≤7
	≥ 56.4%	≥ 80.2%	≥ 15 hours	≥ 90%	≤ 36%	
Small Town WSSAs	Dareda	Dareda	Mombo	Isaka,	Tunduma	Makambako
	Bashnet			Bashnet	Isaka	
	Magugu			Makambako	Makambako	
	Gallapo			Mombo	Mlowo	
					Magugu	
District Town WSSAs	Chamwino	Monduli	Chamwino	Chunya	Pangani	Kahama
	Katesh	Utete	Itumba- Isongole	Kahama	Orkesumet	Kasulu
	Kasulu	Ngara	Kahama	Karagwe	Ushirombo	Tukuyu
	Mugumu		Kyela	Kiomboi	Kahama	
	Mafinga		Kasulu	Kishapu	Kilwa Masoko	
	Itumba-Isongole		Mafinga	Korogwe	Mkuranga	
	Kyela		Mbinga	Mbinga	Namanyere	
	Mpwapwa		Muleba	Misungwi	Kishapu	
	Tukuyu		Nzega	Monduli	Kisarawe	
	Monduli		Orkesumet	Muleba	Liwale	
	Ngara		Tukuyu	Mwanhuzi	Urambo	
	Mbinga		Ushirombo	Namanyere	Handeni	
			Utete	Ngara	Muleba	
			Nzega	Utete	Utete	
			Orkesumet	Monduli	Monduli	
			Ushirombo	Chunya	Chunya	
			Utete	Kilosa	Kilosa	
			Mkuranga	Mwanhuzi	Mwanhuzi	
			Manyoni	Mpwapwa	Mpwapwa	
			Kongwa	Manyoni	Manyoni	
			Kilwa Masoko	Itumba-Isongole	Itumba-Isongole	
			Handeni	Ruangwa	Ruangwa	
				Kilindoni	Kilindoni	
				Nzega	Nzega	
				Ngudu	Ngudu	
				Mbalizi	Mbalizi	
				Korogwe	Korogwe	
				Chamwino	Chamwino	
				Vwawa	Vwawa	
				Kiomboi	Kiomboi	
				Kyela	Kyela	
				Mafinga	Mafinga	
			Makete	Makete		
			Ludewa	Ludewa		
			Gairo	Gairo		
		Mahenge	Mahenge			
		Sikonge	Sikonge			
		Igunga	Igunga			
National Projects	Chalinze	HTM	KASHWASA	KASHWASA	KASHWASA	Not applicable
	Wanging'ombe	Maswa	Makonde	HTM		
	KASHWASA		Wangingombe			
	Maswa		Chalinze	Chalinze		

5.0 MAJOR OBSERVATIONS AND RECOMMENDATIONS

5.1 General Observations

In the year under review, the analysis of submitted data and information has depicted that the overall performance of the (DSNP) WSSAs is not satisfactory and there is no significant improvement compared to the previous year's review. The analysis of the selected indicators has shown that the quality of services provided by most of (DSNP) WSSAs is below the required minimum standards. This has been mainly due to existence of dilapidated and old water supply infrastructure and insufficient water sources. Further it has been observed that most of the utilities have no bulk meters at their water production infrastructures and have low metering ratio thus the data provided on water production and billed volumes is based on estimation. The review has also noted that significant numbers of (DSNP) WSSAs are operating in the absence of boards of directors during reporting period. In addition, most utilities are unable to prepare their financial statement as required due to lack of sufficient qualified staffs. Thus, Most (DSNP) WSSAs are not audited by or under the delegation of the Controller and Auditor General as required by the law.

The key challenges that were reported by most of (DSNP) WSSAs facing their daily operations are insufficient qualified staff, insufficient water sources, high Non Revenue Water (NRW), low metering ratio, high operational costs, low financial capacity, inadequate working tools and equipment and non-payment by Public institution. Also, there are no proper records of daily operations which poses another challenge on the quality of data submitted.

Utilities (13 Nos) which had not established their boards of directors and management have remained the same as reported in pervious review 2011/12. Some of the utilities are still unable to submit regular reports to EWURA and MoW in accordance to the reporting format. These shortcomings are summarized in Appendix 3 and 4.

Despite the challenges observed, there are some notable achievements made during the year under review, such as:-

- Increased number of (DSNP) WSSAs which submitted their annual performance report;
- Increased number of (DSNP) WSSAs with active boards;
- Increased metering ratio; and
- Increased revenue collection

5.2 Recommendations

It was generally observed that the performance of (DSNP) WSSAs was still unsatisfactory with many challenges which require appropriate interventions. The following are the key recommendations:

- i. (DSNP) WSSAs should design and implement short term and medium term measures to curb NRW using their internal capabilities.
- ii. There is a need for the Local Government to provide substantial investment in developing water sources, water infrastructures and capacity building.
- iii. There is a need for the Local Government to improve accountability of (DSNP) WSSAs by ensuring that financial auditing is being carried out by the Controller and Auditor General (CAG) or his assignees.
- iv. Local Government should adequate provide support to District and Small Towns WSSA's in the recruitment of sufficient and qualified staff.
- v. District and Small Towns WSSA's whose Boards have either expired or are yet to be established, should work closely with the Local Government administration in their respective areas to ensure that the Boards are appointed.

APPENDIX 1: WATER UTILITIES PROFILE

BIHARAMULO		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Biharamulo Urban Water Supply and Sewerage Authority (BUWSA) was declared a fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within the Biharamulo Urban area which is the headquarters of the Biharamulo District, Kagera Region. BUWSA is classified as Category C water authority. Its area of responsibility has a total population of 24,573 people in which 12,100 people are currently served. The utility draws water from two water sources, namely Kagango and a Runyinya. The sources have altogether a total installed production capacity of 515m³/day. The present production capacity is insufficient compared to estimated water demand of 1,274m³/day. The total length of the pipeline system is 25.7km. Water is supplied through rationing at an average of 1.2 hrs/day. The system has 7 storage tanks with a combined capacity of 725m³. The township has no sewerage system; presently, onsite sanitary facilities are in use the under supervision of Biharamulo District Town Council. BUWSA has 7 employees, 19 contracted, and daily paid staff of different qualifications and professions.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 726</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 726</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 6</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 71.6%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 38.8%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 26</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 35.8</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 141,356,046.00</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 75,900,530.00</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 104,795,800.00</td> </tr> </table>					Total water connections	: 726	Total active connections	: 726	Total water kiosk/standpipe	: 6	Metering ratio	: 71.6%	NRW	: 38.8%	Total staff	: 26	Staffs/1000 connection	: 35.8	Annual O&M costs	: Tzs 141,356,046.00	Annual water collections (Arrears included)	: Tzs 75,900,530.00	Annual water billings	: Tzs 104,795,800.00
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Flat rate charge (TZS/Month)	7,000	16,500	16,500	27,000																					
Challenges	<ol style="list-style-type: none"> 1. Insufficient production capacity. 2. Inefficient staff to connections ratio. 3. Low metering ratio. 4. Low customer base 																								

BUNDA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Bunda Urban Water Supply and Sanitation Authority (BUWSA) was declared a fully autonomous public water utility in 2002, responsible for the overall operation and management of water supply and sanitation services within the Bunda urban area which is the headquarters of the Bunda District, Mara Region. BUWSA is classified as Category C water authority. Its area of responsibility has a total population of 89,926 people in which 23,248 people are currently served. The utility draws water from Lake Victoria, with a total installed production capacity of 1,481m³/day. The present production capacity is low compared with the estimated water demand of 5,000m³/day. The total length of the distribution system is 77 km and water is supplied through rationing at an average of 9 hrs. The system has 13 storage tanks with a combined capacity of 2,029.5m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Bunda District Town Council. BUWSA has 8 employees and 14 daily paid staff of different qualifications and professions.</p>																								
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	Consumption charge (TZS/m ³)	800	1,200	1,200	-																				
	Flat rate charge (TZS/Month)	7,500	30,000	16,500	-																				
<p>Note: The Charges at water Kiosks are TZS 20 per 20 litres jerrycan.</p>																									
Challenges	<ol style="list-style-type: none"> 1. Insufficient production capacity 2. Insufficient revenue against O&M cost 3. High NRW 4. Inefficient staff to connection ratio. 																								

CHAMWINO		PROFILE AS PER 2012/13 DATA																						
General Description About the Utility	<p>Chamwino Urban Water Supply and Sanitation Authority (Chamwino-WSSA) was declared a fully autonomous public water utility on 17th June 2005, and its board became fully operational on 24th November, 2008. Chamwino-WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Chamwino township which is the headquarters of Chamwino District in Dodoma Region. Chamwino-WSSA is classified as Category C water authority. Its area of responsibility has a total population of 26,484 people in which 21,000 people are served. The utility draws water from two productive boreholes, out of the seven drilled boreholes. The present production capacity of 1,420m³/day is low compared to the estimated daily water demand of 1,512m³. The utility has no water quality monitoring plan in place and water quality test has not been conducted. The total length of distribution system is 47.8km and water is supplied at an average of 18hrs/day. The system has seven storage tanks with total capacity of 395 m³ out of which six are functioning. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the supervision of the Chamwino District Council.</p>																							
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Challenges	<p>1) Lack of adequate qualified personnel; (2) Increase metering ratio that stands at 20.3%; (3) Improve billing system and training of revenue collectors; (4) Rehabilitation and extension of the pipeline network and infrastructures; (5) reduce the current high NRW from 31.4% to less than 20 ; and (6) Low production as compared with demand</p>																							

CHUNYA		PROFILE AS PER 2012/13 DATA																																				
General Description About the Utility	<p>Chunya Urban Water Supply and Sanitation Authority (CHUWSSA) was declared a fully autonomous public water utility in 2002. CHUWSSA is responsible for the overall operation and management of water supply and sanitation services in Chunya Town which is the headquarters of Chunya District in Mbeya Region. CHUWSSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 21,386 people in which 11,484 people are served with water. The utility draws water from three boreholes, namely BH. 2566/2009, BH.533/2007 and BH 2567/2009. The average water production from the sources during the reporting period was 325m³/day.</p> <p>The source installed production capacity is 631m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 17.5km and water is supplied at an average of 5hrs/day. The network has 4 storage tanks with different capacities of combined storage volume of 355m³. The town has no sewerage system. Onsite sanitation facilities are in use under the supervision of Chunya District Council. CHUWSSA has 11 employees of different qualifications, professions and categories.</p>																																					
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Challenges	<ol style="list-style-type: none"> 1. Poor quality of water 2. Lack of funds for construction of an aerator for improving water quality 3. Low water production caused by frequent power cuts 																																					

DAKAWA		PROFILE AS PER 2012/13 DATA																																																															
General Description About the Utility	<p>Dakawa Urban Water Supply and Sanitation Authority Water Board was published as an Urban Water Authority on 17th of June, 2005 by Government notice No.353. During the reporting period 2011/12, the utility did not have a Board of Directors. The utility is responsible for overall provision of water within the urban area of Dakawa, the headquarters of Mvomero District. Dakawa is located 35km from Morogoro Municipality along Morogoro - Dodoma Highway. Dakawa Urban Water and Sanitation Authority covers two wards namely Dakawa Sokoine East and Dakawa Sokoine West, these two wards comprise of 11 sub-villages. Its area of responsibility has a total population of 37,929 people in which 18% only people are served. Dakawa Urban Water and Sanitation Authority acquired borehole sources from the former community based schemes at Wami Dakawa which include the three boreholes. The boreholes are all located at Wami Dakawa village and in accordance with the borehole completion reports, the present production capacity of 600m³/day is very low compared with the estimated water demand of 2,432m³/day, while the annual water production was 888m³/day. The total length of the distribution system is 10km and water is supplied at an average of 10hrs/day. The Authority has a total of 13 staff (four staff are seconded from DED office). The utility has no water treatment facilities and all other operational plans are not in place. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the supervision of Mvomero District Council.</p>																																																																
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Challenges	<ol style="list-style-type: none"> 1. Inadequate qualified staffs 2. Lack of working tools, equipment and transport facilities 3. Lack of Water Meters and Bulk Water Meters 4. Low coverage of distribution networks 5. Lack of rising main to connect to 135m³ water storage tank and lack of sufficient storage infrastructures 																																																																

GAIRO		PROFILE AS PER 2012/13 DATA																																																															
General Description About the Utility	<p>The Gairo Urban Water Supply Authority is a Utility under category C and is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Gairo township which is the headquarters of Gairo District. The authority was established and gazetted on 17/12/2003 by the then Ministry of Water and Livestock Development. The Authority became operational in August, 2004. The water supply to Gairo township depends on gravity scheme, originating from Ukaguru mountains range. The source produces an average of between 734.4m³/day during wet season and 302.4m³/day during dry season (September, October and November) which is 12.1% - 29.4% of the present estimated daily water demand of 3,200 m³/day. The source also serves 7 villages along transmission mains from Mahelo hills with an estimated population of 33,209. The Authority supplies water to a total of 14,450 people only residing along the main pipeline from the source to Gairo town. The reported Un-accounted for water is 40% while water supply is through rationing at an average of 3 hours per day. Water transmission from Mahelo spring intake to the storage tanks is by gravity system through mains comprising of PVC and Galvanized steel Pipe of 3''-8'' diameter range. There are 12 concrete block tanks with total storage capacity of 815m³ located at various locations along the main pipeline from the Mahelo source to Gairo town. The distribution network for water supply at the township is not in very good condition due to old pipes, constructed between 1965 and 1972 thus frequent leakages and bursts are common events.</p>																																																																
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Challenges	<ol style="list-style-type: none"> 1. Water shortage 2. Three villages, namely Kisitwe, Rubeho and Kwipipa have refused to pay for water services 3. Inadequate qualified staff 4. Lack of bulk meters at the intake source and storage reserves to measure the amount of water produced 5. High level of non revenue water due to old pipes 6. Vandalism of water infrastructure 																																																																

HANDENI		PROFILE AS PER 2012/13 DATA																					
General Description About the Utility	<p>Handeni Urban Water Supply and Sanitation Authority (HUWASA), was declared a fully autonomous public water utility in 2003. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Handeni urban area which is the headquarters of the Handeni District, Tanga Region. HUWASA is classified as Category C water utility. Its area of responsibility (Handeni Township) has a total population of 79,056 people of which 32,413 are served. The utility draws water from three types of sources which are 2 dams of Chanika and Kwenkambala, 2 boreholes of Mnazini and Nderema, and Pangani river through bulk supply from the Handeni Trunk Main Water Supply Authority. The three types of sources have combined installed production capacity of 2,271m³/day. The installed production capacity is sufficient to meet the estimated demand for the township which is 1,830m³/day if water is available. During the reporting period the utility faced extreme water shortage due to drought, condition which resulted into drying up of the two dams. The total length of the distribution system is 37.442 km and water is supplied at an average of 6 hrs /day. There are 7 storage tanks which have combined storage volume of 720m³. The township has no sewerage system; thus onsite sanitary facilities used under the supervision of Handeni District Town Council. HUWASA has 9 employees including temporary employed and has a deficiency of 7 employees.</p>																						
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Challenges	<ol style="list-style-type: none"> 1. Inadequate water sources and supply; 2. Capital fund for major rehabilitation of old and dilapidated water sources and distribution network; 3. Lack of treatment plant; 4. Lack of office building and transport for the authority; 5. Lack of sufficient and competent staff. 																						

IFAKARA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Ifakara Urban Water Supply and Sanitation Authority (IFUWASA) was established in 2005 by Act No. 8 of 1997. IFUWASA started its operations on 1st July, 2005 and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Ifakara township which is the headquarters of Kilombero District in Morogoro Region. IFUWASA is classified as Category C water authority. Its area of responsibility has a total population of 84,825 people of which 40,850 people are served. The utility draws water from only one type of water source comprising five boreholes which are fairly protected and equipped with submersible pumps that are operational for an average of 8 hours per day on daily water production. The combined production capacity is approximately 1,392m³/day if the pumps were operational for 20hours per day. This capacity is not fully utilized owing to worn-out pipeline network and power interruptions. The current water production of 462m³/day is low compared to the estimated water demand of 4,833m³/day. Water supply is supplemented by shallow wells drilled in most of the households around township; although water from these wells is not safe owing to high water table. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 26.2km and water is supplied through rationing at an average of 2 hrs /day. The water supply system has four storage tanks with total capacity of 422m³. The town has no sewerage system.</p>																								
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Challenges	<ol style="list-style-type: none"> 1. Some areas are not covered by the distribution network system as a result service provision is inadequate 2. Existence of shallow wells in the community which provides water for free. 3. 100% of customers are unmetered this situation influences improper management of water at household level 4. Lack of proper working offices near the town centre, working tools and transport 5. The supplied water does not meet the existing demand. 6. Limited number of trained personnel's with different qualifications 7. Low pressures in the Distribution network due to low water production. 																								

IGUNGA		PROFILE AS PER 2012/2013 DATA																								
General Description About the Utility	<p>Igunga Urban Water Supply and Sewerage Authority (IGUWASA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Igunga Urban area which is the headquarters of Igunga District, Tabora Region. IGUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total populations of 32,165 people out of which 19,944 persons are served (about 61%). The utility draws water from Bulenya earthfill dam. The dam has the production capacity of 4,725m³/day which is sufficient compared with the estimated water demand of 1,366,280 m³/day. During the year 2012/2013, Igunga WSSA recorded the total water production of 536,405m³, decreasing from 1,008,000m³ produced in the previous year. This decrease is due to the fact that the reported volume in the previous year was an estimate owing to lack of bulk meter at the production point. Following completion of water supply project, Igunga WSSA expected that the production would increase to 4,725m³/day due to the increase in production capacity after installation of 315mm diameter uPVC gravity main from Bulenya dam to Igunga town. However, the water production could not increase due to emerged problems in the design of the treatment plant and also due to electricity cut-offs. The water distribution networks have a total length 32.06km including 19.9km of newly laid distribution pipes. The system has 12 storage tanks with a combined capacity of 1,259m³. Water is supplied through rationing at an average of 5 hrs/day. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Igunga District Town Council. IGUWASA has 23 employees, 5 permanent and 18 on contract.</p>																									
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Domestic – Agents																				
	Consumption charge (TZS/m ³)	625	820	935	1,035	1,000																				
	Flat rate charge (TZS/Month)	6,000	48,500	36,000	210,000	63,000																				
	New Connection Fee (TZS/month)	22,500	28,000	28,000	33,500																					
	Reconnection Fee (TZS/month)	5,000	5,500	5,500	11,000																					
	Meter Rental Fee (TZS/month)	600	1,200	2,500	4,000																					
	Note: The Charges at water Kiosks are TZS 15 per 20 litres jerry can.																									
Challenges	<ol style="list-style-type: none"> 1. Low metering ratio 2. High NRW 3. Pollution of Bulenya dam by human activities 4. Low service coverage 																									

ITUMBA-ISONGOLE PROFILE AS PER 2012/13 DATA

General Description About the Utility	<p>Itumba-Isongole Urban Water Supply and Sanitation Authority (Itumba-Isongole WSSA) was declared a fully autonomous public water utility in 2004. Itumba-Isongole WSSA is responsible for the overall operation and management of water supply and sanitation services within the Itumba-Isongole town which is the headquarters of Ileje District in Mbeya Region. Itumba-Isongole WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 15,821 people of which 11,391 persons are served with water. The utility draws water from three stream sources; Iyela stream, Ilumba stream and Itinginya stream. Water from these sources is abstracted by intake weirs constructed across the streams and gravitates to the town. During the reporting period, the sources produced an average of 1,987m³/day..</p> <p>The combined installed production capacity is 1,310m³/day .The present production capacity is sufficient to meet the estimated water demand of 1,265m³/day. However, due to limitations of the distribution network in Isongole area and low yield of Itinginya Stream the water production cannot meet the water demand. The total length of the entire pipe network is 54 km and water is supplied with an average of 18 hrs per day. The network has 6 storage tanks with combined capacity of 465m³. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of Ileje District Council. Itumba –Isongole WSSA has 15 employees.</p>																																		
General Data About Water Utility	<table border="0"> <tr><td>Total Water Connections</td><td>:</td><td>1,164</td></tr> <tr><td>Total Active Connections</td><td>:</td><td>1051</td></tr> <tr><td>Total Water Kiosk/Standpipe</td><td>:</td><td>67</td></tr> <tr><td>Metering Ratio</td><td>:</td><td>25.5%</td></tr> <tr><td>NRW</td><td>:</td><td>29.5%</td></tr> <tr><td>Total Staff</td><td>:</td><td>15</td></tr> <tr><td>Staff/1000 connections</td><td>:</td><td>12.9</td></tr> <tr><td>Annual O&M Costs</td><td>:</td><td>Tzs 48,074, 830</td></tr> <tr><td>Annual Water Collections (Arrears included)</td><td>:</td><td>Tzs 43,269,968</td></tr> <tr><td>Annual Water Billings</td><td>:</td><td>Tzs 56,551,538</td></tr> </table>					Total Water Connections	:	1,164	Total Active Connections	:	1051	Total Water Kiosk/Standpipe	:	67	Metering Ratio	:	25.5%	NRW	:	29.5%	Total Staff	:	15	Staff/1000 connections	:	12.9	Annual O&M Costs	:	Tzs 48,074, 830	Annual Water Collections (Arrears included)	:	Tzs 43,269,968	Annual Water Billings	:	Tzs 56,551,538
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Challenges	<ol style="list-style-type: none"> 1. Lack of water meters hence low metering ratio. 2. Effectively utilizing the existing water production from Ilumba and Iyela to serve Isongole area 3. Lack of capital fund for expansion of water supply services. 4. Lack of office building and transport. 5. Lack of working facilities – vehicle and motorcycle 																																		

KAHAMA		PROFILE AS PER 2012/2013 DATA																										
General Description About the Utility	<p>Kahama Urban Water Supply and Sanitation Authority (KUWASA), was declared a fully autonomous public water utility in 2002 responsible for the overall operation and management of water supply and sanitation services within the Kahama Urban area which is the headquarter of Kahama District, Shinyanga Region. KUWASA is classified as Category C water authority. Its area of responsibility has a total population of 242,208 people in which 151,953 persons are served. The utility depends on two water sources for its water production – Bulk water purchase from Lake Victoria through Kahama-Shinyanga Water Supply Authority and its own source, the earth fill dam. The combined installed production capacity for the two sources is 27,000m³/day which is high above the current water demand of 17,200m³/day. During the year 2012/2013, Kahama WSSA received from KASHWASA a total of 2,847,280m³ of water, an average of 7,800m³/day. Kahama WSSA is constrained by its water distribution network to cater for the current water demand in its service area. The total length of the pipeline system is 236.25km. An average hour of supply is 24hrs/day. The system has 5 storage tanks with a combined capacity of 18,695m³. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Kahama District Town Council. KUWASA has 59 employees, 8 permanent and 51 on contract.</p>																											
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 9,508</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 9,308</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 29</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 14.2%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 52</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 6</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 2,294,999,150.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 2,260,256,931.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 2,486,860,774.00</td> </tr> </table>								Total Water Connections	: 9,508	Total Active Connections	: 9,308	Total Water Kiosk/Standpipe	: 29	Metering Ratio	: 100%	NRW	: 14.2%	Total Staff	: 52	Staff/1000 connections	: 6	Annual O&M Costs	: Tzs 2,294,999,150.00	Annual Water Collections (Arrears included)	: Tzs 2,260,256,931.00	Annual Water Billings	: Tzs 2,486,860,774.00
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Mining	Car Wash	Kiosks																				
	Consumption charge (TZS/m ³)	595	720	760	820	1,100	1,150	720																				
	Service Charge (TZS/Month)	2,500	4,000	4,500	4,500	80,000	4,500	500																				
	Reconn. Fee (TZS/connect.)	10,000	20,000	20,000	20,000	200,000	20,000	10,000																				
	Meter Deposit (TZS/connect.)	20,000	60,000	60,000	60,000	300,000	60,000	20,000																				
	Note: Flat rate charges from domestic customers is TZS 5,950 per month																											
Challenges	<ol style="list-style-type: none"> 1. Alternative water source 2. Low supply coverage 3. Lack of sewerage system 																											

KARAGWE		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Karagwe Urban Water Supply and Sanitation Authority (KAUWASA), was declared fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within the urban area of Karagwe Town Council which is the headquarter of Karagwe District in Kagera Region. KAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 39,120 people in which 5,772 people are currently served. The utility draws water from two main water sources, Katooma Spring contributing about 34% of the daily water production and Omururongo Spring contributing the remaining 66%. The combined installed production capacity is 246m³/day. The present production capacity is very low compared with the estimated water demand of 1,978m³/day. The utility has no water treatment facilities as well as water quality monitoring in place. The total length of distribution system is 30.645 km and water is supplied through rationing at an average of 3.2hrs/day. The system has 5 storage tanks, out of which only 2 are functioning. The functioning tanks have a storage capacity of 290m³. The town has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Township Authority. KAUWASA has 16 staff of different qualifications, professions and categories.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 456</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 405</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 12</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 99.8%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 42%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 16</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 35.1</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 124,248,711.60</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 40,272,468.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 40,789,200.00</td> </tr> </table>					Total Water Connections	: 456	Total Active Connections	: 405	Total Water Kiosk/Standpipe	: 12	Metering Ratio	: 99.8%	NRW	: 42%	Total Staff	: 16	Staffs/1000 connection	: 35.1	Annual O&M Costs	: Tzs 124,248,711.60	Annual Water Collections (Arrears included)	: Tzs 40,272,468.00	Annual Water Billings	: Tzs 40,789,200.00
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Category of customer	Domestic	Institutions	Commercial	Industrial																					
Consumption charge (TZS/m ³)	800	1,000	1,025	NA																					
Flat rate charge (TZS/Month)	6,500	9,500	10,000	NA																					
Challenges	<ol style="list-style-type: none"> 1. Inadequate water production to cater for water demand 2. Insufficient hours of supply 3. Inefficient staff to connection ratio 4. Inadequate revenue to meet expenditures 																								

KASULU		PROFILE AS PER 2012/13DATA																							
General Description About the Utility	<p>Kasulu Urban Water Supply and Sewerage Authority (KUWSA), was declared fully autonomous public water utility in 2003 responsible for the overall operation and management of water supply and sanitation services within Kasulu Urban area which is the headquarter of Kasulu District, Kigoma Region. KUWSA is classified as Category C water authority. Its area of responsibility has a total population of 67,704 people in which 46,174 people are currently served. The utility draws water from three water sources, namely Nyanka Stream, Nyakatoke Stream and Misemo Stream. The sources have altogether, total installed production capacity of 3,449.95m³/day. The present production capacity is insufficient compared with the estimated water demand of 5,054m³/day. The total length of pipeline system is 34.759km. Water is supplied through rationing at an average of 15hrs/day. The system has 3 storage tanks with a combined capacity of 452m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Kasulu District Town Council. KUWSA has 17 employees, 5 are permanent and 12 temporary staff of different qualifications, professions and categories.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 2,922</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 2,552</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 19.2%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 58.2%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 5.8</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 166,409,065.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 105,382,095.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 166,103,161.00</td> </tr> </table>					Total Water Connections	: 2,922	Total Active Connections	: 2,552	Total Water Kiosk/Standpipe	: 0	Metering Ratio	: 19.2%	NRW	: 58.2%	Total Staff	: 17	Staffs/1000 connection	: 5.8	Annual O&M Costs	: Tzs 166,409,065.00	Annual Water Collections (Arrears included)	: Tzs 105,382,095.00	Annual Water Billings	: Tzs 166,103,161.00
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Category of customer	Domestic	Institutions	Commercial	Industrial																					
Consumption charge (TZS/m ³)	300	400	510	NA																					
Flat rate charge (TZS/Month)	4,500	-	-	NA																					
Challenges	<ol style="list-style-type: none"> 1. The installed water production capacity is insufficient compared to the existing demand. 2. High NRW 3. Low metering 4. Insufficient storage capacity 																								

KATESH		PROFILE AS PER 2012/13 DATA																																	
General Description About the Utility	<p>Katesh Urban Water Supply and Sanitation Authority (KAWASA), was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Katesh urban area which is the headquarters of the Hanang District, Manyara Region. KAWASA is classified as Category C water authority. Its area of responsibility has a total population of 16,317 people of which 9500 persons are served. The utility draws water from two sources, the gravity scheme, Hamiti streams, which receive water from several springs originating from the Hanang hills and Ganana borehole. The combined installed production capacity is 1703.90m³/day. This is not sufficient to meet the present estimated demand for the township which is 2,620m³/day. The total length of the distribution system is 33.22 km and water is supplied through rationing at an average of 3hrs/day. There is no treatment plant in place however; water quality monitoring had been conducted on quarterly basis. The system has 5 storage tanks with combined total storage capacity of 720m³. The township has no sewerage system; therefore onsite sanitary facilities are used under the supervision of Katesh Town Authority. KAWASA has 14 employees and the total number of staff required is 15.</p>																																		
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Total water connections</td> <td style="width: 5%; text-align: center;">:</td> <td style="width: 25%; text-align: right;">1,441</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: center;">:</td> <td style="text-align: right;">1,366</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: center;">:</td> <td style="text-align: right;">25</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: center;">:</td> <td style="text-align: right;">20%</td> </tr> <tr> <td>NRW</td> <td style="text-align: center;">:</td> <td style="text-align: right;">53.11%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: center;">:</td> <td style="text-align: right;">14</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: center;">:</td> <td style="text-align: right;">9.7</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: center;">:</td> <td style="text-align: right;">Tzs 96,635,115</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: center;">:</td> <td style="text-align: right;">Tzs 70,869,500</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: center;">:</td> <td style="text-align: right;">Tzs 128,183,020</td> </tr> </table>					Total water connections	:	1,441	Total active connections	:	1,366	Total water kiosk/standpipe	:	25	Metering ratio	:	20%	NRW	:	53.11%	Total staff	:	14	Staff/1000 connections	:	9.7	Annual O&M costs	:	Tzs 96,635,115	Annual water collections (Arrears included)	:	Tzs 70,869,500	Annual water billings	:	Tzs 128,183,020
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Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutional</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Water Boozer</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td style="text-align: center;">445</td> <td style="text-align: center;">450</td> <td style="text-align: center;">655</td> <td style="text-align: center;">600</td> </tr> <tr> <td>Flat rate TZS/month</td> <td style="text-align: center;">4500</td> <td style="text-align: center;">9500</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note: The charges at water kiosks are TZS 10 per 20 litres bucket.</p>					Category of customer	Domestic	Institutional	Commercial	Water Boozer	Consumption charge (TZS/m ³)	445	450	655	600	Flat rate TZS/month	4500	9500	10,000	NA															
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Consumption charge (TZS/m ³)	445	450	655	600																															
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Challenges	<ol style="list-style-type: none"> 1. Inadequate water sources 2. High NRW due to dilapidated pipe network and low metering ratio; 3. Lack of water treatment facilities; 4. Unwillingness of customers to pay their water bills; 5. Lack of authority office building and transport; 																																		

KIBAYA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Kibaya Urban Water Supply and Sanitation Authority (KIUWASA) was declared a fully autonomous public water utility in 2002 and came into operations in 2007. The Authority is responsible for the overall operation and management of water supply and sanitation services in Kibaya Town which is the head-quarter of Kiteto District, Manyara Region. KIUWASA is classified as Category C water authority. Its area of responsibility has a total population of 17,345 of which 10,750 are served. The utility draws water from 3 deep boreholes (Shiuki, Chemchem and Silangaa) and the Chemchem spring source. The spring source contributes about 15% of the total water production. The combined installed production capacity is 570m³/day which is very low compared to the estimated water demand of 1,358m³/day. The total length of the distribution system is 28.41 km and water is supplied at an average of 7hrs/day. There are 6 water storage tanks with combined storage capacity of 443.5m³. The town has no sewerage system; therefore onsite sanitary facilities are used under the supervision of Kiteto District Council. KIUWASA has 23 employees with shortfall of 10 employees of different qualifications and professions.</p>																								
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Consumption charge (TZS/m ³)	1000	1025	1000	NA																					
Flat rate charge (TZS/month)	4500	9500	11,500	NA																					
Challenges	<ol style="list-style-type: none"> 1. Inadequate water sources and supply to meet the demand; 2. Low metering ratio. 3. High NRW due to old and dilapidated pipe network; 4. Lack of office building and transport; 5. Inadequate working tools and technical equipments 6. Lack of sufficient and qualified staff; 																								

KIBONDO		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Kibondo Urban Water Supply & Sewerage Authority (Kibondo-WSSA) was declared fully autonomous public water utility in 2004, responsible for overall operation and management of water supply and sanitation services within Kibondo urban areas, Kibondo District, Kigoma Region. Kibondo-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total populations of 39,300 out of which 10,256 people are currently served. The utility draws water from one stream, five spring, and five boreholes, with a total production capacity of 940 m^3/day and average production of 927 m^3/day which is insufficient compared with the estimated town water demand of 2,134 m^3/day. The total length of distribution pipeline system is 5.8km. Water is supplied through rationing at an average of 7hours/day. The system has 7 storage tanks with a storage capacity of about 894.5 m^3. The town has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Kibondo District Council. The utility is served by 36 employees, 7 are permanent while 29 are contracted.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 1,032</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: N/A</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 35.75</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 36.3</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 36</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 34.9</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 69,123,964.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 73,813,960.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 76,163,100.00</td> </tr> </table>					Total Water Connections	: 1,032	Total Active Connections	: N/A	Total Water Kiosk/Standpipe	: 8	Metering Ratio	: 35.75	NRW	: 36.3	Total Staff	: 36	Staffs/1000 connection	: 34.9	Annual O&M Costs	: Tzs 69,123,964.00	Annual Water Collections (Arrears included)	: Tzs 73,813,960.00	Annual Water Billings	: Tzs 76,163,100.00
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Tariff Structure	Category of customer	Domestic	Institution	Commercial	Industrial																				
	Consumption charge (TZS/m ³)	850	860	890	NA																				
	Flat rate charge (TZS/Month)	7,500	11,500	11,500	NA																				
	NOTE: The Charges at water Kiosks are TZS 20per 20litres jerry can																								
Challenges	<ol style="list-style-type: none"> 1. Water pollution especially from Mgoboka source. 2. Ineffective staff per 1000 connections ratio 3. Insufficient service coverage. 4. Low metering ratio. 5. High NRW 																								

KILINDONI		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Kilindoni Town Water Board is located at the head-quarter of Kilindoni District in Coast Region. The Water Board was declared an area of urban water supply authority by order of the Minister responsible for water affairs in January 2002 and charged with the overall responsibility of provision of water supply to the population of Kilindoni Township. Kilindoni WSSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 15,529 people in which 7,707 people are served with water. The Kilindoni town gets water from natural springs, shallow wells and boreholes. There are three sources that produce water for the town, being at Bomani, Kigamboni and Kilimahewa. The estimated average water produced from the sources during the reporting period was 4202m³/day.</p> <p>Water supplied to Kilindoni WSSA is not sufficient to meet the estimated water demand of 2,432m³/day. There are neither water treatment facilities nor a water quality monitoring programme. The total length of the main pipe network is 3.8 km and water is supplied at an average of 4 hrs per day. The network at Kilindoni has 4 storage tanks with a total storage volume of 140m³. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of Kilindoni township Authority. Kilindoni WSSA has 13 employees with deficiency of employees of different qualifications and professions.</p>																								
General Data About Water Utility	<table border="0"> <tr><td>Total Water Connections</td><td>: 369</td></tr> <tr><td>Total Active Connections</td><td>: 263</td></tr> <tr><td>Total Water Kiosk/Standpipe</td><td>: 1</td></tr> <tr><td>Metering Ratio</td><td>: 28.7%</td></tr> <tr><td>NRW</td><td>: 29.6%</td></tr> <tr><td>Total Staff</td><td>: 13</td></tr> <tr><td>Staff/1000 connections</td><td>: 35.2</td></tr> <tr><td>Annual O&M Costs</td><td>: Tzs 65,043,200</td></tr> <tr><td>Annual Water Collections (Arrears included)</td><td>: Tzs 22,004,320</td></tr> <tr><td>Annual Water Billings</td><td>: Tzs 21,230,300</td></tr> </table>					Total Water Connections	: 369	Total Active Connections	: 263	Total Water Kiosk/Standpipe	: 1	Metering Ratio	: 28.7%	NRW	: 29.6%	Total Staff	: 13	Staff/1000 connections	: 35.2	Annual O&M Costs	: Tzs 65,043,200	Annual Water Collections (Arrears included)	: Tzs 22,004,320	Annual Water Billings	: Tzs 21,230,300
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Flat rate charge (TZS/month)	5500-15,000	10,000	11,500-13,500	NA	NA																				
Challenges	<ol style="list-style-type: none"> 1. Low metered customers 2. Lack of sufficient and qualified staff to manage the authority 3. Lack of water and waste water treatment facilities 4. Insufficient water production as compared to the current water demand 5. Limited pipe network coverage 6. Lack of office building 																								

KILOLO		PROFILE AS PER 2012/13 DATA																								
General Description About the Utility	<p>Kilolo Urban Water Supply and Sanitation Authority (KIUWASA) was declared as a fully autonomous public water utility in 2005 for provision of water supply and sanitation services within the Kilolo township area which is the headquarters of Kilolo district in Iringa region. KIUWASA is classified as Category C water authority and started its operation in July, 2009. Its area of responsibility has a total population of 24,493 people out of whom 15,186 persons are accessing water services provided by the utility. The total water demand for the town is estimated at 2,115m³/day while water produced is estimated as 385m³/day. The utility draws water from four protected springs located in Lusinga village about 25km from the town center. The water supply network is 63km long with ten storage tanks of total capacity 477.5m³.</p> <p>The source installed production capacity is 330m³/day. The utility has no water treatment facilities. Water is supplied for 13hrs/day only. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of Kilolo District Council. KIUWASA has 11 employees with a staff per 1000 connections of 39.</p>																									
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 280</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 275</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 53</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 41%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 39%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Staff per 1000 connections</td> <td style="text-align: right;">: 39</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 64,555,000</td> </tr> <tr> <td>Annual collection from water sales</td> <td style="text-align: right;">: Tzs 55,988,810</td> </tr> <tr> <td>Annual water billing</td> <td style="text-align: right;">: Tzs 61,075,095</td> </tr> </table>						Total Water Connections	: 280	Total Active Connections	: 275	Total Water Kiosk/Standpipe	: 53	Metering Ratio	: 41%	NRW	: 39%	Total Staff	: 11	Staff per 1000 connections	: 39	Annual O&M costs	: Tzs 64,555,000	Annual collection from water sales	: Tzs 55,988,810	Annual water billing	: Tzs 61,075,095
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Flat rate charge (TZS/month)	4,500 – 5,500	12,000 – 22,000	9,400 – 17,000	13,000 – 22,500																						
Challenges	<ol style="list-style-type: none"> 1. Insufficient water production to meet the water demand 2. Lack of qualified and sufficient staff 3. Lack of office building and transport facilities 4. High level of Non Revenue Water 5. Lack of water treatment facilities 																									

KILOSA		PROFILE AS PER 2012/13 DATA																																																															
General Description About the Utility	<p>Kilosa Urban Water Supply and Sanitation Authority (KILOSA-UWSA) was established by Act No. 8 of 1997 and was declared a water supply Authority in February 2001. KILOSA-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kilosa township which is the headquarters of the Kilosa District in Morogoro Region. KILOSA-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 30,626 based on the 2012 census of which 18,069 people are served. The town water supply depends on the Mkadage river source contributing 80% of production, and two productive boreholes, located at Manzese and Azimio areas contributing 20%. The Mkadage intake was constructed in 1952 and later rehabilitated in late 70's. Water from the Mkadage intake is pumped into 1000 m³ storage tank located about 246m away. Water from Azimio boreholes on the other hand, is pumped directly, into the distribution system, while that from Manzese is pumped into 225m³ storage tanks at the Manzese area. The present production capacity of 1,752 m³/day is very low compared with the estimated water demand of 2,470m³/day while the actual production is 1,135m³/day. The utility has no water treatment facilities except for chlorination done at the 1000m³ storage tank receiving water from the Mkadage intake. The total length of distribution system is 22.96km and water is supplied at an average of 1 hrs/day. The system has three storage tanks with total capacity of 1,360 m³ that are functioning. The water supply authority has no sewerage network.</p>																																																																
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,448</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>922</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>1</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>0%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>27.3%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>24</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>16.6</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>TZS 52,797,303</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>TZS 51,890,200</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>TZS 58,903,700</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	1,448				Total Active Connections	:	922				Total Water Kiosk/Standpipe	:	1				Metering Ratio	:	0%				NRW	:	27.3%				Total Staff	:	24				Staff/1000 connections	:	16.6				Annual O&M Costs	:	TZS 52,797,303				Annual Water Collections (Arrears included)	:	TZS 51,890,200				Annual Water Billings	:	TZS 58,903,700			
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Challenges	<ol style="list-style-type: none"> 1) The authority has no any type of transport to enable it carry its day to day activities and also ferrying of pipe/fittings and chemicals. 2) Lack of competent and qualified staffs: most of the staffs are STD VII leavers. 3) Regular break down of pumping units caused by frequent interruption of electricity power 4) Payment of TANESCO bills using allocations from the Ministry of Water: we recommend that money be deposited in the Authority account. This will make us to pay the bills in time and avoid threats of power disconnections in our pumping stations. 																																																																

KILWA MASOKO		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Kilwa Masoko Urban Water Supply and Sanitation Authority (KMUWASA) was established by Act No. 8 of 1997 and came into operation on 28th November, 2004. KMUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Masoko township which is the headquarters of Kilwa District in Lindi Region. Its area of responsibility has a total population of 20,211 people out of whom 13,744 people are served. The utility draws water from two main types of water sources, six boreholes located at Mkapa garden area at the centre of Masoko township contributing 83% and Mtanga spring located 11km from the Masoko township along Masoko – Nangurukuru road which contributes the remaining 17% of the daily water production. The combined production capacity is approximately 3,361m³/day, but it is not fully utilized owing to worn out transmission line and non-working boreholes. The present production is 1,137 m³/day is very low compared with the estimated water demand of 2,466m³/day. The utility has no water treatment facilities and also water quality is monitored by quality check done by regional lab at Mtwara. The total length of the distribution system is 22.8km and water is supplied through rationing at an average of 14hrs/day. The system has three storage tanks with total capacity of 137m³ functioning. The town has no sewerage system; instead onsite sanitation used under the monitoring of the Kilwa District Council</p>																								
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Category of customer	Domestic	Commercial	Institutions	Industrial																					
Metered customers (TZS/m ³)	445	560	550	570																					
Flat rate (TZS/month)	4,500	9,500	10,000	13,000																					
Challenges	<ol style="list-style-type: none"> 1. High silt level in the boreholes r 2. Low pipeline network coverage with 48% of built-up areas with no network; 3. Hardness of water from boreholes 4. High and increasing rate of nitrate content in borehole water 5. High NRW caused by aged pipeline network 6. Insufficient qualified staff 7. Low production 8. Low capacity of storage 																								

KIOMBOI		PROFILE AS PER 2012/2013 DATA																									
General Description About the Utility	<p>Kiomboi Urban Water Supply and Sewerage Authority (Kiomboi WSSA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Kiomboi Urban area which is the headquarters of Iramba District, Singida Region. Kiomboi WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 12,480 out of which 8,750 people are served (equivalent to 75%). The utility draws water from five operating boreholes out of the existing 7 boreholes. The total present production capacity from the boreholes is 1,202.4m³/day which is insufficient compared with the estimated water demand of 1,510m³/day. In 2011/2012 an average of 239m³/day was produced. The total length of the distribution system is 11.6km. Water is supplied through rationing at an average of 2 hrs. The distribution system has 4 storage tanks with total storage capacity of 485m³. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Iramba District Town Council. KIUWASA has 10 employees, all permanent seconded by the District Council.</p>																										
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Total Water Connections</td><td style="text-align: right;">: 750</td></tr> <tr><td>Total Active Connections</td><td style="text-align: right;">: 737</td></tr> <tr><td>Total Water Kiosk/Standpipe – operational</td><td style="text-align: right;">: 5</td></tr> <tr><td>Metering Ratio</td><td style="text-align: right;">: 93%</td></tr> <tr><td>Average Service Hours</td><td style="text-align: right;">: 2</td></tr> <tr><td>NRW</td><td style="text-align: right;">: 33.33%</td></tr> <tr><td>Total Staff</td><td style="text-align: right;">: 10</td></tr> <tr><td>Staff/1000 connections</td><td style="text-align: right;">: 13.33</td></tr> <tr><td>Annual O&M Costs</td><td style="text-align: right;">: Tzs 12,805,446.32</td></tr> <tr><td>Annual Water Collections (Arrears included)</td><td style="text-align: right;">: Tzs 58,331,226.00</td></tr> <tr><td>Annual Water billing</td><td style="text-align: right;">: TZS 54,000,000.00</td></tr> </table>					Total Water Connections	: 750	Total Active Connections	: 737	Total Water Kiosk/Standpipe – operational	: 5	Metering Ratio	: 93%	Average Service Hours	: 2	NRW	: 33.33%	Total Staff	: 10	Staff/1000 connections	: 13.33	Annual O&M Costs	: Tzs 12,805,446.32	Annual Water Collections (Arrears included)	: Tzs 58,331,226.00	Annual Water billing	: TZS 54,000,000.00
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial																						
	Consumption charge (TZS/m ³)	625	645	655	670																						
	Flat rate charge (TZS/Month)	4,500	10,000	9,500	NA																						
	New Connection Fee (TZS/Month)	37,000	37,500	38,000	38,500																						
	Reconnection Fee (TZS/Month)	8,000	8,500	8,500	8,500																						
	Service Charge (TZS/Month)	500	500	1,000																							
	Meter Rental Fee (TZS/Month)	500	500	500	500																						
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Challenges	<ol style="list-style-type: none"> 1. Insufficient water production capacity to cater for the estimated demand 2. Inadequate water distribution network. 3. Lack of sufficient number of qualified personnel. 																										

KISARAWÉ		PROFILE AS PER 2012/13 DATA																																																																
General Description About the Utility	<p>Kisarawe Town Water Board is located at the head-quarter of Kisarawe district in Coast Region. The Water Board was declared an area of urban water supply authority by order of the Minister responsible for water affairs in January 2004 through Government notice No. 24 and charged with the overall responsibility of provision of water supply to the population of Kisarawe Township. KIUWASA is classified by the Ministry responsible for Water as Category C water authority. KIUWASA started its operation in July, 2005. Its area of responsibility has a total population of 9,158, out of whom 6,411 has direct access to water services provided by the utility. The total water demand for the town is estimated at 900m³/day while water produced is estimated at 387.7m³/day. The Authority depends on two water sources i.e Minaki and Dalu dam. The water supply main network is 6.64km long with five storage tanks of total capacity 877.5 m³. The source installed production capacity is 149,7609m³/year and 18,004 m³/year for Minaki na Dalu dam respectively. The present production capacity is not sufficient to meet the estimated water demand. The utility has no water and waste water treatment facilities. Water is supplied for at an average of 10 hours per day. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Kisarawe District Council.</p>																																																																	
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>300</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Connections</td> <td>:</td> <td>265</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>7</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>47%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>19.8%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>10</td> <td colspan="3"></td> </tr> <tr> <td>Staff per 1000 connections</td> <td>:</td> <td>33.3</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M costs</td> <td>:</td> <td>Tzs 66,838,803</td> <td colspan="3"></td> </tr> <tr> <td>Annual collection from water sales</td> <td>:</td> <td>Tzs 37139,065</td> <td colspan="3"></td> </tr> <tr> <td>Annual water billing</td> <td>:</td> <td>Tzs 37139,065</td> <td colspan="3"></td> </tr> </table>						Total Water Connections	:	300				Total Water Connections	:	265				Total Water Kiosk/Standpipe	:	7				Metering Ratio	:	47%				NRW	:	19.8%				Total Staff	:	10				Staff per 1000 connections	:	33.3				Annual O&M costs	:	Tzs 66,838,803				Annual collection from water sales	:	Tzs 37139,065				Annual water billing	:	Tzs 37139,065			
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Challenges	<ol style="list-style-type: none"> 1. High level of Non Revenue Water 2. Insufficient water production to meet the water demand 3. Lack of water treatment facilities 4. Lack of qualified and sufficient staff 5. Lack of office building 6. Unreliable electricity 7. Low collection efficiency 																																																																	

KISHAPU		PROFILE AS PER 2012/2013 DATA																						
General Description About the Utility	<p>Kishapu Urban Water Supply & Sanitation Authority (Kishapu-WSSA) was declared a fully autonomous public water utility in 2006, responsible for overall operation and management of water supply and sanitation services within the Kishapu township. Kishapu-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 14,352 people out of which only 6,400 people are currently served. This is about 45% service coverage. The utility draws water from the Tungu River and pumps directly to the 90m³ storage tank. During the year 2012/2013, an average of 68m³/day of water was produced. There are no water treatment facilities that are installed. Kishapu WSSA has a water network with the total length of 24km. Kishapu WSSA is served by 3 employees – 2 from the District Council and is temporary employee of Kishapu WSSA.</p>																							
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total water connections</td> <td style="text-align: right;">: 126</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 126</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 16</td> </tr> <tr> <td>Average Hours of Service</td> <td style="text-align: right;">: 5 Hrs</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 14,363,000.21</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 18,189,976.50</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 18,732,262.00</td> </tr> </table>				Total water connections	: 126	Total active connections	: 126	Total water kiosk/standpipe	: 9	Metering ratio	: 100%	Total staff	: 3	Staffs/1000 connection	: 16	Average Hours of Service	: 5 Hrs	Annual O&M Costs	: Tzs 14,363,000.21	Annual Water Collections (Arrears included)	: Tzs 18,189,976.50	Annual Water Billings	: Tzs 18,732,262.00
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial																				
	Metered Customers (TZS/Month)	540 - 665	820 - 900	845 - 935																				
	New Connection Charges (TZS/connection)	22,000	22,500	22,500																				
	Reconnection Charges (TSZS/connection)	5,500	5,500	5,500																				
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Challenges	<ol style="list-style-type: none"> 1. Unreliability of water sources and supply. 2. Low coverage of water pipelines network 3. Insufficient qualified personnel 																							

KONDOA		PROFILE AS PER 2012/13 DATA																																																				
General Description About the Utility	<p>Kondoa Urban Water Supply and Sanitation Authority (Kondoa-WSSA) was established by Act No. 8 of 1997 and came into operation in November, 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kondoa township which is the headquarters of the Kondoa District in Dodoma Region. Its area of responsibility has an approximate total population of 29,538 people out of whom 20,086 people are served. The utility draws water from two main types of water sources, Chemchem spring contributing about 88% of the daily water production and two boreholes at Bicha (in which only one BH is operated) contributing the remaining 12%. The combined installed production capacity is approximately 3,620m³/day which does not meet the daily demand of the Kondoa township and Bicha, village of 4,500m³/day; while the annual production during the reporting period was 2,776 m³/day. The utility has water quality monitoring plan and quality checks are done on quarterly basis. The total length of the distribution system is 54km and water is supplied through rationing at an average of 4hrs/day. The utility has eight storage tanks with total capacity of 1,350m³ in which seven tanks are working. The town has no sewerage system and onsite sanitation is monitored by Kondoa District Council.</p>																																																					
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Challenges	(1) Low metering ratio; (2) High NRW; (3) Lack of working tools and transport hinders service delivery and authority does not meet intended objectives; (4) Lack of enough office space creates customer care problems and also complicate records and data storage; and (5) Limited number of qualified personnel's limits efficiency in service delivery																																																					

KONGWA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Kongwa Urban Water Supply and Sanitation Authority (KUWASA) was established by Act No. 8 of 1997 and came into operation on 30th January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kongwa township which is the headquarters of Kongwa District in Dodoma Region. Its area of responsibility, Kongwa urban area, has an approximate total population 40,000 people of whom 30,579 person are served with water. The utility draws water from two main types of water sources, Sagara hills spring (gravity scheme) contributing about 24% of the daily water production and three boreholes contributing the remaining 76%. The combined annual production capacity is 1,608m³/day which does not meet the daily demand for Kongwa township, and four villages in the areas along the transmission line from Sagara hills, which is estimated at 2,400m³/day. The water produced is not fully utilized owing to worn-out transmission line and breakdown of boreholes. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 79.157km and water is supplied through rationing at an average of 13hrs/day. The system has two storage tanks with total capacity of 335m³. The town has no sewerage system, thus, onsite sanitation is monitored by Kongwa District Council.</p>																								
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Annual Water Collections (Arrears included)	: Tzs 118,170,005																								
Annual Water Billings	: Tzs 125,828,503																								
Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 40%;">Category of customer</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Institutions</th> <th style="width: 15%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Metered customers (TZS/m³)</td> <td>625</td> <td>655</td> <td>645</td> <td>-</td> </tr> <tr> <td>Flat rate (TZS/month)</td> <td>10,500</td> <td>30,000</td> <td>30,000</td> <td>32,000</td> </tr> </tbody> </table> <p>Note: i) The Charges at water Kiosks are TSHS. 20 per 20 litres bucket.</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m ³)	625	655	645	-	Flat rate (TZS/month)	10,500	30,000	30,000	32,000					
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Metered customers (TZS/m ³)	625	655	645	-																					
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Challenges	<p>1) Lack of adequate qualified personnel; (2) Shortage of working tools; (3) Poor quality of supplied water that requires treatment; (4) Low metering ratio; (5) Need for new water sources to meet the demand; and (6) Lack of transport facilities.</p>																								

KOROGWE		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Korogwe Urban Water Supply and Sanitation Authority (KUWASA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Korogwe Town Council which is the headquarter of the Korogwe District in Tanga Region. KUWASA is classified as Category C water authority. Its area of responsibility has a total population of 51,989 people of whom 38,472 persons are served with water. The utility draws water from two main types of water sources, namely <i>Mbeza Stream (gravity scheme)</i> contributing about 68% of the daily water production, and three boreholes (<i>Kilole, Old Korogwe and Mtonga</i>) contributing about 32%. The combined installed production capacity is 2,700m³/day. The present production capacity is very low compared with the estimated water demand of 4,250m³/day. The utility has no water treatment facility for water drawn from Mbeza Stream. The total length of the distribution system is 47.201 km and water is supplied through rationing at an average of 7hrs/day. The system has 6 storage tanks with combined capacity of 1755m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Township Authority. KUWASA has 33 employees with a deficiency of 11 employees of different qualifications, professions and categories.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 2,711</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 2113</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 56</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30.79%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 33</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 12.2</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 370,715,765</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 333,183,773</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 233,392,272</td> </tr> </table>					Total water connections	: 2,711	Total active connections	: 2113	Total water kiosk/standpipe	: 56	Metering ratio	: 100%	NRW	: 30.79%	Total staff	: 33	Staff/1000 connections	: 12.2	Annual O&M costs	: Tzs 370,715,765	Annual water collections (Arrears included)	: Tzs 333,183,773	Annual water billings	: Tzs 233,392,272
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Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																				
	Consumption charge (TZS/m ³)	445	455	450	500																				
	Flat rate charge (TZS/month)	4500 to 5500	9,500	10,000	13,000																				
	Note: The charges at water kiosks are TZS 8 per 20 litres bucket.																								
Challenges	<ol style="list-style-type: none"> 1. Fund for rehabilitation of the existing old and dilapidated infrastructure; 2. Lack of water treatment plant at Mbeza River Source; 3. Lack of adequate water source; 4. Expansion of water network 5. Lack of office building and transport; 6. Lack of sufficient and qualified staff. 																								

KYELA		PROFILE AS PER 2012/13 DATA																																	
General Description About the Utility	<p>Kyela Urban Water Supply and Sanitation Authority (KYUWSA) was declared a fully autonomous public water utility in 2004. KYUWSA is responsible for the overall operation and management of water supply and sanitation services within Kyela Town which is the headquarters of Kyela District in Mbeya Region. KYUWSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 68,236 people of whom 37,271 persons are served with water. The main water source for Kyela town is Mambwe River (Kanga group gravity scheme) located in Mbambo Village, Rungwe District, about 30km from Kyela town. Other water sources for Kyela town are two boreholes (drilled in 2007) located at the Police area and Kyela District Hospital in Kyela town. The sources produced an average of 4,053m³/day during the financial year 2011/12.</p> <p>The combined installed production capacity is 4,330m³/day while the estimated water demand for Kyela town is 4,487m³/day. The present production capacity exceeds the estimated water demand for Kyela town. However, this extra capacity is not available for Kyela town since water from Kanga group also serves other villages in Rungwe district that are designated to be served by the scheme. The total length of the entire pipe network is 53.64 km and water is supplied at an average of 18 hrs/day. The network has 3 storage tanks with combined storage volume of 405m³. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of Kyela District Council. KYUWSA has 29 employees.</p>																																		
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>3,078</td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>2,399</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>70</td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>23%</td> </tr> <tr> <td>NRW</td> <td>:</td> <td>35%</td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>29</td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>9.4</td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 105,853,932</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 123,394,539</td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 149,875,240</td> </tr> </table>					Total Water Connections	:	3,078	Total Active Connections	:	2,399	Total Water Kiosk/Standpipe	:	70	Metering Ratio	:	23%	NRW	:	35%	Total Staff	:	29	Staff/1000 connections	:	9.4	Annual O&M Costs	:	Tzs 105,853,932	Annual Water Collections (Arrears included)	:	Tzs 123,394,539	Annual Water Billings	:	Tzs 149,875,240
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Challenges	<ol style="list-style-type: none"> 1. Low coverage of water network 2. Low metering ratio 3. Old water network hence high number of leakages 4. Illegal water connections 5. Lack of enough fund for maintenance of distribution network 6. Low water production due to electricity problems 																																		

LIWALE		PROFILE AS PER 2012/13 DATA																																																															
General Description About the Utility	<p>Liwale Urban Water Supply and Sanitation Authority (LIUWASA) was established by Act No. 8 of 1997 and came into operation on 30th January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Liwale Township which is the headquarters of the Liwale District in Lindi Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 30,310 people of whom 9,617 people are served with water. The utility draws water from the only currently available stream water source, Liwale river (pumping scheme) contributing about 100% of the daily water production. The combined installed production capacity is approximately 1,160m³/day. The present water production of 672m³/day is low compared with the estimated water demand of 2,122m³/day. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 30.77 km and water is supplied through rationing at an average of 6hrs/day. The system has three storage tanks with a total capacity of 405m³. The town has no sewerage system and onsite sanitation is monitored by Liwale District Council.</p>																																																																
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>1515</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,358</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>4</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>80.8%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>41%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>21</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>18</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 65,193,068.4</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 66,847,605</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 90,9444,442</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	1515				Total Active Connections	:	1,358				Total Water Kiosk/Standpipe	:	4				Metering Ratio	:	80.8%				NRW	:	41%				Total Staff	:	21				Staff/1000 connections	:	18				Annual O&M Costs	:	Tzs 65,193,068.4				Annual Water Collections (Arrears included)	:	Tzs 66,847,605				Annual Water Billings	:	Tzs 90,9444,442			
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Challenges	<ol style="list-style-type: none"> 1. Inadequate and unreliable water supply from Liwale River as a main source of water 2. High Non revenue water attributed to leakages and burst due to old aged pipes 3. Low revenue collections attributed to unwillingness to pay by the community 4. Low storage capacity of the aged existing storage tanks 5. Rapid population growth of Liwale Town 6. Lack of enough water meters for new customers 7. High cost of electricity 8. Vandalism to the water infrastructures 																																																																

LUDEWA		PROFILE AS PER 2012/13 DATA																						
General Description About the Utility	<p>Ludewa Urban Water Supply and Sanitation Authority (LUDUWASA) was declared a fully autonomous public water utility in 2004. LUDUWASA is responsible for the overall operation and management of water supply and sanitation services within the Ludewa Town which is the headquarters of Ludewa District in Iringa Region. LUDUWASA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 12,646 people in whom 4,798 people are served with water. The water sources for Ludewa Township are from three gravity stream sources, abstracted by concrete intake weirs which are Luisa A stream, Luisa B and Mkondachi streams. The estimated average water production from the sources during the reporting period was 482m³/day</p> <p>The combined installed production capacity is 891m³/day while the estimated water demand is 1,331m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 31.7km and water is supplied at an average of 4hrs/day. The town has 3 storage tanks with combined storage volume of 515m³. The town has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Ludewa District Council. Ludewa UWSA has 6 employees</p>																							
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Metered (TZS/m ³)	540	550	560																					
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Challenges	<ol style="list-style-type: none"> 1) Water production is inadequate due to insufficient source. 2) The distribution system are too aged and needs major rehabilitation 3) Loss of water (None revenue water) form leakages and wastages 4) Lack of funds for construction of new water projects 5) Frequent breakdowns on the gravity mains 6) Insufficient staffs e.g. Technicians 7) Lack of bank account to conduct the daily obligation. (The existing account is controlled by District Executive Director office) 8) Lack of transport to conduct the daily obligations 																							

LUSHOTO		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Lushoto Urban Water Supply and Sanitation Authority (LUWASA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the Lushoto urban area which is the headquarters of the Lushoto District, Tanga Region. LUWASA is classified as Category C water authority. Its area of responsibility has a total population of 28,190 out of whom 16,068 are served by the utility. The utility draws water from three (3) water streams namely Kwembago, Kibohelo and Kamfa. Both streams supply water by gravity to the Lushoto town and originate from the Lushoto mountain catchment area. The installed production capacity is 2000m³/day. The production capacity is below the estimated demand for the township requirement of 2400m³/day. The total length of the distribution system is 52.2 km and water is supplied at an average of 4hrs/day. No water treatment plant is in place. The distribution system has 7 storage tanks with a total capacity of 519m³. The township has no sewerage system; thus, onsite sanitary facilities are used under the supervision of Lushoto District Town Council. LUWASA has 19 employees with shortfall of 6 employees of different categories and qualifications.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 1352</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 961</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 55%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 41.4%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 19</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 14.1</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 123,980,156</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 76,925,338</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 81,314,234</td> </tr> </table>					Total water connections	: 1352	Total active connections	: 961	Total water kiosk/standpipe	: 3	Metering ratio	: 55%	NRW	: 41.4%	Total staff	: 19	Staff/1000 connections	: 14.1	Annual O&M costs	: Tzs 123,980,156	Annual water collections (Arrears included)	: Tzs 76,925,338	Annual water billings	: Tzs 81,314,234
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Tariff Structure	Category of customer	Band	Domestic	Institutional	Commercial																				
	Minimum charge (TZS/month)	1-15m ³	3000	NA	NA																				
		1-20m ³	NA	8000	8000																				
	Consumption charge (TZS/m ³)	16-30m ³	300	NA	NA																				
		31-50m ³	300	NA	NA																				
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		21- 100	NA	450	455																				
		≥100	NA	550	550																				
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Challenges	<ol style="list-style-type: none"> 1. Inadequate water sources and supply to meet demand; 2. Lack of water treatment facilities; 3. Fund for rehabilitation of existing infrastructure 4. Expansion of the distribution network 5. Lack of office building and transport for the authority; 6. Lack of sufficient and qualified staff; 																								

MAFINGA		PROFILE AS PER 2012/13 DATA																					
General Description About the Utility	<p>Mafinga Urban Water Supply and Sanitation Authority (MAUWASA) was declared a fully autonomous public water utility in 1999. MAUWASA is responsible for the overall operation and management of water supply and sanitation services within the Mafinga Town which is the headquarters of Mufindi District in Iringa Region. The utility became operational since May, 2001. MAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 51,902 people out of whom 32,127 people are served with water. The utility draws water from two stream sources, namely the Ikangafu pumping scheme and Mkombwe gravity scheme. The average water production from the sources during the reporting period was 2,545m³/day while the estimated water demand is 3,493m³/day.</p> <p>The combined installed production capacity is 2,900m³/day. Water treatment is done by chlorination; water testing is done quarterly. The total length of the entire pipe network is 204.94 km and water is supplied through rationing at an average of 15 hrs/day. The network has 8 storage tanks with combined storage volume of 2,195m³. The town has no sewerage system; onsite sanitary facilities in use are under supervision of Mufindi District Council. MAUWASA has 31 employees.</p>																						
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 2,922</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 2,726</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 60%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 35%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 31</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 10.6</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 491,482,347</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 357,471,079</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 404,128,045</td> </tr> </table>					Total Water Connections	: 2,922	Total Active Connections	: 2,726	Metering Ratio	: 60%	NRW	: 35%	Total Staff	: 31	Staff/1000 connections	: 10.6	Annual O&M Costs	: Tzs 491,482,347	Annual Water Collections (Arrears included)	: Tzs 357,471,079	Annual Water Billings	: Tzs 404,128,045
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Category of customer	Domestic	Institutions	Commercial	Industrial																			
Metered (TZS/m ³)	445	450	455	500																			
Flat rate (TZS/Month)	4,500	21,500	21,500	32,000																			
Challenges	<ol style="list-style-type: none"> 1. Small pipe network 2. Lack of office building and transport. 3. Low metering ratio. 4. Shortage of skilled staff 5. Insufficient funds release by the central government for paying TANESCO bills 																						

MAGU		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Magu Urban Water Supply and Sanitation Authority (Magu-UWSA), was declared fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within Magu Township area located in Magu District, Mwanza Region. Magu-UWSA is classified as Category C water authority. Its area of responsibility has a total population of 68,402 people in which 7,889 people are currently served. The utility draws water at an intake called Busulwa located on the Lake Victoria shore. The current combined installed production capacity is 2,012m³/day. The present production capacity is low compared with the estimated water demand of 7,084.6m³/day. The utility has neither water treatment facilities nor water quality monitoring program in place. The total length of distribution system is 40km and water is supplied through rationing at an average of 6hrs/day. The system has 3 storage tanks with a combined capacity of 450m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Magu Township Authority. Magu-UWSA has 11 employees of different qualifications and categories.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 1,174</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 967</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 8.18%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 47.2%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 9.4</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 142,116,789.94</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 24,907,490.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 62,116,890.00</td> </tr> </table>					Total Water Connections	: 1,174	Total Active Connections	: 967	Total Water Kiosk/Standpipe	: 20	Metering Ratio	: 8.18%	NRW	: 47.2%	Total Staff	: 11	Staffs/1000 connection	: 9.4	Annual O&M Costs	: Tzs 142,116,789.94	Annual Water Collections (Arrears included)	: Tzs 24,907,490.00	Annual Water Billings	: Tzs 62,116,890.00
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	Consumption charge (TZS/m ³)	300	335	390	500																				
	Flat rate charge (TZS/Month)	4,500	11,500	11,500	100,000																				
	Note: The Charges at water Kiosks are TZS 50 per 20litres jerry can.																								
Challenges	<ol style="list-style-type: none"> 1. Low production from the available water sources 2. Low network coverage 3. Insufficient revenues against expenditures. 4. Inadequate metering 5. High NRW 6. High NRW 																								

MAHENGE		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Mahenge Urban Water Supply and Sanitation Authority (Mahenge-UWSA) was established by Act No. 8 of 1997 which came into operation on 13th October, 2003. Mahenge-UWSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mahenge township which is the headquarters of Ulanga District in Morogoro Region. Mahenge-UWSA is classified as Category C water authority. Its area of responsibility has an approximate total population of 21,000 people out of which 9,450 people are served with water. Mahenge-UWSA depends on 6 spring intakes and one ring well fitted with diesel engine which drives the pump. Most of these schemes were constructed in the late 70's. The combined installed production capacity is approximately 420m³/day. The present water production capacity of 318m³/day is low compared with the estimated water demand of 2,144m³/day. Water is supplied through rationing at an average of 3hrs/day. This network capacity is not fully utilized owing to aged condition and un-rehabilitated schemes. The utility has no water treatment facilities and water quality is monitored annually through the regional water laboratory. The total length of the transmission and distribution system is not established and daily operations are conducted through experience of the available staff. There are four (4) storage tanks in place located at Mawenge, Vigoi, and Mzenga areas with a total capacity of 450m³. There are no any means of transport for the utility's operation and maintenance activities in which case the utility hires vehicles when in need. The town has no sewerage system and onsite sanitation is monitored by Mahenge District Council.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="width: 20%; text-align: right;">: 736</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 362</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 2</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 1%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 25%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 12.2</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: TZS 48,801,097</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: TZS 9,5588,495</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: TZS 29,166,666</td> </tr> </table>					Total Water Connections	: 736	Total Active Connections	: 362	Total Water Kiosk/Standpipe	: 2	Metering Ratio	: 1%	NRW	: 25%	Total Staff	: 9	Staff/1000 connections	: 12.2	Annual O&M Costs	: TZS 48,801,097	Annual Water Collections (Arrears included)	: TZS 9,5588,495	Annual Water Billings	: TZS 29,166,666
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Metered customers (TZS/month)	395	560	450																						
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Challenges	<ol style="list-style-type: none"> 1. High water demand compared to production 2. Low metering ratio (1%); 3. High debt from Government Institution 4. Old water infrastructure 5. Lack of capital investment 																								

MAKETE		PROFILE AS PER 2012/13 DATA																																																																																	
General Description About the Utility	<p>Makete Urban Water Supply and Sanitation Authority (MUWASA) was declared a fully autonomous public water utility in 2002. MUWASA is responsible for the overall operation and management of water supply and sanitation services within Makete Town which is the headquarters of Makete District in Njombe Region. MUWASA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 13,327 people out of whom 5,677 people are served with water. The water supply for the Makete Town is from three major sources of Ivalalila stream, Kidwiva stream and Ludihani spring sources. The average water production from the sources during the reporting period was estimated to be 610m³/day.</p> <p>The combined installed production capacity is 2,240m³/day. The water demand for the town is estimated as 4,500m³/day. The utility has no water treatment facilities. During the reporting year water quality testing was done twice. The total length of entire pipe network is 35km and water is supplied at an average of 13hrs per day. The network has 3 storage tanks with combined storage volume of 255m³. However, two of the storage tanks are in poor condition, requiring major rehabilitation. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of Makete District Council. MUWASA has 10 employees.</p>																																																																																		
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Challenges	<ol style="list-style-type: none"> 1. Low water production compare to water demand 2. Lack of office building and transport 3. Existing infrastructure does not meet demand 4. Lack of sufficient number of qualified staff. 5. Lack of billing software 																																																																																		

MANGAKA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Mangaka WSSA was gazetted in 2008 (GN. 163 of 2008) and became operational in 2009. The term for Board of Directors expired on 5th June 2012 and the Manager has initiated process to get new members by inviting applications. The authority has a problem of inadequate staffing, with only 4 staff seconded from Mangaka DED office. Mangaka Township has reported a population of about 10,373. The Authority has eight shallow wells fitted with hand pumps that extract water from the wells. Some of the wells usually dry-out during the dry season. Mangaka WSSA has no pipeline network around the township. The available wells are able to serve 1,750 people which is 17% of total population. The Authority is not capable of serving its population as the demand is high compared to production (with production/demand ratio of 0.17). These hand pumps are installed at public kiosks some of which, as explained above, dry out during the dry season.</p> <p>The Authority sells water at kiosks at a cost of 20/= per bucket of 20lts. The Authority has four employees only, including the Manager who oversees the operations at kiosks and all other issues under the supervision of the Authority. Currently, there is no any ongoing project.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Total Water Connections</td><td style="text-align: right;">: 7</td></tr> <tr><td>Total Active Connections</td><td style="text-align: right;">: 7</td></tr> <tr><td>Total Water Kiosk/Standpipe</td><td style="text-align: right;">: 7</td></tr> <tr><td>Metering Ratio</td><td style="text-align: right;">: 0%</td></tr> <tr><td>NRW</td><td style="text-align: right;">: -</td></tr> <tr><td>Total Staff</td><td style="text-align: right;">: 8</td></tr> <tr><td>Staff/1000 connections</td><td style="text-align: right;">: -</td></tr> <tr><td>Annual O&M Costs</td><td style="text-align: right;">: Tzs 101,000</td></tr> <tr><td>Annual Water Collections (Arrears included)</td><td style="text-align: right;">: Tzs 580,225</td></tr> <tr><td>Annual Water Billings</td><td style="text-align: right;">: Tzs 580,225</td></tr> </table>					Total Water Connections	: 7	Total Active Connections	: 7	Total Water Kiosk/Standpipe	: 7	Metering Ratio	: 0%	NRW	: -	Total Staff	: 8	Staff/1000 connections	: -	Annual O&M Costs	: Tzs 101,000	Annual Water Collections (Arrears included)	: Tzs 580,225	Annual Water Billings	: Tzs 580,225
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Challenges	<ol style="list-style-type: none"> 1) Need major investment in water infrastructures and water sources for supply to Mangaka township; 2) Management should make efforts to facilitate the new Board to becomes operational; 3) Rehabilitation and replacement of hand pumps at the existing wells; 4) Lack of reliable transport facilities; and 5) Lack of office building for the utility; 																								

MANYONI		PROFILE AS PER 2012/2013 DATA																																																															
General Description About the Utility	<p>Manyoni Urban Water Supply & Sanitation Authority (Manyoni-WSSA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Manyoni township, Manyoni District, Singida Region. Manyoni-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 22,506 out of which 11,254 persons are served. The utility draws water from seven boreholes, with a total production capacity of 4,845m³/day which is adequate enough to cater for the town water demand of 1,800m³/day. The boreholes and the main pipeline up to the booster station were jointly constructed by the Government (through WSDP) and the Roman Catholic Mission (CPPS). Manyoni WSSA entered into bulk water purchase agreement with CPPS, who took the responsibility of water production, while Manyoni WSSA was liable for water distribution activities. Water produced in the year 2012/2013 was at an average of 948m³/day. The total length of the distribution pipeline system is 45km. Water is supplied through rationing at an average of 13 hrs/day. The system has 3 storage tanks with a storage capacity of about 365m³. Manyoni WSSA has no sewerage system; onsite sanitary facilities in use are under supervision of Manyoni District Council. The utility is served by 13 permanent employees.</p>																																																																
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Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																																																												
	Consumption charge (TZS/m ³)	500	500	500	NA																																																												
	Flat rate charge (TZS/Month)	3,000	3,000	3,000	NA																																																												
NOTE: The charges at water kiosks are TZS 20 per 20 litres jerrycan																																																																	
Challenges	<ol style="list-style-type: none"> 1. Insufficient water storage capacity, leading to low service hours 2. Extension of the distribution network to reach the uncovered areas 3. Lack of enough competent staff to run the water supply system 																																																																

MASASI		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Masasi Urban Water Supply and Sanitation Authority (MAUWASA) was established by Act No. 8 of 1997 and came into operation in 2003. The Authority is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Masasi township, which is the headquarters of Masasi District in Mtwara Region. Its area of operation has an estimated total population of 102,696 people out of whom an estimated 71,000 people are living within area with network. The utility draws water from two main types of water sources, Mwena Spring (gravity scheme) contributing about 74% of the daily water production, and seven boreholes (of which only four are working) contributing the remaining 26%. The combined production capacity is approximately 1,854m³/day, but it is not fully utilized owing to worn-out transmission lines, and frequent breakdown of borehole pumps. The present production of approximately 1,100m³/day is very low compared to the estimated water demand of 7,005m³/day. The utility has no proper water quality monitoring plan and no water treatment facilities. The total length of the distribution system is 82.3km and water is supplied through rationing at an average of 6hrs/day. The system has six storage tanks with capacity of 1,170m³. The town has no sewerage system; and onsite sanitation is monitored by Masasi District Council</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 986</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 509</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 23</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 44.4%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 20.3</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 276,029,350</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 306,668,360.4</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 301,755,104</td> </tr> </table>					Total Water Connections	: 986	Total Active Connections	: 509	Total Water Kiosk/Standpipe	: 23	Metering Ratio	: 100%	NRW	: 44.4%	Total Staff	: 20	Staff/1000 connections	: 20.3	Annual O&M Costs	: Tzs 276,029,350	Annual Water Collections (Arrears included)	: Tzs 306,668,360.4	Annual Water Billings	: Tzs 301,755,104
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Metered customers (TZS/month)	1000	2000	1500	2,500																					
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Challenges	<p>1) Frequent Electricity cut-offs resulting into low production; (2) Aged pipeline network that needs major repair; (3) Inadequate water sources to meet the huge demand; (4) Low network coverage - network is concentrated at CBD area only and most built up areas do not have pipeline network; (5) Lack of sufficient and qualified staff; (6); High reported NRW of 44.4% and (7) Encroachment of Masasi residents in Magumuchila "A" well field.</p>																								

MBINGA		PROFILE AS PER 2012/13 DATA																																																				
General Description About the Utility	<p>Mbinga Urban Water Supply and Sanitation Authority (MBIUWASA) was declared a fully autonomous public water utility and started its operations when its first Board was established on 1st November, 2002. MBIUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mbinga which is the headquarters of the Mbinga District in Ruvuma Region. MBIUWASA is classified as Category C water authority. Its area of operation has a total population of 38,775 people out of whom 23265 people receive water services. The utility draws water from two main sources; Ndegu river stream which is the main source contributing about 80% of the daily water production and Mhekela and Utiri springs contributing the remaining 20%. The combined installed production capacity is approximately 2,050m³/day, but it is not fully utilized owing to worn out and small sized transmission line and low network coverage. The present production of 1,824m³/day is very low compared to the estimated water demand of 3,275m³/day. The utility has no proper water treatment facilities, apart from a settling tank basin into which Alum is added and thereafter, chlorination. The total length of the distribution system is 41.13km and water is supplied through rationing at an average of 20 hrs/ day. The system has three storage tanks with capacity of 500m³. The town has no sewerage system and onsite sanitation is monitored by Mbinga District Council.</p>																																																					
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,679</td> <td colspan="2"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,679</td> <td colspan="2"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>2</td> <td colspan="2"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>100%</td> <td colspan="2"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>36.4%</td> <td colspan="2"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>21</td> <td colspan="2"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>12.5</td> <td colspan="2"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 263,740,300</td> <td colspan="2"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 149,457,016</td> <td colspan="2"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 186,318,291</td> <td colspan="2"></td> </tr> </table>				Total Water Connections	:	1,679			Total Active Connections	:	1,679			Total Water Kiosk/Standpipe	:	2			Metering Ratio	:	100%			NRW	:	36.4%			Total Staff	:	21			Staff/1000 connections	:	12.5			Annual O&M Costs	:	Tzs 263,740,300			Annual Water Collections (Arrears included)	:	Tzs 149,457,016			Annual Water Billings	:	Tzs 186,318,291		
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Challenges	<ol style="list-style-type: none"> 1. Low water production compared to water demand 2. Lack of office building and transport. 3. Low metering ratio. 4. Lack of water treatment facilities 5. Lack of fund for compensation in the catchment area 6. Low billing and collection efficiency 																																																					

MBULU		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Mbulu Urban Water Supply and Sanitation Authority (MBUWASA) were declared a fully autonomous public water utility in 2004. It is responsible for the overall operation and management of water supply and sanitation services within the Mbulu urban area, which is the headquarter of the Mbulu District, Manyara Region. MBUWASA is classified as Category C water authority. Its area of responsibility has a total population of 36,408 out of whom 24,030 receive water services. The utility draws water from four spring sources, namely Endere and Indirim springs, Endagikoti artesian well and Endagikot spring. The first two springs supply water by gravity to the Mbulu town and originate from the Mbulu mountain catchment area. The combined installed production capacity is 1264m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township of 2583m³/day. The total length of the distribution system is 74.6 km and water is supplied at an average of 12 hrs per day. There are 7 storage tanks which have combined storage volume of 630m³. The township has no sewerage system; therefore, onsite sanitary facilities are used under the supervision of Mbulu District Town Council. MBUWASA has 24 employees but the number of actual staff required is 27.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 1402</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 1402</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 33</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 89.6%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 53.05%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 24</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 17.1</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 228,688,816</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 148,949,140</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 121,619,640</td> </tr> </table>					Total water connections	: 1402	Total active connections	: 1402	Total water kiosk/standpipe	: 33	Metering ratio	: 89.6%	NRW	: 53.05%	Total staff	: 24	Staff/1000 connections	: 17.1	Annual O&M costs	: Tzs 228,688,816	Annual water collections (Arrears included)	: Tzs 148,949,140	Annual water billings	: Tzs 121,619,640
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Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																				
	Consumption charges (TZS/m ³)	540	560	550	570																				
	Flat rate(TZS/month)	4500	9500	10,000	NA																				
	Note: The Charges at water Kiosks are TZS 10 per 20 litres bucket.																								
Challenges	<ol style="list-style-type: none"> 1. Capital fund for major rehabilitation of old and dilapidated distribution network; 2. Inadequate water sources 3. Reduction of high figures of NRW; 4. Lack of transport facilities for operation and maintenance activities; and 5. Lack of equipment as well as office working tools. 																								

MISUNGWI		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Misungwi Urban Water Supply and Sanitation Authority (MIUWASA), was declared fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within Misungwi urban area which is the headquarter of Misungwi District, Mwanza Region. MIUWASA is classified as Category C water authority. Its area of responsibility has a total population of 43,906 people in which 38,625 people are currently served. The utility draws water from Mitindo dam and Lake Victoria, Nyahiti intake with a combined installed production capacity of 2,125m³/day. The present production capacity is low compared with the estimated water demand of 3,181m³/day. The total length of distribution system is 35.9 km and water is supplied through rationing at an average of 11hrs/day. The system has 5 storage tanks with a combined capacity of 377m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Misungwi District Town Council. MIUWASA has 17 employees of different qualifications and categories.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 920</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 786</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 38.1%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 18.5</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 213,819,595.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 99,432,350.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 94,992,100.00</td> </tr> </table>					Total Water Connections	: 920	Total Active Connections	: 786	Total Water Kiosk/Standpipe	: 7	Metering Ratio	: 100%	NRW	: 38.1%	Total Staff	: 17	Staffs/1000 connection	: 18.5	Annual O&M Costs	: Tzs 213,819,595.00	Annual Water Collections (Arrears included)	: Tzs 99,432,350.00	Annual Water Billings	: Tzs 94,992,100.00
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial																				
	Consumption charge (TZS/m ³)	800	1,000	1,025	-																				
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Challenges	<ol style="list-style-type: none"> 1. Insufficient revenue generation against expenditures 2. Inadequate production capacity 3. Lack of water treatment facilities 4. Low network coverage 5. High NRW 6. Low customer base 																								

MKURANGA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Mkuranga Urban Water Supply and Sanitation Authority (Mkuranga WSSA) was declared a fully autonomous public water utility in 2004. Mkuranga WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mkuranga Town which is the headquarters of Mkuranga District in Coast Region. Mkuranga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 25847 of whom 2,068 are served with water. The utility draws water from one borehole located at Kilungu area. The water is pumped into 2 storage tanks of total capacity of 157.5m³ which are located at the District hospital. The source produced an average of 67.5m³/day during the financial year 2011/12.</p> <p>The water demand of the Mkuranga Town is 892m³/day, while the current production of 67.5m³/day is not sufficient to meet the estimated water demand, The total length of the main pipe network is only 1.5km and a distribution network that covers 8.9km. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of Mkuranga District Council</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 95</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 90</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 0</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 97.8%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 52.2%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 73.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 2,500,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 6,978,3885</td> </tr> <tr> <td>Annual Water Billings:</td> <td style="text-align: right;">: Tzs 10,800,000</td> </tr> </table>					Total Water Connections	: 95	Total Active Connections	: 90	Total Water Kiosk/Standpipe	: 0	Metering Ratio	: 97.8%	NRW	: 52.2%	Total Staff	: 7	Staff/1000 connections	: 73.7	Annual O&M Costs	: Tzs 2,500,000	Annual Water Collections (Arrears included)	: Tzs 6,978,3885	Annual Water Billings:	: Tzs 10,800,000
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Category of customer	Domestic	Institutions	Commercial	Kiosk																					
Metered (TZS/m ³)	300	335	390	NA																					
Flat rate (TZS/Month)	4,500	10,000- 20,000	9,500																						
Challenges	<ol style="list-style-type: none"> 1. Lack of adequate water sources to cater for demand 2. Frequent power interruption 3. Low network coverage 4. Lack of sufficient staff 5. Lack of office building and transport facilities 6. Low collection efficiency 																								

MONDULI		PROFILE AS PER 2012/13 DATA																						
General Description About the Utility	<p>Monduli Urban Water Supply and Sanitation Authority (MOUWASA) was declared a fully autonomous public water utility in 2004. It is responsible for the overall operation and management of water supply and sanitation services in the Monduli Town, which is the headquarters of Monduli District, Arusha Region. MOUWASA is classified as Category C water authority. Its area of responsibility has a total population of 23,126 out of whom 20,813 are currently served. The utility draws water from two sources; namely, Lolomsikio stream which originates from a spring source within the Monduli mountain forest reserve; and three boreholes situated at Ngaramtoni well field. The combined production capacity is 4,258.8m³/day, but the utility produced 1072m³/day. The installed production capacity is sufficient to meet the estimated water demand of 1680 m³/day. The total length of the distribution system is 133.525 km and water is supplied at an average of 10hrs/day. There are 7 water storage tanks with combined storage capacity 1,245 m³. The town has no sewerage system; thus, onsite sanitary facilities are used under the supervision of Monduli District Council. MOUWASA has 25 employees with a shortfall of 6 employees of different qualifications and categories.</p>																							
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td style="text-align: right;">: 1063</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 1063</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 21</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 25.94%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 25</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 23.5</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 191,281,466</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 219,346,866</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 289,691,330</td> </tr> </table>				Total water connections	: 1063	Total active connections	: 1063	Total water kiosk/standpipe	: 21	Metering ratio	: 100%	NRW	: 25.94%	Total staff	: 25	Staff/1000 connections	: 23.5	Annual O&M costs	: Tzs 191,281,466	Annual water collections (Arrears included)	: Tzs 219,346,866	Annual water billings	: Tzs 289,691,330
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	Metered (TZS/m ³)	1,500	1,500	2,000																				
	Flat rate charge (TZS/month)	10,500	-	-																				
	Note: The charges at water kiosks are TZS 20 per 20 litres bucket.																							
Challenges	<ol style="list-style-type: none"> 1. Capital fund for expansion of distribution network and replacement of dilapidated pipe network at town centre; 2. Lack of office building and transport; 3. Insufficient and unqualified staff; 4. Low response of the consumers to pay for water bills; and 5. Low revenue collection. 																							

MPWAPWA		PROFILE AS PER 2012/13 DATA																																		
General Description About the Utility	<p>Mpwapwa Urban Water Supply and Sanitation Authority (MPWWSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21st June, 2002. MPWWSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mpwapwa, which is the headquarters of Mpwapwa District in Dodoma Region. Its area of operation has a total population of 50,941 as per 2012 census out of whom 29,040 receive water services. The utility draws water from two main types of water sources, Mayawile Stream (gravity scheme) contributing about 19% of the daily water production and 3 boreholes located at Kikombo and Mjimpya areas contributing 81%. The combined installed production capacity is approximately 5,784m³/day. The present annual production of 5,700m³/day is sufficient to meet the estimated water demand of 3,645m³/day. During the reporting period two boreholes with combined production capacity of 2,092 were not operational due breakdown of pump motors. The utility has no proper water treatment facilities, apart from de-silting tank at Mayawile stream intake. . The total length of the distribution system is 60.4km and water is supplied through rationing at an average of 12 hrs /day. The system has three storage tanks with capacity of 2,225m³. The town has no sewerage system, and therefore onsite sanitation is monitored by Mpwapwa District Council</p>																																			
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Challenges	<p>1) Low production - Rehabilitation or replacement of pumps motor (2) Rehabilitation of aged pipeline network (3) Extension of distribution network to increase coverage ; (4) Lack of water treatment plant at Mayawile gravity scheme; and (5) Lack of transport and working tools</p>																																			

MUHEZA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Muheza Urban Water Supply and Sanitation Authority (MUHUWASA) was declared a fully autonomous public water utility in 2002. It is responsible for the overall operation and management of water supply and sanitation services within the Muheza township area, which is the head-quarter of Muheza District, Tanga Region. MUHUWASA is classified as Category C water authority. Its area of responsibility has a total population of 30,384, out of which only 4,600 is currently served by the utility due to critical water shortage. The utility draws water from the Mkulumuzi stream, which collects water from several springs originating from the Manga and Magoroto hills. The installed production capacity of the intake is 1,920m³/day. However, during this year the utility produced 1,057 m³/day an average of and this is only during rainy season. The installed production capacity is insufficient to meet the present estimated demand for the township which is 4,831m³/day. The total length of the distribution system is 11 km and water is supplied through rationing at an average of 6 hrs/day. There is no treatment plant in place. The system has 2 storage tanks with storage capacity of 270m³. The township has no sewerage system; thus, onsite sanitary facilities are used under the supervision of the Muheza District Town Council. MUHUWASA has 15 employees. The total number of staff required has not been established.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 1,772</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 1,656</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 29%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 51%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 15</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 8.5</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 82,160,000</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 72,387,000</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 52,985,000</td> </tr> </table>					Total water connections	: 1,772	Total active connections	: 1,656	Total water kiosk/standpipe	: 20	Metering ratio	: 29%	NRW	: 51%	Total staff	: 15	Staff/1000 connections	: 8.5	Annual O&M costs	: Tzs 82,160,000	Annual water collections (Arrears included)	: Tzs 72,387,000	Annual water billings	: Tzs 52,985,000
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Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																				
	Consumption charge (TZS/m ³)	495	500	510	500																				
	Flat rate (TZS/month)	4500	10,000	9500	13,000																				
	Note: The charges at water kiosks are TZS 10 per 20 litres bucket.																								
Challenges	<ol style="list-style-type: none"> 1. Inadequate water sources to meet the growing population and increasing water demand; 2. Lack of water treatment facility 3. Old and dilapidated infrastructure which requires immediate intervention; 4. Lack of office building and transport for the authority; 5. Lack of sufficient and qualified staff; and 6. High Non Revenue Water; 																								

MULEBA		PROFILE AS PER 2012/13DATA																							
General Description About the Utility	<p>Muleba Urban Water Supply and Sanitation Authority (MLUWASA), was declared fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply and sanitation services within Muleba urban area which is the headquarter of Muleba District, Kagera Region. MLUWASA is classified as Category C water authority. Its area of responsibility has a total population of 18,464 people in which 15,355 people are currently served. The utility draws water from two springs namely Kaigara and Nyamwala . Both sources have a total installed production capacity of 726m³/day .The present production capacity is low compared with the estimated water demand of 1,682m³/day. The total length of pipeline system is 58.9 km and water is supplied through rationing at an average of 19hrs/day. The system has 6 storage tanks with a combined capacity of 1,348m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Muleba District Town Council. MLUWASA has 15 employees of different qualifications and professions.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 957</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 957</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 21%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 15</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 15.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 161,080,762.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 105,468,374.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 128,272,324.00</td> </tr> </table>					Total Water Connections	: 957	Total Active Connections	: 957	Total Water Kiosk/Standpipe	: 20	Metering Ratio	: 100%	NRW	: 21%	Total Staff	: 15	Staffs/1000 connection	: 15.7	Annual O&M Costs	: Tzs 161,080,762.00	Annual Water Collections (Arrears included)	: Tzs 105,468,374.00	Annual Water Billings	: Tzs 128,272,324.00
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Category of customer	Domestic	Institutions	Commercial	Industrial																					
Consumption charge (TZS/m ³)	800	1,000	1,200	1,210																					
Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000																					
Challenges	<ol style="list-style-type: none"> 1. Exaggerated expenditures against revenue 2. Ineffective staff to connection ratio 3. Inadequate service coverage 																								

MUGUMU		PROFILE AS PER 2012/13 DATA				
General Description About the Utility	Mugumu Urban Water Supply & Sewerage Authority (MUGUWASA), was declared fully autonomous public water utility in 2002, responsible for overall operation and management of water supply and sanitation services within Mugumu Urban area, which is the headquarter of Serengeti District, Musoma Region. MUGUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 24,711. The utility draws water from Manchira Dam, with a total production capacity of 3,836m ³ /day which is sufficient to meet the estimated water demand of 1,500m ³ /day. The total length of pipeline system is 21km. Water is supplied through rationing at an average of 12hrs/day. The system has one storage tanks with a storage capacity of about 675m ³ . The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Serengeti District Town Council. MUGUWASA has 18 employees, 6 permanent and 12 temporary.					
General Data About Water Utility	Total Water Connections : 1,382 Total Active Connections : No Data Total Water Kiosk/Standpipe : 13 Metering Ratio : 37.8% NRW : 40% Total Staff : 18 Staffs/1000 connection : 13 Annual O&M Costs : Tzs 72,456,000.00 Annual Water Collections (Arrears included) : Tzs 79,113,000.00 Annual Water Billings : Tzs 113,972,000.00					
Tariff Structure	Category of customer	Domestic	Institution	Commercial	Industrial	
	Consumption charge (TZS/m ³)	540	550	560-580	NA	
	Flat rate charge (TZS/Month)	7,500	11,000	16,000	NA	
	NOTE: The Charges at water Kiosks are TZS 20per 20litres jerry can					
Challenges	1. Ineffective utilization of capacity 2. Inadequate metering as most of the customers are not metered 3. High NRW					

MWANGA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Mwanga Urban Water Supply and Sanitation Authority (MWANGUWASA) was declared a fully autonomous public water utility in 2002. It is responsible for the overall operation and management of water supply and sanitation services within the Mwanga urban area which is the headquarter of the Mwanga District, Kilimanjaro Region. MWANGUWASA is classified as Category C water authority. Its area of responsibility has a total population of 15,783 as per 2012 population census out of whom 6,313 are served by the utility. The utility draws water from two boreholes and they have two standby streams of Chang'ombe and Mbochiro. The combined installed production capacity for the two boreholes stood at 3,168m³/day. The installed production capacity is sufficient to meet the estimated demand for the township of 3,000m³/day. However the average water production during the reporting period was 977.6m³/day. The total length of the distribution system is 63.2 km and water is supplied at an average of 4 hrs /day. There are 8 storage tanks which have combined storage volume of 1,057.5m³. The township has no sewerage system; thus, onsite sanitary facilities are used under supervision of the Mwanga District Council. MWANGUWASA has 23 employees.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 1541</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 1330</td> </tr> <tr> <td>Total water kiosk/Standpipe</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 44%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 49.92%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 23</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 14.9</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: TZs 249,082,813</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: TZs 57,241,764</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: TZs 99,449,675</td> </tr> </table>					Total water connections	: 1541	Total active connections	: 1330	Total water kiosk/Standpipe	: 9	Metering ratio	: 44%	NRW	: 49.92%	Total staff	: 23	Staff/1000 connections	: 14.9	Annual O&M costs	: TZs 249,082,813	Annual water collections (Arrears included)	: TZs 57,241,764	Annual water billings	: TZs 99,449,675
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Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																				
	Consumption charges (TZS/m ³)	345	500	700	NA																				
	Flat rate(TZS/month)	4500	10,000	9,500	N/A																				
Note: The charges at water kiosks are TZS 35 per 20 litres bucket.																									
Challenges	<ol style="list-style-type: none"> 1. Under utilization of available water sources 2. Capital fund for major rehabilitation of old and dilapidated distribution network; 3. Lack of office building and transport; 4. Low metering ratio 5. High Non Revenue Water 																								

MWANHUZI		PROFILE AS PER 2012/2013 DATA				
General Description About the Utility	<p>Mwanhuzi Urban Water Supply & Sanitation Authority (Mwanhuzi-WSSA) was declared fully autonomous public water utility in 1998, and is responsible for the overall operation and management of water supply and sanitation services within the Mwanhuzi township, Meatu District, Shinyanga Region. Mwanhuzi-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 27,519. The utility draws raw water from the Mwanhuzi Dam, which is then conveyed to a conventional treatment. The total production capacity is on average of 4,315m³/day which is very sufficient compared with the estimated water demand of approximately 2,000m³/day. During the reporting period, Mwanhuzi WSSA produced a total of 316,396m³ of water, equivalent to about 867m³/day. The town has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of the Meatu District Council. The utility is served by 17 employees, 2 are permanent and 15 are on contract.</p>					
General Data About Water Utility	<p>Total water connections : 1,299 Total active connections : 1,252 Total water kiosk/standpipe - operational : 28 Metering ratio : 100% NRW : 27.8% Total staff : 19 Staff/1000 connections : 17 Annual O&M costs : TShs. 83,232,410.00 Annual water collections (Arrears included) : TShs. 129,744,900.00 Annual water billings : TShs. 100,449,400.00</p>					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Metered Customers (TZS/m ³)	1,000	1,250	1,500	1,500	
	Flat rate (TShs/month)	4,500	-	-	-	
	New Connection Charges (TZS/connection)	42,000	42,500	42,500	43,500	
	Reconnection Charges (TZS/connection)	10,500	11,000	11,000	11,000	
	Service Charges (TZS/Month)	500	500	1,000	1,500	
	Application Forms	2,000	2,000	2,000	2,000	
Challenges	<ol style="list-style-type: none"> 1. Increasing the volume of water production 2. Extension of water distribution network to uncovered areas 3. Insufficient of qualified personnel 					

NAMANYERE		PROFILE AS PER 2012/13 DATA																			
General Description About the Utility	<p>Namanyere Urban Water Supply and Sanitation Authority (NAUWASA) was declared a fully autonomous public water utility in 2004. NAUWASA is responsible for the overall operation and management of water supply and sanitation services within Namanyere Town which is the headquarters of Nkasi District in Rukwa Region. NAUWASA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 33,000 people out of whom 4,131 people are served with water. The main water sources for Namanyere town are 15 medium depth boreholes and Mfili dam. Mfili was not in use during the reporting period due to lack of funds to operate the pumping units (diesel operated) and repair of breakdowns in the transmission main. During the reporting period the average water production from the 15 boreholes was 45m³/day.</p> <p>The installed water production capacity of Mfili dam which is rarely used is 2,400m³/day while the combined installed capacity for the 15 boreholes is 50m³/day.. The utility has no water treatment facilities. The total length of entire pipe network is 19.7 km and water is supplied at an average of 3 hrs/day. The network has 2 storage tanks with combined storage volume of 360m³. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of the Nkasi District Council. NAUWASA has 5 employees.</p>																				
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 38</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 4</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 5</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 131.6</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 20,293,187</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 18,382,409</td> </tr> <tr> <td>Annual Water Billing</td> <td style="text-align: right;">: Tzs 18,409,500</td> </tr> </table>					Total Water Connections	: 38	Total Water Kiosk/Standpipe	: 4	Metering Ratio	: 100	Total Staff	: 5	Staff/1000 connections	: 131.6	Annual O&M Costs	: Tzs 20,293,187	Annual Water Collections (Arrears included)	: Tzs 18,382,409	Annual Water Billing	: Tzs 18,409,500
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Consumption Rate (TZS/m ³)	720	900	1,170	1,260																	
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Challenges	<ol style="list-style-type: none"> 1. Lack of reliable water sources 2. High costs for operating diesel pumps at Mfili dam. 3. Lack of sufficient and qualified staff. 4. Lack of working tools including transport facilities. 5. Utility has no office building 6. Lack of funds for rehabilitation and extension of the existing water supply infrastructures 7. Lack of water treatment facilities 																				

NAMTUMBO		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Namtumbo Urban Water Supply and Sanitation Authority was established by Act No. 8 of 1997 and came into operation on 8th September, 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Namtumbo township which is the headquarters of Namtumbo District in Ruvuma Region. Its area of operation has an approximate total population of 32,943 out of whom, 17,000 are served by the utility. The utility draws water from one main water source of Namikiga stream located at Libango village (gravity scheme). The installed production capacity of Namikiga stream is approximately 1,211m³/day which does not meet the daily demand of the Namtumbo township (comprising of three sub-villages) and four other villages along the transmission line from Namikiga stream, a worn-out line with frequent breakdown during rainy season. The present production (water reaching Namtumbo) of approximately 680m³/day is very low compared with the estimated water demand (for Namtumbo township only) of 1,780m³/day. The utility has no water treatment facilities and water quality is monitored annually using regional laboratory at Songea. The total length of the distribution system is 13.3km and water is supplied through rationing at an average of 10hrs/day. The system has three storage tanks with a total capacity of 225m³. The town has no sewerage system and onsite sanitation is monitored by Namtumbo District Council.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 910</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 804</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 52</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 42%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 49.9%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 11</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 12.1</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 61,892,265</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 60,118,540</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 67348,780</td> </tr> </table>					Total Water Connections	: 910	Total Active Connections	: 804	Total Water Kiosk/Standpipe	: 52	Metering Ratio	: 42%	NRW	: 49.9%	Total Staff	: 11	Staff/1000 connections	: 12.1	Annual O&M Costs	: Tzs 61,892,265	Annual Water Collections (Arrears included)	: Tzs 60,118,540	Annual Water Billings	: Tzs 67348,780
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Challenges	<ol style="list-style-type: none"> 1. Low production compared to the demand 2. Lack of office building, transport and working facilities 3. High Non Revenue Water (NRW) 4. Inadequate qualified personnel 5. Old age water infrastructure 6. Low revenue collection 7. Investment not fulfilling town requirement 																								

NANSIO		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Nansio Urban Water Supply and Sewerage Authority (NAUWASA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the Nansio Urban area which is the headquarter of the Ukerewe District, Mwanza Region. NAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 62,318 people of which 6,771 people are currently served. The utility draws water from Lake Victoria. The source has a total installed production capacity of 400m³/day. The present production capacity is insufficient compared with the estimated water demand of 2,499.6m³/day. The total length of the pipeline system is 40km. Water is supplied through rationing at an average of 8 hrs/day. The system has 4 storage tanks with a combined capacity of 193m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of the Nansio Town Council. NAUWASA has 7 employees, all are permanent.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total water connections</td> <td style="text-align: right;">: 914</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 790</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 4.15%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 42.9%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 7.65</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 30,869,740.00</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 37,527,500.00</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 56,146,300.00</td> </tr> </table>					Total water connections	: 914	Total active connections	: 790	Total water kiosk/standpipe	: 3	Metering ratio	: 4.15%	NRW	: 42.9%	Total staff	: 7	Staffs/1000 connection	: 7.65	Annual O&M costs	: Tzs 30,869,740.00	Annual water collections (Arrears included)	: Tzs 37,527,500.00	Annual water billings	: Tzs 56,146,300.00
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Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																				
	Consumption charge (TZS/m ³)	300	350	500	600																				
	Flat rate charge (TZS/Month)	5,000	10,000	15,000	NA																				
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Challenges	<ol style="list-style-type: none"> 1. Low customer base. 2. Inadequate customer metering 3. Inadequate water production capacity 4. High NRW 5. Inadequate service coverage. 																								

NGARA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Ngara Urban Water Supply and Sanitation Authority (NGUWASA) was declared a fully autonomous public water utility in 2003 and is responsible for the overall operation and management of water supply and sanitation services within the Ngara urban area which is the headquarters of the Ngara District, Kagera Region. NGUWASA is classified as Category C water authority. Its area of responsibility has a total population of 23,857 people of which 19,720 people are currently served. The utility draws water from three (3) boreholes located at different locations in the Ngara town. The boreholes have a combined installed production capacity of 1,389m³/day. The present production capacity is insufficient compared with the estimated water demand of 1,580m³/day. The total length of the distribution system is 50.03 km and water is supplied through rationing at an average of 8 hrs. The system has 5 storage tanks with a combined capacity of 691m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of the Ngara District Town Council. NGUWASA has 17 employees of different qualifications and categories.</p>																								
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Challenges	<ol style="list-style-type: none"> 1. High NRW. 2. Inefficient revenue collections.. 3. Insufficient production capacity. 4. Inadequate service hours 																								

NGUDU		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Ngudu Urban Water Supply & Sewerage Authority (Ngudu-WSSA), was declared fully autonomous public water utility in 1999, and is responsible for overall operation and management of water supply and sanitation services within the Ngudu Urban area, which is the headquarters of the Kwimba District, Mwanza Region. Ngudu-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 27,630 of which 12,310 people are currently served. The utility draws water from six boreholes, with a total production capacity of 725m³/day which is insufficient compared with the estimated water demand of 1,310m³/day. The total length of the pipeline system is 11.6km. Water is supplied through rationing at an average of 2hrs/day. The system has 3 storage tanks with a storage capacity of about 240m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of the Kwimba District Town Council. Ngudu-WSSA has 14 staff.</p>																								
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Challenges	<ol style="list-style-type: none"> 1. Inadequate storage capacity. 2. Low metering as most of the customers are not metered. 3. Low production capacity as compared to demand. 4. Inadequate revenue as compared to expenditures 5. Low customer base 6. Inadequate service coverage 																								

NZEGA		PROFILE AS PER 2012/2013 DATA																																																															
General Description About the Utility	<p>Nzega Water Supply and Sanitation Authority (Nzega WSSA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Nzega town which is the headquarters of Nzega District, Tabora Region. Nzega WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 34,000 out of which 24,526 people equivalent to 71% are currently served. Currently, Nzega WSSA depends solely on Kilimi dam for its water abstraction. This is because; Uchama dam had been dysfunctional after drying out for the past three years. Water produced from Kilimi dam during the reporting period amounts to 456.449 m³ decreasing by 12% of the previous year's production. The estimated water demand of Nzega town is 837,000 m³. The total length of the pipeline system is 63.8km. Water is supplied through rationing at an average of 17.8 hrs/day. The system has 4 storage tanks with a combined capacity of 595m³. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Nzega District Town Council. Nzega-UWSA has 32 employees, 3 permanent and 29 on contract.</p>																																																																
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>2,376</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>2,331</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe - operational</td> <td>:</td> <td>23</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>100%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>29.94%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>32</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>14</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 389,526,744.94</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 216,342,276.60</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 285,999,398.63</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	2,376				Total Active Connections	:	2,331				Total Water Kiosk/Standpipe - operational	:	23				Metering Ratio	:	100%				NRW	:	29.94%				Total Staff	:	32				Staff/1000 connections	:	14				Annual O&M Costs	:	Tzs 389,526,744.94				Annual Water Collections (Arrears included)	:	Tzs 216,342,276.60				Annual Water Billings	:	Tzs 285,999,398.63			
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial																																																												
	Consumption charge (TZS/m ³)	750	860	935	-																																																												
	New Connection Fees (TZS/connection)	15,000	17,000	17,000	17,000																																																												
	Reconnection Fees (TZS/connection)	10,500	11,000	11,000	11,000																																																												
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Challenges	<ol style="list-style-type: none"> 1. Low water distribution network coverage in the service area. 2. Low capacity of Uchama water treatment plant and broken water filtration unit 3. Increasingly high levels of NRW 4. The need to explore alternative water sources 																																																																

ORKESUMET		PROFILE AS PER 2012/13 DATA																					
General Description About the Utility	<p>Orkesumet Urban Water Supply and Sanitation Authority (OUWSSA) was declared a fully autonomous public water utility in 2008. The Authority is responsible for the overall operation and management of water supply and sanitation services in the Orkesumet Town which is the headquarters of the Simanjiro District, Manyara Region. OUWSSA is classified as Category C water authority and its area of responsibility has a total population of 26,713 out of whom 15,000 are served by the utility. The utility depends on 2 operational borehole sources for water production and have a combined installed capacity of 360m³/day when pumping for 24hrs/day. The production is extremely low to meet the estimated water demand of 720m³/day. The town has no sewerage system thus onsite sanitary facilities are in use under supervision of the Simanjiro District Council. OUWSSA has 6 employees with a short fall of 17 employees of different qualifications and professions.</p>																						
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 48</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 48</td> </tr> <tr> <td>Total kiosks</td> <td style="text-align: right;">: 23</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 6</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 125</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 41,814,380</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 32,143,095</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 38,313,850</td> </tr> </table>					Total water connections	: 48	Total active connections	: 48	Total kiosks	: 23	Metering ratio	: 100%	Total staff	: 6	Staff/1000 connections	: 125	Annual O&M costs	: Tzs 41,814,380	Annual water collections (Arrears included)	: Tzs 32,143,095	Annual water billings	: Tzs 38,313,850
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Challenges	<ol style="list-style-type: none"> 1. Inadequate water sources and water supply to meet the demand; 2. Low customer base; 3. Insufficient and unqualified staff; 4. Lack of adequate storage tanks; 5. Small water supply network. 																						

PANGANI		PROFILE AS PER 2012/13 DATA																																																					
General Description About the Utility	<p>Pangani Commercial Water Supply and Sanitation Authority (PACWASA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Pangani urban area which is the headquarters of the Pangani District, Tanga Region. PACWASA is classified as Category C water authority. Its area of responsibility has a total population of 16,411 out of whom 10,175 are served by the utility. The utility draws water from three boreholes (BH₁, BH₂, and BH₃) with a combined installed production capacity of 1,404m³/day, BH₁ not operational. The present installed production capacity is low compared with the estimated water demand of 2,565m³/day. The total length of the distribution system is 64 km and water is supplied through rationing at an average of 11 hrs per day. The system has 6 storage tanks with combined capacity of 967.5m³. The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of the Pangani District Town Council. PACWASA has 21 employees with a short fall of 4 employees of different qualifications and professions.</p>																																																						
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Challenges	<ol style="list-style-type: none"> 1. Unreliability of water sources and low production; 2. Dilapidated distribution network and low coverage; 3. Low metering ratio 4. Lack of authority's office building and transport; 5. Lack of sufficient and qualified staff. 6. Low collection efficiency. 																																																						

RUANGWA		PROFILE AS PER 2011/12 DATA																																																															
General Description About the Utility	<p>Ruangwa Urban Water Supply and Sanitation Authority was established by Act No. 8 of 1997 and came into operation in 2007. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Ruangwa township which is headquarters of Ruangwa District in Lindi Region. Ruangwa town has a current population of about 11,143 out of whom 4,135 are served by the utility. The water supply scheme for Ruangwa town comprises of two boreholes that pump its water into three storage tanks with a total capacity of 225m³. From these storage tanks water is supplied to the township through a distribution network with total length of 11.9km and water is supplied at an average of 3hrs/day. The water supply scheme with almost all the infrastructure and appurtenances are aged. The current installed capacity is 598m³/day while the actual water production is about 220m³/day which does not meet daily estimated water demand that stands at 975m³/day. The reported low level daily water production is strongly associated to insufficient infrastructure, appurtenance and source capacities, causing the pumps to be operated at an average of less than 6 hours per day. The utility has neither water treatment facilities nor water quality monitoring plan, although periodic quality monitoring is done by testing the water quality twice a year. The town has no sewerage system and onsite sanitation is monitored by Ruangwa District Council.</p>																																																																
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Challenges	<ol style="list-style-type: none"> 1) Insufficiency water sources 2) Limited distribution mains which covers only 40% of town area, 3) Poor billing system (Manual billing system; which is time consuming) 4) High Non Revenue water (NRW) caused by old aged system, 5) Limited pumping hours caused by limited supply of electric power, 6) Poor revenue collection caused by unwillingness of customers to pay, 7) Lack of working tools and transport, 8) Few and unqualified staff. 																																																																

SAME		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Same Urban Water Supply and Sanitation Authority (SAUWASA) was declared a fully autonomous public water utility in 2003. The Authority is responsible for the overall operation and management of water supply and sanitation services within Same urban area, which is the headquarters of the Same District, Kilimanjaro Region. SAUWASA is classified as Category C water authority. Its area of responsibility has a total population of 27,631 as per 2012 population census out of whom 19,342 are served by the utility. The utility draws water from two small spring sources of Same and Mahuu and five boreholes. However Mahuu spring has dried due to drought conditions. The installed production capacity is 1656m³/day. Maximum production from the sources is experienced during the rainy season. The average production of 1054 m³/day is far below the estimated demand for the township, of 4,440m³/day. The total length of the distribution system is 162.3 km and water is supplied at an average of 4 hrs per day. The distribution system has 11 storage tanks with various capacities with a combined volume of 1,102.5m³. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Same District Town Council. SAUWASA has 20 employees with a deficiency of 10 employees of different categories and qualifications.</p>																								
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Challenges	<ol style="list-style-type: none"> 1. Low water production to meet the growing population and increasing water demand; 2. Unreliable water sources 3. Lack of capital fund for extension and rehabilitation of pipe networks; 4. Lack of office building and transport for the authority; 5. Insufficient and unqualified staff. 																								

SENGEREMA		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Sengerema Urban Water Supply & Sewerage Authority (SEUWASA) was declared a fully autonomous public water utility in 2003 and is responsible for overall operation and management of the water supply and sanitation services within the Sengerema urban area, which is the headquarters of the Sengerema District, Mwanza Region. SEUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 73,492. The utility draws water from Lake Victoria, with a total production capacity of 3,240m³/day which is insufficient compared with the estimated water demand of 7,200m³/day. Water is supplied through rationing at an average of 12.9 hrs/day. The system has 4 storage tanks with a storage capacity of about 2,175m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of the Sengerema District Town Council. SEUWASA has 30 employees.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 2,763</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 2,340</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 85</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 41.6%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 40%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 23</td> </tr> <tr> <td>Staffs/1000 connections</td> <td style="text-align: right;">: 7.97</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 323,709,932.00</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: Tzs 118,818,682.00</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: Tzs 219,868,623.00</td> </tr> </table>					Total water connections	: 2,763	Total active connections	: 2,340	Total water kiosk/standpipe	: 85	Metering ratio	: 41.6%	NRW	: 40%	Total staff	: 23	Staffs/1000 connections	: 7.97	Annual O&M costs	: Tzs 323,709,932.00	Annual water collections (Arrears included)	: Tzs 118,818,682.00	Annual water billings	: Tzs 219,868,623.00
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Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 20%;">Category of customer</th> <th style="width: 20%;">Domestic</th> <th style="width: 20%;">Institutional</th> <th style="width: 20%;">Commercial</th> <th style="width: 20%;">Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>540</td> <td>550</td> <td>560</td> <td>NA</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>5,500</td> <td>35,000</td> <td>35,000</td> <td>NA</td> </tr> </tbody> </table> <p>NOTE: The charges at water kiosks are TZS 10 per 20 litres jerrycan.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m ³)	540	550	560	NA	Flat rate charge (TZS/Month)	5,500	35,000	35,000	NA					
Category of customer	Domestic	Institutional	Commercial	Industrial																					
Consumption charge (TZS/m ³)	540	550	560	NA																					
Flat rate charge (TZS/Month)	5,500	35,000	35,000	NA																					
Challenges	<ol style="list-style-type: none"> 1. Low metering as most of the customers are not metered. 2. High NRW. 3. Low revenue collections 4. Insufficient water production as compared to demand. 5. Exacerbated expenditures compared to revenue 																								

SIKONGE		PROFILE AS PER 2012/2013 DATA																					
General Description About the Utility	<p>Sikonge Urban Water Supply & Sewerage Authority (Sikonge-WSSA) was declared fully autonomous public water utility in 2004 and is responsible for overall operation and management of water supply and sanitation services within the Sikonge township, Sikonge District, Tabora Region. Sikonge-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 16,950 of which only 4,490 people are served by the Sikonge WSSA. The utility draws water from an earth fill dam called Utyatya dam. The current estimated water demand is 8,736 m³/day. In the year 2011/2012, the total water production averaged 88m³/day, decreasing from last year's production by 24%. Raw water from the Utyatya dam is pumped using low lift pumps into the water treatment plant. Water is supplied through rationing at an average of 3 hrs per day. The system has 3 storage tanks, but only two tanks are in use, the capacity of which is 170m³. The town has no sewerage system thus onsite sanitary facilities are in use under the supervision of Sikonge District Council. The utility is served by 9 employees; 5 permanent and 4 daily paid labourers.</p>																						
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 253</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 203</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 28%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 12</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 36</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: TZS 71,810,500.00</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: TZS 13,715,800.00</td> </tr> </table>					Total water connections	: 253	Total active connections	: 203	Total water kiosk/standpipe	: 9	Metering ratio	: 28%	NRW	: 30%	Total staff	: 12	Staff/1000 connections	: 36	Annual O&M costs	: TZS 71,810,500.00	Annual water collections (Arrears included)	: TZS 13,715,800.00
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Annual water collections (Arrears included)	: TZS 13,715,800.00																						
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																		
	Consumption charge (TZS/m ³)	800	900	900	NA																		
	Flat rate charge (TZS/month)	5,500	25,125	6,750	NA																		
Challenges	<ol style="list-style-type: none"> 1. Low Metering ratio; 2. Unreliable water supply due to old and dilapidated infrastructure 3. Low coverage. 4. Incompetent personnel 5. Low available water production capacity 																						

SONGE		PROFILE AS PER 2012/13 DATA																						
General Description About the Utility	<p>Songe Township Water Supply and Sanitation Authority (SOWASA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services in the Songe Township which is the headquarters of the Kilindi District, Tanga Region. SOWASA is classified as Category C water authority. Its area of responsibility has a total population of 20,000 out of whom 10,600 are served by the utility. The utility draws water from two ring wells, located near the Songe River valley, One deep borehole and the Kwedibuti seasonal springs originating from the Nkama Mountain. Both sources have combined installed production capacity of 1339m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township of 1,400m³/day. The total length of the pipe network is 19.003 km and water is supplied at an average of 6 hrs per day. There are 3 storage tanks which have combined storage volume of 192m³. The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of Kilindi District Council. SOWASA has 8 employees and a shortfall of 8 employees.</p>																							
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td style="text-align: right;">: 238</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 232</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 35</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 52%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 44.8%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 33.6</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: TZS 50,720,500</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: TZS 48,600,200</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: TZS 44,600,200</td> </tr> </table>				Total water connections	: 238	Total active connections	: 232	Total water kiosk/standpipe	: 35	Metering ratio	: 52%	NRW	: 44.8%	Total staff	: 8	Staff/1000 connections	: 33.6	Annual O&M costs	: TZS 50,720,500	Annual water collections (Arrears included)	: TZS 48,600,200	Annual water billings	: TZS 44,600,200
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Annual water billings	: TZS 44,600,200																							
Tariff Structure	Category of customer	Domestic	Institutional	Commercial																				
	Consumption rate (TZS/m ³)	1200	1500	2000																				
	Flat rate(TZS/month)	6,500	16,500	11,500																				
	Note: The charges at water kiosks are TZS 30 per 20 litres bucket.																							
Challenges	<ol style="list-style-type: none"> 1. Lack of sufficient water sources and production to meet demand; 2. Capital fund extension of the distribution network; 3. Insufficient water storage tanks 4. Lack of qualified and competent staff; 5. Lack of transport facilities for operation and maintenance activities. 																							

TARIME		PROFILE AS PER 2012/13 DATA																																																															
General Description About the Utility	<p>Tarime Urban Water Supply and Sewerage Authority (TARUWASA), was declared fully autonomous public water utility in 2002 responsible for the overall operation and management of water supply and sanitation services within Tarime Urban area which is the headquarter of Tarime District, Mara Region. TARUWASA is classified as Category C water authority. Its area of responsibility has a total population of 58,400 people in which 12,384 people are currently served. The utility draws water from two water sources, a spring named Nyandurumo and a dam named Tagota. The sources have altogether, total installed production capacity of 2,687.7m³/day. The present installed production capacity is insufficient compared with the estimated water demand of 5,306.3m³/day. The total length of pipeline system is 22.1km out of which 12.38km is distribution and remaining is rising/gravity lines. Water is supplied through rationing at an average of 12.9hrs per day. The system has 4 storage tanks with a combined capacity of 900m³. The township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Tarime District Town Council. TARUWASA has 2 permanent employees, one contracted and 15 daily paid staff of different qualifications and professions.</p>																																																																
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,124</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,033</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>-</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>49.5%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>70.4%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>18</td> <td colspan="3"></td> </tr> <tr> <td>Staffs/1000 connection</td> <td>:</td> <td>16</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 91,812,165.00</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs108,017,680.00</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs101,237,950.00</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	1,124				Total Active Connections	:	1,033				Total Water Kiosk/Standpipe	:	-				Metering Ratio	:	49.5%				NRW	:	70.4%				Total Staff	:	18				Staffs/1000 connection	:	16				Annual O&M Costs	:	Tzs 91,812,165.00				Annual Water Collections (Arrears included)	:	Tzs108,017,680.00				Annual Water Billings	:	Tzs101,237,950.00			
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Challenges	<ol style="list-style-type: none"> 1. Inadequate storage capacity 2. Extremely high NRW 3. Inadequate customer metering 4. Insufficient production compared to Demand 																																																																

TUKUYU		PROFILE AS PER 2012/13 DATA																																																															
General Description About the Utility	<p>Tukuyu Water Supply and Sanitation Authority (Tukuyu WSSA) was declared a fully autonomous public water utility in 2002. Tukuyu WSSA is responsible for the overall operation and management of water supply and sanitation services within Tukuyu Town which is the headquarters of Rungwe District in Mbeya Region. Tukuyu WSSA is classified as Category C water authority which started its operation in 2004. Its area of responsibility has a total population of 56,114 people out of whom 44,330 people are served with water. The main water sources for Tukuyu town are Masalala spring and Mlagala stream (gravity schemes) located about 9km and 12km from the town respectively. During the reporting period the average daily water production was 5,059m³/day which is below the estimated daily water demand of 5,109m³/day. However, the excess production does not benefit the population of Tukuyu town due to insufficient storage facilities, leakage in the network and direct tapping from the gravity main.</p> <p>The combined installed production capacity is 5,442m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 81.65km and water is supplied through rationing at an average of 16 hrs/day. The network has 4 storage tanks with combined storage volume of 810m³. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Rungwe District Council.</p>																																																																
General Data About Water Utility	<table> <tr> <td>Total Water Connections</td> <td>:</td> <td>3,977</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>3,633</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>1</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>63.6%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>42.7%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>17</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>4.3</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 165,048,286</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 111,567,765</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 196,496,055</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	3,977				Total Active Connections	:	3,633				Total Water Kiosk/Standpipe	:	1				Metering Ratio	:	63.6%				NRW	:	42.7%				Total Staff	:	17				Staff/1000 connections	:	4.3				Annual O&M Costs	:	Tzs 165,048,286				Annual Water Collections (Arrears included)	:	Tzs 111,567,765				Annual Water Billings	:	Tzs 196,496,055			
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Challenges	<ol style="list-style-type: none"> 1. Old pipe networks leading to high leakages and frequent bursts. 2. High O&M costs compared to the total collection 3. Insufficient storage facilities 4. Lack of transport facilities 5. High Non Revenue Water (NRW) 6. Lack of sufficient and qualified staff. 7. Political interference on operation issues 																																																																

TUNDURU		PROFILE AS PER 2012/13 DATA																												
General Description About the Utility	<p>Tunduru Urban Water Supply and Sanitation Authority (TUUWASA) was established by Act No. 8 of 1997 on 30th January 2004. TUUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Tunduru township which is the headquarters of Tunduru District, in Ruvuma Region. Currently its area of operation has a total population of 40,484 whereas the population served is 25,800. The water sources for TUUWASA water supply scheme are springs, streams and boreholes. The first scheme was constructed in the year 1953 with water from the Mlingoti pumping station which is still in use. Later, new sources were constructed to meet the growing demand of the town. Currently the scheme has three types of water sources, which are Nanjoka Spring, seven boreholes, and Mlingoti Stream sources.</p> <p>The current average water demand for this town is estimated to be 2,429m³ per day while the total water production was 607m³/day from all its sources. The production capacity of 1,600m³/day is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes. The utility does not have its own office, but it is using DWE's office building. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 23.1km and water is supplied at an average of 6hrs/day. The utility have 5 storage tanks with a total capacity of 370m³. There is no water quality monitoring done and the town has no sewerage system.</p>																													
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 990</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 696</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 8</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 26%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 48.53%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 13</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 13.1</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 47,976,782</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 48,003,121</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 65,283,346</td> </tr> </table>					Total Water Connections	: 990	Total Active Connections	: 696	Total Water Kiosk/Standpipe	: 8	Metering Ratio	: 26%	NRW	: 48.53%	Total Staff	: 13	Staff/1000 connections	: 13.1	Annual O&M Costs	: Tzs 47,976,782	Annual Water Collections (Arrears included)	: Tzs 48,003,121	Annual Water Billings	: Tzs 65,283,346					
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Category of customer	Domestic	Commercial	Institutions	Industrial																										
Metered: 0 – 5m ³ (TZS/month)	540	605	550	760																										
Metered: 5 – 10m ³ (TZS/month)	585	605	550	760																										
Metered: above 10m ³ (TZS/month)	625	605	550	760																										
Flat rate (TZS/month)	4,500	9,500	16,500	13,000																										
Challenges	<p>1) Old and worn out infrastructure resulting into high losses; 2) Low pipeline network coverage; 3) Poor billing system (manual system in use) 4) High NRW caused by frequent leakages; 5) Unreliable electricity with frequent electricity power interruptions 6) Inadequate qualified staff to manage operations of the authority (7) High electricity costs although electricity is not reliable; (8) Low metering ratio; 9) Lack of reliable transport facilities and working tools;</p>																													

URAMBO		PROFILE AS PER 2012/2013 DATA																							
General Description About the Utility	Urambo Urban Water Supply and Sewerage Authority (URUWASA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Urambo Urban area which is the headquarters of Urambo District, Tabora Region. URUWASA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 34,176 out of which 11,243 persons are currently served. The utility draws water from three deep boreholes, with a total production capacity of $173m^3/day$ which is insufficient compared with the estimated water demand of $1,713m^3/day$. During the year 2012/2013, Urambo WSSA produced a total $63,318m^3$ of water. The total length of the pipeline system is 44km. Water is supplied through rationing at an average of 4hrs/day. The system has 4 storage tanks with a combined storage capacity of $570m^3$. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Urambo District Town Council. URUWASA has a total of 9 staff; 3 of them are permanent employees and 6 are temporary or contract employees.																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 203</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 201</td> </tr> <tr> <td>Total Operational Water Kiosk/Standpipe</td> <td style="text-align: right;">: 17</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 76.35</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 21.3</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 44</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 51,563,688.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 41,280,000.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 44,387,096.77</td> </tr> </table>					Total Water Connections	: 203	Total Active Connections	: 201	Total Operational Water Kiosk/Standpipe	: 17	Metering Ratio	: 76.35	NRW	: 21.3	Total Staff	: 9	Staff/1000 connections	: 44	Annual O&M Costs	: Tzs 51,563,688.00	Annual Water Collections (Arrears included)	: Tzs 41,280,000.00	Annual Water Billings	: Tzs 44,387,096.77
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial																				
	Consumption charge (TZS/m ³)	705	735	750	760																				
	Flat rate charge (TZS/month)	5,500	15,000	15,000	15,000																				
	New Connection Fees (TZS/Connection)	10,500	11,000	11,000	11,000																				
	Meter Rental Fees (TZS/Month)	500	500	500	500																				
	Note: The Charges at water Kiosks are TZS 25 per 25 litres jerry can.																								
Challenges	<ol style="list-style-type: none"> 1. Low water production capacity 2. Inadequate water distribution network 3. Lack of qualified staff. 4. Water sources protection against human pollution 																								

USHIROMBO		PROFILE AS PER 2012/2013 DATA																								
General Description About the Utility	<p>Ushirombo Urban Water Supply and Sanitation Authority (Ushirombo WSSA) was declared a fully autonomous public water utility in 2003 responsible for the overall operation and management of water supply and sanitation services within the Ushirombo Urban area which is the headquarters of Bukombe District, Shinyanga Region. Ushirombo WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 44,616 people out of which 9,432 people are currently served. The utility draws water from one borehole with a production capacity of 288m³/day which is insufficient compared with the estimated water demand of 3,253m³/day. The total water production during the reporting period was 51,213m³, which is an average of 140m³/day. Ushirombo WSSA has 8 other borehole sites which are not yet developed to start producing water. The total length of the pipeline system is 12.587km; rising main – 1.24km and distribution lines – 11.347km. Water is supplied through rationing at an average of 16 hrs/day. The system has one storage tank with a storage capacity of 45m³. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Bukombe District Town Council. Ushirombo WSSA has 12 employees, 3 permanent and 9 on contract.</p>																									
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 227</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 207</td> </tr> <tr> <td>Total Water Kiosk/Standpipe - Operational</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 13.84%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 12</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 44</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 64,764,766.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 35,814,437.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 49,671,750.00</td> </tr> </table>						Total Water Connections	: 227	Total Active Connections	: 207	Total Water Kiosk/Standpipe - Operational	: 9	Metering Ratio	: 100%	NRW	: 13.84%	Total Staff	: 12	Staff/1000 connections	: 44	Annual O&M Costs	: Tzs 64,764,766.00	Annual Water Collections (Arrears included)	: Tzs 35,814,437.00	Annual Water Billings	: Tzs 49,671,750.00
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial																					
	Consumption charge (TZS/m ³)	1,500	1,500	-	-																					
	New Connection Fees (TZS/connection)	15,000	11,000	-	-																					
	Note: The Charges at water Kiosks are TZS 30 per 20 litres jerry can.																									
Challenges	<ol style="list-style-type: none"> 1. High production cost associated running diesel-engine electricity generator for water pumping 2. Development of the existing 8 boreholes to increase water production 3. Insufficient water supply distribution network 4. Extension of the distribution network to uncovered areas 5. Lack of sufficient qualified staff 																									

USA RIVER		PROFILE AS PER 2012/13 DATA																																																				
General Description About the Utility	<p>USA River Water Supply and Sanitation Authority (UWASA) is a fully autonomous public water utility. UWASA is responsible for the overall operation and management of water supply and sanitation services within USA RIVER Town which is the headquarters of Arumeru District in Arusha Region. The board of directors of UWASA was established on January 2012. UWASA is classified as Category C water authority which started its operation in 2009. Its area of responsibility has a total population of 24,000 people out of whom 11,760 people are served with water. The main water sources for USA RIVER town are five spings which are Kibola, Kigeri, Ngarasero, Ndurumanga, Magandirisho and Nike. During the reporting period the average daily water production was 154m³/day which is far below the estimated daily water demand of 592m³/day.</p> <p>The combined installed production capacity is 3000m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 11.5km and water is supplied through rationing at an average of 10 hrs/day. The network has 5 storage tanks with combined storage volume of 230m³. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Meru Council. UWASA has a total of 10 employees.</p>																																																					
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,247</td> <td colspan="2"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>628</td> <td colspan="2"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>30</td> <td colspan="2"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>9.62%</td> <td colspan="2"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>36%</td> <td colspan="2"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>10</td> <td colspan="2"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>8</td> <td colspan="2"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 30,537,400</td> <td colspan="2"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 36,071,200</td> <td colspan="2"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 47,410,000</td> <td colspan="2"></td> </tr> </table>				Total Water Connections	:	1,247			Total Active Connections	:	628			Total Water Kiosk/Standpipe	:	30			Metering Ratio	:	9.62%			NRW	:	36%			Total Staff	:	10			Staff/1000 connections	:	8			Annual O&M Costs	:	Tzs 30,537,400			Annual Water Collections (Arrears included)	:	Tzs 36,071,200			Annual Water Billings	:	Tzs 47,410,000		
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Challenges	<ol style="list-style-type: none"> 1. Low Metering ratio 2. Fund for rehabilitation of existing water sources and infrastructure 3. Insufficient storage facilities 4. Lack of transport facilities. 5. Lack of sufficient and qualified staff. 																																																					

UTETE		PROFILE AS PER 2012/13 DATA																																																															
General Description About the Utility	<p>The Utete Urban Water Supply and Sanitation Authority (UTEUWASA) was declared an Authority in Government Gazette Notice No. 371 in 2002. UTEUWASA is responsible for the overall operation and management of water supply and sanitation services for Utete Town which is located in Rufiji District, Coast Region. UTEUWASA is classified under Category C water authority and started its operation in December, 2003. Its area of responsibility has a total population of 10,418 people out of whom 9,376 are accessing water services provided by the utility. The total water demand for the town is estimated at 810m³/day while water production is estimated as 550m³/day.</p> <p>UTEUWASA draws water from a borehole namely Rugongwe borehole that has installed production capacity of 960m³/day. The utility system as a total storage capacity of 550m³. The water main network is 23.02km in which a total of 370 customers are connected. UTEUWASA supply water to its customers for 24hours in a day. The town has no sewerage system; onsite sanitary facilities are in use under the support of Utete District Council.</p>																																																																
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>436</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>436</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>4</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>100%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>23.7%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>17</td> <td colspan="3"></td> </tr> <tr> <td>Staff per 1000 connections</td> <td>:</td> <td>39</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M costs</td> <td>:</td> <td>TZS 60,511,080</td> <td colspan="3"></td> </tr> <tr> <td>Annual collection from water sales</td> <td>:</td> <td>TZS 39,734,065</td> <td colspan="3"></td> </tr> <tr> <td>Annual water billing</td> <td>:</td> <td>TZS 37,309,065</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	436				Total Active Connections	:	436				Total Water Kiosk/Standpipe	:	4				Metering Ratio	:	100%				NRW	:	23.7%				Total Staff	:	17				Staff per 1000 connections	:	39				Annual O&M costs	:	TZS 60,511,080				Annual collection from water sales	:	TZS 39,734,065				Annual water billing	:	TZS 37,309,065			
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Challenges	<ol style="list-style-type: none"> 1. Low collection efficiency 2. Lack of office building for the Authority 																																																																

VWAWA		PROFILE AS PER 2012/13 DATA																								
General Description About the Utility	<p>Vwawa Urban Water Supply and Sanitation Authority (VUWSA) was declared fully autonomous public water utility in 2004. VUWSA is responsible for the overall operation and management of water supply and sanitation services for Vwawa Town which is the headquarters of Mbozi District in Mbeya Region. VUWSA is classified as Category C water authority. Its area of responsibility has a total population of 51,492 people out of whom 32,450 are served with water. The utility draws water from three river/stream sources, Haloli pumping scheme, Mantengu pumping scheme and Mgombezi/Nalaba gravity scheme. The average water production from the sources during the reporting period was 1,792m³/day.</p> <p>The combined installed production capacity is 2,134m³/day. The present production capacity of 1718m³/day is not sufficient to meet the estimated water demand of 3,124m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 53km and water is supplied through rationing at an average of 5hrs/day. The network has 9 storage tanks with combined capacity of 738m³. The town has no sewerage system. Onsite sanitation facilities are in use under the supervision of the Mbozi District Council. VUWSA has 10 employees.</p>																									
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Total Water Connections</td> <td style="text-align: right;">: 1,102</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 789</td> </tr> <tr> <td>Total Standpipes/Kiosk</td> <td style="text-align: right;">: 98</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 23.6%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 31.97</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 10</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 9.1</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: TZS 100,254,956</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: TZS 42,231,950</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: TZS 49,766,500</td> </tr> </table>						Total Water Connections	: 1,102	Total Active Connections	: 789	Total Standpipes/Kiosk	: 98	Metering Ratio	: 23.6%	NRW	: 31.97	Total Staff	: 10	Staff/1000 connections	: 9.1	Annual O&M Costs	: TZS 100,254,956	Annual Water Collections (Arrears included)	: TZS 42,231,950	Annual Water Billings	: TZS 49,766,500
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Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosks																					
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Flat rate (TZS/month)	4,500 – 12,500	11,500	11,500	13,000	12,000																					
Challenges	<ol style="list-style-type: none"> 1. Some water customers do not pay their bills on time 2. Very few customers do get water service for 24hours a day (3% only) 3. Diminishing yield of water sources during the dry season 4. Lack of water treatment facilities leading to poor water quality 5. Limited pipe network coverage and carriage capacity 6. Old infrastructure causing frequent breakdowns 7. Inadequate water production to meet the water demand. 8. Low metering ratio 																									

CHALINZE		PROFILE AS PER 2012/13 DATA																																											
General Description About the Utility	<p>Chalinze Urban Water Supply and Sanitation Authority was declared a fully autonomous public water utility in 2012 and board of Directors was appointed by the Minister for Water in April 2013. Chalinze WSSA is responsible for the overall operation and management of water supply and sanitation services in Chalinze town, some parts of Bagamoyo and Mbwewe. However, upon completion of phase II of the project it will serve also some parts of Morogoro Region. Chalinze started its operations in twenty villages in the year 2003. Its area of responsibility has a total population of 347,256 out of whom 166,683 are served with water. The utility draws water from river Wami through an intake located along Wami bridge. The average water production from the source during the reporting period was 4,608m³/day while estimated water demand is 3,517 m³/day</p> <p>The source installed production capacity is 7200m³/day. The utility has convectional water treatment facilities. The total length of the main water network is 126km and water is supplied at an average of 22hrs per day. The network has a total of 10 storage tanks of different capacities ranging from 300 m³ to 2000 m³ and a combined storage volume of 5,900m³. The service area has no sewerage system.</p>																																												
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 2,092</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 1,947</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 389</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 49.1%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 96</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 49.7</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: TZS 1,784,527,886</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: TZS 1,457,021,479</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: TZS 780,246,714</td> </tr> </table>					Total Water Connections	: 2,092	Total Active Connections	: 1,947	Total Water Kiosk/Standpipe	: 389	Metering Ratio	: 100%	NRW	: 49.1%	Total Staff	: 96	Staff/1000 connections	: 49.7	Annual O&M Costs	: TZS 1,784,527,886	Annual Water Collections (Arrears included)	: TZS 1,457,021,479	Annual Water Billings	: TZS 780,246,714																				
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Staff/1000 connections	: 49.7																																												
Annual O&M Costs	: TZS 1,784,527,886																																												
Annual Water Collections (Arrears included)	: TZS 1,457,021,479																																												
Annual Water Billings	: TZS 780,246,714																																												
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Others			20,000	1,000																																									
Challenges	1. High Non Revenue Water																																												

HANDENI TRUNK MAIN (HTM) NATIONAL PROJECT		PROFILE AS PER 2012/13 DATA																								
General Description About the Utility	Handeni Trunk Main (HTM) Water Supply Authority is an autonomous public water utility which became operational in 2004. It is responsible for providing water supply services to the Handeni District. HTM is located in the Korogwe and Handeni Districts, Tanga region, and serves 6 small towns including the Handeni Urban, 60 registered villages and 3 camps. HTM water supply authority is classified as Category C. Its area of responsibility has a total population of 290,166 people out of whom 240,840 are receiving service from the authority. The project comprises of gravity and pumping systems with two intakes both drawing water from the Pangani River and one pumping intake at Kitumbi Spring (not operating). The installed production capacity is 9,590m ³ /day which is not sufficient to meet the estimated water demand of 12,000m ³ /day. The total length of the pipe network is 466km and water is supplied at an average of 8 hrs/day. No water treatment process is currently done due to lack of electricity supply at Tabora conventional treatment plant. The distribution system has 66 storage tanks with total capacity of 6000m ³ of which 46 tanks are operating. HTM water supply authority has 101 employees.																									
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total water connections</td> <td style="text-align: right;">: 1687</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 1,528</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 183</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 80.2%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 101</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 59.9</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: TZS 952,023,496</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: TZS 241,840,998</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: TZS 283,323,671</td> </tr> </table>						Total water connections	: 1687	Total active connections	: 1,528	Total water kiosk/standpipe	: 183	Metering ratio	: 100%	NRW	: 80.2%	Total staff	: 101	Staff/1000 connections	: 59.9	Annual O&M costs	: TZS 952,023,496	Annual water collections (Arrears included)	: TZS 241,840,998	Annual water billings	: TZS 283,323,671
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Tariff Structure	Consumption block (M³)	Domestic and Kiosk	Institutional	Commercial	Industrial	Bulk																				
	0 - 10	1350	1470	1600	1860	900																				
	>10	1360	1490	1610	1880	910																				
	Note: The charges at cattle trough is TZS 910/m ³ .																									
Challenges	<ol style="list-style-type: none"> 1. Reduction of NRW to increase water supply; 2. Major rehabilitation of the existing old infrastructure and equipment. 3. Increase customer base; 4. Extension of distribution network. 5. Public education on the protection of water infrastructure. 																									

KASHWASA NATIONAL PROJECT		PROFILE AS PER 2012/2013 DATA																							
General Description About the Utility	<p>Kahama-Shinyanga Water Supply & Sewerage Authority (KASHWASA) was declared a fully autonomous public water utility in 2007 responsible for supplying bulk water to other water entities located in the urban and rural areas around Lake Zone. KASHWASA commenced its operation on February 2009 as a Category C Authority taking responsibility of all operational costs except for electricity, chemicals and remunerations for the permanent staff, which has to be borne by the Government. KASHWASA supplies bulk water to water entities in the urban towns of Shinyanga and Kahama plus 45 villages scattered within 5km from the transmission main pipeline in the districts of Misungwi, Kwimba, Shinyanga Rural and Kahama. The estimated population in KASHWASA's service area is 500,000 people. The utility draws water from Lake Victoria at a location called Smith Sound bay, Misungwi District. The installed water production capacity is 80,000m³/day, while the present production capacity of 40,000m³/day which is well above when compared with the estimated water demand of 31,000m³/day. The current average production is 61,395m³/day. The total length of pipeline system is 203km. Water is supplied at an average of 23.3hrs/day. The system has 4 storage tanks with a storage capacity of 71,700m³. KASHWASA has 52 permanent employees.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 43</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 43</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: N/A</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 12%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 92</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: NA</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 5,039,784,749.00</td> </tr> <tr> <td>Annual Water Sales Collections</td> <td style="text-align: right;">: Tzs 2,072,507,401.00</td> </tr> <tr> <td>Annual Water billing</td> <td style="text-align: right;">: Tzs 2,713,038,580.00</td> </tr> </table>					Total Water Connections	: 43	Total Active Connections	: 43	Total Water Kiosk/Standpipe	: N/A	Metering Ratio	: 100%	NRW	: 12%	Total Staff	: 92	Staff/1000 connections	: NA	Annual O&M Costs	: Tzs 5,039,784,749.00	Annual Water Sales Collections	: Tzs 2,072,507,401.00	Annual Water billing	: Tzs 2,713,038,580.00
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Bulk customer	SHUWASA	KUWASA	VILLAGES	INDUSTRIES																					
Bulk rate (TZS/m ³)	462	462	346	-																					
Challenges	<ol style="list-style-type: none"> 1. Sabotages on the transmission pipeline 2. Frequent breakdowns of washout and air valves especially with butterfly valve types 3. Lack of tools and equipment for carrying out repair and maintenance activities 4. Inadequate revenue collection to meet operational cost 5. High burden of operational fixed costs due to low water consumption 6. Poor condition of roads 7. Lack of tools and equipment for carrying out repair and maintenance activities 																								

MAKONDE NATIONAL PROJECT		PROFILE AS PER 2012/13 DATA																																																																											
General Description About the Utility	<p>Makonde Water Supply Authority (MAKONDE-WSSA) was established by Act No. 8 of 1997 on 17th December, 2003. MAKONDE- WSSA started its operations in January, 2004. It is responsible for the overall operation and management of water supply and sanitation services to three districts of Newala, Tandahimba and parts of Mtwara Rural District, Mtwara Region. Its area of operation has an estimated total population of 451,156 people out of whom 252,647 are currently served. Makonde Water Supply Scheme is an old scheme that was commissioned in 1957 and draws water from two main types of water sources, which are spring and boreholes. The authority started by constructing a water source at Mkunya spring in 1955 - 1957 and later construction of more sources continued by constructing a source at Mahuta in 1972, Nanyamba in 1976, Luchemo in 1977, Mitema-Mtongwele (Kitangari) in 1982, Chiwambo in 1986, Mbwinji in 1986 and Tandahimba in 2000. Currently they have eight sources in which four of the sources are well fields with deep boreholes, and the remaining four are spring sources. The combined current assessment of available water resources from all sources is approximately 20,857m³/day. This capacity is not fully utilized owing to dilapidated infrastructure and unreliable power supply. The current production level of 6,378m³/day is very low compared with the reported estimated water demand of 20,869m³/day. The utility has no conventional water treatment facilities except chlorination at Mkunya and aeration tower and chlorination at Kitangari sources. The total length of the transmission and distribution system is 874km and water is supplied through rationing at an average of 18hrs/day. The system has 169 storage tanks, in which 83 are in Newala, 15 are in Nanyamba and 71 are in Tandahimba. Onsite sanitation is under the monitoring of the District Councils of the respective Districts.</p>																																																																												
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>2,235</td> <td colspan="4"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,884</td> <td colspan="4"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>420</td> <td colspan="4"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>60%</td> <td colspan="4"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>81.3%</td> <td colspan="4"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>90</td> <td colspan="4"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>35.5</td> <td colspan="4"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>TZS 253,023,912.8</td> <td colspan="4"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>TZS 277,198,415.7</td> <td colspan="4"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>TZS 284,440,446</td> <td colspan="4"></td> </tr> </table>							Total Water Connections	:	2,235					Total Active Connections	:	1,884					Total Water Kiosk/Standpipe	:	420					Metering Ratio	:	60%					NRW	:	81.3%					Total Staff	:	90					Staff/1000 connections	:	35.5					Annual O&M Costs	:	TZS 253,023,912.8					Annual Water Collections (Arrears included)	:	TZS 277,198,415.7					Annual Water Billings	:	TZS 284,440,446				
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Challenges	<ol style="list-style-type: none"> 1. Inadequate qualified staff to manage operations of the authority 2. Low metering ratio 3. Insufficient transport facilities 4. High Non Revenue Water 																																																																												

MASWA NATIONAL PROJECT		PROFILE AS PER 2012/2013 DATA																								
General Description About the Utility	<p>Maswa Urban Water Supply & Sanitation Authority (Maswa WSSA) was declared fully autonomous public water utility in 1998, responsible for overall operation and management of water supply and sanitation services within the Maswa Urban area, which is the headquarters of Maswa District, Shinyanga Region. Maswa WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 70,000 out of which 65,000 persons are currently served. The water sources for MAUWSA are two dams (New Sola and Nyangunganwa) and five boreholes located at Madeco Farm, Uzunguni, Mwanguhi, Sola and Badabada. The total installed water production capacity is 8,000m³/day, however, during the reporting period water produced was an average of 4,305 m³/day. The town's water demand stands at an average of 7,000m³/day. The total length of the distribution pipeline system is 102km. Water is supplied through rationing at an average of 12 hrs/day. The system has 13 storage tanks with a storage capacity of about 825m³. The township has no sewerage system; onsite sanitary facilities are in use is under supervision of Maswa District Town Council. MAUWSA has 37 employees, 9 permanent and 28 on contract.</p>																									
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 2,486</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 2,223</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 29.32</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 28%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 60%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 39</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 15</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 233,800,448.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 145,899,050.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 150,241,344.00</td> </tr> </table>						Total Water Connections	: 2,486	Total Active Connections	: 2,223	Total Water Kiosk/Standpipe	: 29.32	Metering Ratio	: 28%	NRW	: 60%	Total Staff	: 39	Staff/1000 connections	: 15	Annual O&M Costs	: Tzs 233,800,448.00	Annual Water Collections (Arrears included)	: Tzs 145,899,050.00	Annual Water Billings	: Tzs 150,241,344.00
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Tariff Structure	Category of customer	Domestic	Institution	Commercial	Industrial	Cattle Trough																				
	Consumption charge (TZS/m ³)	445	550	655	1,035	500																				
	Flat rate charge (TZS/month)	5,500	11,500	9,500	50,000	10,000																				
	Reconnection Fee (TZS/connection)	5,500	5,500	5,500	5,500	-																				
	Meter Rental Fee (TZS/month)	500	1,000	1,000	1,000	-																				
	NOTE: The Charges at water Kiosks are TZS 20 per 20 litres jerry can																									
Challenges	<ol style="list-style-type: none"> 1. High levels of NRW due to old and dilapidated infrastructure 2. Low metering ratio 3. Low water production due to frequent pumps breakdown 4. Insufficient storage capacity 																									

MUGANGO/KIABAKARI NATIONAL PROJECT		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Mugango/Kiabakari/Butiama Water Authority, declared fully autonomous public water utility in 2004 responsible for the overall operation and management of water supply services within 13 villages in Mara Region. The Authority is classified as Category C water authority. Its area of responsibility has a total population of 79,228 people in which 44,840 villagers are currently served. The utility draws water from Lake Victoria from the intake located at Mugango. The sources has a total installed production capacity of 4,680m³/day .The present production of 3,481m³/day is insufficient compared with the estimated water demand of 8,800m³/day. The total length of pipeline system is 103km and water is supplied through rationing at an average of 11hrs/day. The system has 6 storage tanks with a combined capacity of 2,306m³. Mugango/Kiabakari Water Authority has 14 permanent employees and 8 daily paid staff of different qualifications, professions and categories.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 575</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 375</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 3</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 25.6%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 84%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 22</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 27.8</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 42,340,650.00</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 37,004,825.00</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 88,577,103.00</td> </tr> </table>					Total Water Connections	: 575	Total Active Connections	: 375	Total Water Kiosk/Standpipe	: 3	Metering Ratio	: 25.6%	NRW	: 84%	Total Staff	: 22	Staffs/1000 connection	: 27.8	Annual O&M Costs	: Tzs 42,340,650.00	Annual Water Collections (Arrears included)	: Tzs 37,004,825.00	Annual Water Billings	: Tzs 88,577,103.00
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial																				
	Consumption charge (TZS/m ³)	345	335	510	-																				
	Flat rate charge (TZS/Month)	8,500	26,000	16,500	-																				
<p>Note: The Charges at water Kiosks are TZS 20 per 20litres jerry can.</p>																									
Challenges	<ol style="list-style-type: none"> 1. Insufficient water production as compared to demand. 2. Extremely high NRW 3. Extremely low metering 4. Inefficient staff to connection ratio. 5. Low revenue collection 																								

WANGINGOMBE NATIONAL WATER SUPPLY PROJECT		PROFILE AS PER 2012/13 DATA																														
General Description About the Utility	<p>Wanging'ombe National Water Supply Project is one of the National Water Supply Schemes constructed in 1978. The project is located in Njombe district, Iringa region, covering an area of 1000 km². The scheme supply water to 62 villages located in the three divisions of Mdandu, Wanging'ombe and Makambako. The project is classified as Category C water authority. The project area has a total population of 112,307 people out of whom 78,332 are served with water. The utility draws water from two gravity schemes from Mbukwa and Mtitafu rivers with installed capacities of 6700m³/day and 600m³/day respectively. Water from these sources is transmitted through DN 500mm to DN100mm pipes of total length of 106km to 59 different tanks of capacities ranging from 25 to 136m³. The total storage capacity is 4,277m³.</p> <p>The estimated average water production in 2012/13 was 6,627 m³/day while water demand in the project area is estimated as 10,454m³/day. No water treatment is done although the water produced contains high turbidity especially during the rainy season. Water is supplied at an average of 18 hrs per day. Wangingombe National Project has 44 employees of different qualifications, professions and categories.</p>																															
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Total Water Connections</td> <td style="text-align: right;">: 3,860</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 3,117</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 691</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 22.5%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 52.55%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 44</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 11.4</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 163,783,117</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 133,042,521</td> </tr> <tr> <td>Annual Water Billing</td> <td style="text-align: right;">: Tzs 155,460,003</td> </tr> </table>					Total Water Connections	: 3,860	Total Active Connections	: 3,117	Total Water Kiosk/Standpipe	: 691	Metering Ratio	: 22.5%	NRW	: 52.55%	Total Staff	: 44	Staff/1000 connections	: 11.4	Annual O&M Costs	: Tzs 163,783,117	Annual Water Collections (Arrears included)	: Tzs 133,042,521	Annual Water Billing	: Tzs 155,460,003							
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Flat rate TZS/m ³ /month	Minimum	4,500	16,500	21,500																												
Challenges	<ol style="list-style-type: none"> 1. Lack of treatment plant although water indicates to be polluted by human activities upstream 2. High level of Non Revenue Water 3. Low billing & collection as compared to O&M costs 4. Lack of awareness on bills payment to villagers 5. Old and dilapidated infrastructure 6. Lack of working tools such as vehicles and computers 7. Low metering ratio 																															

DAREDA		PROFILE AS PER 2012/13 DATA																					
General Description About the Utility	<p>DAREDA is a small town in the Babati District Council located about 26km from the Babati Town along the Babati-Mbulu Road. DAREDA township was gazetted and declared an area of urban water supply in January, 2004. The Town Water Board was first appointed in February 2012. The Board is responsible to oversee the day-to-day activities of water supply services in Dareda Township. The township has a total population of 8940 people of whom 8940 are served with the utility. The estimated water demand for the township is 625.8m³/day.</p> <p>The main water supply sources are the Gilau intake located at the Gilau River in Seloto village, Endalah river intake located in Dareda Kati village, and Antsi spring intake located in Bermi village. Other small sources are the Kwambrosy and Sagday springs located in the Belmi and Seloto villages respectively and one borehole. The production capacities of the sources have not been established; however, rough estimation indicated that the sources have sufficient production to meet the water demand of the township. The town has five blocks storage tanks which have combined capacities of 427.5m³.</p>																						
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections.</td> <td style="text-align: right;">: 270</td> </tr> <tr> <td>Total Active connection</td> <td style="text-align: right;">: 232</td> </tr> <tr> <td>Total water kiosk/standpipe.</td> <td style="text-align: right;">: 40</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 7</td> </tr> <tr> <td>Staff per 1000 connections</td> <td style="text-align: right;">: 26</td> </tr> <tr> <td>Metering ratio.</td> <td style="text-align: right;">: 72%</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 2,044,400</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 33,544,100</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 23,099,000</td> </tr> </table>					Total water connections.	: 270	Total Active connection	: 232	Total water kiosk/standpipe.	: 40	Total staff	: 7	Staff per 1000 connections	: 26	Metering ratio.	: 72%	Annual O&M Costs	: Tzs 2,044,400	Annual Water Collections (Arrears included)	: Tzs 33,544,100	Annual Water Billings	: Tzs 23,099,000
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Tariff Structure	Village Name	Dareda Kati	Haysam	Bermi	Seloto and Loto																		
	Flat rate charge (TZS/month)	2000	2000	1500	3000																		
	Note: The charges at water kiosks: free																						
Challenges	<ol style="list-style-type: none"> 1. Lack of working tools and equipment; 2. Inadequate water distribution network 3. Lack of skilled staff ; 4. Changing the community's traditional belief of recognizing water as a gift from God and a free social service. 																						

BASHNET		PROFILE AS PER 2012/13 DATA																					
General Description About the Utility	<p>BASHNET is one of the small towns in the Babati district council located about 47km from the Babati Town along the Babati-Mbulu Road. BASHNET township was gazetted and declared an area of urban water supply in, 2004. The Town Water Board was established in February 2012. The township covers three villages, namely Bashanet, Long and Gabadau which have a population of 8700 people of whom 4500 are served with the utility. The estimated water demand for the township is 609m³/day.</p> <p>The township water supply depends on 3 spring sources which were developed by the Catholic Diocese of Mbulu Development Department (DMDD) in 1997. The spring includes Bashnet Saria, Dawite and Tlagami. The three sources of operation have combined capacity of 398.5m³/day. The current water production from operating Bashnet Saria spring stood at 359m³/day. The length of the gravity main and distribution line is estimated at 13.896km. The town has one 90m³ blockwork storage tank located at the Bashnet center and 4 small storage tanks of 5m³ each with public taps along the gravity main. Water was previously considered as a gift from God and was provided as a free social service. Currently, the established water board is charging for water services.</p>																						
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 117</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 117</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 13</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 6</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 51</td> </tr> <tr> <td>Annual expenditure</td> <td style="text-align: right;">: TZS 12,504,700</td> </tr> <tr> <td>Annual collections</td> <td style="text-align: right;">: TZS 11,544,000</td> </tr> <tr> <td>Annual Billing</td> <td style="text-align: right;">: TZS 11,544,000</td> </tr> </table>					Total water connections	: 117	Total active connections	: 117	Total water kiosk/standpipe	: 13	Metering ratio	: 100%	Total staff	: 6	Staff/1000 connections	: 51	Annual expenditure	: TZS 12,504,700	Annual collections	: TZS 11,544,000	Annual Billing	: TZS 11,544,000
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Category of customer	Domestic	Institutional	Kiosk																				
Consumption charge (TZS/m ³)	1000	1000	2500																				
Challenges	<ol style="list-style-type: none"> 1. Unwillingness of the people to establish water board that will charge for water service; 2. Changing the community's traditional belief of recognizing water as gift from God and a free social service; 3. Reduction of NRW 4. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of uncovered areas. 																						

GALLAPO		PROFILE AS PER 2012/13 DATA																			
General Description About the Utility	<p>GALLAPO is a small town in the Babati district council located about 22km from the Babati Town. The township includes all villages in the Gallapo ward which are Ayamango, Gallapo, Endanoga and Giyedamar. The total population of the township is 29,300 while the number of people receiving water services is 11,931. The estimated water demand is 2910m³/day. GALLAPO town was gazetted and declared as an area of urban water supply since 2004. The Town Water Board was established in 2012.</p> <p>The water utility depends on three water sources, namely the Halla, Giyedamar and Enganoga streams. The production capacity of the sources is estimated at 1250m³/day. The installed capacity is not sufficient to meet the estimated water demand of 2910m³/day. The same sources are also utilized by the Hala village which is not part of the Gallapo Township. The entire water supply network has approximately 89km comprising G.S, uPVC and HDPE pipes of diameter ranging from 150mm to 25mm. The Gallapo Water Supply Scheme has two block work storage tanks with combined storage volume of 360m³. Water is available at an average of 3 hours. The utility has a total of 12 staff.</p>																				
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 590</td> </tr> <tr> <td>Total active connection</td> <td style="text-align: right;">: 150</td> </tr> <tr> <td>Total number of kiosk</td> <td style="text-align: right;">: 20</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 15%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 82.50%</td> </tr> <tr> <td>Annual water collection</td> <td style="text-align: right;">: Tzs 12,405,478</td> </tr> <tr> <td>Annual Operation and Maintenance</td> <td style="text-align: right;">: Tzs 43,596,460</td> </tr> <tr> <td>Annual water billing revenue</td> <td style="text-align: right;">: Tzs 11,405,478</td> </tr> </table>					Total water connections	: 590	Total active connection	: 150	Total number of kiosk	: 20	Metering Ratio	: 15%	NRW	: 82.50%	Annual water collection	: Tzs 12,405,478	Annual Operation and Maintenance	: Tzs 43,596,460	Annual water billing revenue	: Tzs 11,405,478
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Flat rate charge (TZS/month)	3,000	5000	8,000	TZS 10 for 20litres																	
Challenges	<ol style="list-style-type: none"> 1. Major rehabilitation of existing water infrastructure 2. Extension of the distribution network 3. High Non Revenue Water 4. Sensitization of community on the importance of paying for water services. 5. Low metering ratio 																				

ILULA		PROFILE AS PER 2012/13 DATA																																	
General Description About the Utility	<p>Ilula Urban Water Supply and Sanitation Authority (IUWASSA) was declared fully autonomous public water utility in 2002. IUWASSA is responsible for the overall operation and management of water supply and sanitation services for Ilula Small Town which is located in Kilolo District, Iringa region. IUWASSA is classified as Category C water authority and started its operation in August, 2009. Its area of responsibility has a total population of 39,994 people out of whom 16,398 are accessing water services provided by the utility. The total water demand for the town is estimated at 2,800m³/day while water produced was estimated as 810m³/day.</p> <p>IUWASSA draws water from two water sources, namely Idemule and Ilomba, both being springs. Idemule spring intake is located in Mazombe Village which is about 15kms from Ilula Town, while Ilomba spring intake is located in Imarutwa Village which is about 11kms from Ilula Town. The combined installed production capacity is 821m³/day. There are six (6) storage tanks for Ilula Town Water Supply with total storage capacity of 350m³. Water from Idemule and Ilomba intake is transmitted by gravity to the storage tanks. The length of the water network is 28.2km and water is supplied for an average of 7hours a day. The town has no sewerage system; onsite sanitary facilities are in use under the support of Kilolo District Council.</p>																																		
General Data About Water Utility	<table border="0"> <tr><td>Total Water Connections</td><td>:</td><td>685</td></tr> <tr><td>Active Water Connections</td><td>:</td><td>614</td></tr> <tr><td>Total Water Kiosk/Standpipe</td><td>:</td><td>58</td></tr> <tr><td>Metering Ratio</td><td>:</td><td>30.4%</td></tr> <tr><td>NRW</td><td>:</td><td>56.6%</td></tr> <tr><td>Total Staff</td><td>:</td><td>14</td></tr> <tr><td>Staff per 1000 connections</td><td>:</td><td>20.4</td></tr> <tr><td>Annual O&M costs</td><td>:</td><td>Tzs 61,636,286</td></tr> <tr><td>Annual collection from water sales</td><td>:</td><td>Tzs 44,037,300</td></tr> <tr><td>Annual water billing</td><td>:</td><td>Tzs 70,789,200</td></tr> </table>					Total Water Connections	:	685	Active Water Connections	:	614	Total Water Kiosk/Standpipe	:	58	Metering Ratio	:	30.4%	NRW	:	56.6%	Total Staff	:	14	Staff per 1000 connections	:	20.4	Annual O&M costs	:	Tzs 61,636,286	Annual collection from water sales	:	Tzs 44,037,300	Annual water billing	:	Tzs 70,789,200
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Challenges	<p>1) Lack of reliable water sources (seasonal water source); 2) Low water supply as compared to demand 3) Lack of enough working tools and transport facilities especially motor vehicles; 4) Lack of enough qualified staff; 5) Low percentage of metered customer and distribution pipe network coverage; 6) No water quality monitoring in practice monthly, quarterly or annually; 7) Lack of office building; 8) High NRW which is due to high leakage of old pipe in transmission mains; 9) Unwillingness of customers to pay water bills; 10) Low revenue collection which does not meet operation cost; 11) Lack of funds for undertaking major rehabilitation of old pipe and other infrastructure, extension of pipe network and implementation of the new water investment; 12) Very high vandalism of water infrastructure especially transmission pipe mains; and 13) Vandalism of water sources at Idemule and Ilomba due to upstream agricultural activities and animal husbandry.</p>																																		

ISAKA		PROFILE AS PER 2012/2013 DATA																							
General Description About the Utility	<p>Isaka Urban Water Supply & Sewerage Authority (Isaka-WSSA) was declared a fully autonomous public water utility in 2006, and is responsible for the overall operation and management of water supply and sanitation services within the Isaka township, Kahama District, Shinyanga Region. Isaka-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 21,596. The utility draws water from the Nhumbi deep borehole which has a total production capacity of 480m³/day which is insufficient compared with the estimated water demand of 1,137m³/day. Average water production during the year 2012/2013 was 79m³/day decreasing from 87.1m³/day reported in 2011/2012. The total length of the distribution pipeline system is 6.5km. Water is supplied through rationing at an average of 6 hrs/day. The system has one storage tank with a storage capacity of about 45m³. The town has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Kahama District Council. The utility is served by nine (9) employees – one seconded by the District Council and eight (8) are temporary employees working under contract basis.</p>																								
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total water connections</td> <td style="text-align: right;">: 88</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 88</td> </tr> <tr> <td>Total water kiosk/standpipe - operational</td> <td style="text-align: right;">: 4</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 100%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 35%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Staffs/1000 connection</td> <td style="text-align: right;">: 102</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: Tzs 2,370,000.00</td> </tr> <tr> <td>Annual revenue collections</td> <td style="text-align: right;">: Tzs 5,640,033.00</td> </tr> <tr> <td>Water billed amount</td> <td style="text-align: right;">: Tzs 6,500,000.00</td> </tr> </table>					Total water connections	: 88	Total active connections	: 88	Total water kiosk/standpipe - operational	: 4	Metering ratio	: 100%	NRW	: 35%	Total staff	: 9	Staffs/1000 connection	: 102	Annual O&M costs	: Tzs 2,370,000.00	Annual revenue collections	: Tzs 5,640,033.00	Water billed amount	: Tzs 6,500,000.00
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Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																				
	Consumption charge (TZS/m ³)	1,000	1,000	-	-																				
	Reconnection charge (TZS/connection)	5,000	5,000	-	-																				
	Meter Rental Fee (TZS/Month)	1,000	1,000																						
<p>NOTE: The charges at water kiosks are TZS 20 per 20litres jerry can</p>																									
Challenges	<ol style="list-style-type: none"> 1. Insufficient water production sources – need to get more water sources 2. Inadequate water distribution network, leading to very low customer base. 3. Insufficient storage capacity, leading to very low hours of service. 4. Lack of sufficient qualified personnel to run the scheme. 																								

MAGUGU		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Magugu Urban Water Supply and Sanitation Authority (MAWASA) was declared a fully autonomous public water utility in 2007. The Authority is responsible for the overall operation and management of water supply and sanitation services to the Magugu township located in the Babati District, Manyara Region. MAWASA is classified as Category C water authority. Its area of responsibility has a total population of 32,744 people out of whom 18,606 are served by the utility. The utility draws water from the Darakuta intake at the Kou River formed by the springs originating from the Haysali hills in the Mbulu District. The utility also draws water from Chemchem spring and one borehole. Pre-treatment of water from Darakuta river is done through the sedimentation tank and gravitates to the Magugu town. The combined installed production capacity is 1300m³/day. The installed production capacity is not sufficient to meet the estimated demand of the township of 1632m³/day. The total length of the pipe network is 52 km and water is supplied at an average of 5 hrs/day. There are 2 storage tanks which have combined storage volume of 100m³. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Babati District Town Council. MAWASA has 9 employees, a deficiency of 3 employees.</p>																								
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td style="text-align: right;">: 401</td> </tr> <tr> <td>Total active connections</td> <td style="text-align: right;">: 401</td> </tr> <tr> <td>Total water kiosk/standpipe</td> <td style="text-align: right;">: 54</td> </tr> <tr> <td>Metering ratio</td> <td style="text-align: right;">: 32%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 32.49%</td> </tr> <tr> <td>Total staff</td> <td style="text-align: right;">: 9</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 22.9</td> </tr> <tr> <td>Annual O&M costs</td> <td style="text-align: right;">: TZS 228,688,816</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td style="text-align: right;">: TZS 148,949,140</td> </tr> <tr> <td>Annual water billings</td> <td style="text-align: right;">: TZS 121,619,640</td> </tr> </table>					Total water connections	: 401	Total active connections	: 401	Total water kiosk/standpipe	: 54	Metering ratio	: 32%	NRW	: 32.49%	Total staff	: 9	Staff/1000 connections	: 22.9	Annual O&M costs	: TZS 228,688,816	Annual water collections (Arrears included)	: TZS 148,949,140	Annual water billings	: TZS 121,619,640
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	Flat rates (TZS/month)	5,500	12,000 –22,500	9500 – 24,000	NA																				
	Note: The charges at water kiosks are TZS 10 per 20 litres bucket.																								
Challenges	<ol style="list-style-type: none"> 1. Old and worn out existing water infrastructures; 2. Fund for construction of modern treatment plants ; 3. Lack of office building and transport; 4. Lack of transport facilities for operation and maintenance activities; 5. Low metering ratio 																								

MAKAMBAKO		PROFILE AS PER 2012/13 DATA																																																
General Description About the Utility	<p>Makambako Urban Water Supply and Sanitation Authority (MAKUWASA) was declared a fully autonomous public water utility in 2002. MAKUWASA is responsible for the overall operation and management of water supply and sanitation services for the Makambako Small Township area situated in Njombe District, Njombe Region. MAKUWASA is classified as Category C water authority. It started its operation in 2004. Its area of responsibility has a total population of 69,166 people in which 33,338 people are served with water. The utility draws water from Fukulwa river, which is gravity scheme, located 20km from the town centre as well as Mizani and Bwawani boreholes. The average water production from the sources during the reporting period was 2,478m³/day.</p> <p>The source installed production capacity is 3,217m³/day. The reported present production capacity is not sufficient to meet the estimated water demand of 6,040m³/day. The utility has no water treatment facilities and water quality testing is done quarterly. The total length of the entire pipe network is 75.46km and water is supplied at an average of 7hrs/day. The network has 5 storage tanks of different storage capacities which amount to 795m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Makambako Township Authority.</p>																																																	
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Challenges	<ol style="list-style-type: none"> 1) Inadequate funds for investing in new water sources and extension of distribution system. 2) Lack of treatment plant in the water system contributing to supplying raw water to customers. 3) Inadequate number of staff. 4) Inadequate and aged water supply infrastructures. 5) Insufficient storage infrastructures. 6) Inadequate authority office and office equipments. 																																																	

MBALIZI		PROFILE AS PER 2012/13 DATA																								
General Description About the Utility	<p>Mbalizi Urban Water Supply and Sanitation Authority (MBUWASA) was declared a fully autonomous public water utility in 2005. MBUWASA is responsible for the overall operation and management of water supply and sanitation services within the Mbalizi Township area in Mbeya Rural District, Mbeya Region. MBUWASA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 56,837 people out of whom 27,204 are served with water. The utility draws water from two gravity streams, namely Mfwizimo stream and Lunji from Nsalala stream both originating from Mbeya Peak Mountain. The utility also purchases water in bulk from Mbeya WSSA through two gravity stream sources of Iyela and Nzovwe. The average water production from all the sources including Mbeya WSSA during the reporting period was 530m³/day.</p> <p>The source installed production capacity is 956 m³/day (own sources) and 850 m³/day supplied from MBEYA WSSA. The overall present capacity is not sufficient to meet the estimated water demand of 4,428m³/day. The total length of the entire pipe network is 90 km and water is supplied at an average of 7 hrs/day. The distribution network has 5 storage tanks of different sizes and combined storage volume of 352.5m³. The town has no sewerage system; onsite sanitary facilities are in use under the supervision of the Mbalizi Township Authority.</p>																									
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Water Connections</td> <td style="text-align: right;">: 3,334</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 2,425</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 85</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 40%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 30.22%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 24</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 7.2</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 218,312,206</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 191,579,415</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 264,305,945</td> </tr> </table>						Total Water Connections	: 3,334	Total Active Connections	: 2,425	Total Water Kiosk/Standpipe	: 85	Metering Ratio	: 40%	NRW	: 30.22%	Total Staff	: 24	Staff/1000 connections	: 7.2	Annual O&M Costs	: Tzs 218,312,206	Annual Water Collections (Arrears included)	: Tzs 191,579,415	Annual Water Billings	: Tzs 264,305,945
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Challenges	<ol style="list-style-type: none"> 1. Small distribution pipe network compared with the area need to be covered. 2. Low metering ratio 3. Inadequate water sources to meet the estimated water demand. 4. Management of billing and revenue collection 5. High Non Revenue Water 6. Lack of sufficient and qualified staff. 																									

MLOWO		PROFILE AS PER 2012/13 DATA																																																									
General Description About the Utility	<p>Mlowo Water Supply and Sanitation Authority (Mlowo WSSA) was established on 17th June, 2005. Mlowo WSSA is responsible for provision of water supply and sanitation services within Mlowo township located in Mbozi District, Mbeya Region. Its area of operation has total population of 16,926 people out of whom 5,300 are served with water.</p> <p>The main water source at Mlowo is Mlowo River. Water from Mlowo river is abstracted from a weir intake that was constructed during the financial year 2009/10. The average water production from the sources during the reporting period was 35m³/day. The source installed production capacity is 1,400m³/day while demand is 1,191m³/day. The town has a distribution network with a total length of approximately 3.9km. Mlowo WSSA has a semi-conventional treatment plant which includes the processes of flocculation, sedimentation and chlorination. However, due to lack of funds for the purchase chemicals, the water treatment process was not effective since there were no chemicals applied to facilitate coagulation. The distribution network consists of only one storage tank whose capacity is 90m³. Mlowo town has no sewerage network. The sanitation facilities in this town are mainly pit latrines and septic tanks under the supervision of Mbozi District Council. Mlowo WSSA has 3 employees.</p>																																																										
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>65</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td>:</td> <td>16</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>10.8%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>15%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>3</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>46.2</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>Tzs 1,778,452</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>Tzs 1,718,452</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>Tzs 1,211,100</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	65				Total Water Kiosk/Standpipe	:	16				Metering Ratio	:	10.8%				NRW	:	15%				Total Staff	:	3				Staff/1000 connections	:	46.2				Annual O&M Costs	:	Tzs 1,778,452				Annual Water Collections (Arrears included)	:	Tzs 1,718,452				Annual Water Billings	:	Tzs 1,211,100			
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Challenges	<ol style="list-style-type: none"> 1. High turbidity water especially during rainy season 2. Lack of water treatment plant 3. Need of additional water sources to meet demand 4. Lack of funds to expand the limited network coverage 5. Vandalism of water infrastructure 6. Lack qualified and sufficient staff to manage operations of the utility 7. Lack of office and working tools 8. High Non Revenue Water 																																																										

MOMBO		PROFILE AS PER 2012/13 DATA																							
General Description About the Utility	<p>Mombo Urban Water Supply and Sanitation Authority (MOUWSA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Mombo Township area located in the Korogwe District, Tanga Region. MOUWSA is classified as Category C water authority. Its area of responsibility has a total population of 17,093 people out of whom 8,550 are served by the utility. The utility draws water from two intake river sources, the Mbokoi and Soni which are collectively connected to gravity main supplying water direct to customers. The combined installed production capacity is 620m³/day. The present production capacity is low compared with the estimated water demand of 1,200m³/day. The utility has no water treatment facilities as well as no water quality monitoring in place. The total length of the distribution system is 12.319 km and water is supplied through rationing at an average of 16hrs per day. The system has 2 storage tanks not in use owing to location problems, with combined capacity of 135m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Mombo Township Authority. MOUWSA has 8 employees, a shortfall of 10 employees of different qualifications and professions.</p>																								
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Challenges	<ol style="list-style-type: none"> 1. Low production from the available water sources; 2. Low network coverage; 3. Lack of water treatment facilities; 4. Insufficient storage tanks; 5. Lack of authority's office building and transport; 6. Lack of sufficient and qualified staff. 																								

TUNDUMA		PROFILE AS PER 2012/13 DATA																						
General Description About the Utility	<p>Tunduma Township Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004. Tunduma WSSA is responsible for the overall operation and management of water supply and sanitation services for the Tunduma Small Township area in Mbozi District, Mbeya Region. Tunduma WSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 58,234 people out of whom 14,871 are served with water. The utility draws water from four boreholes of MB. No. 237/98, MB. No. 264/08, MB.No. 265/09 and MB. No. 158/10. The average water production from the sources during the reporting period was 213m³/day</p> <p>The source installed water production capacity is 1,576m³/day. The present production capacity is not sufficient to meet the estimated water demand of 3,381m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 39.4 km and water is supplied at an average of 4hrs/day. The distribution network has 3 storage tanks of different sizes and a combined storage volume of 275m³. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Tunduma Township Authority.</p>																							
General Data About Water Utility	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">: 594</td> </tr> <tr> <td>Total Active Connections</td> <td style="text-align: right;">: 527</td> </tr> <tr> <td>Total Water Kiosk/Standpipe</td> <td style="text-align: right;">: 34</td> </tr> <tr> <td>Metering Ratio</td> <td style="text-align: right;">: 53.7%</td> </tr> <tr> <td>NRW</td> <td style="text-align: right;">: 25.8%</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">: 13</td> </tr> <tr> <td>Staff/1000 connections</td> <td style="text-align: right;">: 21.9</td> </tr> <tr> <td>Annual O&M Costs</td> <td style="text-align: right;">: Tzs 66,319,658</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td style="text-align: right;">: Tzs 19,053,031</td> </tr> <tr> <td>Annual Water Billings</td> <td style="text-align: right;">: Tzs 34,561,036</td> </tr> </table>				Total Water Connections	: 594	Total Active Connections	: 527	Total Water Kiosk/Standpipe	: 34	Metering Ratio	: 53.7%	NRW	: 25.8%	Total Staff	: 13	Staff/1000 connections	: 21.9	Annual O&M Costs	: Tzs 66,319,658	Annual Water Collections (Arrears included)	: Tzs 19,053,031	Annual Water Billings	: Tzs 34,561,036
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Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutions</th> <th style="text-align: center;">Commercial</th> </tr> </thead> <tbody> <tr> <td>Metered (TZS/m³)</td> <td style="text-align: center;">420</td> <td style="text-align: center;">500</td> <td style="text-align: center;">655</td> </tr> <tr> <td>Flat rate (TZS/month)</td> <td style="text-align: center;">5,500</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">11,500 – 17,500</td> </tr> </tbody> </table> <p>Kiosk Tariff is TZS 50 per 20litres Jerry Can</p>				Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m ³)	420	500	655	Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500								
Category of customer	Domestic	Institutions	Commercial																					
Metered (TZS/m ³)	420	500	655																					
Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500																					
Challenges	<ol style="list-style-type: none"> 1. Inadequate water sources to meet the estimated water demand. 2. Low pipe network coverage 3. Low metering ratio 4. Unreliable electricity with frequent interruptions 5. Lack of sufficient and qualified staff. 6. Lack of office building and transport facilities 																							

**APPENDIX 2:
SUMMARY OF KEY
PERFORMANCE DATA AND
INDICATORS FOR 2010/11,
2011/12 AND 2012/13**

Table 1: Amount of Water Abstraction from Various Sources [m3/year]

S/N	WSSA	Boreholes [m3/year]			Dams [m3/year]			Rivers [m3/year]			Lakes [m3/year]			Springs [m3/year]		
		2010 /11	2011/12	2012 /13	2010 /11	2011/12	2012 /13	2010 /11	2011/12	2012 /13	2010 /11	2011/12	2012 /13	2010 /11	2011/12	2012 /13
District Urban water Supply and Sewerage Authority																
1	Biharamulo													153,300	133,300	153,470
2	Bunda											296,855	349,197	305,275		
3	Chamwino	518,300	518,400	518,400											248,796	248,796
4	Chunya	167,992	118,718	114,178												
5	Dakawa	114,975	148,680	324,000												
6	Gairo													189,800	198,000	259,200
7	Handeni			23,413	70,785	43,625										
8	Ifakara	251,485	152,630	170,640												
9	Igunga				631,800	1,008,000	536,405									
10	Iumba-Isongole							438,449	463,709	725,326						
11	Kahama										2,415,205	2,380,360	2,847,280			
12	Karagwe	21,223	7,383	25,339										28,132	44,487	49,130
13	Kasulu													1,240,635	1,819,440	1,238,184
14	Katesh		386	1,305										797,635	711,531	614,040
15	Kibaya	138,848	150,334	99,763												
16	Kibondo	68,760	104,000	98,674										205,200	90,000	271,476
17	Kilindoni	50,232	50,232	55,166										49,776	49,776	83,714
18	Kilolo													118,988	140,461	141,523
19	Kilosa	no data	429,213	414,420												
20	Kilwa Masoko	467,930	446,000	416,302												
21	Kiomboi	100,740	137,786	87,300												
22	Kisarawe				115,200	115,200	115,200									
23	Kishapu							24,346	31,395	24,788						
24	Kondoa	120,960	120,960	32,866										878,400	878,400	849,974
25	Kongwa	245,352	199,392	287,687										144,468	117,881	92,705
26	Korogwe	362,586	479,996	230,389					285,165	506,821				212,947		
27	Kyela							1,467,300	1,479,360	1,467,300						
28	Liwale							381,060	240,070	245,796						
29	Ludewa													204,430	157,734	176,040

S/N	WSSA	Boreholes [m3/year]			Dams [m3/year]			Rivers [m3/year]			Lakes [m3/year]			Springs [m3/year]		
		2010 /11	2011/12	2012 /13	2010 /11	2011/12	2012 /13	2010 /11	2011/12	2012 /13	2010 /11	2011/12	2012 /13	2010 /11	2011/12	2012 /13
61	Songe	91,756	95,400	154,030											41,975	41,975
62	Tarime			481,618	605,142	620,982										
63	Tukuyu						1,478,880	1,534,231	1,431,969						265,830	374,218
64	Tunduru	297,401	233,280	138,865											113,211	138,240
65	Urambo	58,035	75,030	63,318												
66	Ushiroambo	18,980	39,747	51,213												
67	USA River				19,106	22,057										29,854
68	Utete	82,087	82,087	100,094												
69	V wawa												613,744	653,927		626,997
	TOTAL 1	8,316,904	7,724,581	8,068,108	1,941,073	2,440,086	5,744,162	6,466,956	6,913,976	4,585,970	4,301,965	4,746,186	7,673,652	7,706,309	7,217,385	
National Projects water Authorities																
70	Chalrinze						1,307,624	1,770,478	2,592,000							
71	HTM						1,714,607	1,392,902	1,511,987							
72	Kashwasa									6,409,035	5,930,465	7,046,722				
73	Makonde	862,145	962,028	1,374,668												323,029
74	Maswa				2,160,070	1,571,325										360,453
	Mungo-Kiabakari									650,430	639,480	1,270,533				
76	Wanging,ombe						2,664,500	2,628,000	2,418,855							
	TOTAL 2	862,145	962,028	1,374,668	2,160,070	1,571,325	5,686,731	5,791,380	6,522,842	7,059,465	6,569,945	8,317,255	323,029	360,453	953,331	
Small Town Water Supply and Sewerage Authorities																
77	Dareda			540					8,760							179,033
78	Bashnet															145,440
79	Gallapo												126,850	130,000		777,228
80	Ilula						299,665	299,592	295,488							
81	Isaka	5,694	31,800	28,800												
82	Magugu			186,624			210,240	207,360	315,360							38,880
83	Makambako	1,019,292	58,035	37,041				988,782	867,460							
84	Mbalizi	235,950	193,289	650,131												
85	Mlowo															
86	Mombo						27,990	12,650	21,780							
87	Tunduma	192,098	77,855	87,395			210,240	209,088	203,621							
	TOTAL 3	1,453,034	560,979	990,531	0	0	748,155	1,571,472	1,712,469	0	0	0	126,850	150,000	1,140,581	
	GRAND TOTAL	10,632,083	9,047,588	10,433,307	4,101,143	3,864,187	12,179,028	13,975,808	15,149,287	11,645,435	10,871,910	13,063,441	8,123,531	8,196,762	9,311,297	

Table 2: Amount of produced, Billed, Demand and NRW

S/N	WSSA	Annual Water Production [m ³ /year]			Annual Water Demand [m ³ /year]			Annual Billed Volume [m ³ /year]			Ratio Production / Demand [%]		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
District Urban water Supply and Sewerage Authority													
1	Biharamulo	153,300	133,300	153,470	459,900	464,940	464,939	95,199	89,032	93,867	33.33	28.67	33.01
2	Bunda	296,854	349,197	305,275	1,825,000	1,825,000	1,825,000	167,129	147,792	157,934	16.27	19.13	16.73
3	Chamwino	518,300	518,400	518,600	559,691	552,024	552,024	357,627	355,622	355,622	92.60	93.91	93.95
4	Chunya	167,992	118,718	114,178	418,655	418,655	419,802	81,644	85,049	83,590	40.13	28.36	27.20
5	Dakawa	114,975	148,680	324,000	535,090	673,954	887,765	79,332	32,139	108,000	21.49	22.06	36.50
6	Gairo	189,800	189,800	205,500	1,112,000	1,112,000	1,171,500	94,900	94,900	173,250,00	17.07	17.07	17.54
7	Handeni	70,785	43,625	23,413	648,000	675,000	666,720	21,873	12,761	18,410	10.92	6.46	3.51
8	Ifakara	251,485	178,000	198,000	1,208,880	1,798,420	1,764,000	100,594	73,488	123,664	20.80	9.90	11.22
9	Igunga	631,800	1,008,000	536,405	1,347,480	1,347,480	1,366,280	398,034	675,360	359,391	46.89	74.81	39.26
10	Itumba-Isongole	438,449	463,708	725,326	372,800	385,102	615,025	261,514	353,647	511,460	117	120	117
11	Kahama	2,415,205	2,380,360	2,847,280	5,292,500	5,292,500	6,278,000	2,070,555	2,098,521	2,442,167	45.63	44.98	45.35
12	Karagwe	49,355	51,868	74,469	731,825	732,190	722,160	32,57	40,128	no data	6.74	7.08	10.31
13	Kasulu	1,240,635	1,240,920	1,238,184	1,844,710	1,819,440	1,819,440	1,085,555	462,597	517,431	67.25	68.20	68.05
14	Katesh	797,634	712,217	615,345	913,480	953,536	956,149	245,589	274,687	288,565	87.32	74.69	64.36
15	Kibaya	138,848	150,334	99,763	398,945	400,040	495,670	86,612	77,714	48,498	34.80	37.58	20.13
16	Kibondo	273,960	194,400	370,150	476,690	504,000	768,330	172,594	0	263,200	57.47	38.57	48.18
17	Kilindoni	100,008	100,008	153,438	894,250	882,000	887,765	66,280	82,860	108,000	11.18	11.34	17.28
18	Kilolo	118,988	140,461	141,523	781,830	771,840	771,840	67,823	85,681	87,560	15.22	18.20	18.34
19	Kilosa	no data	429,213	414,420	no data	862,860	901,629	no data	300,449	301,246	no data	49.74	45.96
20	Kilwa Masoko	467,930	446,000	416,302	899,725	900,000	900,000	355,626	264,604	355,319	52.01	49.56	46.26
21	Kitomboi	100,740	110,229	87,300	551,150	383,827	551,150	55,407	74,796	58,200	18.28	28.72	15.84
22	Kisarawe	164,250	115,200	141,825	328,500	329,400	324,000	38,111	38,111	113,768	50.00	34.97	43.77
23	Kishapu	24,345	31,395	24,788	366,679	169,344	169,344	15,824	21,295	20,549	6.64	18.54	14.64
24	Kondoa	1,013,240	999,360	882,840	1,642,500	1,675,350	1,642,500	658,606	414,664	414,664	61.69	59.65	53.75
25	Kongwa	389,820	449,887	380,392	540,017	661,599	876,000	245,586	287,927	212,422	72.19	68.00	43.42
26	Korogwe	575,533	765,161	737,210	1,576,557	1,548,695	1,552,824	471,336	484,524	510,253	36.51	49.41	47.48
27	Kyela	1,467,300	1,479,360	1,467,300	1,203,055	1,203,055	1,637,760	880,380	923,120	953,745	122.0	122.9	89.59

Table 2: Amount of produced, Billed, Demand and NRW

S/N	WSSA	Annual Water Production [m ³ /year]				Annual Water Demand [m ³ /year]				Annual Billed Volume [m ³ /year]				Ratio Production / Demand [%]		
		2010 /11	2011/12	2012/13		2010 /11	2011/12	2012/13		2010 /11	2011/12	2012/13		2010/11	2011/12	2012/13
28	Liwale	381,060	240,070	245,796	723,430	754,455	774,421		152,424	149,309	195,550		52.67	31.82	31.74	
29	Ludewa	204,430	157,734	176,040	241,995	283,500	485,659		126,746	94,640	157,734		84.48	55.64	36.25	
30	Lushoto	510,040	452,242	437,950	839,500	876,000	876,000		307,296	310,359	256,655		60.76	51.63	49.99	
31	Mafinga	900,140	957,090	931,360	1,282,537	1,214,841	1,278,247		603,293	591,709	605,384		70.2	78.78	72.86	
32	Magu	340,910	342,492	339,741	2,585,879	2,558,880			272,728	144,803	179,535		13.18	13.38	13.14	
33	Mahenge	149,285	no data	116,270	770,515	no data	784,800		111,963	no data	87,202		19.37	no data	14.82	
34	Makete	540,000	605,170	604,615	642,500	642,500	511,000		259,200	393,360	392,900		32.9	94.19	118.32	
35	Mangaka	281	282	43,143	189,325	212,044	237,489		no data	no data	no data		0.15	0.13	18.17	
36	Manyoni	662,475	259,806	346,175	3,321,500	558,000	657,175		370,996	170,509	244,284		19.95	46.56	52.68	
37	Masaki	662,475	404,465	338,343	3,321,500	3,321,500	2,556,911		370,986	139,309	188,189		19.95	12.18	13.23	
38	Mbinga	541,295	594,828	665,785	1,026,380	1,060,325	1,168,000		286,886	370,498	423,605		52.7	56.10	57.00	
39	Mbulu	457,782	456,840	516,845	942,795	970,926	942,795		228,298	215,853	242,642		48.56	47.05	54.82	
40	Misungwi	219,000	167,346	183,820	1,053,025	1,106,640	1,160,952		144,540	116,652	113,245		20.8	15.12	15.83	
41	Mkuranga	14,531	14,531	24,638	219,000	326,472	377,366		12,933	12,352	6,978		6.64	4.45	6.53	
42	Monduli	465,610	321,782	391,144	530,000	595,979	613,262		130,371	61,102	289,691		87.85	53.99	63.78	
43	Mpwapwa	1,601,255	2,080,660	2,080,660	1,349,040	2,064,000	1,330,560		1,200,941	1,561,360	1,484,200		118	100	156	
44	Mtweza	396,250	428,866	385,911	1,470,600	1,491,213	1,739,160		241,931	228,913	189,233		26.94	28.76	22.19	
45	Muleba	193,997	167,754	158,425	517,205	613,800	613,800		98,550	112,064	124,466		37.51	27.33	25.81	
46	Mugumu	no data	no data	328,500	no data	no data	547,500		no data	no data	no data		no data	no data	60.00	
47	Mwanga	634,104	407,340	356,741	985,500	1,095,000	1,073,440		205,677	185,585	178,640		64.34	37.20	33.23	
48	Mwanhuzi	125,195	204,000	316,396	608,455	730,000	720,000		96,400	142,800	228,430		20.58	27.95	43.94	
49	Namanayere	8,641	16,454	17,643	502,185	502,240	755,080		6,680	12,834	14,727		1.7	3.28	2.34	
50	Namtumbo	248,200	248,000	248,200	646,415	649,647	646,415		138,992	130,380	125,842		38.4	38.17	38.40	
51	Nansio	233,965	252,000	252,000	912,500	912,384	912,384		127,043	182,580	144,000		25.64	27.62	27.62	
52	Ngara	425,225	304,902	440,747	555,895	557,418	576,578		235,574	181,185	149,715		76.49	54.70	76.44	
53	Ngudu	92,345	77,932	88,932	471,580	471,600	471,600		69,258	62,346	62,252		19.58	16.53	18.86	
54	Nzega	443,475	521,412	456,449	755,915	876,000	837,000		313,700	377,446	319,786		58.67	59.52	54.53	

Table 2: Amount of produced, Billed, Demand and NRW

S/N	WSSA	Annual Water Production [m ³ /year]					Annual Water Demand [m ³ /year]					Annual Billed Volume [m ³ /year]					Ratio Production / Demand [%]		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
55	Orkesumet	163,170	117,482	88,976	241,550	242,600	262,600	124,800	86,276	78,299	124,800	86,276	78,299	124,800	86,276	78,299	67.55	48.43	33.88
56	Pangani	365,250	319,494	298,756	949,000	949,000	936,000	167,832	204,476	264,884	167,832	204,476	264,884	167,832	204,476	264,884	17.69	33.67	31.92
57	Ruangwa	109,354	104,666	123,721	369,015	369,343	355,875	65,612	73,266	80,416	369,015	369,343	355,875	65,612	73,266	80,416	29.63	28.34	34.77
58	Same	399,479	364,073	384,750	1,642,500	1,724,625	1,650,500	239,687	121,752	201,298	1,642,500	1,724,625	1,650,500	239,687	121,752	201,298	24.32	21.11	23.31
59	Sengerema	1,080,035	810,570	818,070	1,764,045	2,592,000	2,592,000	507,616	522,816	490,842	1,764,045	2,592,000	2,592,000	507,616	522,816	490,842	61.22	31.27	31.56
60	Sikonge	73,000	42,176	32,142	292,000	3,066,000	3,188,640	43,800	40,146	22,499	292,000	3,066,000	3,188,640	43,800	40,146	22,499	25	1.38	1.01
61	Songe	91,756	95,400	86,580	408,800	449,680	450,000	75,240	62,831	47,792	408,800	449,680	450,000	75,240	62,831	47,792	22.45	21.22	19.24
62	Tarime	481,617	605,142	620,982	1,832,409	1,936,800	1,872,000	173,382	186,217	184,069	1,832,409	1,936,800	1,872,000	173,382	186,217	184,069	26.28	31.24	33.17
63	Tukuyu	1,891,727	1,908,489	1,846,408	1,548,540	1,665,510	1,864,800	1,054,258	1,183,263	1,058,754	1,548,540	1,665,510	1,864,800	1,054,258	1,183,263	1,058,754	122.2	114.5	99.01
64	Tunduru	317,148	371,520	221,469	1,073,392	874,454	886,585	164,917	193,190	114,000	1,073,392	874,454	886,585	164,917	193,190	114,000	29.6	42.49	24.98
65	Urambo	58,035	75,030	63,318	461,360	615,612	625,128	24,955	44,667	49,839	461,360	615,612	625,128	24,955	44,667	49,839	12.58	12.19	10.13
66	Ushiroambo	18,980	39,747	51,213	1,187,345	1,187,345	1,187,345	15,474	34,195	44,125	1,187,345	1,187,345	1,187,345	15,474	34,195	44,125	1.6	3.35	4.31
67	USA River	no data	48,960	56,520	no data	205,587	216,000	no data	22,120	36,071	no data	205,587	216,000	no data	22,120	36,071	no data	23.81	26.17
68	Urete	82,087	82,087	100,094	295,650	281,820	286,890	50,967	50,967	76,373	295,650	281,820	286,890	50,967	50,967	76,373	27.76	29.13	34.89
69	Vwawa	613,744	653,927	626,997	1,140,120	1,140,120	1,140,120	422,429.0	438,131	426,538	1,140,120	1,140,120	1,140,120	422,429.0	438,131	426,538	53.8	57.36	54.99
	TOTAL/AVG. 1	28,368,879	28,270,561	29,108,961	66,600,806	70,088,111	73,735,574	17,418,105	17,063,730	18,261,460	17,418,105	17,063,730	18,261,460	17,418,105	17,063,730	18,261,460	42.6	40.3	39.5
National Projects water Authorities																			
70	Chalinze	1,307,624	1,770,478	1,570,559	1,149,750	1,152,305	1,266,120	750,163	909,818	798,737	1,149,750	1,152,305	1,266,120	750,163	909,818	798,737	114	153.65	124.05
71	HTM	1,714,607	1,392,902	1,511,987	2,555,000	4,380,000	4,320,000	348,700	267,832	302,089	2,555,000	4,380,000	4,320,000	348,700	267,832	302,089	67	31.80	35.00
72	Kashwasa	6,409,035	5,930,465	6,713,941	11,315,000	11,315,000	11,315,000	5,447,679	5,218,809	5,898,061	11,315,000	11,315,000	11,315,000	5,447,679	5,218,809	5,898,061	57	52.41	59.34
73	Makonde	1,283,595	1,322,481	2,327,999	4,965,095	4,897,368	7,597,800	423,586	395,764	434,615	4,965,095	4,897,368	7,597,800	423,586	395,764	434,615	26	27.00	30.64
74	Maswa	2,160,070	1,293,570	1,571,325	2,555,000	2,555,000	2,555,000	864,028	517,428	628,530	2,555,000	2,555,000	2,555,000	864,028	517,428	628,530	85	50.63	61.50
75	Mtungo-Kiabakari	650,430	639,480	1,270,533	3,212,000	3,212,000	3,212,000	279,684	210,588	208,568	3,212,000	3,212,000	3,212,000	279,684	210,588	208,568	20	19.91	39.56
76	Wanging'ombe	2,664,500	2,628,000	2,418,855	2,252,759	2,160,000	3,815,820	1,065,800	432,000	1,147,629	2,252,759	2,160,000	3,815,820	1,065,800	432,000	1,147,629	118	121.6	63.39
	TOTAL/AVG. 2	16,189,861	14,977,376	17,385,199	28,004,604	29,671,673	34,081,740	9,179,640	7,952,239	9,418,229	28,004,604	29,671,673	34,081,740	9,179,640	7,952,239	9,418,229	58	50	51

Table 2: Amount of produced, Billed, Demand and NRW

S/N	WSSA	Annual Water Production [m ³ /year]			Annual Water Demand [m ³ /year]			Annual Billed Volume [m ³ /year]			Ratio Production / Demand [%]		
		2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010/11	2011/12	2012/13
Small Town Water Supply and Sewerage Authorities													
77	Dareda	no data	no data	179,033	no data	no data	228,417	no data	no data	46,198	no data	no data	78.38
78	Bashmet	no data	no data	131,035	no data	no data	222,285	no data	no data	11,544	no data	no data	58.95
79	Gallapo	126,850	130,000	777,228	730,000	849,720	1,062,150	50,740	76,884	136,015	17	15.30	73.17
80	Ilula	299,665	299,592	295,488	1,021,854	1,022,000	1,021,854	66,993	70,684	128,241	29	29.31	28.92
81	Isaka	5,694	31,800	28,800	415,005	415,005	415,005	4,783	20,700	18,720	1	8	7
82	Magugu	210,240	207,360	540,864	547,500	547,830	595,800	76,905	97,456	365,138	38	37.85	90.78
83	Makambako	1,019,292	1,046,817	904,501	2,204,600	2,174,400	2,204,600	633,524	646,119	646,119	46	48.14	41.03
84	Mbalizi	235,950	193,288	650,131	1,616,400	1,616,400	1,616,400	177,076	135,302	453,014	15	11.96	40.22
85	Mlowo	27,990	12,650	21,780	419,385	419,385	434,862	0	3,108	20,850	7	3.02	5.01
86	Mombo	210,240	209,088	203,621	438,000	481,790	438,000	115,500	119,520	125,465	48	43.40	46.49
87	Tunduma	192,097	77,854	87,395	1,028,652	1,154,130	1,234,142	114,577	54,498	64,858	19	6.75	7.08
	TOTAL/AVG. 3	2,328,018	2,208,449	3,819,876	8,421,396	8,680,660	9,473,515	1,240,098	1,224,271	2,016,162	28	25	40
	TOTAL / AVERAGE	46,886,758	45,456,386	50,314,036	103,026,806	108,440,444	117,290,829	27,837,843	26,240,241	29,695,851	45.5	41.92	42.90

Table 3: Amount of produced, Billed [Litres/capita/day] and NRW [%]

S/N	WSSA	Annual Water Production [Litres/capita/day]			Annual Water Demand [Litres/capita/day]			NRW [%]		
		2010 /2011	2011/12	2012/13	2010/2011	2011/12	2012/13	2010 /2011	2011/12	2012/13
District Urban water Supply and Sewerage Authority										
1	Biharumulo	23.33	19.79	17.11	70.00	69.04	51.84	37.90	33.21	38.84
2	Bunda	9.71	11.42	9.30	59.69	59.69	55.60	43.70	57.68	48.26
3	Chamwino	48.40	59.18	53.65	52.26	63.02	57.11	31.00	31.40	31.43
4	Chunya	21.52	19.71	18.25	53.63	69.52	67.09	51.40	28.36	26.79
5	Dakawa	10.75	11.03	23.78	50.01	50.00	65.17	31.00	78.38	66.67
6	Gairo	19.13	19.13	16.95	112.09	112.09	96.65	50.00	50.00	15.69
7	Handeni	2.62	1.59	0.81	23.97	24.62	23.11	69.10	70.75	21.37
8	Ifakara	13.73	9.61	6.55	65.98	97.14	58.32	60.00	58.71	37.54
9	Igunga	30.64	48.88	44.95	65.34	65.34	114.49	37.00	33.00	33.00
10	Itumba-Isongole	82.44	83.67	125.60	70.10	69.49	106.50	40.35	23.73	29.49
11	Kahama	36.26	35.74	32.21	79.46	79.46	71.01	14.27	11.84	14.23
12	Karagwe	3.88	4.08	5.22	57.54	57.57	50.58	34.00	22.63	no data
13	Kasulu	66.63	66.65	50.10	99.07	97.72	73.63	12.50	62.72	58.21
14	Katesh	140.46	120.36	103.32	160.86	161.14	160.54	69.21	61.43	53.11
15	Kibaya	24.30	23.77	15.76	69.81	63.25	78.29	37.62	48.31	51.39
16	Kibondo	22.08	15.67	25.80	38.41	40.61	53.56	37.00	100.00	-
17	Kilindoni	17.91	36.55	27.48	160.13	322.32	158.97	33.73	17.15	29.61
18	Kilolo	14.12	15.71	15.83	92.78	86.34	86.34	43.00	39.00	38.13
19	Kilosa	no data	65.51	56.18	no data	131.70	122.22	no data	30.00	27.31
20	Kilwa Masoko	73.12	68.07	56.43	140.58	137.37	122.00	24	40.67	14.65
21	Kiomboi	21.5	20.10	19.16	117.6	70.00	120.99	45	32.14	33.33
22	Kisarawe	49.14	27.42	42.43	98.27	78.41	96.93	76.8	66.92	19.78
23	Kishapu	4.65	5.99	4.73	70	32.33	32.33	35	32.17	17.10
24	Kondoa	85.49	83.49	81.89	138.59	139.96	152.35	35	58.51	53.03
25	Kongwa	29.46	34.00	26.05	40.81	50.00	60.00	37	36.00	44.16
26	Korogwe	25.42	33.20	38.85	69.64	67.20	81.83	18.1	36.68	30.79
27	Kyela	85.38	90.26	58.91	70	73.40	65.76	40	37.60	35.00
28	Liwale	36.86	22.26	22.22	69.97	69.97	70.00	60	37.81	20.44

Table 3: Amount of produced, Billed [Litres/capita/day] and NRW [%]

S/N	WSSA	Annual Water Production [Litres/capita/day]			Annual Water Demand [Litres/capita/day]			NRW [%]		
		2010/2011	2011/12	2012/13	2010/2011	2011/12	2012/13	2010/2011	2011/12	2012/13
29	Ludewa	75.87	58.54	38.14	89.81	105.22	105.22	38	40.00	10.40
30	Lushoto	57.23	49.99	42.56	94.19	96.83	85.14	39.75	31.37	41.40
31	Mafinga	70.18	74.53	49.16	100	94.60	67.47	32.98	38.18	35.00
32	Magu	24.73	24.84	13.61	187.57	185.61	103.57	20	57.72	47.16
33	Mahenge	25.2	no data	23.90	25.2	no data	161.34	25	no data	25.00
34	Makete	114.18	90.83	124.29	347.31	96.43	105.05	52	35.00	35.02
35	Mangaka	0.07	0.07	9.07	50	49.94	49.95	-	-	-
36	Manyoni	84.25	32.35	42.14	422.39	69.49	80.00	44	34.37	29.43
37	Masasi	13.96	8.31	9.03	70	68.21	68.21	44	65.56	44.38
38	Mbinga	42.21	44.34	47.04	80.04	79.05	82.53	47	37.71	36.38
39	Mbulu	33.99	32.94	38.89	70.00	70.00	70.95	50.13	52.75	53.05
40	Misungwi	14.55	11.12	11.11	69.98	73.55	70.20	34	30.29	38.39
41	Mkuranga	2.59	2.45	2.61	39.08	55.00	40.00	11	15.00	71.68
42	Monduli	87.46	37.79	46.34	99.55	70.00	72.65	72	81.01	25.94
43	Mpwapwa	86.12	102.80	111.90	72.55	101.98	71.56	25	24.96	28.67
44	Muheza	38.92	41.54	34.80	144.44	144.44	156.82	38.94	46.62	50.96
45	Muleba	29.17	18.86	17.82	77.76	69.02	69.02	49.2	33.20	21.44
46	Mugumu	no data	no data	57.02	no data	no data	no data	no data	no data	no data
47	Mwanga	110.65	69.32	61.93	171.97	186.34	186.34	67.56	54.44	49.92
48	Mwanhuzi	13.53	20.31	31.50	65.77	72.68	71.68	23	30.00	27.80
49	Namanyere	0.86	1.64	1.46	50	50.01	62.69	22.7	22.00	16.53
50	Namtumbo	22.67	22.65	20.64	59.03	59.33	53.76	44	47.43	49.30
51	Nansio	10.4	11.20	11.08	40.55	40.54	40.11	45.7	27.55	42.86
52	Ngara	53.54	38.39	50.62	69.99	70.18	66.21	44.6	40.58	66.03
53	Ngudu	13.52	9.45	8.82	69.04	57.17	46.76	25	20.00	30.00
54	Nzega	37.7	42.02	36.78	64.25	70.59	67.45	29.26	27.61	29.94
55	Orkesumet	18.51	12.25	9.13	27.4	25.30	26.93	23.52	26.56	12.00
56	Pangani	55.9	47.84	49.88	145.25	142.11	156.26	54.05	36.00	11.34
57	Ruangwa	24.97	23.61	30.42	84.25	83.33	87.50	40	30.00	35.00

Table 3: Amount of produced, Billed [Litres/capita/day] and NRW [%]

S/N	WSSA	Annual Water Production [Litres/capita/day]				Annual Water Demand [Litres/capita/day]				NRW [%]			
		2010 /2011	2011/12	2012/13		2010/2011	2011/12	2012/13		2010 /2011	2011/12	2011/12	2012/13
58	Same	54.72	47.50	38.15		225	225.00	163.65		40	66.56	47.68	
59	Sengerema	48.81	25.95	30.50		79.72	82.98	96.63		53	35.50	40.00	
60	Sikonge	15.82	7.07	5.20		63.29	514.08	515.40		40	4.81	30.00	
61	Songe	15.71	16.00	11.86		70	75.42	61.64		18	34.14	44.80	
62	Tarime	23.99	29.24	29.13		91.28	93.59	87.82		64	69.23	70.36	
63	Tukuyu	110.21	93.85	90.15		90.21	81.90	91.05		44.27	38.00	42.66	
64	Tunduru	22.64	25.14	14.53		76.62	59.18	58.15		48	48.00	48.53	
65	Urambo	5.03	6.16	5.08		40.02	50.55	50.11		57	40.47	21.29	
66	Ushiroambo	1.19	2.50	3.14		74.66	74.66	72.91		18.47	13.97	13.84	
67	USA River	na	5.87	6.45		na	24.66	24.66		na	54.82	36.18	
68	Utete	24.09	22.02	26.32		86.77	75.61	75.45		37.91	37.91	23.70	
69	Vwawa	33.68	35.89	33.36		62.57	62.57	60.66		31.17	33.00	31.97	
	TOTAL/AVG. 1	38.1	34.3	33.7		91.6	91.7	88.8		40.0	39.6	37.3	
National Projects water Authorities													
70	Chalinze	22.84	21.05	12.39		20.09	13.70	9.99		42.63	48.61	49.14	
71	HTM	17.47	13.74	14.28		26.03	43.20	40.79		79.66	80.77	80.02	
72	Kashwasa	35.12	32.50	36.79		62	62.00	62.00		15	12.00	12.15	
73	Makonde	8.4	8.05	14.14		32.5	29.82	46.14		67	70.07	81.33	
74	Maswa	84.54	50.63	61.50		100	100.00	100.00		60	60.00	60.00	
75	Mugango-Kiabakari	24.13	23.73	43.94		119.17	119.17	111.07		57	67.07	83.58	
76	Wanging,ombe	72.19	64.11	59.01		61.04	52.69	93.09		60	83.56	52.55	
	TOTAL/AVG. 2	37.8	30.5	34.6		60.1	60.1	66.2		54.5	46.9	45.8	
Small Town Water Supply and Sewerage Authorities													
77	Dareda	na	na	16.74		na	na	21.36		na	na	74.20	
78	Bashnet	na	na	8.98		na	na	15.23		na	na	91.19	
79	Gallapo	13.9	12.24	72.68		80	80.00	99.32		60	40.86	82.50	
80	Ilula	20.53	20.52	20.24		70	70.01	70.00		77.64	76.41	56.60	
81	Isaka	0.72	4.03	3.65		52.65	52.65	52.65		16	34.91	35.00	

Table 3: Amount of produced, Billed [Litres/capita/day] and NRW [%]

S/N	WSSA	Annual Water Production [Litres/capita/day]			Annual Water Demand [Litres/capita/day]			NRW [%]		
		2010 /2011	2011/12	2012/13	2010 /2011	2011/12	2012/13	2010 /2011	2011/12	2012/13
82	Magugu	19.3	19.02	45.21	50.26	50.26	49.81	63.42	53.00	32.49
83	Makambako	42.64	43.01	35.83	92.23	89.34	87.33	37.85	38.28	28.57
84	Mbalizi	12.36	10.12	31.34	84.65	84.65	77.92	24.95	30.00	30.32
85	Mlowo	4.67	2.11	3.53	69.99	69.99	70.39	100	75.43	4.27
86	Mombo	30.01	27.13	32.64	62.52	62.52	70.20	45.06	42.84	38.38
87	Tunduma	11.65	4.72	4.11	62.4	70.01	58.06	40.35	30.00	25.79
	TOTAL/AVG. 3	17.3	15.9	25.0	69.4	69.9	61.1	46.7	44.6	47
	TOTAL / AVERAGE	35.83	32.0	32.7	86.5	87	83.4	42.5	42.27	40.98

Table 4: Water Connections and Kiosks [number]

District Urban water Supply and Sewerage Authority

S/ N	WSSA	Total Connections [Nos]			Active Connections [Nos]			Domestic connections [Nos]			Total Kiosks [Nos]			Operational Kiosks [Nos]		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
1	Biharamulo	662	690	726	608	624	no data	592	615	654	7	4	6	7	4	6
2	Bunda	1,231	1,282	1,321	950	1,015	1,073	1,145	1,196	1,233	4	28	28	4	22	25
3	Chamwino	924	985	985	720	768	768	895	985	985	28	0	0	25	0	0
4	Chunya	789	781	875	620	732	759	492	728	819	5	4	5	4	3	5
5	Dakawa	200	262	335	150	262	280	135	223	314	3	17	4	3	17	4
6	Gairo	174	174	209	174	174	209	25	25	0	149	149	168	149	149	168
7	Handeni	497	562	578	373	331	578	371	427	445	59	59	52	66	42	49
8	Ifakara	420	810	792	414	553	556	431	517	530	12	12	5	12	12	5
9	Igunga	748	840	963	529	755	878	691	783	862	7	7	23	7	7	3
10	Itumba-Isongole	1,036	1,088	1,164	875	826	1,051	882	960	1,034	67	67	67	27	10	11
11	Kahama	8,429	9,061	9,508	8,429	8,703	9,308	7,979	8,592	8,826	27	28	32	27	19	29
12	Karagwe	375	408	456	336	no data	405	-	341	387	11	11	12	11	8	12
13	Kasulu	2,542	2,698	2,922	2,194	2,415	2,552	2,384	2,529	2,735	0	0	0	0	0	0
14	Katesh	1,330	1,394	1,441	1,312	1,374	1,366	1,237	1,299	1,346	24	25	25	14	15	6
15	Kibaya	328	339	381	292	222	297	285	273	312	18	17	19	18	16	16
16	Kibondo	714	812	1,032	664	740	no data	596	751	953	8	19	8	8	17	8
17	Kilindoni	257	264	369	213	167	263	225	225	337	1	2	2	1	1	1
18	Kilolo	201	280	380	180	275	370	173	203	280	53	53	53	50	50	50
19	Kilosa	no data	na	1,448	no data	na	728	no data	na	1,372	no data	0	1	no data	0	1
20	Kilwa															
20	Masoko	1,149	1,219	1,434	1,130	1,203	1,405	1,056	1,122	1,319	7	7	9	3	2	3
21	Kiomboi	596	677	750	596	677	737	552	625	694	20	18	18	16	8	5
22	Kisarawe	220	250	300	180	210	265	145	175	270	7	7	7	6	6	6
23	Kishapu	112	118	126	112	118	126	108	114	99	9	9	9	9	9	9
24	Kondoa	2,228	2,441	2,613	2,063	2,006	2,399	1,953	2,178	2,470	17	17	11	10	5	5

Table 4: Water Connections and Kiosks [number]

S/ N	WSSA	Total Connections [Nos]			Active Connections [Nos]			Domestic connections [Nos]			Total Kiosks [Nos]			Operational Kiosks [Nos]		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
25	Kongwa	549	621	773	551	440	690	532	551	692	28	28	25	22	23	
26	Korogwe	2,405	2,524	2,711	1,799	1,899	2,113	2,208	2,318	2,493	44	50	38	29	46	
27	Kyela	2,545	2,708	3,078	1,845	1,893	2,399	2,269	2,514	2,846	67	68	0	2	3	
28	Liwale	1,304	1,433	1,515	1,149	1,267	1,358	1,264	1,331	1,408	2	4	1	4	4	
29	Ludewa	437	494	522	300	350	406	389	446	530	3	3	2	3	3	
30	Lushoto	1,129	1,219	1,352	860	970	961	981	1,065	1,190	10	10	5	5	2	
31	Mafinga	2,253	2,600	2,922	2,187	2,554	2,726	2,187	2,494	2,722	5	0	3	0	0	
32	Magu	1,425	1,450	1,174	864	910	967	1,323	1,347	1,037	59	20	40	40	14	
33	Mahenge	668	668	736	585	no data	362	648	no data	713	1	no data	1	no data	2	
34	Makete	932	971	1,075	750	949	1,051	853	910	1,010	2	7	2	7	7	
35	Mangaka	7	7	7	7	7	7	-	-	-	7	7	7	7	7	
36	Manyoni	791	1,074	1,246	757	1,036	1,244	721	971	1,067	37	39	13	16	39	
37	Masasi	882	966	986	348	372	509	318	373	394	20	22	20	22	23	
38	Mbinga	1,341	1,507	1,679	1,337	1,505	1,679	1,222	1,352	1,515	2	2	2	2	2	
39	Mbulu	1,156	1,283	1,402	1,110	1,262	1,402	952	1,053	1,172	31	30	31	30	24	
40	Misungwi	651	785	920	601	620	786	592	726	861	6	7	6	5	5	
41	Mkuranga	65	66	95	65	66	90	61	62	87	1	1	1	1	0	
42	Monduli	549	954	1,063	491	954	1,063	571	857	926	5	5	5	5	21	
43	Mpwapwa	1,423	1,774	2,102	1,235	1,691	1,997	1,343	1,724	2,044	16	16	10	8	8	
44	Mtueza	1,746	1,748	1,772	1,632	1,634	1,656	1,659	1,661	1,685	20	20	9	9	10	
45	Muleba	561	759	957	514	709	957	485	681	877	20	20	20	20	20	
46	Mugumu	no data	no data	1,382	no data	no data	no data	no data	no data	1,272	no data	no data	no data	no data	13	
47	Mwanga	1,420	1,496	1,541	1,127	1,203	1,330	1,351	1,427	1,376	8	8	8	8	9	
48	Mwanhuzi	933	1,125	1,299	933	1,099	1,252	890	1,012	1,173	25	26	25	26	28	
49	Namanyere	204	38	38	38	38	38	184	26	33	4	4	4	4	3	
50	Namtumbo	715	780	910	500	708	804	646	704	834	52	52	4	3	3	
51	Nansio	663	814	914	-	814	475	-	760	856	3	3	-	0	0	
52	Ngara	1,758	1,868	1,968	1,722	1,827	1,870	1,611	1,720	1,820	34	34	31	31	31	
53	Ngudu	413	447	480	376	416	400	395	408	454	1	3	1	1	1	

Table 4: Water Connections and Kiosks [number]

S/ N	WSSA	Total Connections [Nos]			Active Connections [Nos]			Domestic connections [Nos]			Total Kiosks [Nos]			Operational Kiosks [Nos]		
		2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13
54	Nzega	1,900	2,173	2,376	1,900	2,058	2,331	1,734	1,956	2,149	26	28	29	20	21	23
55	Orkesumet	29	31	48	11	20	48	12	12	17	11	11	23	11	11	23
56	Pangani	1111	1152	1151	892	949	906	1,035	1,072	1,046	8	8	8	8	4	4
57	Ruangwa	415	593	613	211	484	504	202	471	491	16	16	16	5	6	6
58	Same	1,281	1,318	1,296	1,246	960	1,004	1,149	1,135	1,130	36	40	45	34	38	43
59	Sengerema	2,200	2,618	2,763	1,890	2,487	2,340	-	2,402	2,636	69	80	85	69	69	45
60	Sikonge	259	245	253	259	164	203	204	211	217	12	9	9	4	2	3
61	Songe	146	196	238	143	191	232	84	126	161	34	35	35	33	35	34
62	Tarime	826	957	1,124	626	845	1033	795	942	1,090	0	0	0	0	0	0
63	Tukuyu	3,641	3,818	3,977	3,459	3,574	3,633	3,524	3,617	3,617	1	1	1	1	1	1
64	Tunduru	839	939	990	605	569	696	815	899	868	8	10	8	8	10	7
65	Urambo	145	173	203	145	173	201	71	92	133	13	21	20	13	16	17
66	Ushiroambo	53	158	227	48	152	207	44	143	208	6	12	12	4	11	9
67	USA River	no data	1147	1247	no data	544	628	no data	1,010	1,110	no data	25	30	no data	20	25
68	Utete	299	370	436	299	356	431	239	348	412		4	4	4	4	4
69	Vwawa	1,016	1,057	1,102	967	986	787	850	901	946	98	98	98	56	56	81
	TOTAL 1	68,247	76,559	85,771	59,498	65,855	72,149	58,765	68,716	77,594	1,394	1,486	1,520	1,061	1,036	1,103
National Projects water Authorities																
70	Chalinze	1,602	1,397	2,092	1,602	1,397	2,092	1,101	1,265	1,703	369	377	389	369	377	389
71	HTM	1,485	1,593	1,687	1,330	1,584	1,528	1,188	1,280	1,370	188	198	183	14	114	102
72	Kashwasa	43	43	43	43	43	43	0	0	0	0	0	0	0	0	0
73	Makonde	2,268	2,433	2,535		2,433	1,884	1,709	1,958	1,775	420	455	420	355	355	409
74	Maswa	2,300	2,387	2,486	2,300	2,132	2,223	2,106	2,195	2,313	32	46	36	6	6	6
75	Mungo-Kiabakari	517	527	575	466	-	-	489	492	533	3	3	3	3	3	3
76	Wanging'ombe	2,518	3,025	3,860	2,338	2,735	3,117	1,799	1,884	3,005	529	600	691	522	522	476
	TOTAL 2	10,733	11,405	13,278	8,079	10,324	10,887	8,392	9,074	10,699	1,541	1,679	1,722	1,269	1,377	1,385
Small Town Water Supply and Sewerage Authorities																

Table 4: Water Connections and Kiosks [number]

S/ N	WSSA	Total Connections [Nos]			Active Connections [Nos]			Domestic connections [Nos]			Total Kiosks [Nos]			Operational Kiosks [Nos]		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
77	Dareda	no data	no data	270	no data	no data	232	no data	no data	220	no data	40	no data	no data	32	
78	Bashnet	no data	no data	117	no data	no data	117	no data	no data	113	no data	13	no data	no data	9	
79	Gallapo	771	590	590	406	135	150	749	571	573	45	20	45	19	19	
80	Ilula	545	647	685	545	501	614	510	553	639	52	58	32	46	50	
81	Isaka	86	88	88	86	88	88	61	63	63	7	7	7	6	4	
82	Magugu	269	298	401	243	298	401	243	276	401	28	27	28	27	54	
83	Makambako	3,348	3,900	4,088	3,303	3,720	3,720	3,154	3,679	3,861	43	47	43	47	51	
84	Mbalizi	2,945	3,054	3,334	2,042	2,195	2,425	2,819	2,930	3,193	51	57	32	32	41	
85	Mlowo	45	63	65	45	59	49	45	22	24	16	16	16	12	9	
86	Mombo	551	573	593	387	409	492	490	512	532	22	22	16	16	16	
87	Tunduma	548	561	594	426	538	527	439	438	479	33	34	24	24	12	
	TOTAL 3	9,108	9,774	10,825	7,483	7,943	8,815	8,510	9,044	10,098	297	288	243	229	297	
	TOTAL	88,088	97,738	109,874	75,060	84,122	91,851	75,667	86,834	98,391	3,232	3,453	2,573	2,642	2,785	

Table 5: Population coverage and Service hours

S/N	WSSA	Total Population in the service area [Nos]			Population directly served with water [%]			Average Service Hours [hrs]		
		2010 /2011	2011/12	2012/13	2010 /2011	2011/12	2012/13	2010 /2011	2011/12	2012/13
District Urban water Supply and Sewerage Authority										
1	Biharamulo	18,000	18,450	24,573	61	66	66	1	1	1
2	Bunda	83,769	83,769	89,926	27	51	30	10	9	9
3	Chamwino	29,340	24,000	26,484	67	88	79	18	18	18
4	Chunya	21,386	16,498	17,143	48	63	67	5	5	6
5	Dakawa	29,312	36,929	37,321	18	20	18	10	6	10
6	Gairo	27,180	27,180	33,209	18	18	44	8	8	3
7	Handeni	74,077	75,106	79,056	36	33	41	6	6	6
8	Ifakara	50,200	50,720	82,862	27	43	49	4	4	2
9	Igunga	56,498	56,498	32,695	67	67	61	13	13	5
10	Itumba-Isongole	14,571	15,183	15,821	69	69	72	17	18	19
11	Kahama	182,487	182,487	242,208	40	54	63	24	24	24
12	Karagwe	34,843	34,843	39,120	15	18	15	2	2	3.2
13	Kasulu	51,012	51,012	67,704	68	68	68	15	15	15
14	Katesh	15,558	16,212	16,317	73	72	58	6	3.5	3
15	Kibaya	15,656	17,327	17,345	70	70	62	6	7	7
16	Kibondo	33,999	33,999	39,300	56	62	45	1	4	7
17	Kiindoni	15,300	7,497	15,300	47	15	53	4	4	4
18	Kilolo	23,087	24,493	24,493	62	62	62	12	13	13
19	Kilosa	no data	26,658	30,626	no data	56	59	no data	8	11
20	Kilwa Masoko	17,534	17,950	20,211	66	69	68	16	15	14
21	Kiomboi	12,840	15,023	12,480	73	75	70	3	4	2
22	Kisarawe	9,158	11,510	9,158	57	60	70	6	10	10
23	Kishapu	14,352	14,352	14,352	30	50	45	5	5	5
24	Kondoa	32,471	32,795	29,538	75	75	68	12	8	4
25	Kongwa	36,252	36,252	40,000	53	45	76	8	7	13
26	Korogwe	62,028	63,144	51,989	59	59	74	7	8	7
27	Kyela	47,086	44,905	68,236	92	83	55	18	18	18
28	Liwale	28,325	29,542	30,310	74	79	50	9	7	6

Table 5: Population coverage and Service hours

S/N	WSSA	Total Population in the service area [Nos]			Population directly served with water [%]			Average Service Hours [hrs]		
		2010/2011	2011/12	2012/13	2010/2011	2011/12	2012/13	2010/2011	2011/12	2012/13
29	Ludewa	7,382	7,382	12,646	65	68	38	6	6	4
30	Lushoto	24,418	24,785	28,190	62	65	57	8	8	4
31	Mafinga	35,138	35,185	51,902	61	65	62	16	18	15
32	Magu	37,770	37,770	68,402	27	37	12	6	6	6
33	Mahenge	16,240	no data	21,000	60	no data	45	4	no data	3
34	Makete	12,957	18,254	13,327	60	43	43	14	13	13
35	Mangaka	10,373	11,632	13,027	17	21	24	12	no data	no data
36	Manyoni	21,544	22,000	22,506	70	68	50	13	13	13
37	Masaki	130,000	133,405	102,696	33	53	70	12	6	6
38	Mbinga	35,133	36,750	38,775	56	60	60	6	18	20
39	Mbulu	36,899	38,000	36,408	65	66	66	12	12	12
40	Misungwi	41,224	41,224	45,310	28	47	85	11	11	11
41	Mkuranga	15,353	16,264	25,847	21	21	8	6	6	4
42	Monduli	14,586	23,326	23,126	70	73	90	12	10	10
43	Mpwapwa	50,941	55,450	50,941	55	51	57	10	13	12
44	Muheza	27,895	28,286	30,384	48	47	15	6	6	6
45	Muleba	18,222	24,363	24,363	47	63	63	16	18	19
46	Mugumu	no data	no data	no data	no data	no data	no data	no data	no data	no data
47	Mwanga	15,700	16,100	15,783	48	39	40	4	3	4
48	Mwanhuzi	25,344	27,519	27,519	43	46	46	7	6	12
49	Namanyere	27,517	27,517	33,000	16	40	13	6	4	3
50	Namtumbo	30,000	30,000	32,943	57	57	52	10	-	10
51	Nansio	61,659	61,659	62,318	16	30	11	7	8	8
52	Ngara	21,761	21,761	23,857	89	82	83	10	8	8
53	Ngudu	18,715	22,600	27,630	45	45	55	24	3	2
54	Nzega	32,232	34,000	34,000	67	71	72	17	17	17.8
55	Orkesumet	24,155	26,268	26,713	44	49	56	15	15	18
56	Pangani	17,900	18,296	16,411	59	62	62	12	12	11
57	Ruangwa	12,000	12,143	11,143	41	34	40	3	4	6

Table 5: Population coverage and Service hours

S/N	WSSA	Total Population in the service area [Nos]			Population directly served with water [%]			Average Service Hours [hrs]		
		2010 /2011	2011/12	2012/13	2010 /2011	2011/12	2012/13	2010 /2011	2011/12	2012/13
58	Same	20,000	21,000	27,631	87	89	70	3	3	4
59	Sengerema	60,624	85,577	73,492	-	44	45	4	11	12.9
60	Sikonge	12,640	16,340	16,950	27.53	25	26.49	2	4	3.1
61	Songe	16,000	16,336	20,000	69	73	53	7	7	7
62	Tarime	55,000	56,700	58,400	38	37	36	9	9	9
63	Tukuyu	47028	55,715	56,114	71	80	79	19	19	16
64	Tunduru	38,384	40,484	41,770	60	49	49	6	8	6
65	Urambo	31,583	33,362	34,176	32	37	33	3	4	4
66	Ushiroambo	43,570	43,570	44,616	22	17	21	24	16	16
67	USA River	no data	22,843	24,000	no data	46	49	no data	6	10
68	Ufete	9,335	10,212	10,418	99	90	90	24	24	24
69	Vwawa	49,920	49,920	51,492	59	59	63	8	7	5
	TOTAL/AVG. 1	2,243,463	2,368,332	2,587,003	52	54	53	10	9	9
National Projects water Authorities										
70	Chalinze	156,820	230,414	347,256	7	34	48	20	20	22
71	HTM	268,900	277,774	290,166	70	70	83	6	6	8
72	Kashwasa	500,000	500,000	500,000	66	66	66	24	23	24
73	Makonde	418,578	450,000	451,156	63	63	59	16	16	18
74	Maswa	70,000	70,000	70,000	71	71	93	12	14	12
75	Mungo-Kiabakari	73,841	73,841	79,228	64	60	61	6	8	11
76	Wanging,ombe	101,116	112,307	112,307	90	90	69.7	12	12	18
	TOTAL/AVG. 2	1,589,255	1,714,336	1,850,113	62	65	69	14	14	16
Small Town Water Supply and Sewerage Authorities										
77	Dareda	no data	0	8,940	no data	0	100	no data	0	13
78	Bashnet	no data	0	8,700	no data	0	52	no data	0	6
79	Gallapo	25,000	29,100	29,300	32	31	41	5	3	3
80	Ilula	39,994	39,994	39,994	41	41	41	7	7	7
81	Isaka	21,596	21,596	21,596	16	16	16	8	10	7
82	Magugu	29,846	29,864	32,774	21	21	57	3	2	5

Table 5: Population coverage and Service hours

S/N	WSSA	Total Population in the service area [Nos]			Population directly served with water [%]			Average Service Hours [hrs]			
		2010 /2011	2011/12	2012/13	2010 /2011	2011/12	2012/13	2010 /2011	2011/12	2012/13	
83	Makambako	65,486	66,681	69,166	63	63	48	9	7	7	
84	Mbalizi	52,315	52,315	56,837	52	52	54	5	6	7	
85	Mlowo	16,417	16,417	16,926	29	32	31	6	6	6	
86	Mombo	19,194	21,113	17,093	44	44	50	18	18	16	
87	Tunduma	45,167	45,167	58,234	32	31	26	5	4	7	
TOTAL/AVG. 3		315,015	322,247	359,560	37	30	47	7	6	8	
TOTAL / AVERAGE		4,147,733	4,404,915	4,796,676	51	52	53	10	9.33	9.60	

Table 6: Metering and Staff levels

District Urban water Supply and Sewerage Authority

S/N	WSSA	Metering ratio			Total Staff			Staff per 1000 connections			Female Staff		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
1	Biharamulo	64.0	67.0	71.6	27.0	22.0	27.0	40.8	31.9	37.2	10.0	10	10
2	Bunda	70.0	64.6	87.3	23.0	23.0	22.0	18.7	17.9	16.7	3.0	4	0
3	Chamwino	38.0	13.3	13.0	20.0	20.0	20.0	22.0	20.3	20.3	1.0	2	2
4	Chunya	71.0	86.8	90.1	11.0	11	11	13.9	14.1	12.6	3.0	3	3
5	Dakawa	11.0	13.00	10.45	12.0	10	13	60.0	38.2	38.8	3.0	3	1
6	Gairo	2	2	2.9	13	13	18	37	37	86.1	1	1	1
7	Handeni	100.0	100.0	91.0	14.0	14.0	9.0	28.2	24.9	15.6	2.0	0	0
8	Ifakara	0.0	0.0	0.0	20.0	13.0	16.0	48.0	16.0	20.2	0.0	1	1
9	Igunga	12.0	25.0	49.0	14.0	14.0	23.0	19.0	16.7	23.9	2.0	2	2
10	Itumba-Isongole	25.2	28.7	25.5	15.0	15.0	15.0	14.5	13.8	12.9	3.0	3	3
11	Kahama	100.0	100.0	100.0	53.0	52.0	59.0	6.0	5.7	6.2	13.0	13	12
12	Karagwe	96.8	98.3	99.8	14.0	16.0	16.0	37.3	39.0	35.1	-	2	0
13	Kasulu	14.0	15.5	19.2	17.0	17.0	17.0	6.7	6.3	5.8	0.0	0	0
14	Katesh	18.1	20.2	20.0	12.0	16.0	14.0	9.0	11.5	9.7	2.0	3	2
15	Kibaya	13.1	43.0	43.0	18.0	19.0	23.0	54.9	56.0	60.4	3.0	7	7
16	Kibondo	16.0	28.2	35.8	37.0	36.0	36.0	51.8	44.3	34.9	19.0	19	19
17	Kilindoni	0.0	3.8	28.7	3.0	10.0	13.0	11.6	37.9	35.2	0.0	0	0
18	Kilolo	25.9	41.4	41.3	10.0	11.0	7.0	49.8	39.3	18.4	2.0	1	1
19	Kilosa	no data	0.0	0.0	no data	22.0	24.0	no data	0.0	16.6	no data	3	4
20	Kilwa Masoko	84.0	89.0	93.0	25.0	26.0	26.0	22.0	21.3	18.1	5.0	6	6
21	Kiomboi	92.6	93.2	100.0	14.0	13.0	10.0	23.5	19.2	13.3	1.0	1	1
22	Kisarawe	9.0	24.0	47.0	13.0	11.0	10.0	59.0	44.0	33.3	0.0	0	0
23	Kishapu	100.0	100.0	100.0	3.0	3.0	2.0	26.8	25.4	15.9	1.0	1	1
24	Kondoa	40.0	27.0	38.6	36.0	37.0	25.0	16.0	15.2	9.6	9	8	6
25	Kongwa	39.0	94.0	96.0	21.0	23.0	18.0	38.0	37.0	23.3	3.0	3	3
26	Korogwe	92.6	100.0	100.0	38.0	39.0	33.0	15.8	15.5	12.2	8.0	9	10
27	Kyela	16.4	22.4	22.9	21.0	26.0	29.0	8.3	9.6	9.4	7.0	7	7
28	Liwale	88.0	90.0	80.8	24.0	23.0	21.0	18.0	18.0	13.9	3.0	3.0	3.0
29	Ludewa	17.2	15.2	20.2	7.0	6.0	6.0	16.0	16.0	11.5	1.0	0	0

Table 6: Metering and Staff levels

S/N	WSSA	Metering ratio			[%]			Total Staff			Staff per 1000 connections			Female Staff		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
30	Lushoto	54.0	56.0	55.0	19.0	19.0	19.0	16.8	15.6	14.1	2.0	2.0	2.0	2.0	2.0	5
31	Mafinga	26.8	47.4	60.3	22.0	25.0	31.0	9.8	9.6	10.6	3.0	3.0	3.0	0	0	8
32	Magu	0.0	6.3	8.2	20.0	21.0	10.0	14.0	14.5	8.5	2.0	2.0	2.0	2	3	3
33	Mahenge	5.0	no data	2.3	10.0	no data	9.0	15.0	no data	12.2	1.0	no data	1.0	no data	1	1
34	Makete	14.0	29.4	33.3	10.0	10.0	10.0	10.7	10.3	9.3	2.0	2.0	2.0	2	2	2
35	Mangaka	-	-	-	4.0	4.0	3.0	n	3.7	2.4	0.0	0.0	0.0	0	0	0
36	Manyoni	83.0	93.3	96.1	14.0	13.0	13.0	17.7	12.1	10.4	4.0	4.0	4.0	4	4	4
37	Masaki	19.0	30.0	100.0	20.0	24.0	20.0	23.0	23.0	20.3	2.0	2.0	2.0	6	6	6
38	Mbinga	100.0	100.0	100.0	16.0	17.0	21.0	12.0	11.3	12.5	4.0	4.0	4.0	7	7	7
39	Mbulu	95.4	97.8	89.6	8.0	8.0	24.0	6.9	6.2	17.1	4.0	4.0	4.0	4	4	4
40	Misungwi	100.0	100.0	100.0	18.0	11.0	17.0	27.6	14.0	18.5	3.0	3.0	3.0	4	4	4
41	Mkuranga	96.0	95.0	97.8	6.0	6.0	7.0	92.3	92.3	73.7	1.0	1.0	1.0	1	1	1
42	Monduli	92.9	83.1	100.0	24.0	24.0	25.0	43.7	25.2	23.5	2.0	2.0	2.0	2	3	3
43	Mpwapwa	40.0	85.0	88.0	39.0	39.0	37.0	27.0	22.0	17.6	6.0	6.0	6.0	6	6	6
44	Muheza	44.9	44.5	29.0	15.0	15.0	15.0	8.6	8.6	8.5	3.0	3.0	3.0	8	5	5
45	Muleba	92.0	95.7	100.0	9.0	15.0	15.0	16.0	19.8	15.7	2.0	2.0	2.0	2	2	2
46	Mugumu	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data
47	Mwanga	39.4	50.0	44.0	26.0	21.0	23.0	18.3	14.0	14.9	8.0	8.0	8.0	7	7	7
48	Mwanhuzi	100.0	100.0	100.0	21.0	19.0	17.0	22.5	16.9	13.1	2.0	2.0	2.0	2	4	4
49	Namanyere	4.4	100.0	100.0	5.0	5.0	5.0	24.5	131.6	131.6	0.0	0.0	0.0	0	0	0
50	Namtumbo	28.0	42.0	49.9	11.0	11.0	11.0	15.0	14.1	12.1	0.0	0.0	0.0	0	1	1
51	Nansio	8.0	10.6	4.2	6.0	5.0	7.0	9.0	6.1	7.7	0.0	0.0	0.0	0	0	0
52	Ngara	100.0	100.0	100.0	17.0	17.0	17.0	9.7	9.1	8.6	2.0	2.0	2.0	2	2	2
53	Ngudu	40.0	42.3	57.7	10.0	14.0	14.0	24.2	31.3	29.2	2.0	2.0	2.0	2	2	2
54	Nzega	100.0	100.0	100.0	31.0	33.0	32.0	16.0	15.2	13.5	6.0	6.0	6.0	5	6	6
55	Orkesumet	100.0	100.0	100.0	5.0	5.0	6.0	172.4	161.3	125.0	0.0	0.0	0.0	0	0	0
56	Pangani	56.3	54.4	52.0	19.0	19.0	21.0	17.1	16.5	18.2	4.0	4.0	4.0	5	6	6
57	Ruangwa	35.0	22.0	15.0	12.0	12.0	8.0	29.0	20.2	4.5	2.0	2.0	2.0	2	2	2
58	Same	62.5	62.4	64.0	20.0	23.0	20.0	15.6	17.5	15.4	5.0	5.0	5.0	5	6	6
59	Sengerema	52.0	52.6	41.6	26.0	30.0	23.0	11.8	11.5	8.3	5.0	5.0	5.0	5	5	5

Table 6: Metering and Staff levels

S/N	WSSA	Metering ratio			[%]			Total Staff			[Nos]			Staff per 1000 connections			[Nos]			Female Staff			[Nos]		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
60	Sikonge	29	31	28.06	15	12	9	57.9	49	35.6	2	2	1												
61	Songe	84.9	83.7	52.0	8.0	9.0	8.0	54.8	45.9	33.6	1.0	0	1												
62	Tarime	45.0	42.2	49.5	15.0	18.0	18.0	18.2	18.8	16.0	-	-	-												
63	Tukuyu	57.0	63.2	63.6	20.0	19.0	17.0	5.5	5.0	4.3	5.0	5	6												
64	Tunduru	28.0	25.0	26.0	7.0	11.0	13.0	8.0	11.7	13.1	2.0	1	2												
65	Urambo	98.0	77.2	76.4	8.0	12.0	9.0	55.2	69.4	44.3	2.0	2	3												
66	Ushirombo	100.0	100.0	100.0	7.0	7.0	12.0	132.1	44.3	52.9	0.0	0	1												
67	USA River	no data	7.0	9.6	no data	6.0	10.0	no data	5.2	8.0	no data	1	2												
68	Utete	0.0	100.0	100.0	no data	16.0	17.0	43.4	43.2	39.0	2.0	2	3												
69	Vwawa	25.8	25.6	23.6	10.0	10.0	10.0	9.8	9.5	9.1	4.0	4	4												
TOTAL/AVG. 1		50.96	57	59	1,088	1,146	1,166	29	26	24	191	217	226												
National Projects water Authorities																									
70	Chalinze	100.0	100.0	100.0	80.0	89.0	104.0	49.9	57.3	49.7	13.0	16	22												
71	HTM	100.0	100.0	100.0	112.0	112.0	101.0	75.4	70.3	59.9	9.0	9	5												
72	Kashwasa	100.0	100.0	100.0	54.0	92.0	52.0	no data	no data	no data	7.0	14	no data												
73	Makonde	52.0	64.0	60.0	95.0	90.0	90.0	42.0	37.0	35.5	10.0	10	11												
74	Maswa	26.0	27.8	29.3	38.0	39.0	37.0	16.5	16.3	14.9	7.0	7	7												
75	Mungango-Kiabakari	28.0	27.9	25.6	26.0	21.0	22.0	50.3	39.8	38.3	1.0	1	1												
76	Wanging,ombe	31.7	28.1	22.5	46.0	43.0	44.0	18.3	14.2	11.4	5.0	5	10												
TOTAL/AVG. 2		62.53	64	62	451	486	450	42	39	35	52	62	56												
Small Town Water Supply and Sewerage Authorities																									
77	Dareda	no data	0.0	72.0	no data	0.0	7.0	no data	0.0	25.9	no data	0	0												
78	Bashnet	no data	0.0	100.0	no data	0.0	6.0	no data	0.0	51.3	no data	0	1												
79	Gallapo	0.0	0.0	15.0	12.0	11.0	12.0	15.6	14.2	20.3	1.0	1	1												
80	Ilula	26.2	29.2	30.4	14.0	15.0	14.0	25.7	23.2	20.4	3.0	3	3												
81	Isaka	100.0	100.0	100.0	2.0	9.0	9.0	23.3	102.3	102.3	0.0	6	6												
82	Magugu	3.0	14.4	32.0	7.0	10.0	9.0	26.0	33.6	22.4	1.0	1	1												
83	Makambako	90.2	91.2	92.5	27.0	28.0	26.0	8.1	7.2	6.4	5.0	5	5												
84	Mbalizi	28.1	36.6	40.0	25.0	30.0	24.0	8.5	9.8	7.2	12.0	14	10												

Table 6: Metering and Staff levels

S/N	WSSA	Metering ratio			Total Staff			Staff per 1000 connections			Female Staff		
		2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13
85	Mlowo	31.1	11.0	10.8	2.0	3.0	3.0	44.4	47.6	46.2	0.0	0	0
86	Mombo	63.7	65.0	92.0	7.0	9.0	8.0	12.7	15.7	13.5	1.0	0	0
87	Tunduma	55.5	61.0	53.7	14.0	13.0	13.0	25.5	23.2	21.9	2.0	4	4
TOTAL/AVG. 3		44.2	37.1	58.0	110	128	131	21	25	31	25	34	31
TOTAL / AVERAGE		51.2	54.95	59.05	1,649.00	1,760.00	1,747.00	29.07	26.90	25.26	268.00	313.00	313.00

Table 7: Revenue, Collection and O&M Expenditure

District Urban water Supply and Sewerage Authority

S/N	WSSA	Water Sales Revenues [Thousand TZS/year]			Revenue Collection [Thousand TZS/year]			Collection Efficiency [%]			Total O&M Expenditure [Thousand TZS/year]		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
1	Biharamulo	76,427	77,410	104,796	71,084	77,336	75,901	93.0	99.9	72.0	93,163	127,863	141,356
2	Bunda	109,055	119,108	147,435	101,983	113,969	121,154	93.5	95.7	82.2	202,163	142,264	281,151
3	Chamwino	49,102	64,348	64,348	42,174	76,603	76,603	85.9	119.0	47.0	31,755	72,230	72,230
4	Chunya	61,168	91,155	100,215	79,828	86,561	95,673	130.5	77.5	95.5	125,246	150,573	182,442
5	Dakawa	no data	24,580	54,988	26,658	25,000	35,659	no data	101.7	80.0	30,444	25,000	42,453
6	Gairo	29,869	29,869	55,473	42,000	42,000	51,865	140.6	140.6	100.0	29,200	29,200	51,632
7	Handeni	98,473	27,835	19,720	68,500	16,580	19,169	69.6	60.0	97.0	53,221	23,271	43,929
8	Ifakara	23,160	28,524	36,793	28,484	25,386	21,840	123.0	89.0	59.4	29,352	24,169	28,731
9	Igunga	129,118	163,268	150,330	62,278	109,389	124,015	48.0	67.0	82.5	64,442	145,019	164,903
10	Itumba-Isongole	32,956	34,479	56,552	21,267	32,117	4,488	64.5	93.2	7.9	30,806	46,408	48,075
11	Kahama	1,010,344	2,043,751	2,486,861	1,624,022	1,994,870	2,260,257	160.7	97.6	90.9	978,120	2,292,631	2,294,999
12	Karagwe	29,967	38,080	40,789	31,554	39,312	40,272	105.3	103.2	98.7	84,531	40,802	124,249
13	Kasulu	77,189	148,350	166,103	62,689	61,399	105,382	81.2	41.4	63.4	77,189	46,993	166,409
14	Katesh	111,855	143,166	128,183	79,855	87,785	70,870	71.4	61.3	55.0	106,088	103,475	96,635
15	Kibaya	15,335	64,682	100,400	20,634	64,682	106,400	134.6	100.0	110.0	67,008	117,682	101,321
16	Kibondo	54,603	no data	76,163	41,653	n	73,814	76.3	no data	96.9	42,601	37,980	69,124
17	Kilindoni	no data	20,172	21,230	15,984	17,984	22,004	no data	89.2	34.0	63,155	63,155	65,043
18	Kilolo	37,442	61,075	59,509	21,987	55,989	35,994	58.7	91.7	60.5	28,116	64,555	55,632
19	Kilosa	no data	38,138	58,904	no data	41,738	51,890	no data	109.0	110.0	no data	no data	52,797
20	Kilwa Masoko	101,823	153,006	139,272	109,281	162,254	149,734	107.3	106.0	82.0	109,840	155,665	111,361

Table 7: Revenue, Collection and O&M Expenditure

S/N	WSSA	Water Sales Revenues [Thousand TZS/year]			Revenue Collection [Thousand TZS/year]			Collection Efficiency [%]			Total O&M Expenditure [Thousand TZS/year]		
		2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13	2010/11	2011/12	2012/13
21	Kiomboi	46,479	46,747	54,000	37,184	46,747	58,331	80.0	100.0	108.0	55,999	42,488	12,805
22	Kisarawe	37,442	24,095	37,139	9,932	12,683	37,139	26.5	52.6	40.0	14,387	61,718	66,839
23	Kishapu	15,305	15,614	18,732	11,019	13,300	18,190	72.0	85.2	97.1	7,470	21,650	14,363
24	Kondoa	279,497	186,228	203,964	169,176	146,011	191,272	60.5	78.4	83.0	168,804	166,950	190,557
25	Kongwa	71,587	106,221	125,829	72,578	106,994	118,170	101.4	100.7	89.0	79,306	107,970	123,541
26	Korogwe	184,021	206,028	233,392	181,224	223,238	333,184	98.5	108.4	85.0	211,614	214,211	370,716
27	Kyela	138,828	154,933	149,875	86,767	96,058	123,395	62.5	62.0	82.3	84,655	161,291	105,854
28	Liwale	81,482	71,908	90,944	89,971	76,077	66,848	110.4	105.8	65.0	103,431	146,155	65,193
29	Ludewa	12,858	78,976	31,173	7,938	28,029	20,700	61.7	35.5		16,949	74,469	43,255
30	Lushoto	84,384	99,362	81,314	76,635	87,050	76,925	90.8	87.6	95.0	103,552	127,243	123,980
31	Mafinga	369,945	264,238	404,128	164,662	235,649	357,471	44.5	89.2	88.5	293,282	318,195	491,482
32	Magu	38,680	41,710	62,117	15,333	22,530	24,907	39.6	54.0	40.1	88,246	124,766	142,117
33	Mahenge	10,043	no data	29,167	10,621	no data	9,558	68.0	no data	75.0	7,914	no data	48,801
34	Makete	40,048	59,446	77,510	32,839	44,624	56,513	82.0	75.1	72.9	46,150	42,957	66,980
35	Mangaka	282	322	580	282	322	580	-			982	279	101
36	Manyoni	20,708	94,493	168,501	22,641	103,127	171,176	109.3	109.1	101.6	37,473	68,420	94,494
37	Masaki	192,916	256,097	301,755	118,531	279,766	306,668	61.4	61.4	109.2	130,152	253,837	276,029
38	Mbinga	97,984	146,754	186,318	133,919	110,918	149,457	136.7	75.6	80.2	115,346	227,603	263,740
39	Mbulu	138,765	133,914	121,620	123,340	102,596	148,949	88.9	76.6	100.0	119,067	132,656	228,689
40	Misungwi	76,317	91,054	94,992	90,029	102,200	99,432	118.0	112.2	104.7	129,946	195,243	213,820
41	Mkuranga	7,991	10,223	10,800	6,257	8,007	6,978	78.3	78.3	28.3	5,800	5,800	2,500
42	Monduli	144,072	223,958	289,691	124,652	165,356	219,347	86.5	73.8	97.0	124,522	178,356	191,281

Table 7: Revenue, Collection and O&M Expenditure

S/N	WSSA	Water Sales Revenues [Thousand TZS/year]			Revenue Collection [Thousand TZS/year]			Collection Efficiency [%]			Total O&M Expenditure [Thousand TZS/year]		
		2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13
43	Mpwapwa	183,166	235,524	232,436	188,018	248,422	256,434	102.7	105.5	95.0	180,981	247,010	242,249
44	Muheza	64,479	74,984	52,985	55,441	61,844	72,387	86.0	82.0	87.0	68,214	88,734	82,160
45	Muleba	92,809	110,392	128,272	76,789	94,166	106,468	82.7	85.3	83.0	153,397	129,991	161,081
46	Mugumu	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data	no data
47	Mwanga	69,017	95,636	99,450	55,598	46,908	57,242	80.6	49.1	57.5	234,228	244,721	249,083
48	Mwanhuzi	111,088	150,853	100,449	99,942	120,682	129,745	90.0	80.0	129.2	101,117	115,616	83,232
49	Namanyere	9,722	21,850	18,410	8,193	18,382	18,382	84.3	84.1	99.9	36,906	21,191	20,293
50	Namtumbo	42,600	62,500	67,349	31,862	50,317	60,119	74.8	80.5	89.3	46,872	46,563	61,892
51	Nansio	39,163	11,060	56,146	34,511	7,882	37,528	88.1	71.3	70.7	35,629	no data	30,870
52	Ngara	128,765	129,355	137,150	95,246	88,533	104,517	74.0	68.4	80.0	131,114	128,922	134,470
53	Ngudu	29,420	31,953	61,565	30,660	20,242	30,783	104.2	63.4	60.0	90,123	85,207	82,754
54	Nzega	249,277	269,036	285,999	212,096	221,797	216,342	85.1	82.4	75.6	252,459	350,682	389,527
55	Orkesumet	21,303	20,632	38,314	19,991	24,071	32,143	93.8	116.7	84.0	20,230	20,650	41,814
56	Pangani	117,926	151,559	108,187	66,351	81,240	81,021	56.3	54.0	77.0	148,885	81,893	229,312
57	Ruangwa	18,372	20,341	20,341	9,764	12,083	42,607	53.2	59.4	2.1	16,329	40,483	39,190
58	Same	223,240	195,801	109,071	134,247	169,484	369,033	60.1	22.0	49.0	218,721	266,098	282,763
59	Sengerema	no data	263,540	219,869	101,492	113,324	118,819	no data	43.0	54.0	222,210	198,341	323,710
60	Sikonge	68,328	32,117	10,447	35,530	13,891	13,716	52.0	43.3	131.3	60,249	71,726	71,811
61	Songe	21,100	75,427	44,600	24,962	67,758	48,600	84.5	98.0	66.0	no data	54,850	50,721
62	Tarime	86,687	102,419	101,238	71,084	76,705	108,018	82.0	74.9	96.0	93,163	85,313	91,812
63	Tukuyu	164,808	210,920	196,496	163,846	147,516	111,568	99.4	69.9	56.8	173,206	179,354	165,048

Table 7: Revenue, Collection and O&M Expenditure														
S/N	WSSA	Water Sales Revenues [Thousand TZS/year]				Revenue Collection TZS/year			Collection Efficiency [%]			Total O&M Expenditure [Thousand TZS/year]		
		2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	
64	Tunduru	54,004	33,515	65,283	22,290	23,515	48,003	41.3	70.2	73.5	22,657	21,351	47,977	
65	Urambo	36,300	31,267	44,387	19,709	34,867	41,280	54.3	111.5	93.0	104,373	48,820	51,564	
66	Ushiroambo	16,545	22,960	49,679	22,855	33,544	35,814	138.1	146.1	72.1	21,802	50,667	64,765	
67	USA River	no data	34,410	47,410	no data	22,120	36,071	no data	64.0	76.0	no data	20,450	30,537	
68	Utete	37,227	29,142	37,309	37,227	25,543	39,734	100.0	86.1	75.4	14,387	12,051	60,511	
69	Vwawa	48,737	56,029	49,767	46,012	52,680	42,232	94.4	94.0	84.9	70,731	90,615	100,255	
TOTAL/AVG. 1		6,071,598	8,156,536	9,224,213	5,801,163	7,019,752	8,396,783	85.2	82.6	78.6	6,709,470	9,082,495	10,521,010	
National Projects water Authorities														
70	Chalinze	594,530	667,119	780,247	451,052	514,135	1,457,021	75.9	77.1	84.0	1,266,356	1,167,323	1,784,528	
71	HTM	267,275	230,822	283,324	174,920	203,299	241,841	65L.5	88.1	85.0	683,150	770,833	952,023	
72	Kashwasa	1,446,174	2,391,299	2,713,039	837,658	2,217,443	2,072,507	57.9	92.7	76.4	2,686,000	3,448,665	5,039,785	
73	Makonde	125,680	140,567	198,474	125,680	174,756	277,198	100.0	124.3	87.0	102,681	160,851	65,412	
74	Maswa	230,975	141,272	150,241	241,328	127,353	145,899	104.5	90.2	97.1	471,250	241,525	233,800	
75	Mungo-Kirabakari	43,895	70,546	88,577	47,188	33,636	37,005	107.5	47.7	41.8	43,895	35,149	42,341	
76	Wanging,ombe	111,712	134,982	155,460	111,712	70,191	133,043	100.0	52.0	85.6	111,603	148,964	163,783	
TOTAL/AVG. 2		2,820,241	3,776,607	4,369,361	1,989,538	3,340,814	4,364,515	87.3	81.7	79.6	5,364,935	5,973,310	8,281,673	
Small Town Water Supply and Sewerage Authorities														
77	Dareda	no data	no data	23,099	no data	no data	33,544	no data	no data	145.0	no data	no data	2,044	
78	Bashnet	no data	no data	11,544	no data	no data	11,544	no data	no data	100.0	no data	no data	12,505	
79	Gallapo	23,756	10,410	11,405	13,067	11,090	12,470	55.0	24.0	24.0	10,253	42,871	43,596	
80	Ilula	49,457	53,043	70,789	21,987	37,143	44,037	44.5	70.0	62.2	22,558	36,027	61,636	

Table 7: Revenue, Collection and O&M Expenditure

S/N	WSSA	Water Sales Revenues [Thousand TZS/year]			Revenue Collection [Thousand TZS/year]			Collection Efficiency [%]			Total O&M Expenditure [Thousand TZS/year]		
		2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13	2010 /11	2011/12	2012/13
81	Isaka	4,846	20,700	6,500	4,119	18,340	5,640	85.0	88.6	86.8	3,757	12,524	2,370
82	Magugu	21,100	51,210	42,692	17,948	37,800	242,718	85.1	73.8	114.0	19,263	42,158	234,382
83	Makambako	235,098	293,524	299,439	220,361	282,252	242,607	93.7	96.2	81.0	213,235	304,358	273,157
84	Mbalizi	430,480	257,359	264,306	214,895	98,573	191,579	49.9	38.3	72.5	207,212	121,449	218,312
85	Mlowo	no data	858	1,211	no data	858	1,718	no data	100.0	141.9	15,287	1,570	1,778
86	Mombo	39,628	48,099	48,099	37,246	45,772	80,025	94.0	95.2	97.0	73,215	75,977	80,038
87	Tunduma	18,438	21,752	34,561	18,438	17,480	19,053	100.0	80.4	55.1	25,326	14,560	66,320
TOTAL/AVG. 3		822,804	756,955	813,646	548,061	549,308	884,937	75.9	74.0	89.0	590,105	651,493	996,139
TOTAL / AVERAGE		12,534,883	16,466,705	18,776,582	10,328,301	14,250,687	18,010,750	84.5	81.6	80.0	12,664,510	15,707,298	19,798,823

**APPENDIX 3:
WATER UTILITIES BOARD
STATUS AS AT NOVEMBER
2013 AND STATUS
OF REPORT SUBMISSION**

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS		PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
			ACTIVE (YES) or NOT ACTIVE (NO)			
District Urban Water Supply Authority						
1	Biharamulo	Yes	No		Proposed names have been sent to TAMISEMI, Dodoma, since 2010	Submitted
2	Bunda	Yes	Yes		New Board in place since January, 2011	Submitted
3	Chamwino	Yes	Yes		New Board in place since June 2013	Submitted
4	Chunya	Yes	Yes		New Board in place since January, 2012	Submitted
5	Dakawa - Mvomero	Yes	No		Tenure of the Board expired 2011. Nominated new member's names submitted to Morogoro RAS.	Submitted
6	Handeni	Yes	No		Tenure of the Board expired 2011. Nominated new member's names submitted to PMO-RALG since November 2011.	Submitted
7	Ifakara	Yes	Yes		New Board in place since November, 2013	Submitted
8	Igunga	Yes	Yes		New Board in place Since June, 2013	Submitted
9	Isikizya (Uyui)	No	No		Board has never been established	Not Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
11	Kahama	Yes	Yes	New Board is place since 18 th April, 2013	Submitted
12	Karagwe	Yes	No	Proposed names were sent to RAS; Letter sent by RAS to PMO-RALG; no response yet	Submitted
13	Kasulu	Yes	No	Proposed names were sent to PMO-RALG since August, 2012	Submitted
14	Katesh	Yes	Yes	The board is in place 1 st February 2012.	Submitted
15	Kibaya	Yes	Yes	The board is in place since 1 st February 2012.	Submitted
16	Kibondo	Yes	Yes	The board is in place that started its term in April, 2012	Submitted
17	Kilindoni	Yes	No	Nominated Board members are with RAS Coast Region; waiting for reply	Submitted Annual Data sheet
18	Kilolo	Yes	Yes	New Board in place since 16/12/2011	Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD		REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
19	Kilosa	Yes	No	Tenure of the Board expired since July 2013		Submitted
20	Kilwa Masoko	Yes	Yes	The Board is in Place since February 2013		Submitted
21	Kiomboi	Yes	No	Proposed names submitted to RAS – Several follows have been done by letters, no response. The last Board expired since 2011		Submitted Annual Data sheet
22	Kisarawe	Yes	No	Proposed names for Board members have been sent to PMO-RALG for consideration.		Submitted Annual Data sheet
23	Kishapu	No	No	Proposed names sent since Nov 2010 to MoW, no response; The names were resent again in May 2011 to RAS, no response; The names were again sent to RAS in June 2013.		Submitted
24	Kondoa	Yes	No	The board expired since 30 th June 2012 and formulation of the new board underway with support of the District Water Engineer		Submitted
25	Kongwa	Yes	Yes	The board is in place since June 2013		Submitted
26	Korogwe	Yes	Yes	The board is in place since July 2013		Submitted
27	Kyela	Yes	No	Expired on 2010. Proposal for Board Members was sent to PMO-RALG in Sept., 2013		Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
29	Loliondo	Yes	Yes	The board was appointed on 17/01/2012. The management has not been established.	Not Submitted
30	Longido	No	No	No Board or Management of WSSA	Not Submitted
31	Ludewa	Yes	No	Proposal for Board Members was sent to RAS Iringa in 2012	Submitted Annual Data Sheet
32	Lushoto	Yes	No	Tenure of the Board expired May 2011. Proposed names submitted to PMO-RALG for consideration.	Submitted
33	Mafinga	Yes	Yes	New Board in place since 02/03/2012	Submitted
34	Magu	Yes	No	Proposed names were submitted to DED and approval by Councillors made in July, 2012. Names has been forwarded to RAS in November, 2013	Submitted
35	Mahenge	Yes	No	New nominated submitted to PMO-RALG for consideration and approval	Submitted
36	Makete	Yes	No	Expired on 30/06/2011. Proposal for board members was submitted to RAS and were forwarded to TAMISEMI in December 2011	Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
38	Manyoni	Yes	No	Proposed names submitted to RAS. The last Board expired since November, 2009	Submitted Annual Data sheet
39	Masasi	Yes	No	In August 2013, two Boards of Masasi and Nachingwea were merged to established one board to oversee the newly established National Water Supply Authority namely Nachingwea, Masasi National Water Supply Authority	Submitted Annual Data sheet
40	Mbinga	Yes	No	Expired on 17/08/2012. Proposal for Board Members was sent to RAS and forwarded to PMO-RALG	Submitted
41	Mbulu	Yes	Yes	The board is in place since February 2012.	Submitted
42	Misungwi	Yes	No	Proposed names has been re-submitted to RAS in November, 2013, after review by the WSSA,. This is a repetition after the names sent to RAS in 2012.	Submitted
43	Mkuranga	Yes	Yes	The Board is in Place since February 2013	Submitted
44	Monduli	Yes	No	Tenure of the Board expired July 2012.Proposed names submitted to RAS.	Submitted
45	Mpwawa	Yes	No	Nominated board members re-submitted to PMO-RALG for considerations and approval.	Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
47	Muheza	Yes	Yes	The board is in place since April 2013.	Submitted
48	Muleba	Yes	No	Proposed names Submitted to RAS who had already forwarded them to PMO-RALG	Submitted
49	Mwanga	Yes	No	Proposed names submitted PMO-RALG for considerations and approval	Submitted
50	Mwanhuzi	Yes	Yes	The Board is in place since April, 2013	Submitted Annual Data sheet
51	Nachingwea	Yes	No	In August 2013, two Boards of Masasi and Nachingwea were merged to established one board to oversee the newly established National Water Supply Authority namely Nachingwea, Masasi National Water Supply Authority	Not Submitted
52	Namanyere	Yes	No	Proposal of names awaits approval from the District Council	Submitted
53	Namtumbo	Yes	Yes	New Board in place that started its term on 10/03/2013	Submitted
54	Nansio-Ukerewe	Yes	No	Names that were proposed in 2010 have been returned to the Authority for verification before sent back	Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
56	Ngudu	Yes	No	Proposed names Submitted to RAS since 5 October, 2013, waiting for reply	Submitted
57	Nzega	Yes	Yes	The new Board is in place since June, 2013	Submitted
58	Orkesumet	Yes	Yes	The board is in place since February 2012	Submitted
59	Pangani	Yes	No	Tenure of the Board expired March 2011. Proposed names submitted to PMO-RALG for consideration and approval.	Submitted
60	Ruangwa	Yes	Yes	The Board is in place since February 2013	Submitted
61	Rujewa	Yes	No	Proposal for board members was to DED/RAS and TAMISEMI in April, 2011	Not Submitted
62	Same	Yes	No	Tenure of the Board expired June 2013. Nominated new member's names submitted to PMO-RALG.	Submitted
63	Sengerema	Yes	No	Names were sent to RAS in August, 2013, the names have already been forwarded to PMO-RALG. No feedback to date	Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
65	Songe	Yes	Yes	The board is in place since June 2013	Submitted
66	Tarime	Yes	No	Proposal submitted to RAS who has already forwarded the names to PMO-RALG	Submitted
67	Tukuyu	Yes	Yes	New Board in place since January, 2012	Submitted
68	Tunduru	Yes	Yes	New Board in place since March, 2013	Submitted
69	Urambo	Yes	No	Proposed names have been submitted to District Commissioner's Office for endorsement before forwarding to Regional Secretariat	Submitted
70	USA River	Yes	Yes	The board is in place since 17/01/2012	Submitted
71	Ushiroambo	Yes	Yes	The new Board is in place since 26 th March, 2013. The old one expired since September, 2011.	Submitted
72	Utete	Yes	Yes	The Board is in place since 2013	Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD		REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
73	Vwawa	Yes	Yes	New Board in place since May, 2013		Submitted
National Projects Water Authorities						
74	Chalenze	Yes	Yes	The Board is in Place since April 2013		Submitted
75	HTM	Yes	Yes	The board was approved by MoW since June 2012.		Submitted
76	Kashwasa	Yes	Yes	The new Board is in place since 9 th August, 2012		Submitted
77	Makonde	Yes	Yes	The Board is in place since August 2012		Submitted Annual Data sheet
78	Maswa	Yes	Yes	Appointed by MoW		Submitted
79	Mugango-Kyabakari	Yes	Yes	Appointed in July, 2011		Submitted
80	Wanging'ombe	Yes	Yes	New Board in place since March, 2013		Submitted
Small Town Water Supply Authorities						

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
82	Bonga	No	No	No Board and Management of WSSA	Not Submitted
83	Chala	No	No	No Board and Management of WSSA	Not Submitted
84	Dareda	Yes	Yes	The board was approved by PMO -RALG February 2012.	Submitted Annual data sheet
85	Didia	No	No	No Board and Management of WSSA	Not Submitted
86	Gairo	Yes	No	Steps to initiate process to get new members has started	Submitted
87	Gallapo	Yes	Yes	The board was approved by PMO -RALG February 2012.	Submitted
88	Ilula	Yes	Yes	New Board in place since 16/12/2011	Submitted
89	Isaka	Yes	No	The new Board is in place since June, 2013. The old one expired since 2006	Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD		REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
90	Iselamagazi	No	No	No Board and Management of WSSA		Not Submitted
91	Jomu (Tinde)	No	No	No Board and Management of WSSA		Not Submitted
92	Kasumulu	Yes	Yes	New Board in place since 18/04/2013		Not Submitted
93	Laela	No	No	No Board and Management of WSSA		Not Submitted
94	Lalago	No	No	No Board and Management of WSSA		Not Submitted
95	Maganzo	No	No	No Board and Management of WSSA		Not Submitted
96	Magugu	Yes	Yes	The board is in place since February 2012		Submitted
97	Makambako	Yes	Yes	New Board in place since 05/08/2011		Submitted
98	Malampaka	No	No	No Board and Management of WSSA		Not Submitted

Table 8: Board Status as at November 2013 & Status of Report Submission

No.	Utility Name	Established Board of Directors after WSSA declaration	CURRENT STATUS ACTIVE (YES) or NOT ACTIVE (NO)	PROGRESS IN FORMULATING THE BOARD	REPORT SUBMISSION FOR 2012/13 or ANNUAL DATA SHEET
100	Mikumi	No	Yes	New Board was formed on 4th August, 2011. But since there is problem of handing over of infrastructures from MIKUMI WATER CO; It has been difficult for it to start operations	Not Submitted
101	Mlowo	Yes	Yes	New Board in place since 27/02/2013	Submitted
102	Mombo	Yes	Yes	The Board is in place since June 2013.	Submitted
103	Sangamwalug esha	No	No	No Board and Management of WSSA	Not Submitted
104	Tunduma	Yes	Yes	New Board in place since 27/02/2013	Submitted
105	Turiani	No	No	There is no evidence of declaration as a WSSA. Have neither active board nor Management.	Not Submitted

**APPENDIX 4:
WATER UTILITIES NOT
SUBMITTED ANNUAL REPORT
2012/13 AND THEIR
RESPECTIVE EXPLANATIONS**

Table 9: List of WSSA not Submitted Annual Report or Data for 2012-13.			
S/N	WSSA	Region	REMARKS
		EXPLANATIONS	
1	Bonga	Manyara	The Board of Directors has not yet been appointed. Currently water services is under Water Committee through DWE Office
2	Chala	Rukwa	The utility has neither a board nor management since it was declared and therefore it is not operating as a WSSA. Water supply operations are under water committees as in the case of rural schemes
3	Didia	Shinyanga	There is neither a Water Authority nor a Water Board in Place. No water supply network is in place. Currently, the town depends on 3 shallow wells fitted with hand pumps and one (1) borehole owned by Don Bosco Secondary School. The shallow wells are privately owned and are located in the neighboring villages such as Mwanono and Mtwangi, whereby people have to walk for up to 5km to obtain water.
4	Iselemagazi	Shinyanga	No water supply network is in place. There is only one Domestic point at each of the two tanks where villagers fetch water, some walking longer distances for lack of a distribution network. The day to day management of the water from the two tanks lies in the hands of a seven person committee at each tank. However the committee members are not employees of the Water service delivery services in Iselemagazi. There is neither a Water Authority nor a Water Board in place.
5	Isikizya (Uyui)	Tabora	The town has neither a Water Authority nor a Water Board in place, though it was gazetted in 2005 as a water board. The management of the shallow wells is through the Water User Groups (WUG's) which operate as commercial entities. The WUG's are responsible for collection and management of revenue from the water sales.

Table 9: List of WSSA not Submitted Annual Report or Data for 2012-13.

S/N	WSSA	Region	EXPLANATIONS	REMARKS
6	Kasumulu	Mbeya	The utility has not submitted any report for 2012/13 due to managerial problems at the utility as a result of political issues at Kasumulu town. Since August 2011 the management of the WSSA was removed from operating the utility. The operations of the utility were transferred to a committee formed by the dwellers of Kasumulu town. There have been efforts made by the authorities in Kyela District to restore the appropriate management of the WSSA but they have not materialized. Consequently, it has been impossible to get data on the operations of the WSSA for the FY 2012/13.	There is No WSSAs Management in place. New Board is in place since 18/04/2013
7	Laela	Rukwa	The utility has neither a board nor management since it was declared and therefore it is not operating as a WSSA. Water supply operations are under water committees as in the case of rural schemes	No Board and Management of WSSA
8	Lalago	Shinyanga	Lalago had a water scheme where the source was two annual rivers flowing through the service area. The scheme was under the supervision of the District Water Engineer, and comprised of: a sump, pump house, two raised tanks and distribution network. Unfortunately the project collapsed due to poor management and inability to pay for the diesel for the pumps, forcing the Lalago residents to go to the rivers where they dig holes on the river-bed and wait for water to fill the dug holes before fetching the water for various uses. Though filtered through the sand and seemingly clean, the water is not safe.	No Board and Management of WSSA
9	Loliondo	Arusha	The Board of Directors were appointed by the responsible Minister on 17/01/2012. Contact with EWURA has not been established, since the utility is still under District Water Engineer and commercialisation of the utility has not started.	Water Board established January 2012
10	Longido	Arusha	The Board of Directors has not been appointed. Currently water services is under a Water Committee through DWE Office	No Board and Management of WSSA

Table 9: List of WSSA not Submitted Annual Report or Data for 2012-13.				
S/N	WSSA	Region	EXPLANATIONS	REMARKS
11	Maganzo	Shinyanga	There are no Technical, Commercial and Financial operations because there are no public water schemes in Maganzo. Vendors sell water from Songwa dam at TShs 150 and 200 per 20litres bucket during wet and dry season respectively. Water supply issues are attended to by the Kishapu District Water Engineer's office and the relevant committee in the village government. At the time when the hand pump - fitted shallow wells were working, the day to day management of the water supply services in Maganzo were under the respective Water User Groups.	No Board and Management of WSSA
12	Malampaka	Shinyanga	Malampaka depends on only one borehole (50 m) deep of yield 4.5 m ³ /hr., drilled in 2002. There is no water authority. Management is done by the Water User Association. The organization structure of the Malampaka Water User Association comprises of 36 Committee members and an executive committee of 6 people. The Chairman, Vice Chairman, Secretary, Treasurer and two members make the executive committee. Other staffs include a pump attendant/security guard, and ten kiosk operators.	No Board and Management of WSSA
13	Mikumi	Morogoro	The water supply services are managed by MIKUMI WATER CO that was established in 1997 under the Companies Ordinance (Cap 212) who own/manage infrastructure that they refused to hand over to new WSSA board. Board established on 04/08/2011 but do not have management powers over infrastructure currently owned by MIKUMI	Board in place but do not have management powers over infrastructures currently owned by MIKUMI
14	Sangamwalu gesha	Shinyanga	The community depends on two annual rivers, Sanga on the East and Mwalecha on the West. The rivers normally have flash flows during the rain seasons and subsurface flows during the dry seasons. Water is abstracted by digging holes on the river-beds to get water for domestic and other uses. There is neither Board nor Management for the water authority. DWE oversees water related issues in Sangamwalugesha.	No Board and Management of WSSA

Table 9: List of WSSA not Submitted Annual Report or Data for 2012-13.

S/N	WSSA	Region	EXPLANATIONS	REMARKS
15	Tinde	Tabora	The town has neither Water Authority no active Water Board in Place. The management of the shallow wells is through the WUG's which operates as commercial entities. The WUG's are responsible to collect and manage the revenue from the water sales.	No Board and Management of WSSA
16	Turiani	Morogoro	There has never been a board of management in place since its establishment. The water scheme is managed by DWE (Although there is ongoing construction of new water infrastructures in efforts to establish WSSA managed by DWE Mvomero).	No Board and Management of WSSA
17	Rujewa	Mbeya	The Manager of RUJEW A WSSA has failed to submit the report for 2012/13. He has no particular reason, but among others was the collapse of computer with data.	
18	Nachingwea	Lindi	The former Management has been dissolved after formation of new National project of MASASI-NACHINGWEA WATER SUPPLY AUTHORITY. As a result, the new management which started its operations in July, 2013 was not able to prepare the report for 2012/13 as some of former employees are no longer at Nachingwea WSSA.	

