



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY

ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)



WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FY 2020/21

DISTRICT AND TOWNSHIP WATER UTILITIES





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MARCH 2022



TABLE OF CONTENTS

CHAIRMAN'S STATEMENT	v
FOREWORD	vi
ABBREVIATIONS AND ACRONYMS	vii
MEASUREMENT UNITS AND SYMBOLS	vii
DEFINITIONS OF KEY PERFORMANCE INDICATORS	viii
EXECUTIVE SUMMARY	ix
1.0 INTRODUCTION	1
2.0 PERFORMANCE ANALYSIS	2
2.1 Water Sources and Abstraction	2
2.2 Water Production and Measurement Methods	3
2.3 Water Demand	5
2.4 Water Treatment Facilities and Quality Monitoring	7
2.5 Sanitation Services	10
2.6 Water Service Coverage	11
2.7 Average Hours of Service	15
2.8 Metering Ratio	16
2.9 Staff Productivity	18
2.10 Non-Revenue Water	19
2.11 Revenue and Expenditure	22
2.12 Institutional Status of DT WSSAs	28
3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS	29
3.1 Tariff Reviews and Implementation of Tariff Order Conditions	29
3.2 Compliance with Reports Submission	29
3.3 Implementation of Recommendations of FY 2019/20 Report	30
3.4 Compliance with Remittance of Regulatory Levy	30
4.0 PERFORMANCE RANKING	31
4.1 Overall Ranking	31
4.2 Utility Ranking	31
4.3 Procedure for Ranking	31
4.4 Classification of Performance Scores	33
4.5 Results of Performance Ranking	33
5.0 MAJOR OBSERVATIONS AND RECOMMENDATIONS	37
APPENDICES	38

LIST OF FIGURES

Figure 1: Water Abstraction in FY 2020/21	2
Figure 2: Total Water Abstraction	2
Figure 3: Total Water Production	4
Figure 4: Annual Water Demand	5
Figure 5: Ratio of Water Production to Water Demand	6
Figure 6: (a): Status of Water Quality Compliance as Tested by DT WSSAs	8
Figure 6: (b): Status of Water Quality Compliance as Tested by DT WSSAs	8
Figure 7: (a): Water Quality Compliance Reported by EWURA	9
Figure 7: (b): Water Quality Compliance Reported by EWURA	10
Figure 8: Population Living in Area with Water Supply Network	11
Figure 9: Population Living in Area with Water Network	12
Figure 10: Population Directly Served with Water	13
Figure 11: Comparison between proportions of Population living in the Area with Water Network and Population Served with Water	14
Figure 12: Overall Average Hours of Service	15
Figure 13: Comparison of Average Hours of Services in 2020/21	16
Figure 14: Average Metering Ratio	17
Figure 15: Comparison of Metering Ratio in FY 2020/21	17
Figure 16: Average Staff per 1000 Connections	18
Figure 17: Comparison of Staff per 1000 Water Connections in FY 2020/21	19
Figure 18: Average Non-Revenue Water	20
Figure 19: Comparison of Non-Revenue Water (%) in FY 2020/21	20
Figure 20: NRW as the volume of water loss per connection per day	21
Figure 21: Comparison of NRW (m ³ /connection/day) in FY 2020/21	22
Figure 22: Revenue from Water Sales	23
Figure 23: Revenue Collection from Water Sales for the period of 2018/19-2020/21	24
Figure 24: Revenue Collection Efficiency for the Period of 2018/19 – 2020/21	25
Figure 25: Operation and Maintenance Expenses	25
Figure 26: Personnel Expenses	26
Figure 27: Personnel Expenditure as a Percentage of Revenue Collection from Water Sales	27
Figure 28: Working Ratio	27

LIST OF TABLES

Table 1: Contribution of Water Abstraction for each Type of Water Source.....	3
Table 2: DT WSSAs with Significant Increase or Decrease in Water Abstraction.....	3
Table 3: Methods used by DT WSSAs to Determine Water Production	4
Table 4: Trend in Water Production Measurement Methods.....	5
Table 5: DT WSSAs with Significant increase in Water Demand	5
Table 6: DT WSSAs with Significant decrease in Water Demand	6
Table 7: Availability of Water Treatment Facilities.....	7
Table 8: DT WSSAs with Significant increase in Proportion of Population Living in the Area with Water Supply Network	11
Table 9: DT WSSAs with Significant Decrease in Proportion of Population Living in the Area with Water Supply Network	11
Table 10: DT WSSAs with Significant Increase in Proportion of Population Directly Served with Water	13
Table 11: DT WSSAs with Significant Decrease in Proportion of Population directly served with water.....	13
Table 12: DT WSSAs with Significant Decrease in Hours of Service	15
Table 13: WSSAs with Increased Water Sales of 20% and Above.....	23
Table 14: WSSAs with a Decrease in Water Sales of 20% and Above.....	23
Table 15: Summary of DT WSSAs that submitted Tariff Review Applications	29
Table 16: Tariff Review Determinations	29
Table 17: Key Performance Indicators	31
Table 18: Assessment Confidence Grading on Data Reliability and Accuracy.....	32
Table 19: Compliance to regulatory requirements	33
Table 20: Classification of Overall Scores	33
Table 21: Summary of Ranking for 58 DT WSSAs	34
Table 22: Performance Ranking Comparison	36
Table 23: Major Observations and Recommendations	37

CHAIRMAN'S STATEMENT

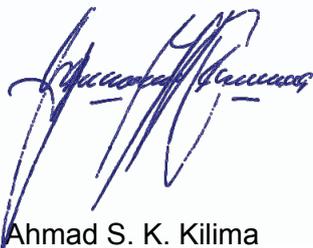
On behalf of the Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA), I have the pleasure to present the Water Utilities Performance Review Report for District and Township Water Supply and Sanitation Authorities (DT WSSAs) for FY 2020/21. This is the 13th report in a series of annual performance review reports prepared by EWURA since 2008.

This report provides a detailed analysis of performance of DT WSSAs during FY 2020/21. The report identifies potential areas for investment in order to improve availability and reliability of water supply and sanitation services. The report also presents gaps in provision of water supply and sanitation services within DT WSSAs service areas with a view to bridging the gaps through stakeholders' involvement and participation. Further, the report is an important tool for evaluating progress towards achieving goal number 6 of Sustainable Development Goals (SDGs), which focuses on sustainable water and sanitation for all. The report will be useful in evaluating progress towards achieving water and sanitation services targets set in the National Five-Year Development Plan – NFYDP (2021/22 -2025/26) that include ensuring access to water services to 95% in regional centres and 85% in district and township centres.

Findings outlined in this report are key reference to stakeholders including DT WSSAs' Boards and Management to improve water supply and sanitation services in their areas. The report will be useful in providing data and information on the status of provision of water supply and sanitation services for proper planning and effective allocation of resources.

I acknowledge the invaluable contribution of the Ministry of Water (MoW), the then Ministry of Health, Community Development, Gender, Elderly and Children (MoHDEC) and Rural Water Supply and Sanitation Agency (RUWASA) in facilitating successful preparation of this report. I wish to further extend my appreciation to the Permanent Secretary of the Ministry of Water, Boards and Managements of all DT WSSAs and other stakeholders for providing enabling environment for EWURA to continue performing its regulatory functions effectively and efficiently.

Finally, I take this opportunity to congratulate my colleagues, EWURA Board of Directors, Management and the entire staff for their hardwork and perseverance. Despite the challenges of COVID-19 pandemic experienced during the FY 2020/21, as a team we managed to ensure that EWURA's objectives are fulfilled inline with sector laws and policies thus aligning with our motto "*Fair Regulation for Positive IMPACT*".



Ahmad S. K. Kilima
Deputy Board Chairman
March 2022

FOREWORD

This report provides an overview of the status of District and Township Water Supply and Sanitation Authorities (DT WSSAs) in the provision of water supply and sanitation services for FY 2020/21. It also provides an indication of future water supply and sanitation needs of DT WSSAs service areas, and provides a comparative analysis of the performance of 58 DT WSSAs.

This report shows the performance of DT WSSAs by considering key performance indicators for provision of water supply and sanitation services such as service coverage, service hours, metering ratio, staff productivity, non-revenue water, financial performance and basic sanitation data that focus on the need to address inclusive urban sanitation and regulation of entire sanitation chain. Further, the report ranks DT WSSAs' performance and provides key observations and recommendations for improving services in their operational areas.

Performance analysis of DT WSSAs shows significant improvement in some key indicators during FY 2020/21. Overall water abstraction increased by 9% to 33.3 million m³/year, water production 6% to 30.3 million m³/year, total number of water connection increased by 16% to 140,446 and total revenue collection improved by 21% to TZS 14.9 billion. Staff productivity improved to 7 in FY 2020/21 from 8 in FY 2019/20. Further, DT WSSAs showed improvement in water quality compliance and water coverage in terms of population directly served with water. Some DT WSSAs demonstrated outstanding performances in some indicators which contributed significantly to the overall performance of DT WSSAs. For instance, in the area of water production Igunga and Nzega WSSAs demonstrated a good performance while Igunga WSSA showed also good performance in water service coverage. On the areas of revenue collection, outstanding performance was attained by Makambako and Mafinga WSSAs. Despite these achievements, some indicators showed deterioration in performance for DT WSSAs. For example, Non-Revenue Water deteriorated by 4% compared to the performance of previous year.

Despite notable achievements by DT WSSAs during FY 2020/21, the report has identified areas for improvement which include investment in critical water and sanitation infrastructure to ensure reliability of water supply and improved sanitation services, water quality monitoring, reduction of non-revenue water, improvement and advocating for inclusive urban sanitation, customer metering and reporting.

EWURA appreciates the invaluable comments and inputs from the Ministry of Water and other stakeholders during the preparation of the report. Finally, EWURA congratulates DT WSSAs that continue to show improvement in their performance, encourage them to sustain the realised momentum and urge other DT WSSAs to work hard to improve their performance.



Eng. Godfrey H. Chibulunje
Acting Director General
March 2022

ABBREVIATIONS AND ACRONYMS

CAG	Controller and Auditor General
CBWSO	Community Based Water Supply Organization
DT	District and Township
EWURA	Energy and Water Utilities Regulatory Authority
FY	Financial Year
KASHWASA	Kahama Shinyanga Water Supply and Sanitation Authority
KPI	Key Performance Indicator
MoW	Ministry of Water
NP	National Project
NRW	Non-Revenue Water
O&M	Operation and Maintenance
OSS-FSM	On Site Sanitation and Faecal Sludge Management
RS	Reporting Score
RUWASA	Rural Water Supply and Sanitation Agency
SBP	Score Based on Best Performer
SDGs	Sustainable Development Goals
SCG	Score Based on Confidence Grading
SLB	Service Level Benchmark
SPT	Score Based on Attained Performance Targets
SSLB	Score Based on Attained Service Level Benchmarks
TBS	Tanzania Bureau of Standards
TWS	Total Weighted Score
WSSA	Water Supply and Sanitation Authority

MEASUREMENT UNITS AND SYMBOLS

CFU/100ml	Colony Forming Units per hundred milliliters of a sample
<i>E. coli</i>	Escherichia coli
km	kilometer
m	meter
m ³	cubic meter
m ³ /day	cubic meter per day
m ³ /hr	cubic meter per hour
m ³ /conn/ day	cubic meter per connection per day
mg/L	milligram per litre
NTU	Nephelometric Turbidity Unit
%	percent
TZS	Tanzanian Shillings (except when used to refer to water and wastewater quality standards, it refers to Tanzania Standards)

DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
i.	Average hours of service	Hours per day a consumer can draw water from a tap at a connection. The best practice is 24 hours	Hours
ii.	Metering ratio	The number of active water connections that have operating water meters expressed as a percentage of the total number of active water connections. Best practice is 100%	%
iii.	Non- Revenue Water	The amount of water that a water utility produces (or purchases from other water utilities) minus the amount that is sold to consumers, presented as a percentage of water produced and/or purchased. The recommended value is less than 20%	%
iv.	Proportion of population living within the area with water network	The proportion of population living within the area with water network expressed as a percentage. It is obtained by dividing the population living within 200 meters from the water distribution pipe by the total population living in the service area	%
v.	Proportion of population served with water	A ratio of population served to the total population living in the service area expressed as a percentage. The population served is obtained by adding the following; (i) the number of domestic connections multiplied by the average members using that connection. (ii) the number of public stand posts and/or kiosks multiplied by the average number of the population served by public stand posts and/or kiosks (iii) the population living in residential institutions, industrial and commercial complex	(%)
vi.	Revenue collection efficiency	The ratio of total collection (TZS) to the total billings (TZS) during the year calculated as the amount of revenues collected divided by amount billed multiplied by 100	(%)
vii.	Staff Productivity	Number of staff per 1000 water and sewerage connections. It is calculated as a ratio of total staff to total water and sewerage connections. Best practice is below 5	Staff/ 1000 Connections
viii.	Water quality compliance	Percentage of the water samples that pass particular water quality tests for potability is equal to total number of samples passed divided by total number of samples tested multiplied by 100	%
ix.	Working ratio	Operating expenses to operating revenue. The operational expenses do not include depreciation, interest and debt service. Sound financial management requires that this ratio should be well below 0.67	Ratio

EXECUTIVE SUMMARY

Introduction

This is the 13th Water Utilities Performance Review Report for District and Township Water Supply and Sanitation Authorities (DT WSSAs) in a series of water sector performance review reports prepared by EWURA. The report analyses and compares performance of 58 DT WSSAs during FY 2020/21. Among them, 52 are operating in district headquarters and six are operating in townships. Performance analysis excludes Busega, Chala and Laela WSSAs which operated as Community Based Water Supply Organisations (CBWSOs) and Rombo WSSA which operated as a company during the reporting period.

The main objective of this report is to provide an overall performance of DT WSSAs for FY 2020/21 by considering key performance data and indicators in the provision of water supply and sanitation services. The report also ranks their performance in the provision of water and sanitation services and provides key observations and recommendations for improving water and sanitation services in their operational areas.

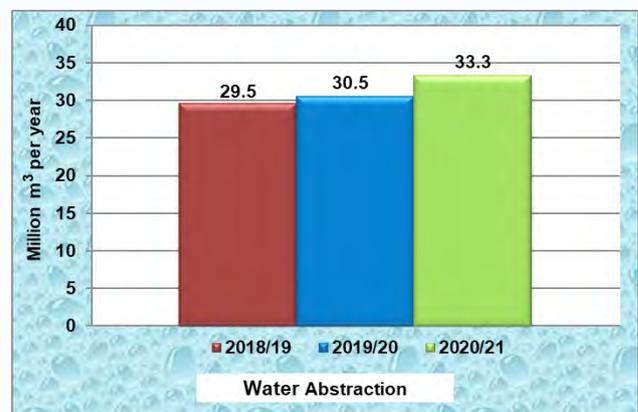
Data and information for preparation of the report were collected from DT WSSAs through annual performance reports, MajiS reports, performance monitoring inspection and consultative meetings with Ministry of Water (MoW), the then Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDEC), Rural Water Supply and Sanitation Agency (RUWASA) and DT WSSAs.

Performance Highlights

Performance trends for DT WSSAs during FY 2018/19 to FY 2020/21, in terms of water abstraction; water production; service hours; metering ratio; staff productivity; non-revenue water; revenue collection; institutional status; submission of reports; and performance ranking is as discussed in this part.

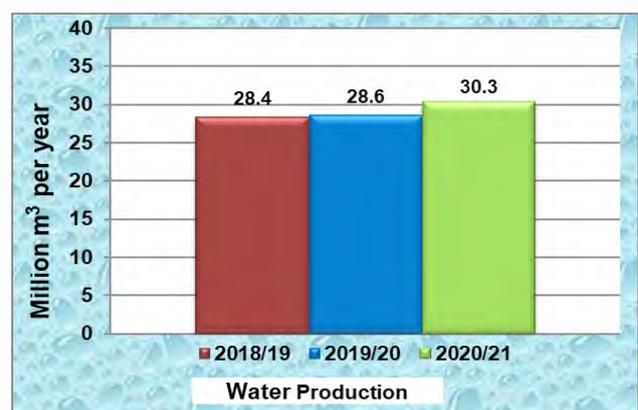
i. Water Abstraction

There has been continuous increase in water abstraction. During FY 2020/21 water abstraction increased by 9% as compared to an increase of 3% in FY 2019/20. The increase was due to investment in water supply infrastructure, including addition of boreholes and rehabilitation of water sources infrastructure.



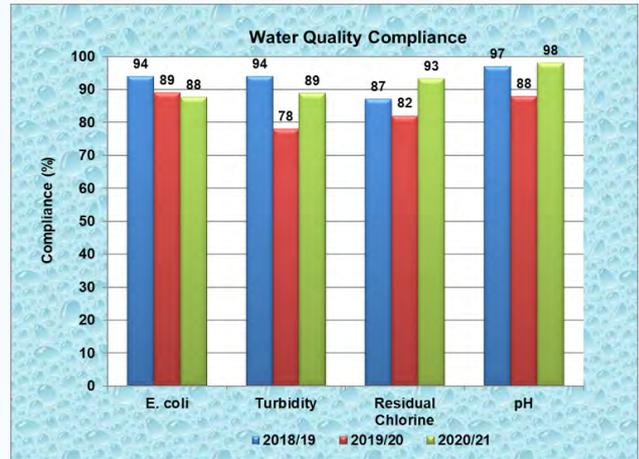
ii. Water Production

Over the past three years, there has been continuous increase in water production. During FY 2020/21, water production increased by 6% as compared to 1% in FY 2019/20. Generally, water production for FY 2020/21 was only 32% of water demand. The increase was due to investment in water supply infrastructure including addition of boreholes and rehabilitation of water sources infrastructure in some of DT WSSAs.



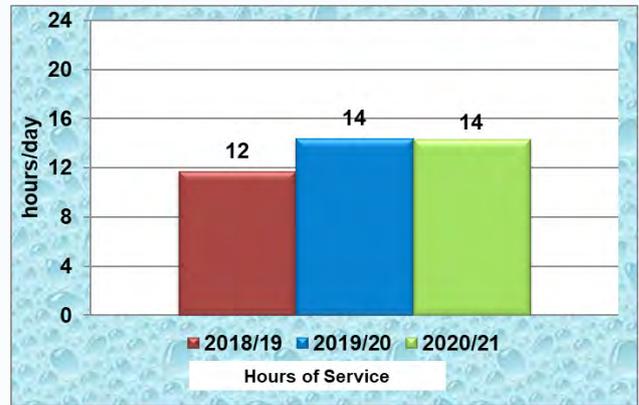
iii. Water Quality Compliance

There has been uneven trend in water quality compliance levels during the period under review. In FY 2020/21, overall compliance improved to 93% for residual chlorine from 82% in FY 2019/20 and 87% in FY 2018/19. The pH compliance improved to 98% in FY 2020/21 as compared to 88% and 97% in FY 2019/20 and FY 2018/19. However, *E. coli* compliance level dropped to 88% as compared to 89% and 94% in FY 2019/20 and FY 2018/19. Turbidity compliance level shows un-even trend with 88% in FY 2020/21, 78% in FY 2019/20 and 94% in FY 2018/19.



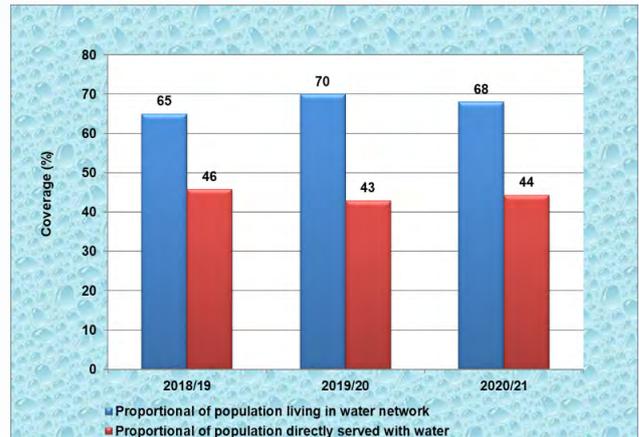
iv. Hours of Service

Overall average daily hours of water supply during the year under review remained at 14 as observed in FY 2019/20. This was due to insufficient water production as compared to increased water demand, frequent power outages, low voltage at pumping stations and dilapidated water production infrastructures. The attained average service hours is below the service level benchmark of 24 hours.



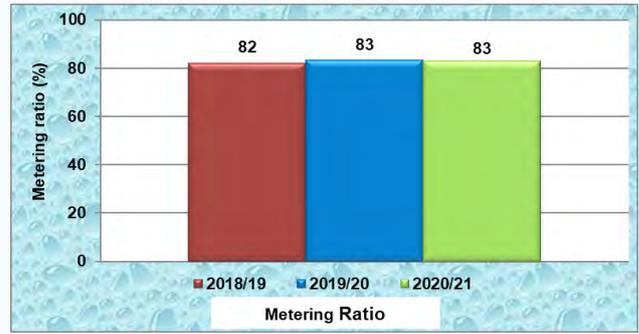
v. Water Service Coverage

Over the past three years, DT WSSAs showed uneven trend in overall proportion of population directly served with water and proportion of population living in area with water network. During FY 2020/21, the proportion of population directly served with water improved only by 1% while proportion of population living in area with water network declined by 2%.



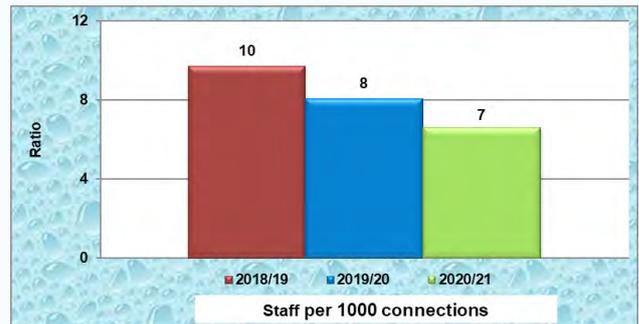
vi. Metering Ratio (%)

During the year under review, the overall metering ratio remained at 83% from FY 2019/20. The registered metering ratio is still below the service level benchmark of 100%.



vii. Staff Productivity

Staff productivity has consistently improved over the past three years with the number of staff per 1,000 water connections improving from 10 in FY 2018/19 to seven in FY 2020/21. The ratio is within acceptable boundaries of 8-5 staff per 1000 connections for DT WSSAs.



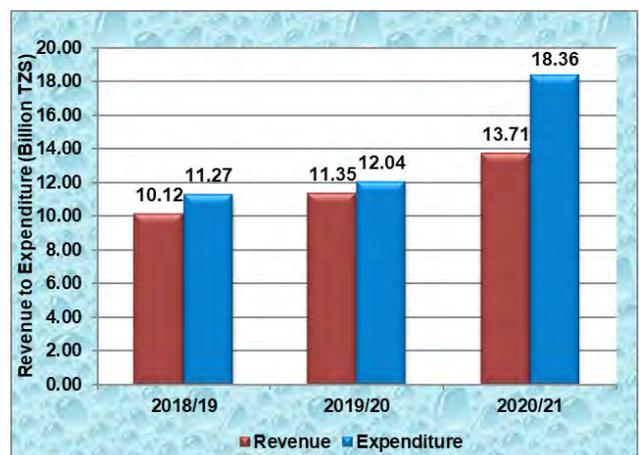
viii. Non-Revenue Water (%)

Overall NRW continued to deteriorate for three consecutive years. During the year under review, NRW increased by 4% from FY 2018/19 to FY 2020/21. The average NRW attained remains above the service level benchmark of less than 20%.



ix. Revenue and Expenditure

During the year under review, aggregate revenue collection from water sales increased by 21% from TZS 11.35 billion in FY 2019/20 to 13.71 billion in FY 2020/21. The increase was mainly due to increase in water production and number of customer connections. On the other hand, operation and maintenance expenses (excluding depreciation) increased by 52% from TZS 12.04 billion in FY 2019/20 to TZS 18.36 billion in the FY 2020/21. this is attributed to an increase in operations among DT WSSAs.



x. Institutional Status of DT WSSAs

During FY 2020/21, 46 out of 58 DT WSSAs had active boards of directors. This includes nine DT WSSAs under supervision of the Boards of Regional WSSAs, 24 DT WSSAs under supervision of RUWASA and 13 DT WSSAs that are stand-alone. DT WSSAs that had no boards of directors were Korogwe, Mbulu, Katesh, Handeni, Kasulu, Ngara, Sengerema, Kibondo, Nzega, Igunga, Ifakara and Same-Mwanga WSSAs

xi. Compliance with Remittance of Regulatory Levy

During FY 2020/21, compliance with remittance of regulatory levy was 44%, as compared to 35% during FY 2019/20. Kilindoni, Lushoto, Mbinga, Nzega, Kibaigwa, Makambako, Igunga and Mombo WSSAs had 100% compliance with remittance of regulatory levy. DT WSSAs with zero compliance with remittance of regulatory levy were Dakawa, Handeni, Katesh, Kibaya, Kibondo, Kondoa, Makete, Mpwapwa, Mwanhuzi, Namanyere, Namtumbo, Rujewa, Songe, Tarime and Tunduma.

xii. Reporting Obligations

For three consecutive years, Biharamulo and Rujewa WSSAs submitted all required reports timely. Kibondo and Namanyere did not submit any of the required report.

a) Submission of Annual Technical Report

During the reporting period, out of 58 DT WSSAs, 34 submitted Annual Technical Reports timely. Percentage compliance with submission of annual technical reports improved to 59% in FY 2020/21 as compared to 31% attained in FY 2019/20 and 36% in FY 2018/19. Eight DT WSSAs submitted their annual technical reports late and the remaining 16 DT WSSAs did not submit annual technical performance reports rather submitted performance data in a customized datasheet. For three consecutive years, seven DT WSSAs submitted their annual reports timely; these were Biharamulo, Igunga, Korogwe, Mafinga, Nzega, Rujewa and Kibaigwa. Conversely, for three consecutive years, Chato, Kibondo, Namanyere, Orkesumet, Sengerema, Tunduma and Tarime WSSAs did not submit the annual reports.

b) Submission of Financial Reports

During FY 2020/21, out of 58 DT WSSAs, 33 submitted financial reports timely. Percentage compliance with submission of financial reports improved to 57% in FY 2020/21 as compared to 38% and 31% attained in FY 2019/20 and FY 2018/19, respectively. Eight DT WSSAs submitted their financial reports late and the remaining 17 DT WSSAs did not submit financial reports. For three consecutive years, Biharamulo, Igunga, Korogwe, Mafinga, Nzega, Rujewa, Tukuyu and Makambako WSSAs submitted their financial reports timely while , Chato, Dakawa, Kibondo, Namanyere, Kibaigwa and Tunduma WSSAs did not submit financial reports.

c) Submission of Monthly MajiS Reports

During the reporting period, only Biharamulo, Kilwa Masoko, Mbulu and Rujewa WSSAs submitted all monthly MajiS reports timely. Percentage compliance with submission of monthly MajiS report decreased to 7% as compared to 26% in FY 2019/20 and 14% attained in FY 2018/19. For three consecutive years, only Biharamulo and Rujewa WSSAs submitted all monthly MajiS report timely. On the other hand, Dakawa, Kibondo, Namanyere and Tarime WSSAs did not submit monthly MajiS reports for three consecutive years.

d) Submission of Annual MajiS Reports

During FY 2020/21, out of 58 DT WSSAs, 30 submitted annual MajiS reports timely. Percentage compliance with submission of annual MajiS report increased to 52% in FY 2020/21 as compared to 48% and 30% attained in FY 2019/20 and FY 2018/19, respectively. For three consecutive years, Biharamulo, Igunga, Kilindoni, Korogwe, Loliondo, Mafinga, Muleba and Rujewa WSSAs submitted annual MajiS reports timely. Conversely, for three consecutive years, Chato, Dakawa, Gairo, Kasulu, Kibondo, Mpwapwa, Namanyere, Orkesumet and Tunduma WSSAs did not submit annual MajiS reports.

xiii. Implementation of Recommendations of the Previous Report

The Water Utilities Performance Review Report for FY 2019/20 had the following recommendations for implementation by DT WSSAs:

- (a) By June 2021, DT WSSAs in consultation with MoW and other key stakeholders should prepare sound and long-term strategic plan for investment in water production infrastructures in line with National Developments Plan ;
- (b) Ensure that all rivers and springs source catchments are protected against pollution and encroachment to ensure sustainable provision of water services among DT WSSAs service areas;
- (c) Prepare and implement water quality monitoring programs pursuant to the Water and Wastewater Quality Monitoring Guidelines 2020;
- (d) By June 2022, DT WSSAs should acquire land for construction of wastewater treatment facilities;
- (e) By June 2022, DT WSSAs in Consultation with the Government should prepare a sound strategic plan that prioritises investment in the construction of wastewater collection and treatment facilities ;
- (f) By June 2021, DT WSSAs should aim at attaining universal metering;
- (g) Comply with reporting requirements following the Water Supply and Sanitation Services Rules, 2011 (GN 387);
- (h) Design and implement strategies to ensure the continuous reduction of NRW. NRW reduction strategies should be included in their business plans;
- (i) Prepare and implement a strategy for employing female staff;
- (j) Recruit appropriate staff to fill vacancies;
- (k) Review tariffs in-line with their operational costs;
- (l) By June 2022, DT WSSAs in collaboration with LGAs should initiate efforts to develop MoU that stipulate the roles and responsibilities of Water Authorities, LGAs and other stakeholders in the management of OSS and FS; and
- (m) By June 2022, DT WSSAs should partner with Local Government Authorities and other stakeholders to conduct a survey and establish baseline sanitation data in their service areas.

Generally, implementation of recommendations of the Water Utilities Performance Review Report for FY 2019/20 was fair as presented in Appendix 4 Table A4.3 of this report. However, more effort is needed to ensure improvement in implementation of the recommendations.

xiv. Major Observations and Recommendations

This report outlines major observations for DT WSSAs to improve water supply and sanitation services within their service areas. Such observations include the following:

- (a) High Non-Revenue Water;
- (b) Low metering ratio to both customer connection and water sources;
- (c) Inadequate water supply infrastructure to satisfy demand;
- (d) Inadequate monitoring of the quality of water supplied to customers;
- (e) Lack of sufficient and qualified staff;
- (f) Lack of wastewater and faecal sludge treatment facilities;

Generally, performance of DT WSSAs in FY 2020/21 as compared to FY 2019/20 has shown improvement in areas of water abstraction, water production, water quality compliance, staff productivity, proportional of population directly served with water, water sales collections and submission of annual reports. The report has identified areas for improvement, which include, managing Non-Revenue Water, investment in water production infrastructure, improving quality of water supplied, investment in wastewater treatment facilities and customer connection and water source metering. DT WSSAs need to implement recommendations of this report and include them as part of their business plan targets. It is expected that implementation of the recommendations will improve water supply and sanitation services.

1.0 INTRODUCTION

The Water Utilities Performance Review Report for District and Township (DT) WSSAs for FY 2020/21 analyses and compares performance of 58 DT WSSAs for FY 2020/21. among which 52 are operates in district headquarters and six in townships. This report excludes the Busega, Chala and Laela WSSAs which were operating as Community Based Water Supply Organisations (CBWSOs); and Rombo WSSA that was operating as a company during the reporting period. Preparation of the performance evaluation report is pursuant to Section 29(2) of the Water Supply and Sanitation Act, 2019 which requires EWURA to prepare annually a comparative analysis report on performance of regulated water utilities.

The main objective of this report is to provide an overall performance of DT WSSAs for FY 2020/21 by considering key performance data and indicators in the provision of water supply and sanitation services. The report also ranks their performance in provision of water and sanitation services in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018. Further the report provides key observations and recommendations for improving water and sanitation services in their operation areas.

This report is organised in five chapters, which are (i) Introduction; (ii) Performance Analysis; (ii) Implementation of Regulatory Obligations; (iii) Performance Ranking; and (v) Major Observations and Recommendations. The report includes an evaluation and performance comparison of DT WSSAs in the light of key performance data and indicators, which cover technical, commercial, financial, and managerial aspects of WSSAs; and implementation of regulatory obligations. Thereafter, the report ranks the WSSAs' performance in the provision of water supply and sanitation services in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018. The report is also appended with profiles that provide descriptive information and data for each DT WSSA; key performance data and indicators from FY 2018/19 to FY 2020/21; and details of DT WSSAs' compliance with regulatory obligations.

The report is also appended with profiles that provide descriptive information and data for each DT WSSA; key performance data and indicators for FY 2018/19 to FY 2020/21; and details of DT WSSAs' compliance with regulatory obligations.

Data and information for preparation of the report were collected from DT WSSAs through annual performance reports, MajiS reports, inspection reports and consultative meetings with Ministry of Water (MoW), the then Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDEC), Rural Water Supply Agency (RUWASA) and DT WSSAs. Other inputs to the report were sought from clarifications provided by DT WSSAs on their performance trends and findings during performance inspections conducted by EWURA.



2.0 PERFORMANCE ANALYSIS

Performance analysis of DT WSSAs during FY 2020/21 is based on water sources and abstraction; water production; water demand; water treatment facilities; sanitation services; water services coverage; service hours; metering ratio; staff productivity; non-revenue water; revenue and expenditure; and institutional status. The performance for FY 2020/21 is also compared to performance achieved in financial years of 2018/19 and 2019/20. Where there are significant changes in performance, reasons are provided to allow interventions and enable WSSAs to learn from each other, for improvement.

2.1 Water Sources and Abstraction

For three consecutive years rivers continued to be major source of water among DT WSSAs, followed by boreholes and springs. On the other hand, dams was the least used source of water during FY 2020/21 as shown on Table 1 and Figure 1.

Water abstraction increased from 30.5 million cubic meters in FY 2019/20 to 33.3 million cubic meters in FY 2020/21 (refer to Figure 2). An outline of DT WSSAs with significant changes in water abstraction and reasons for the changes is presented in Table 2 whereas water abstraction from each DT WSSA over the past three years is shown in Table A2.1 (a) and Table A2.1(b) of Appendix 2.

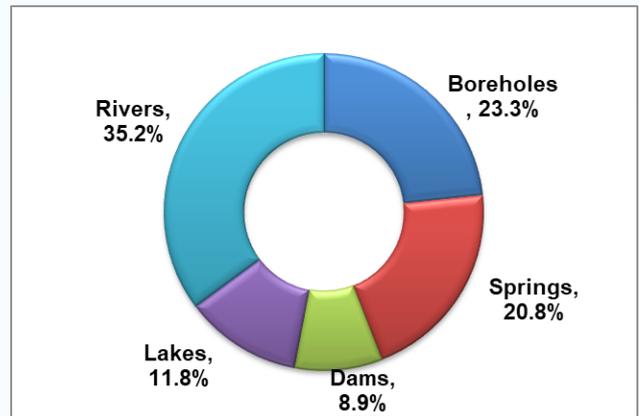


Figure 1: Water Abstraction in FY 2020/21

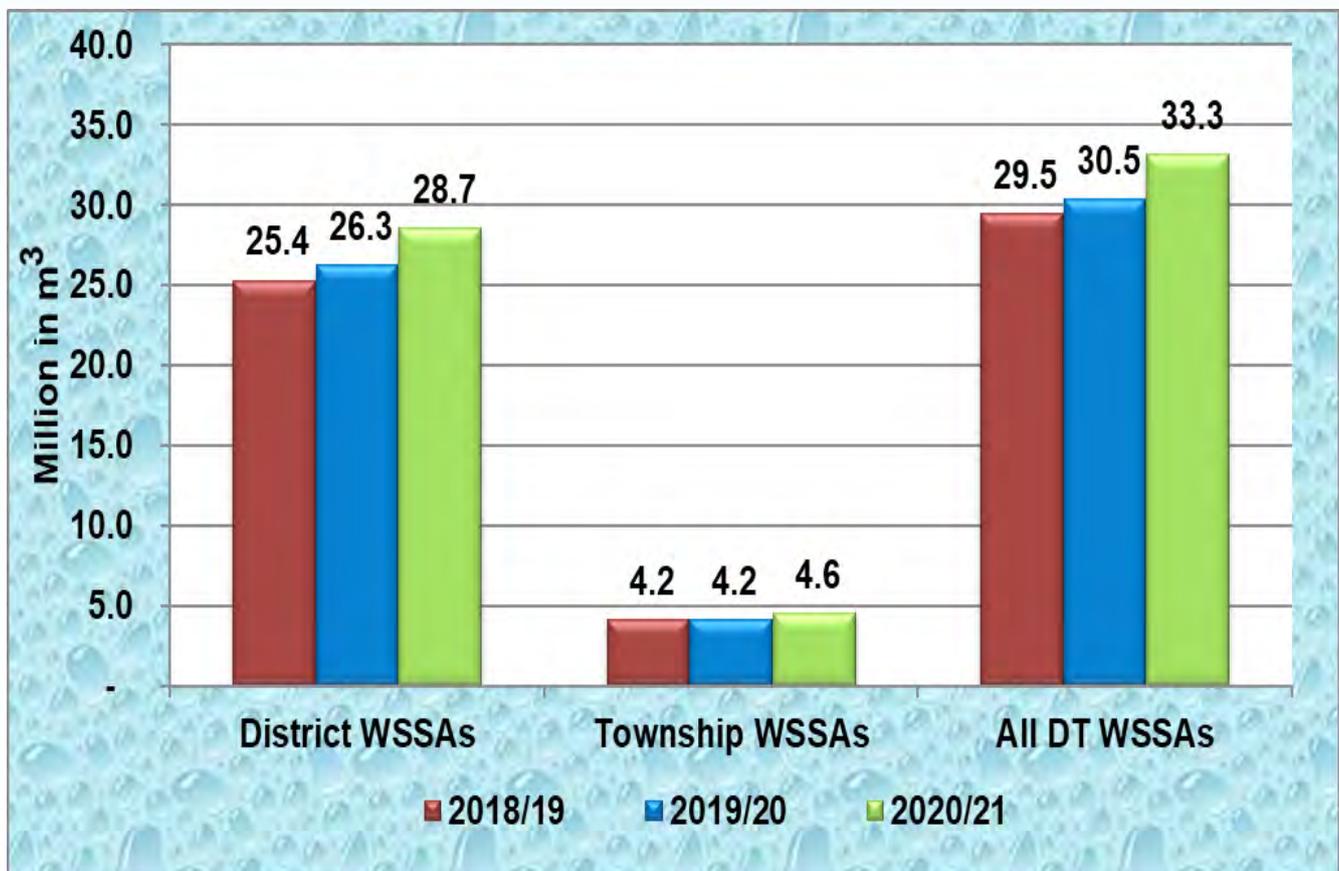


Figure 2: Water Abstraction

Table 1: Contribution of Water Sources to Water Abstraction

Type of Water Source	% Contribution to Total Water Abstraction		
	2018/19	2019/20	2020/21
Rivers	33.0	36.3	35.2
Boreholes	24.8	22.9	23.3
Springs	26.4	23.2	20.8
Dams	6.8	8.8	11.8
Lakes	9.1	8.7	8.9

The analysis of water abstraction for each DT WSSA showed that during the year under review:

- Chunya, Gairo, Handeni, Orkesumet, Manyoni, Karatu, Nzega, Igunga Mafinga, Mbinga, Mombo, Ruangwa, Sengerema, Kibaigwa, Kondoa and Ludewa WSSAs had more than 10% increase in water abstraction compared to FY 2019/20; and
- Mahenge, Kiomboi, Dakawa, Mpwapwa, Mugumu, Kibondo, Tunduru, Namanyere, Ngara and Liwale WSSAs had more than 10% decrease in water abstraction compared to FY 2019/20.

Table 2: DT WSSAs with Significant Changes in Water Abstraction

Name of WSSAs	Reasons
Increase in Water Abstraction	
Orkesumet	Rehabilitation of two boreholes
Ludewa and Mombo	Rehabilitation of water intake
Gairo, Manyoni, Chunya, and Ruangwa	Addition of boreholes
Handeni, Sengerema and Kibaigwa	Increase in pumping hours
Karatu	Full operation of boreholes
Nzega and Igunga	Bulk water purchase from KASHWASA following completion of extension of Lake Victoria water pipeline to Igunga and Nzega towns. The project was financed by the Government through the MoW
Mafinga and Kondoa	Acquisition of water sources from CBWSOs, rehabilitation of intakes and replacement of water pumping facilities financed by the Government through the MoW
Mbinga	Improved recharge of a water source attributed to sufficient rainfall
Decrease in Water Abstraction	
Mahenge and Mpwapwa	Deterioration of intake weir which caused seepage of water
Kiomboi and Dakawa	Breakdown of boreholes' motors and pumps
Mugumu, Kibondo, Tunduru and Namanyere	Regular breakdown of water abstraction pumps
Ngara and Liwale	Reduced pumping hours due to low voltage

2.2 Water Production and Measurement Methods

2.2.1 Water Production

During the year under review, water production increased by 5.9% compared to an increase of 0.7% in FY 2019/20 (see Figure 3).

During FY 2020/21, Chunya, Gairo, Handeni, Orkesumet, Manyoni, Karatu, Nzega, Igunga, Mbinga, Mombo, Ruangwa, Sengerema, Kibaigwa, Kondoa and Ludewa WSSAs increased water production by 10% or more as compared to FY 2019/20. A significant decrease in water production (by 10% or more) was registered by 10 DT WSSAs, namely Mahenge, Kiomboi, Dakawa, Mpwapwa, Mugumu, Kibondo, Tunduru, Namanyere, Ngara and Liwale. The reasons for significant change in water production for these DT WSSAs are the same as discussed in Section 2.1 of this Report. Water production data for DT WSSAs is presented in Table A2.3 of Appendix 2.

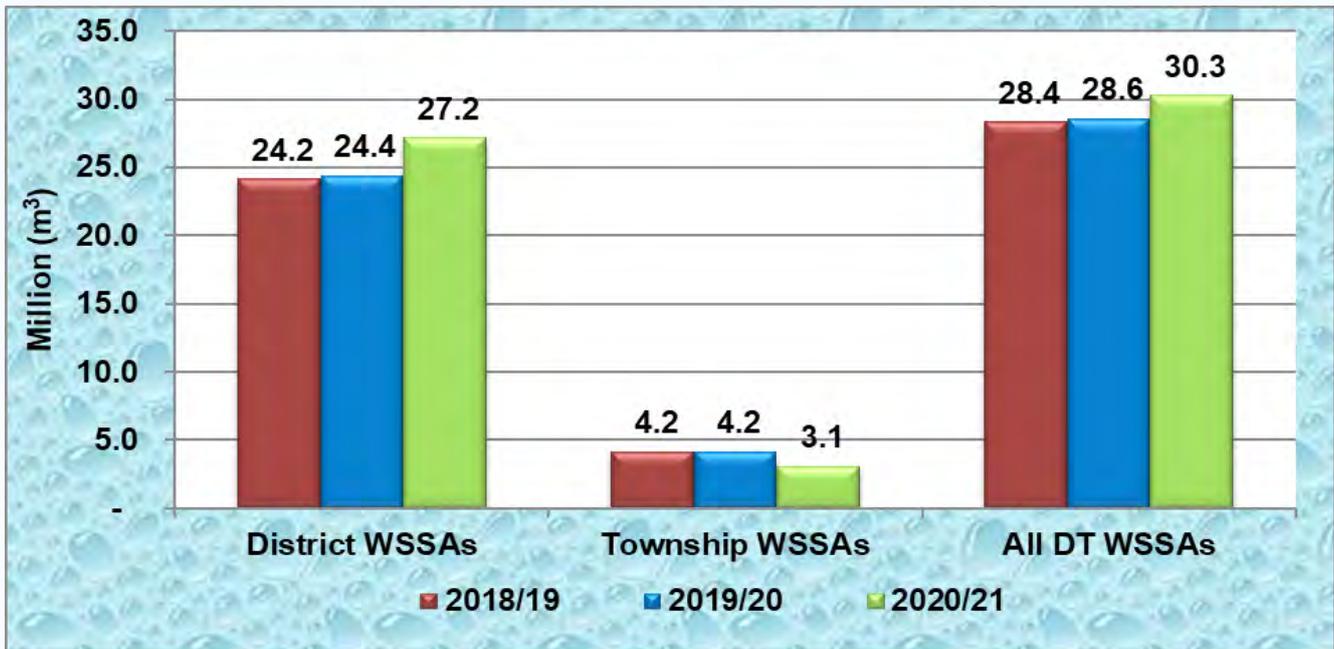


Figure 3: Water Production

2.2.2 Water Production Measurement Methods

Performance of DT WSSAs was also analysed in terms of methods used in ascertaining the amount of water produced. Generally, three methods used to determine the amount of water produced were (i) bulk water meters; (ii) bulk water meter and estimates; and (iii) estimates. DT WSSAs using both bulk meter and estimates are those with multiple water sources, some of which are unmetered. During FY 2020/21, 25 DT WSSAs used bulk water meters; 24 used both bulk meter and estimates and 9 DT WSSAs estimated the amount of water produced. Table 3 shows a list of DT WSSAs and methods used to determine water production during FY 2020/21.

Table 3: Methods Used by DT WSSAs to Determine Water Production

Bulk Water Meter		Bulk Water Meter and Estimates		Estimates	
1.	Biharamulo	1.	Dakawa	1.	Kasulu
2.	Bunda	2.	Gairo	2.	Ludewa
3.	Chato	3.	Handeni	3.	Lushoto
4.	Chunya	4.	Itumba-Isongole	4.	Makete
5.	Igunga	5.	Karagwe	5.	Namtumbo
6.	Karatu	6.	Katesh	6.	Rujewa
7.	Kiomboi	7.	Kibaya	7.	Tarime
8.	Kishapu	8.	Kibondo	8.	Mombo
9.	Liwale	9.	Kilindoni	9.	Turiani
10.	Loliondo	10.	Kilwa Masoko		
11.	Mafinga	11.	Korogwe		
12.	Manyoni	12.	Kondo		
13.	Mbinga	13.	Kyela-Kasumulu		
14.	Muleba	14.	Mahenge		
15.	Mwanhuzi	15.	Mbulu		
16.	Ngara	16.	Mpwapwa		
17.	Nzega	17.	Mugumu		
18.	Ruangwa	18.	Namanyere		
19.	Same-Mwanga	19.	Orkesumet		
20.	Ushirombo	20.	Sengerema		
21.	Utete	21.	Songe		
22.	Maganzo	22.	Tunduru		
23.	Makambako	23.	Ifakara		
24.	Tunduma	24.	Tukuyu		
25.	Kibaigwa				

Analysis of DT WSSAs in terms of usage of bulk meters to measure the amount of water produced shows a decline to 43% in FY 2020/21 from 47% in FY 2019/20. Table 4 presents water production measurement methods from FY 2019/20 to FY 2020/21.

Table 4: Trend in Water Production Measurement Methods

Methodology	Financial Year			
	2019/20		2020/21	
	No	%	No.	%
Bulk Water Meter	27	47	25	43
Both bulk meter and estimate	20	34	24	41
Estimate	11	19	9	16
Total Utilities Analysed	58	58		

2.3 Water Demand

Over the past three years, there has been a continuous increase in water demand in areas of service of DT WSSAs. Total water demand increased by 8% in FY 2020/21 as compared to 4% increase in FY 2019/20. DT WSSAs that recorded significant increase in water demand (above 10%) during FY 2020/21 were Ruangwa, Mugumu, Manyoni, Sengerema, Itumba-Isongole, Ludewa, Tarime, Bunda, Mahenge, Muleba, Namtumbo, Kasulu, Tukuyu and Mafinga as presented in Table 5.

Further, Kishapu, Kilwa-Masoko, Karagwe, Gairo, Dakawa, Maganzo and Chato WSSAs recorded a decrease in water demand (10% and above) among DT WSSAs as presented in Table 6. A summary of water demand for DT WSSAs is presented in Table A2.3 of Appendix 2 and illustrated in Figure 4.

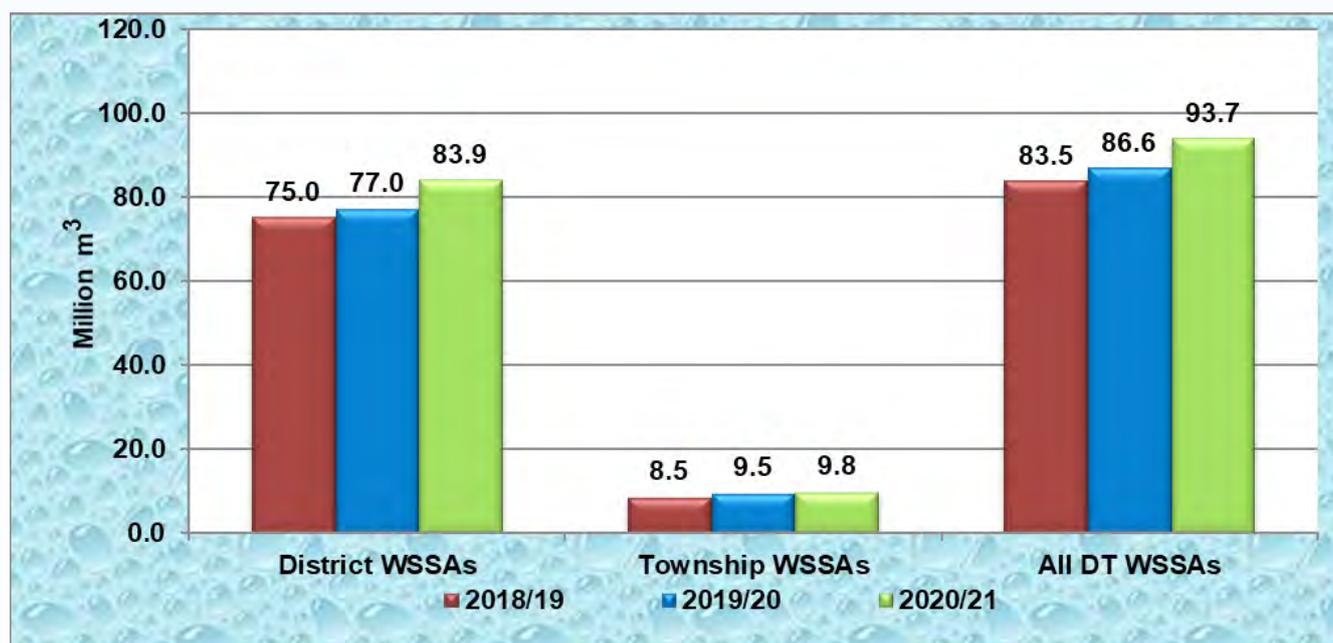


Figure 4: Annual Water Demand

Table 5: DT WSSAs with Significant Increase in Water Demand

Name of WSSA	% Increase	Reasons
Ruangwa	247	Inclusion of Kitandi and Chinokole villages which were not considered in the previous year in calculation of water demand
Mugumu	93	Change in per capita water consumption from 45 to 75 liters/day
Manyoni	91	Inclusion Itigi Township which was not considered in the previous year in calculation of water demand
Sengerema	84	Extension of service area to Nyamazugo, Nyamizeze and Tabaruka Wards
Itumba-Isongole	81	Population increase from 25,160 to 25,265

Name of WSSA	% Increase	Reasons
Ludewa	60	Increase in population from 10,779 to 12,856 as a result of revised population data
Tarime	57	Review of per capita consumption as recommended in the MoW-Design, Construction Operation and Maintenance Manual 2020 (DCOM 2020)
Bunda	30	Review of per capita consumption as recommended in the MoW-Design Construction Operation and Maintenance Manual 2020 (DCOM 2020)
Mahenge	22	Re-computation of Demand, based on growth rate of 2.9% and per capita consumption of 70 litre/day
Muleba	14	Review of per capita consumption as recommended in the MoW-Design Construction Operation and Maintenance Manual 2020 (DCOM, 2020)
Namtumbo	12	
Kasulu	12	
Tukuyu	11	
Mafinga	10	Inclusion of data from peri-urban areas which was not included in the previous year in calculation of water demand

Table 6: DT WSSAs with Significant Decrease in Water Demand

Name of WSSA	Decrease (%)	Reasons
Gairo	50	Review of per capita consumption as recommended in the MoW-Design Construction Operation and Maintenance Manual 2020 (DCOM 2020)
Kilwa Masoko	46	
Dakawa	29	Exclusion of Makuyu, Mgudeni and Matala villages, which are not part of Dakawa WSSAs service areas.
Kishapu	25	Review of per capita consumption as recommended in the MoW-Design Construction Operation and Maintenance Manual 2020 (DCOM 2020)
Chato	23	
Maganzo	19	
Karagwe	18	

DT WSSAs performance was also analysed in terms of the ratio of water production to demand. Over the past three years, there has been a continuous deterioration in water production to demand ratio. In FY 2020/21, the ratio declined to 32% as compared to 33% and 35% in FY 2019/20 and FY 2018/19, respectively. The observed ratio indicates that there is still a big gap between production and water demand of more than 50%. Interventions in terms of investments in water production infrastructure are needed to bridge the production-demand gap. Figure 5 shows trend of the ratio of water production to water demand for DT WSSAs over the past three years.

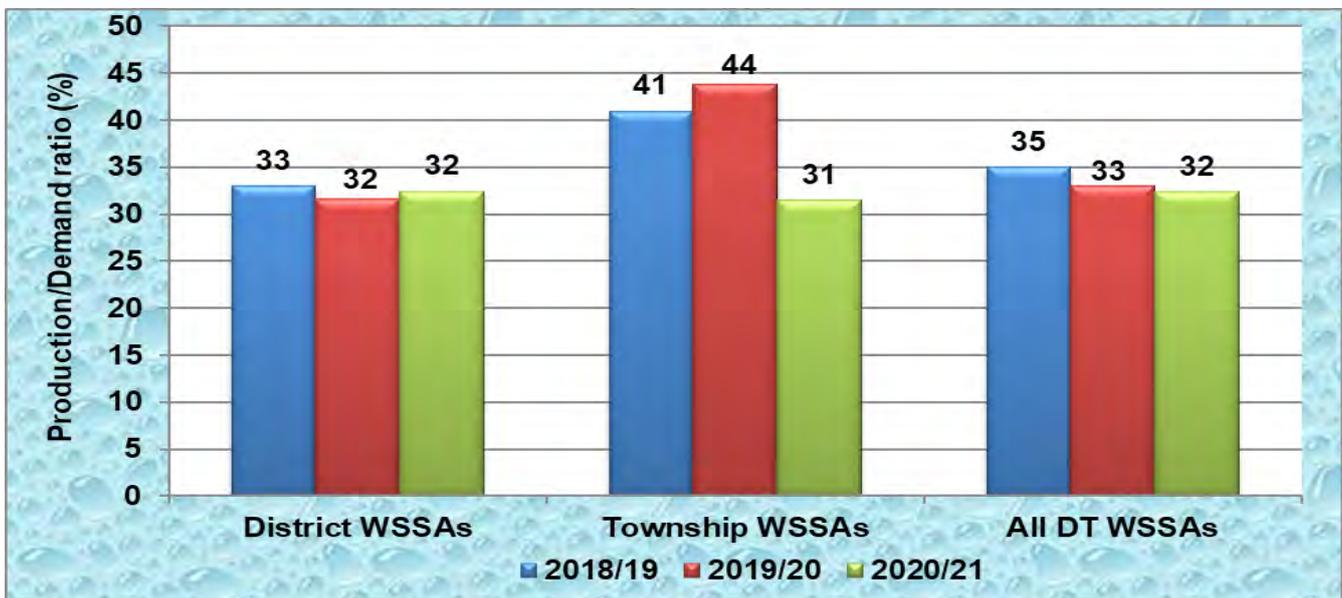


Figure 5: Ratio of Water Production to Water Demand

2.4 Water Treatment Facilities and Quality Monitoring

This section discusses performance of DT WSSAs in terms of availability of water treatment facilities and water quality monitoring.

2.4.1 Water Treatment Facilities

During the year under review, 81% of DT WSSAs had water treatment facilities, which is a slight improvement compared to 76% in FY 2019/20 and FY 2018/19. During FY 2020/21, 10 DT WSSAs namely Mugumu, Igunga, Nzega, Sengerema, Mwanhuzi, Kishapu, Maganzo, Biharamulo, Chato and Gairo WSSAs had conventional water treatment plants which is an increase compared to six DT WSSAs in FY 2019/20. The increase was attributed to completion in construction of Mugumu WSSA's conventional water treatment plant during the year. However, Kishapu and Maganzo WSSAs purchased treated water in bulk from KASHWASA.

During the year under review, 37 DT WSSAs carried out water treatment by disinfection only mostly by using chlorine being the same number as in FY 2019/20. Further, in FY 2020/21, 11 DT WSSAs had no water treatment facilities as compared to 14 and 19 in FY 2019/20 and FY 2018/19 respectively. Table 7 shows the status of availability of water treatment facilities among DT WSSAs during FY 2020/21.

Table 7: Availability of Water Treatment Facilities

WSSAs with Conventional Water Treatment Plants		WSSAs with Disinfection Units only		WSSAs without Treatment Units	
1.	Igunga	1.	Bunda	21.	Katesh
2.	**Kishapu	2.	Mafinga	22.	Same-Mwanga
3.	Nzega	3.	Mahenge	23.	Tarime
4.	Sengerema	4.	Chunya	24.	Kibaya
5.	**Maganzo	5.	Makete	25.	Tukuyu
6.	Mwanhuzi	6.	Kilindoni	26.	Kilwa Masoko
7.	Mugumu	7.	Manyoni	27.	Tunduru
8.	*Biharamulo	8.	Mbinga	28.	Kondoa
9.	*Chato	9.	Handeni	29.	Utete
10.	*Gairo	10.	Mpwapwa	30.	Kyela-Kasumulu
		11.	Ifakara	31.	Kibaigwa
		12.	Muleba	32.	Liwale
		13.	Itumba-Isongole	33.	Korogwe
		14.	Namtumbo	34.	Loliondo
		15.	Karagwe	35.	Makambako
		16.	Ngara	36.	Turiani
		17.	Karatu	37.	Mbulu
		18.	Ruangwa		
		19.	Kasulu		
		20.	Rujewa		

* WSSA has conventional treatment plant to some of water sources

** WSSA receive treated bulk water supply from KASHWASA

2.4.2 Water Quality Monitoring

Quality of water was analysed to check compliance with TBS (TZS 789:2018-EAS12:2018) for *E. coli*, turbidity, residual chlorine and pH. According to EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities (2018) the acceptable boundary for turbidity, residual chlorine and pH is 95% to 98%. This report presents findings from water quality monitoring conducted by both DT WSSAs and EWURA.

(a) Water Quality Monitoring Conducted by DT WSSAs

Over the past three years, there has been a continuous improvement in number of DT WSSAs conducting water quality tests. During the year under review, 52% of DT WSSAs conducted water quality monitoring tests compared to 47% in the FY 2019/20 and 40% in the FY 2018/19. This improvement was due to the

increase in number of DT WSSAs that have water quality monitoring plans whereby during FY 2020/21, 52% of DT WSSAs had water quality monitoring plans as compared to 47% and 44% in FY 2019/20 and FY 2018/19, respectively.

Over the past three years, there has been uneven trend in the total number of samples tested by DT WSSAs. During the year under review, 1471 samples were collected and analysed which is 24% of the required number of samples (6202) being an increase as compared to 16% in FY 2019/20. Thus, the number of water samples collected and analysed did not comply with the requirements of TBS (TZS¹ 789:2018 –EAS 12:2018) Standards for Drinking Water Quality, which require the number of samples to be proportional to the population served. In the FY 2020/21, Biharamulo, Igunga and Makambako WSSAs had a total number of samples that complied with TBS (TZS¹ 789:2018 –EAS 12:2018) Standards for Drinking Water Quality in terms of the required number of samples.

In FY 2020/21, the overall water quality compliance for residual chlorine improved to 93% from 82% in FY 2019/20 and 87% in FY 2018/19. The pH compliance improved to 98% in FY 2020/21 as compared to 88% and 97% in FY 2019/20 and FY 2018/19. However, *E. coli* compliance level deteriorated to 88% as compared to 89% and 94% in FY 2019/20 and FY 2018/19. The turbidity compliance level registered uneven trend with 89% in FY 2020/21 being improved from 78% in FY 2019/20 and a decrease from 94% in FY 2018/19. The percentage of water quality compliance on the tested parameters on each WSSA in FY 2020/21 was as shown in Figure 6(a) and 6(b).

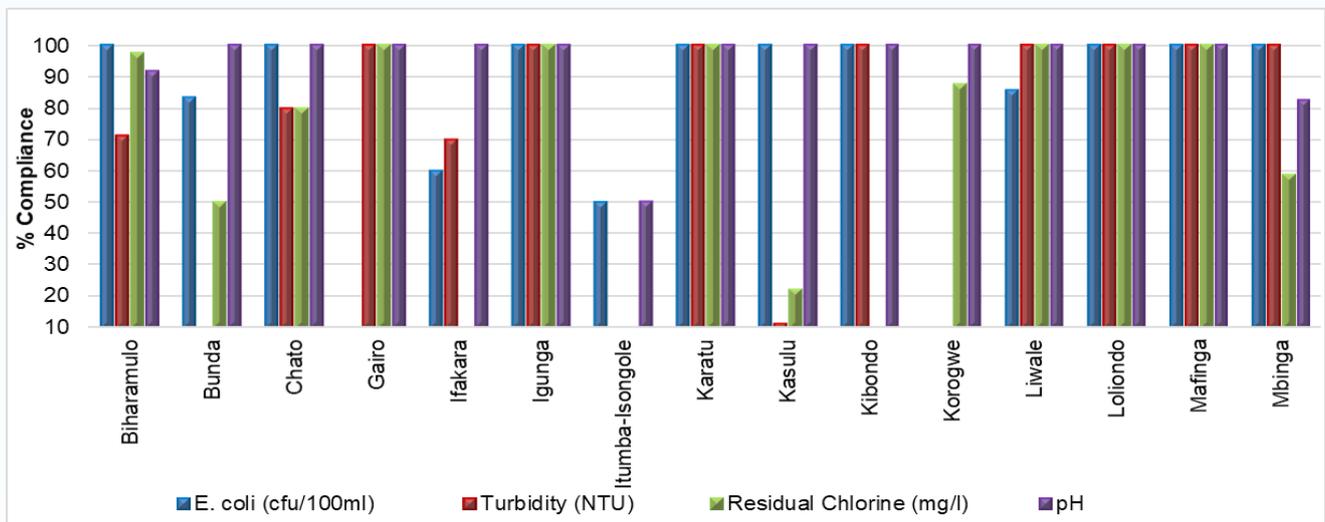


Figure 6: Figure 6 (a): Water Quality Compliance as Tested by DT WSSAs

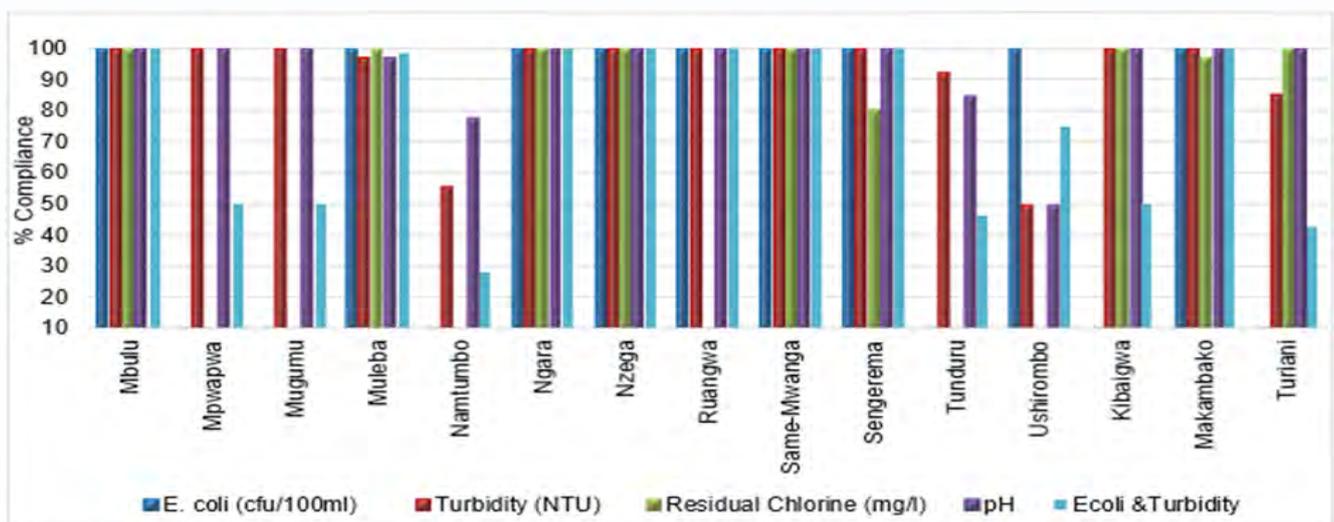


Figure 6(b): Water Quality Compliance as Tested by DT WSSAs

¹ Tanzanian Standards

(b) Water Quality Monitoring Conducted by EWURA

During the year under review, EWURA tested water quality compliance for 31 DT WSSAs. A total of 241 samples were collected and analysed for pH, Turbidity, E. coli and Residual Chlorine. The test results revealed that the overall compliance was 83% for pH, 72% for turbidity, 93% for E. coli and 29% for the residual chlorine.

Similar to previous year, there has been continuous improvement in E. coli while uneven trend was observed on turbidity, residual chlorine and pH compliance. In FY 2020/21, E. coli compliance level improved to 93% as compared to 86% in FY 2019/20 and 85% in FY 2018/19. The turbidity compliance level improved to 72% in FY 2020/21 from 63% in FY 2019/20 which is a decrease as compared to 84% in FY 2018/19. However, in FY 2020/21, residual chlorine compliance level deteriorated to 29% as compared to 31% in FY 2019/20 and 30% in FY 2018/19. Also, pH compliance level deteriorated to 83% in FY 2020/21 as compared to 91% in FY 2019/20 and 86% in FY 2018/19.

The comparison between EWURA and DT WSSAs water quality tests showed that there has been a continuous water quality improvement in terms of turbidity and E.coli compliance levels. However, most DT WSSAs are not complying with the required levels of residual chlorine in their distribution system. Detailed results for each parameter are presented in Appendix 6. The percentage of water quality compliance on the tested parameters in each DTWSSA for FY 2019/20 was as shown in Figures 7(a) and 7(b).

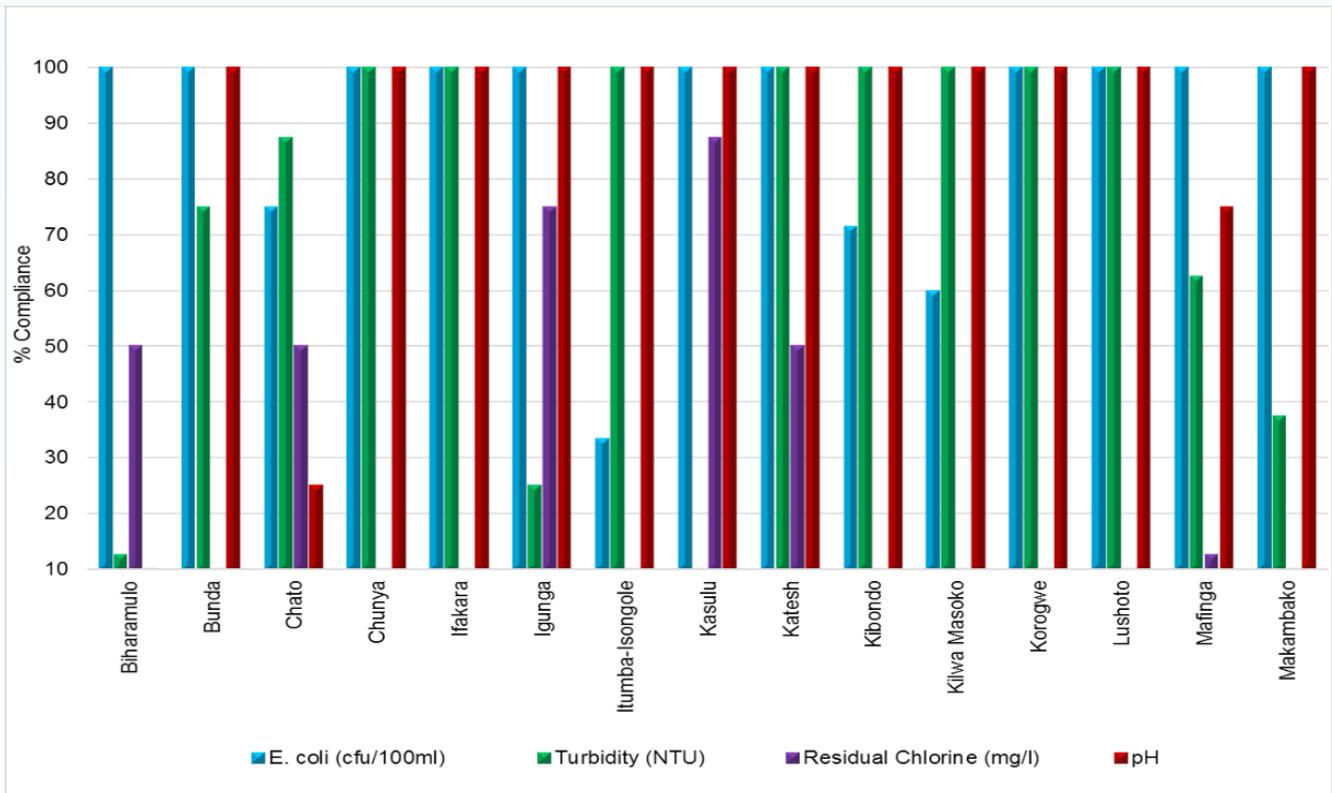


Figure 7: Figure 7(a): Water Quality Compliance Reported by EWURA

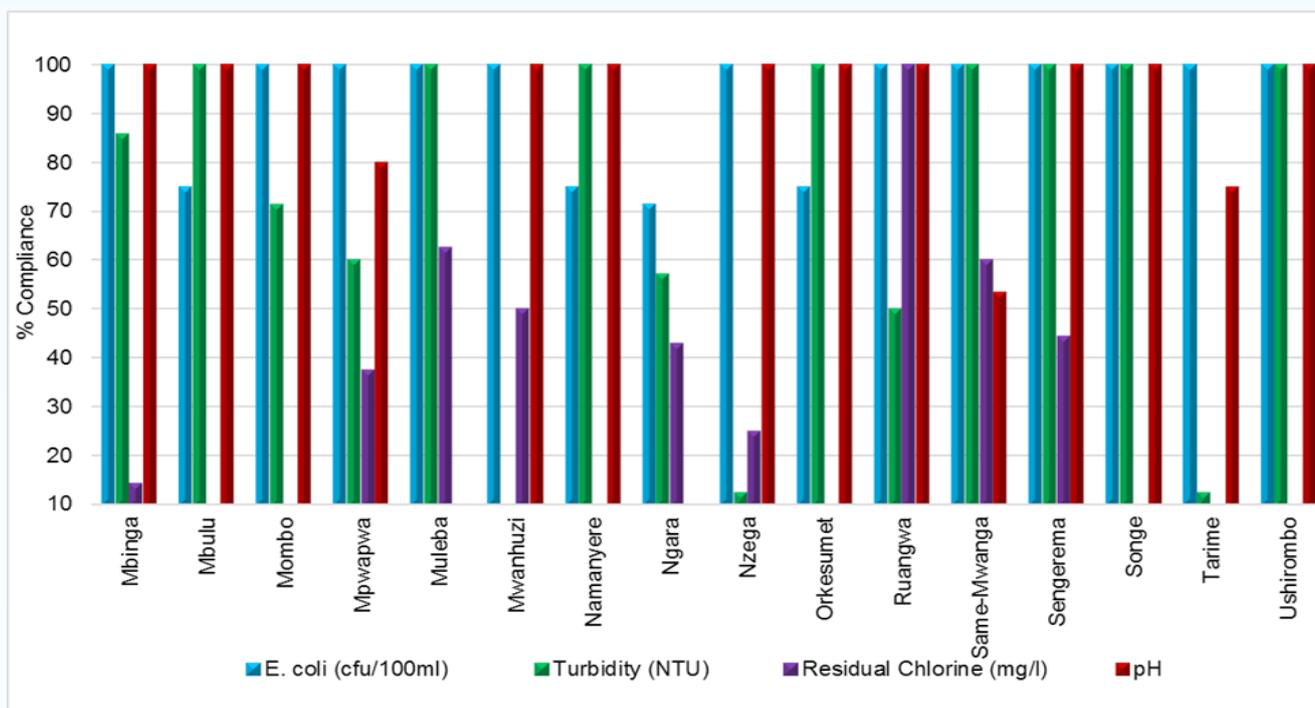


Figure 7(b): Water Quality Compliance Reported by EWURA

2.5 Sanitation Services

During the year under review, none of DT WSSAs had sewerage network, hence this section presents basic data and preliminary information about provision of non-sewered sanitation services.

During the year under review, DT WSSAs in collaboration with their respective Local Government Authorities continued to update and improve onsite sanitation data. Since there is a challenge in obtaining onsite sanitation data, only credible data was used to assess performance in provision of non-sewered sanitation services. Performance was analysed in terms of containment, emptying facilities and transportation of faecal sludge. Further, some of data used in performance analysis were obtained from the National Sanitation Portal (National Sanitation Management Information System- NSMIS) administered by the then MoHCDEC. Table A.2.9 summarises the existing preliminary information on OSS-FSM for 58 DT WSSAs.

Containments

Data analysis shows that total number of households in the DT WSSAs service areas during the year under review was 890,645. About 73% of the households used latrines (41% traditional and 32% improved ventilated pit latrines) to contain faecal sludge, 22% used septic tanks and the remaining 5% had no containment facilities. Further analysis of the data showed that 26% of latrines in DT WSSA service areas were emptyable.

Emptying Facilities and Transportation

The analysis of the collected basic sanitation data indicated that the total number of cesspit emptier trucks operating in the DT WSSAs services areas in FY 2020/21 were 34 out of which one was owned and operated by Sengerema WSSA, seven were owned by the Local Government Authorities (LGAs) and 26 were privately owned. Generally, emptying and transportation of faecal sludge in the DT WSSAs service areas are dominated by Private Sectors.

Faecal Sludge Treatment Facilities

Similar to previous year, only Sengerema WSSA had faecal sludge treatment facility. On the other hand, Biharamulo WSSA has remained the only DT WSSA already acquired land for construction of faecal sludge treatment facility.

2.6 Water Service Coverage

Water service coverage was analysed in terms of population living in area with water network and population directly served with water.

2.6.1 Population Living in the Area with Water Supply Network

DT WSSAs showed uneven trend in performance of population living in the area with water supply network for three consecutive years. During FY 2020/21, proportion of population living in area with water supply network declined to 68% as compared to 70% in FY 2019/20. The proportion of the population living in area with water network is summarized in Figure 8, detailed in Figure 9 and Table A2.5 of Appendix 2.

During the year under review, Igunga, Kibondo and Biharamulo WSSAs registered significant increases (10% and above) in population living in areas with water network. Further, six DT WSSAs registered significant decrease (10% and above) in population living in areas with water network in the FY 2020/21. A list of DT WSSAs showed increase and decrease is presented in Table 8 and Table 9.

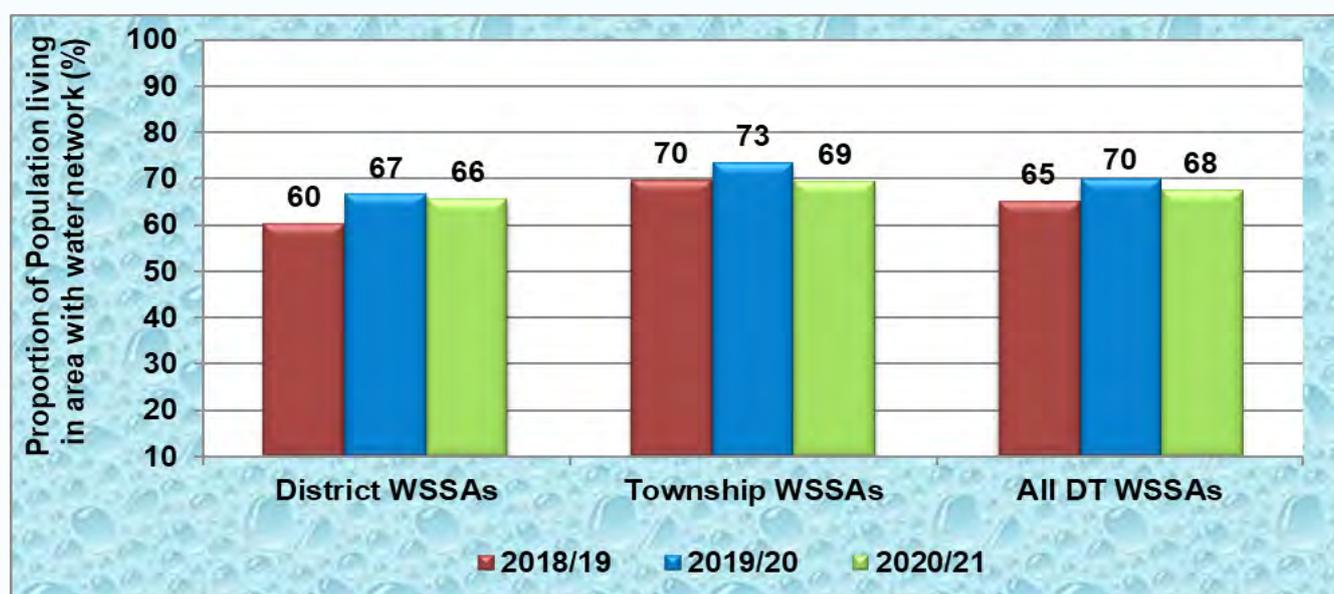


Figure 8: Population Living in Area with Water Supply Network

Table 8: DT WSSAs with Significant increase in Proportion of Population Living in Area with Water Supply Network

Name of DT WSSA	% Increase	Reason(s)
Igunga	26	Extension of water network by 126 km at Mbutu, Ikokoto, Mwanzugui, Hanihani and Mabatima
Kibondo	17	Water network extension by 5 km at Malagalasi, Stendi mpya, Kumwai and Sister Magdalena areas.
Biharamulo	10	Extension of water network by 15 km at Ng'ambo, Kalebezo, Nyakatuntu, Rukaragata, Tuntu, Lubondo and Nyalukongogo.

Table 9: DT WSSAs with Significant Decrease in Proportion of Population Living in Area with Water Supply Network

Name of DT WSSA	% Decrease	Reason(s)
Kibaigwa	33	Inclusion of population that was not considered in the previous years
Kiomboi	29	Population data reviewed to include three wards of Uwanja wa Ndege, Geitasamo and Nyamatatare which were not previously included
Mugumu	25	Coverage data was reviewed based on results of customer survey
Ludewa	18	Increase in population outpaced water network increase
Tarime	16	Increase in population outpaced water network increase
Ruangwa	12	Inclusion of population which were not considered in the previous year

During the year under review, Igunga, Sengerema, Nzega, Turiani, Biharamulo, Kilwa Masoko, Ngara, Muleba, Korogwe and Utete WSSAs reported network coverage of above 85%. Further, Karatu and Mbulu WSSAs registered low network coverage (below 20%) due to existence of CBWSOs within their service areas which are not regulated by EWURA.

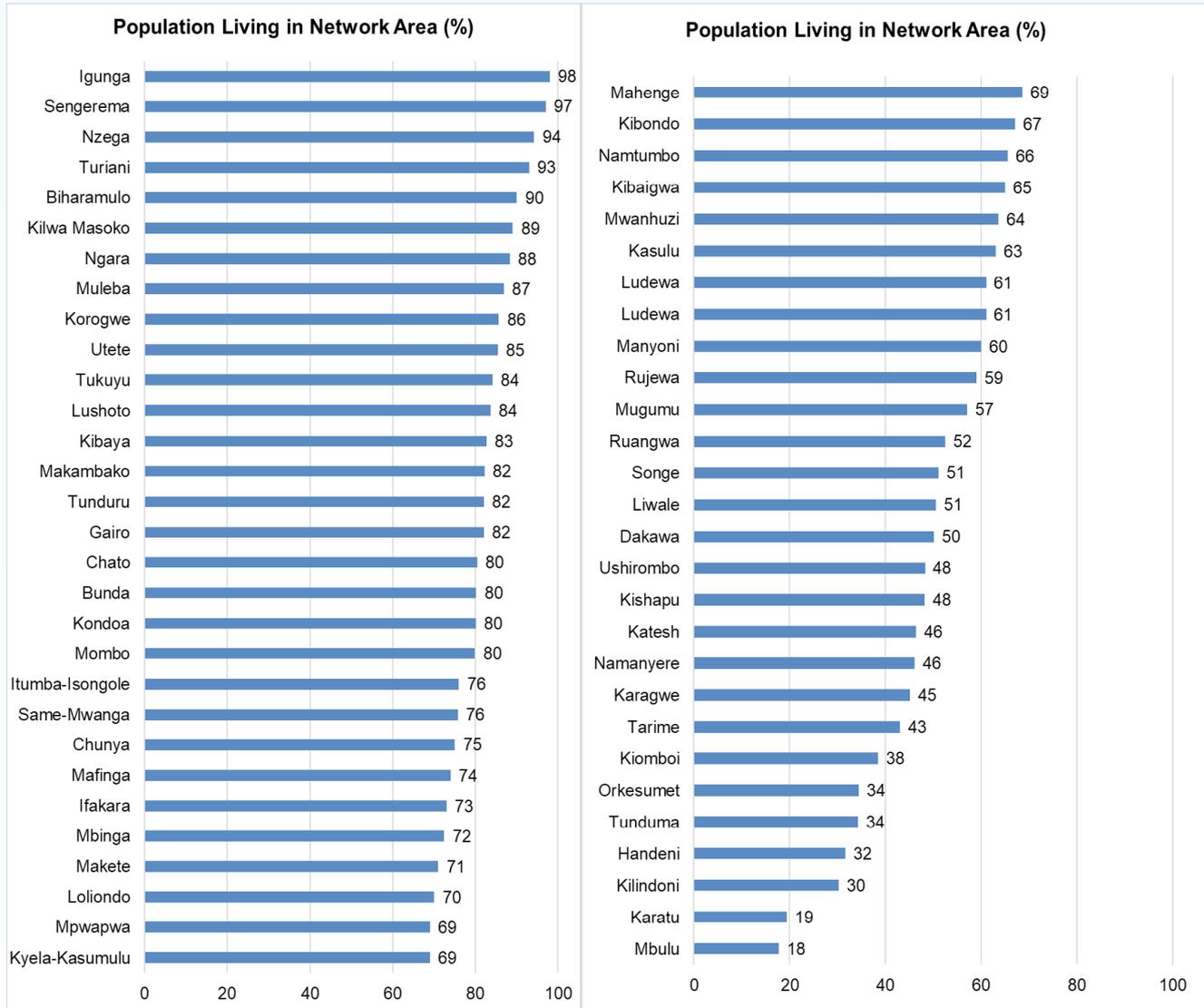


Figure 9: Population Living in Area with Water Network

2.6.2 Population Directly Served with Water

During FY 2020/21, proportion of population directly served with water improved to 44% as compared to 43% in FY 2019/20. The proportion of population directly served with water is summarized in Figure 10 and detailed in Table A2.5 of Appendix 2.

During the FY 2020/21, significant increase in proportion of population with direct access to water supply (more than 10%) was observed in six DT WSSAs as summarized in Table 10. On the other hand, WSSAs with significant decrease in proportion of population with direct access to water supply (more than 10%) are summarised in Table 11.

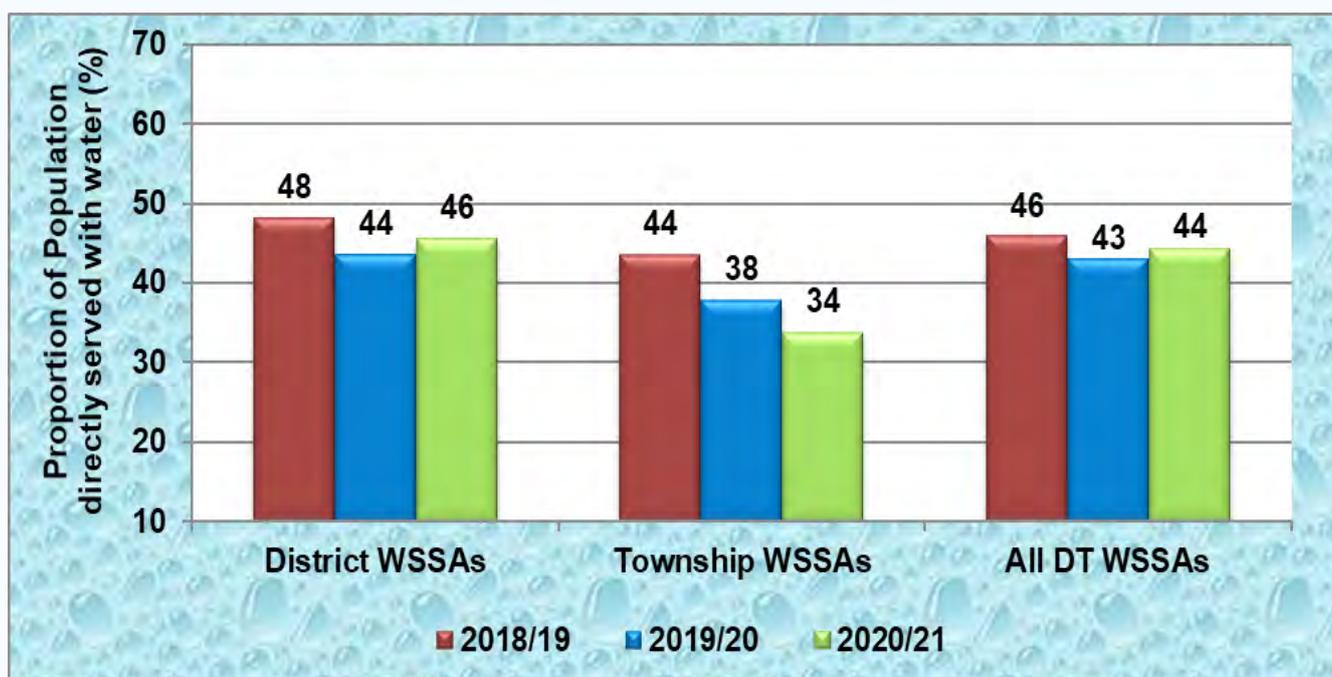


Figure 10: Population Directly Served with Water

Table 10: DT WSSAs with Significant Increase in Proportion of Population Directly Served with Water

Name of WSSA	% Increase	Reasons
Chato	28	Increase of 469 water connections following extension of the water network at Chato beach (5km) and Mbuya areas (2 km)
Igunga	24	Extension of water network by 126 km at Mbutu, Ikokoto, Mwanzugi, Hanihani and Mabatima
Muleba	24	Increase of 187 water connections attributed by extension of network by 1.47 km to NHC, Buyanga and Kibonangonwa
Kilwa-Masoko	23	Extension of water network of 10 km from Mpala and Masoko areas
Kibondo	14	Water network extension by 5 Km at Malagalasi, Stendi mpya, Kumwai and Sister Magdalena areas
Mpwapwa	13	Extension of water supply network to unserved areas
Maganzo	10	Extension of water network at Majimaji area(300m), Majengo (150 m) and Nguzo mbili (150 m)

Table 11: DT WSSAs with Significant Decrease in Proportion of Population Directly Served with Water

Name of WSSA	Decrease %	Reasons
Gairo	46	Review of population data
Mugumu	37	Population data reviewed to include three wards (Uwanja wa Ndege, Geitasamo and Nyamatara) which were not previously included
Kibaigwa	34	Revised population data
Ifakara	31	Review of population data for previous FY
Ngara	29	Review of total population of service area and population direct served in a service area
Tarime	27	Review of population data for previous FY
Lushoto	24	Decrease of number of customers by 999 following data cleaning conducted by the utility
Tunduru	22	Data cleaning in respective WSSAs
Itumba-Isongole	16	
Kilindoni	14	
Kishapu	14	
Sengerema	15	
Biharamulo	12	
Turiani	12	
Utete	11	

In FY 2020/21, DT WSSAs that registered the highest proportion of population with direct access to water supply were Igunga (96%), Korogwe (86%) Muleba (85%), Nzega (84%), Mpwapwa (83%), Mafinga (82%), Sengerema (80%) and Kilwa Masoko (77%). DT WSSAs that registered low proportion of population directly served with water (below 20 percent) were Tunduma (6%), Ifakara (12%), Ushiroambo (13%), Mbulu (16%), Kilindoni (16%), Tarime (17%), Karatu (18%), Namanyere (19%) and Karagwe (19%).

Comparison of proportion of population living in area with water network and proportion of population directly served with water for DT WSSAs in FY 2019/20 is shown on Figure 11.

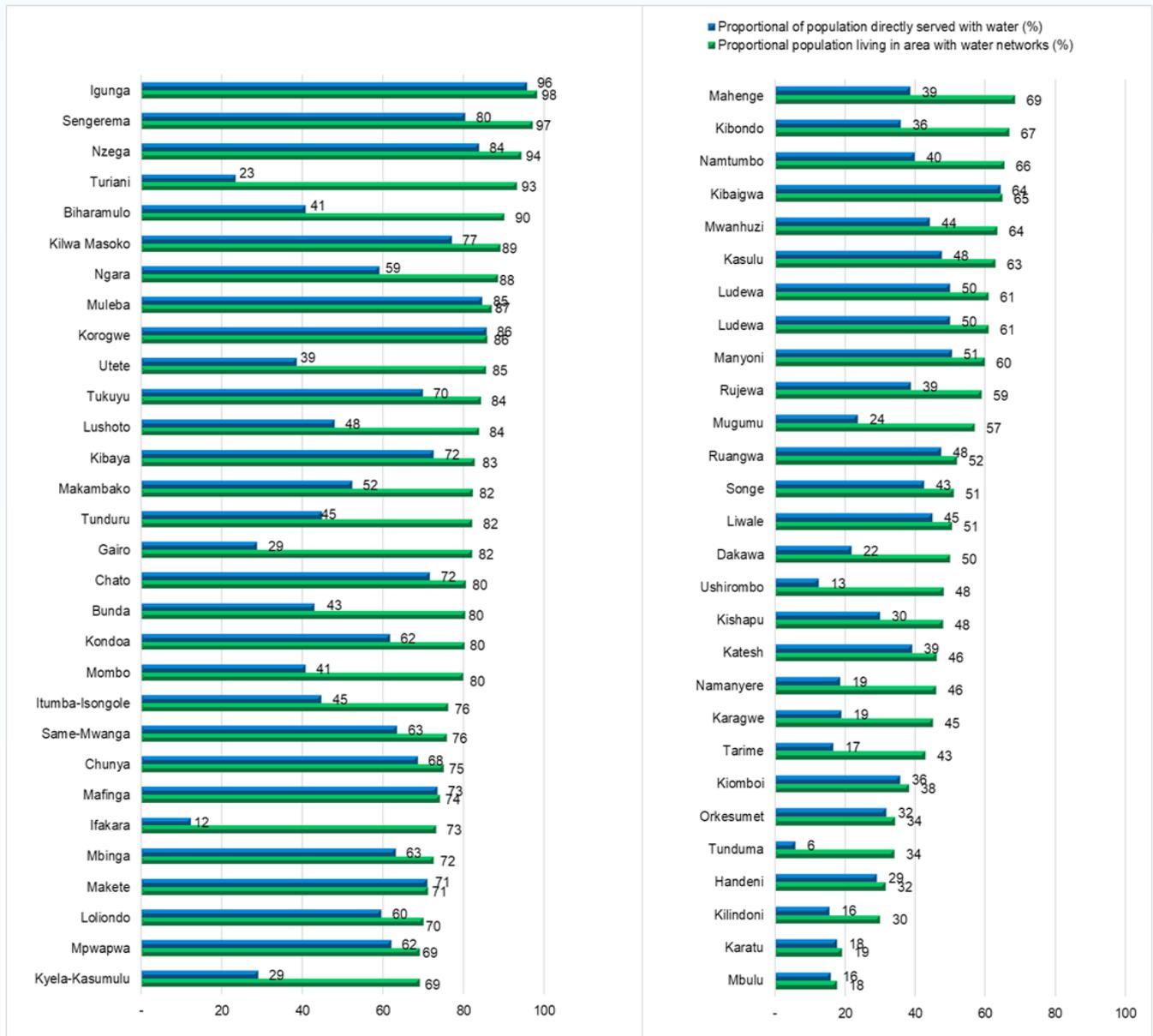


Figure 11: Comparison of Water Service Coverage

Comparison between proportions of population living in the area with water network and population served with water indicates that:

- i. Igunga WSSA was the best performer with water network coverage of 98% and 96% of population, served either through house connection or water kiosks;
- ii. Turiani WSSA was the least performer with 97% water network coverage and 23% customer connection; and
- iii. Generally, there was unsatisfactory utilization of the water supply network among DT WSSAs service area.

2.7 Average Hours of Service

The average daily hours of service during the year under review remained at 14 hours as observed in FY 2019/20. Despite an increase in water production, there was no improvement in overall hours of service due to an increase in water demand that outpaced water production. The attained average service hours per day remained below the service level benchmark of 24 hours. DT WSSAs' hours of service data are shown in Table A2.5 of Appendix 2 and summarized in Figure 12.

During the year under review, Makete, Nzega, Utete and Turiani WSSAs continued to register 24 hours of water supply. Utete and Turiani WSSAs maintained 24 hours of supply for three consecutive years while Makete and Nzega WSSAs maintained the same for two years in a row. The number of WSSAs with at least 20 hours of service increased to 14 from 10 reported in FY 2019/20. During the year under review Kibaigwa, Kishapu, Makambako, Maganzo, Mbinga, Mwanhuzi, Muleba, Sengerema and Ushirombo WSSAs attained acceptable level of 15-20 hours of water supply. Tunduru and Itumba-Isongole WSSAs had a significant decrease in hours of supply (decrease by more than five hours) as clarified in Table 12.

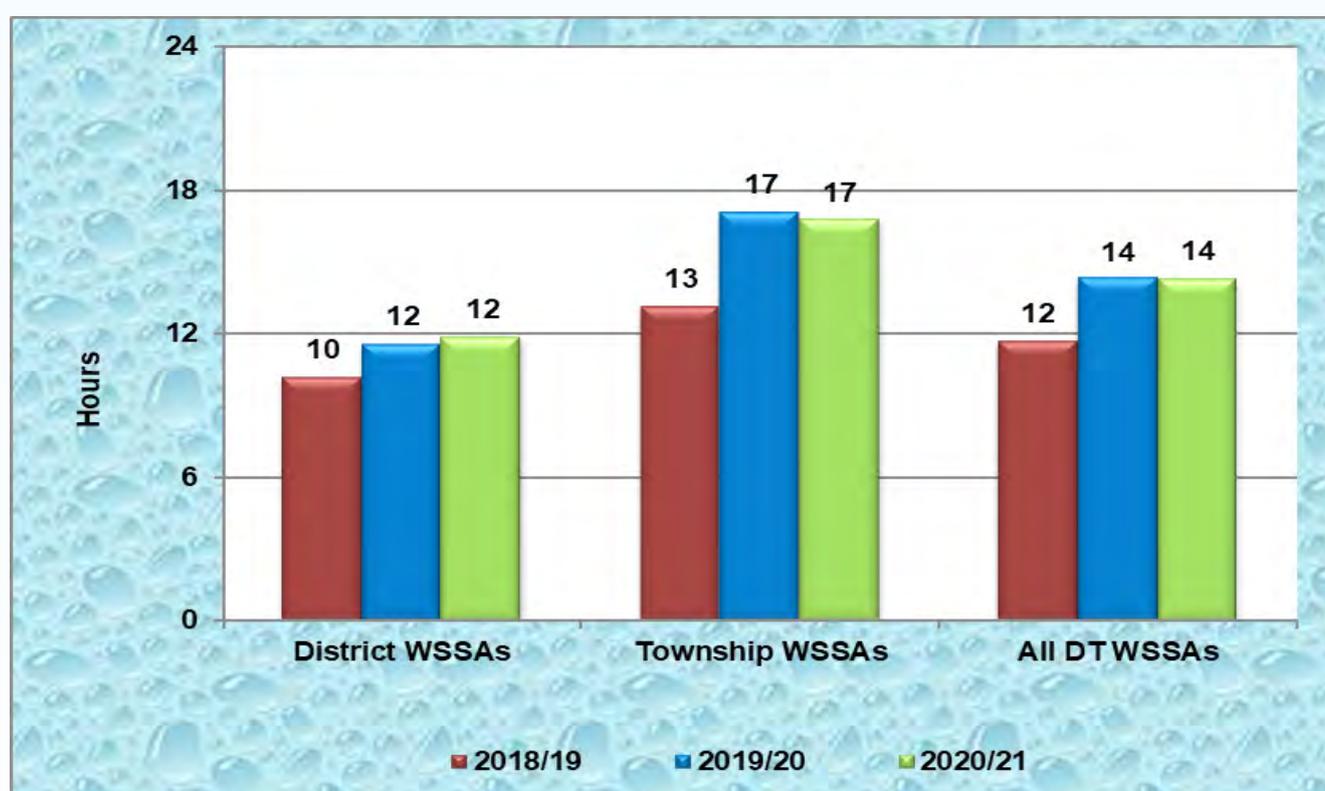


Figure 12: Overall Average Hours of Service

Table 12: DT WSSAs with Significant Decrease in Hours of Service

Name of WSSA	Decrease (hours)	Reasons
Tunduru	9	Frequently power outages and low voltage experienced at water pumping stations
Itumba-Isongole	11	Water rationing following extension of water supply network to unserved areas of Ilulu village and some parts of Isongole ward without sufficient increase in water production.

A comparison of service hours for DT WSSAs during FY 2020/21 is shown in Figure 13. During the year under review, seven DT WSSAs namely Kiomboi, Tunduma, Kondo, Kibaya, Ruangwa, Orkesumet, Karagwe registered low hours of service (below five hours per day) as compared to 12 DT WSSAs reported in FY 2020/21 which indicates improvement. Further, analysis indicates that low hours of service among WSSAs was due to inadequate water sources and infrastructure and frequent power outages.

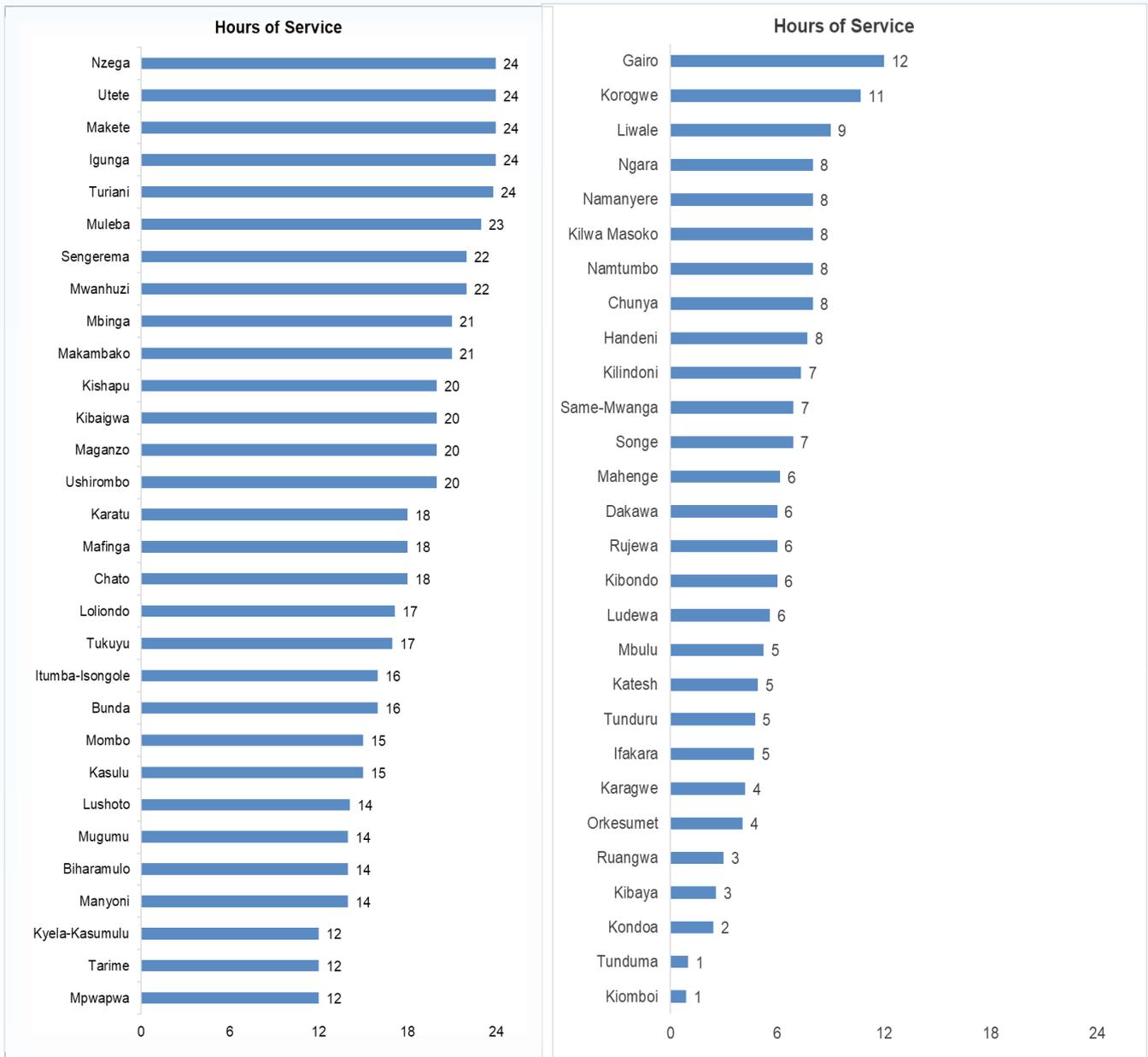


Figure 13: Comparison of Average Hours of Services in 2020/21

2.8 Metering Ratio

During the year under review, the overall average metering ratio remained at 83% observed in FY 2019/20 as summarized in Figure 14 and detailed in Table A2.6 of Appendix 2. The attained metering ratio is still below the acceptable service level benchmark of 100%. Similar to FY 2019/20, 31 WSSAs maintained their metering ratio of 100% during the year under review. Ludewa WSSA continued to register zero metering ratio due to excessively turbid water which impairs performance of water meters particularly during rain season. Further, 10 DT WSSAs registered metering ratio below 50%, calling for WSSAs to increase efforts in metering all customers in their service areas. Metering ratios for DT WSSAs are shown in Figure 15.

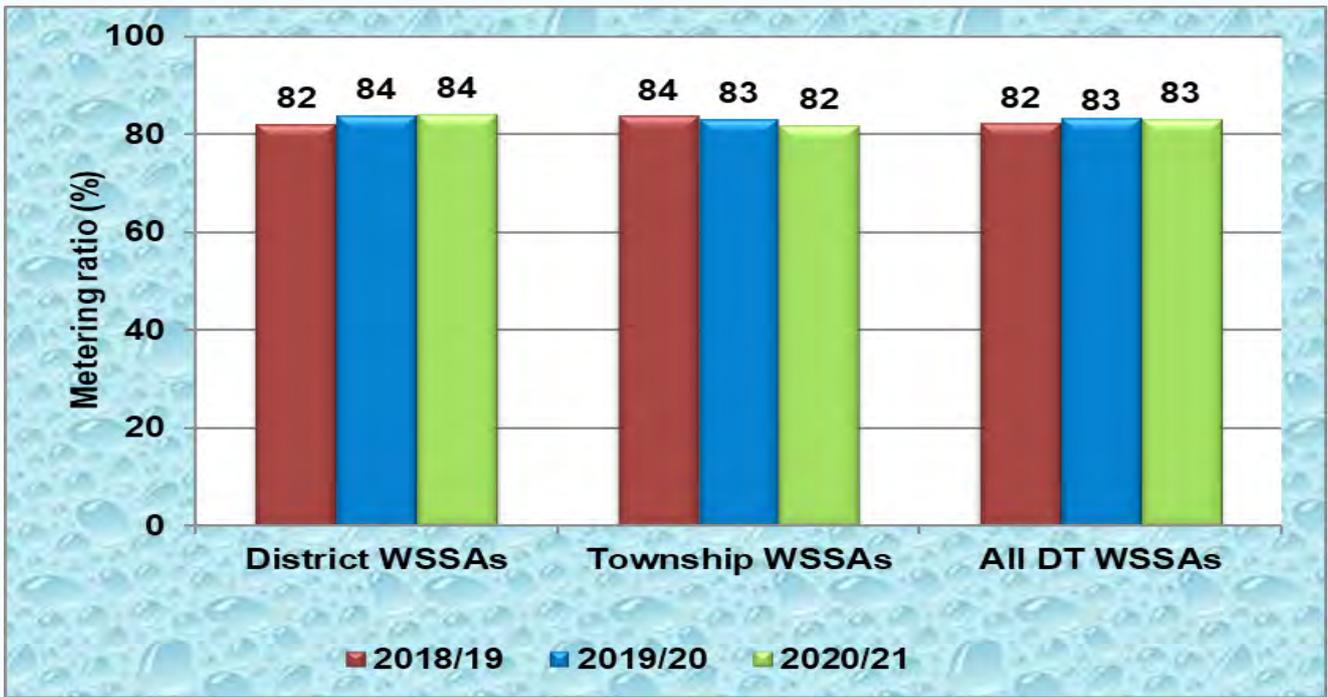


Figure 14: Average Metering Ratio

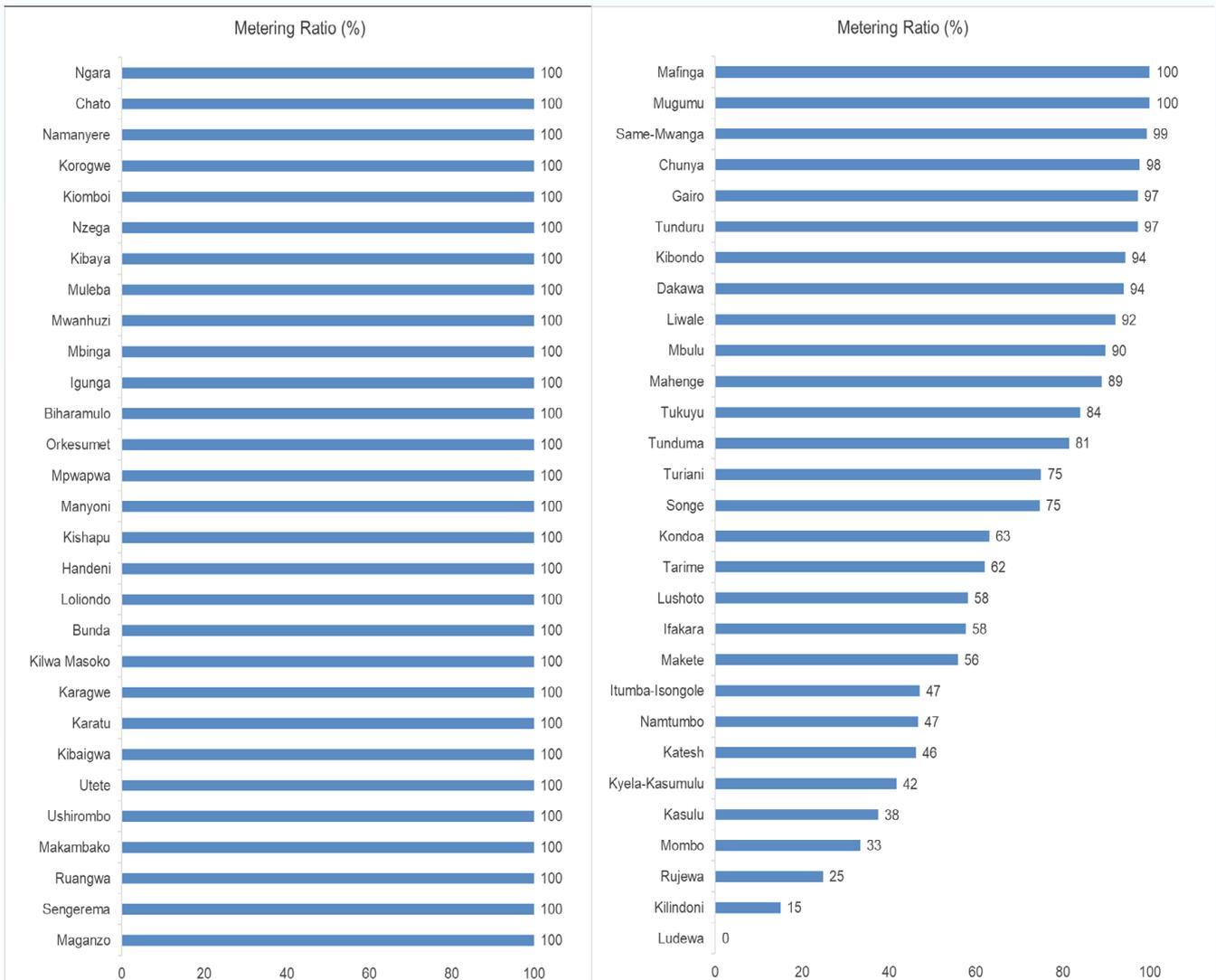


Figure 15: Comparison of Metering Ratio in FY 2020/21

2.9 Staff Productivity

Staff productivity has improved significantly over the past three years with the average number of staff per 1000 water connections falling from 10 in FY 2018/19 to seven in FY 2020/21. The attained performance is within the acceptable boundaries of 8-5 staff per 1000 personnel for DT WSSAs. A summary of staff per 1000 connections is shown in Figure 16 and detailed in Table A2.6 of Appendix 2.

Analysis of staff productivity for the year under review showed that 15 DT WSSAs attained the service level benchmark of below five staff per 1000 connections compared to eight and seven WSSAs in FY 2019/20 and FY 2018/19, respectively. Further, 13 DT WSSAs attained an acceptable service level of 8-5 staff per 1000 connections as compared to 17 WSSAs in FY 2019/20 and 18 WSSAs in FY 2018/19 as shown in Figure 17.

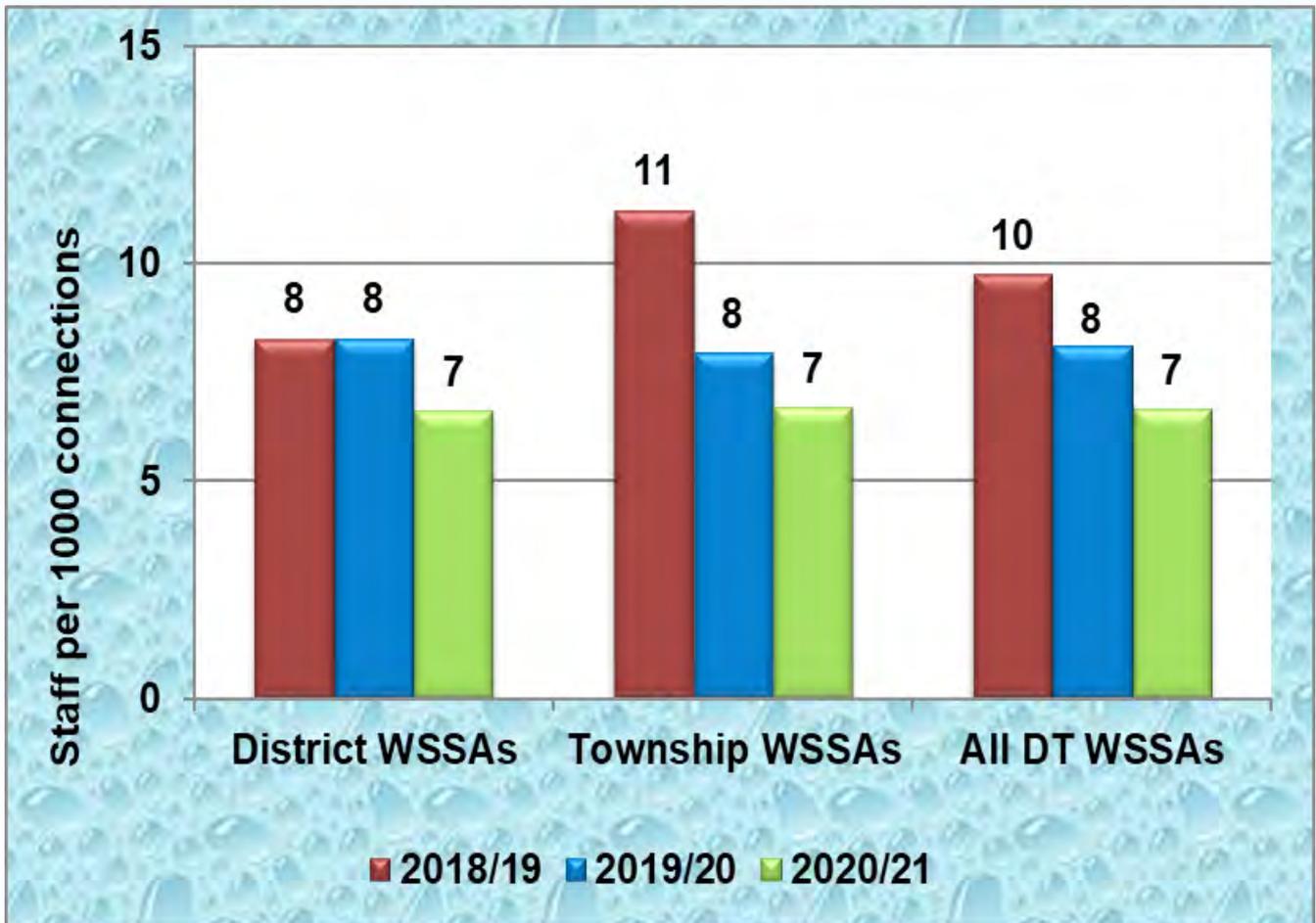


Figure 16: Average Staff per 1000 Water Connections

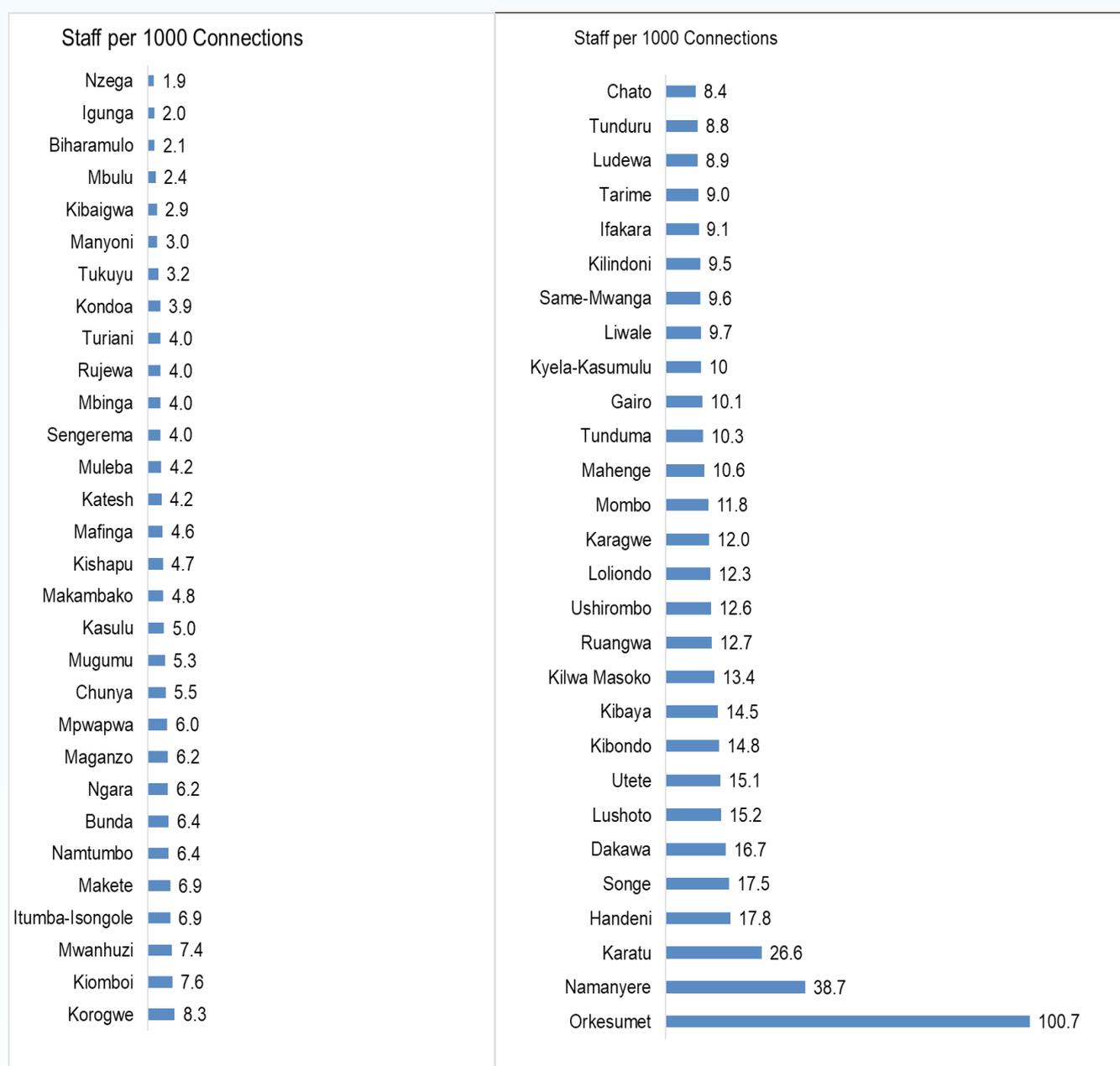


Figure 17: Comparison of Staff per 1000 Water Connections in FY 2020/21

2.10 Non-Revenue Water

Evaluation of WSSAs performance in NRW was based on water loss as percentage of water production and the volume of water loss per water connection per day. The results of the computations of the indicators are presented in Table A2.3 of Appendix 2.

2.10.1 NRW as a Percentage of Water Production

The overall NRW as a percentage of water production for DT WSSAs deteriorated by 2% to 40% in FY 2020/21 from 38% in FY 2019/20. The deterioration was mainly due to low investment in NRW reduction activities such as metering and rehabilitation of water supply infrastructure. The performance is below the acceptable service level benchmark of less than 20%. The NRW as a percentage of water production performance trend for DT WSSAs is summarized in Figure 18.

For three consecutive years, Kishapu, Maganzo, Biharamulo and Mwanhuzi WSSAs maintained acceptable levels of NRW i.e. below 20%. Figure 19 presents NRW performance for DT WSSAs in FY 2020/21.

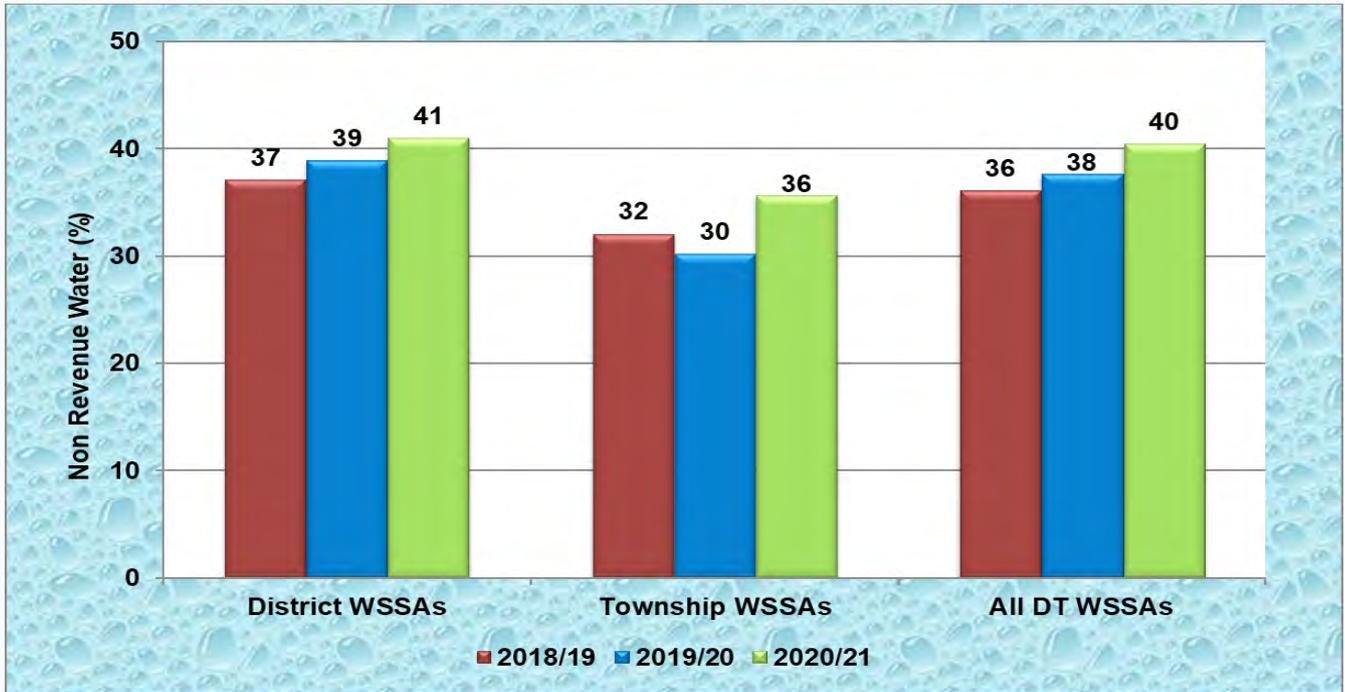


Figure 18: Average Non-Revenue Water

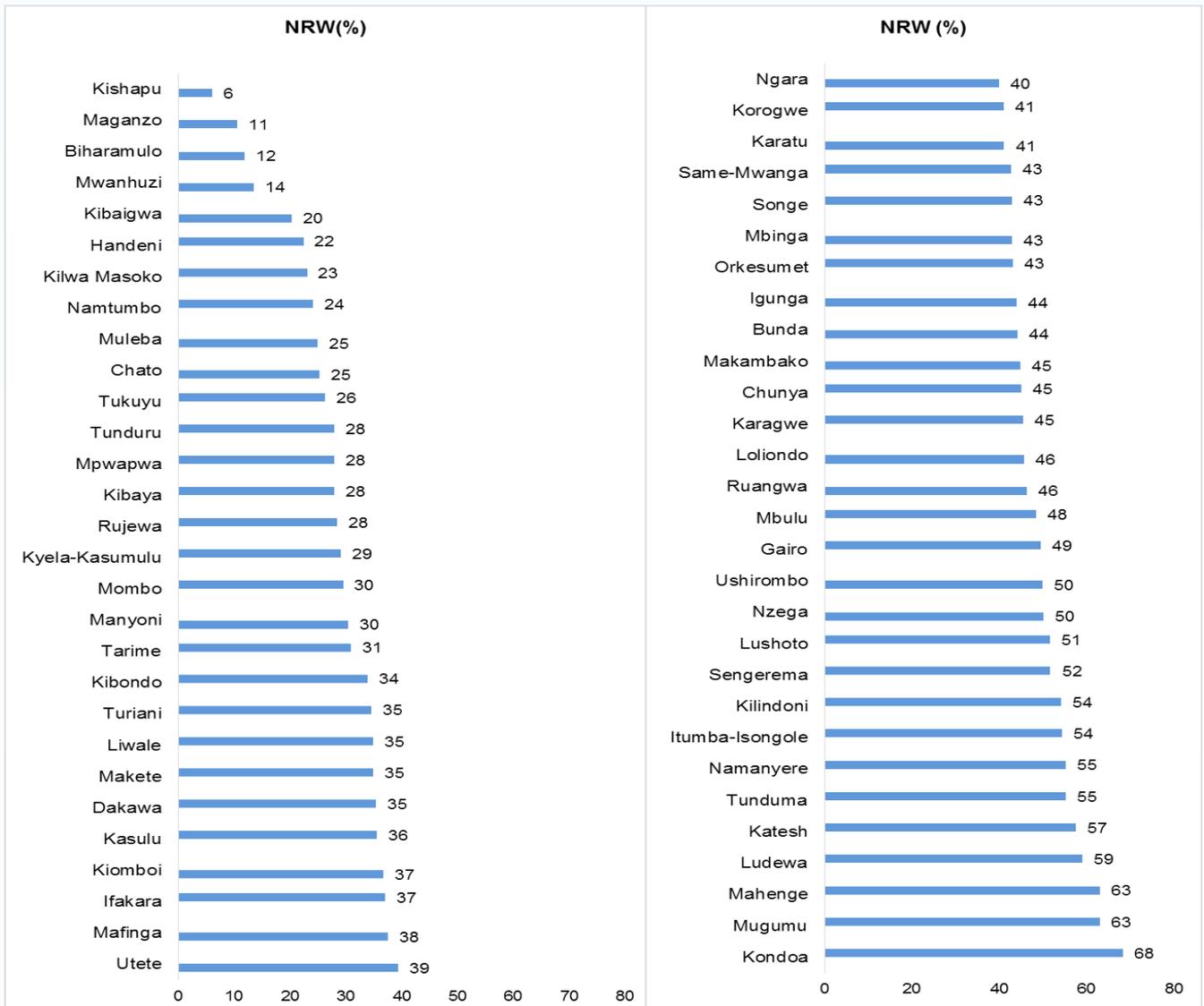


Figure 19: NRW as Percentage of Water Production in FY 2020/21

2.10.2 NRW as the Volume of Water Loss Per Connection per Day

NRW as the volume of water loss per connection per day is among the recommended indicators to measure the performance of water utilities in managing NRW. During FY 2020/21, there was a reduction of 12% in average daily water loss per connection per day for DT WSSAs. Performance in the indicator for DT WSSAs is summarized in Figure 20 while, NRW per connection per day for DT WSSAs is shown in Figure 21.

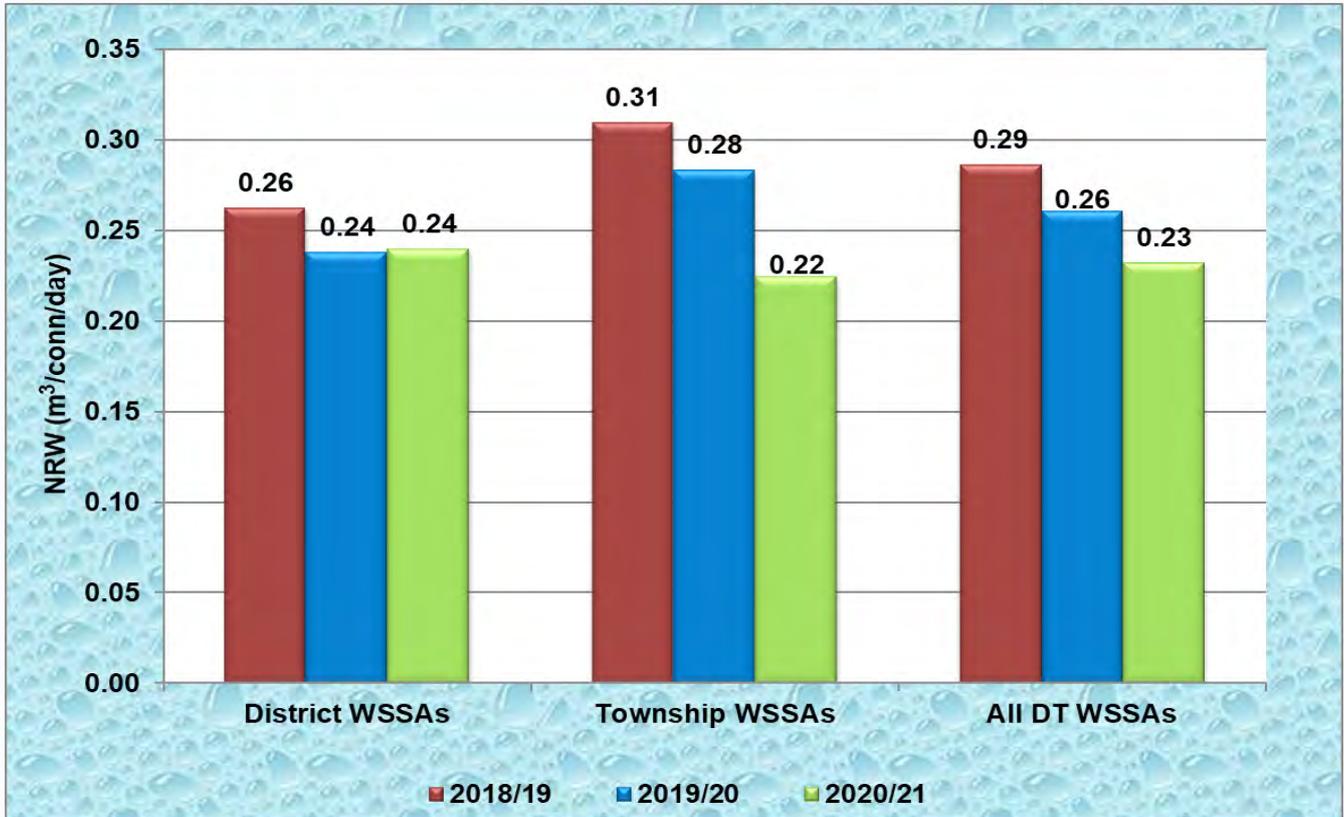


Figure 20: NRW as the Volume of Water Loss per Connection per Day

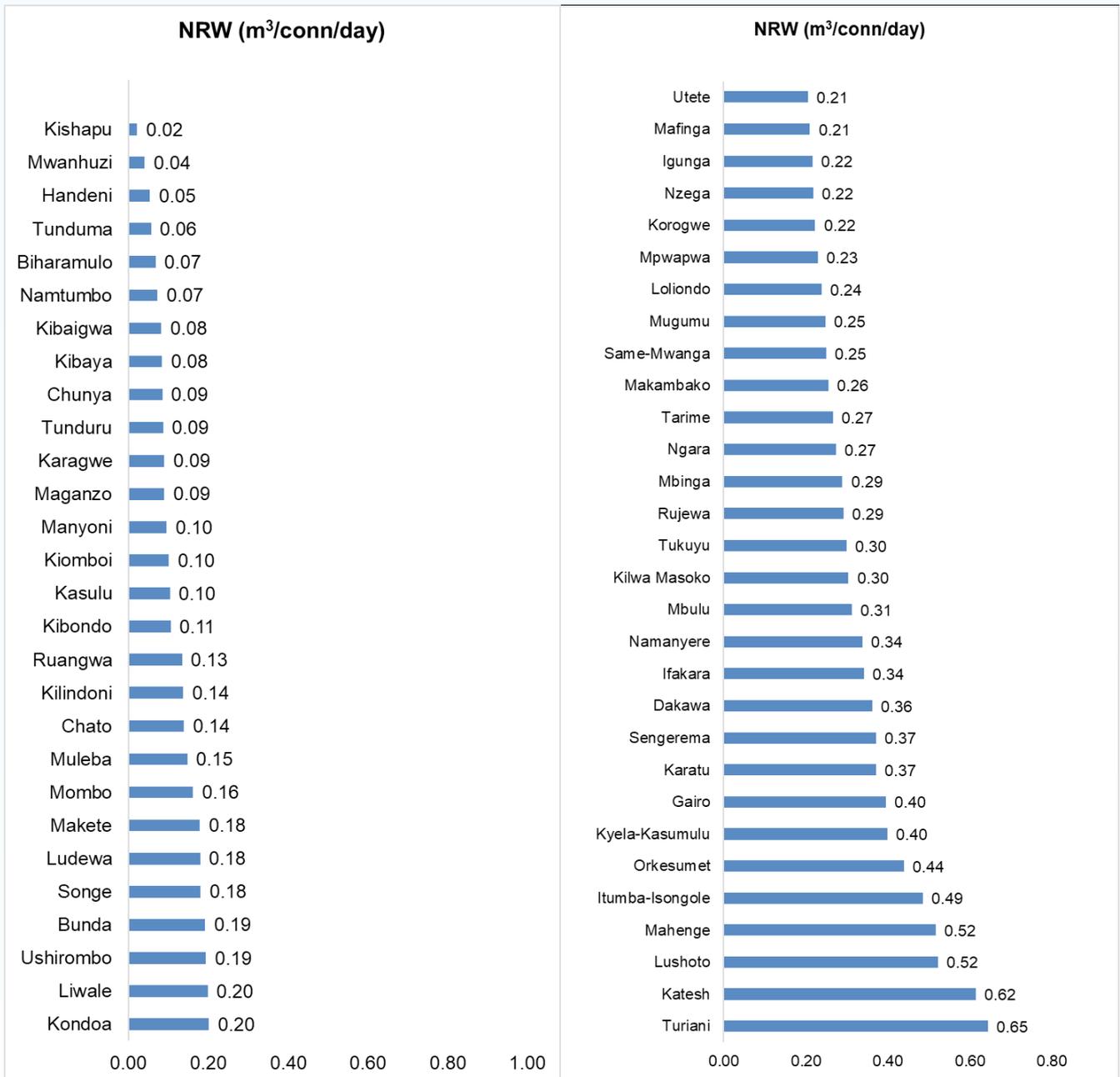


Figure 21: NRW as the Volume of Water Loss per Connection per Day in FY 2020/21

Figure 21 shows that:

- i. During FY 2020/21, the lowest NRW in terms of m³/connection/day was attained by Kishapu WSSA. The value attained was 0.02 m³/connection/day.
- ii. Turiani WSSA registered highest NRW in terms of m³/connection/day. The value attained was 0.65.

2.11 Revenue and Expenditure

2.11.1 Revenue Generation

For three consecutive years, there has been continuous increase in revenue generation from water sales for DT WSSAs. During FY 2020/21, overall water sales revenue for DT WSSAs rose by 22% to TZS 16.03 billion from TZS 13.19 billion recorded in FY 2019/20. Figure 22 shows trend of revenue from water sales for DT WSSAs.

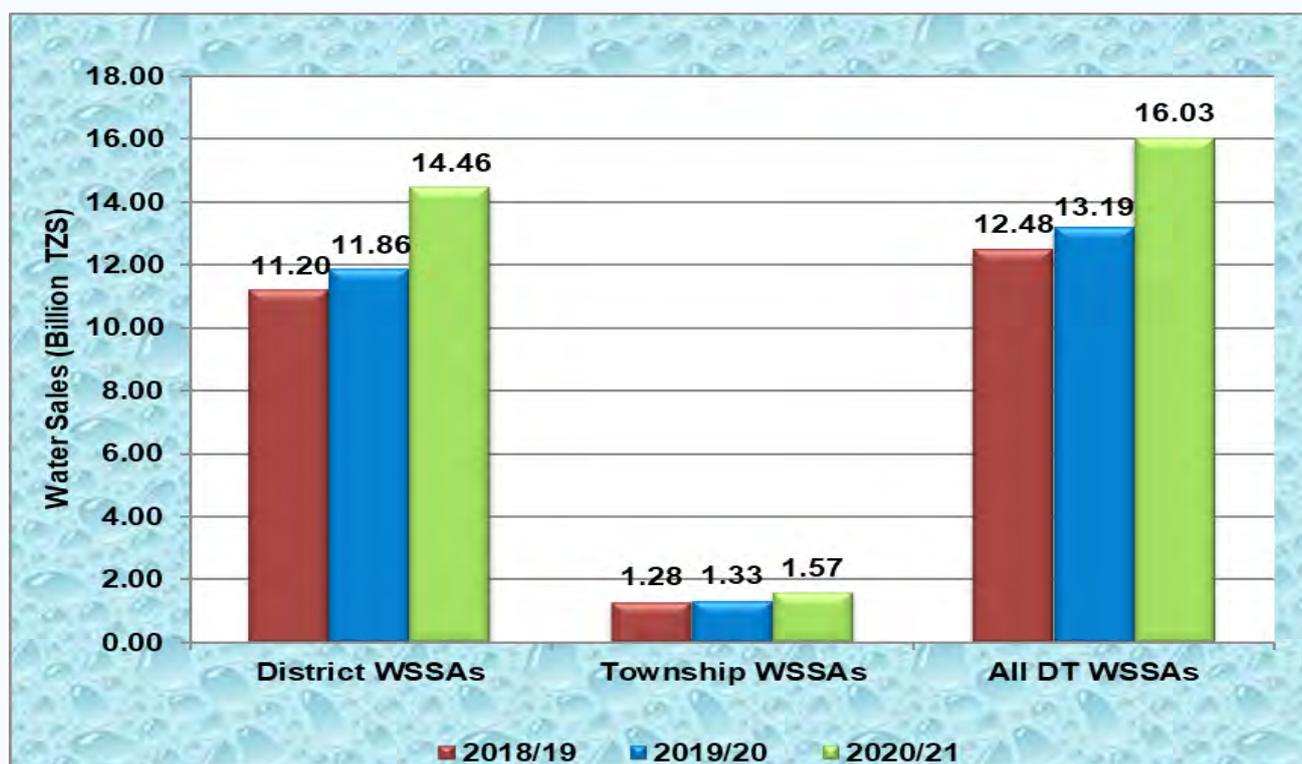


Figure 22: Revenue from Water Sales

During the year under review, growth in revenue generation varied widely among DT WSSAs. Tables 13 and 14 show DT WSSAs that recorded a significant change in water sales revenue (of 20% and above) and major reasons for the change.

Table 13: WSSAs with Significant Increase in Water Sales Revenue

S/N.	Name of WSSA	Increase (%)	Reason(s)
1.	Igunga	135	Increase in water production coupled with increase in billed volume and increase in customer base
2.	Gairo	129	
3.	Ludewa	101	
	Kilindoni	88	
4.	Nzega	83	
5.	Chato	43	
6.	Chunya	41	
7.	Karatu	39	
8.	Kibaigwa	37	
9.	Kondo	35	
10.	Handeni	32	
11.	Turiani	31	
12.	Katesh	28	
13.	Loliondo	27	
14.	Orkesumet	26	
15.	Kilwa-Masoko	25	
16.	Manyoni	25	
17.	Ruangwa	24	
18.	Rujewa	36	Installation of 142 water meters to unmetered customers
19.	Mugumu	34	Increase in billed volume attributed by decrease of NRW from 30% to 26%

Table 14: WSSAs with Significant Decrease in Water Sales Revenue

S/N.	Name of WSSA	Decrease (%)	Reason(s)
1.	Dakawa	42	Decrease in water production as one borehole ceased to operate
2.	Ngara	37	Decrease in water production due to low voltage
3.	Tunduma	31	Decrease in active water connections from 690 to 331 as large parts of Makambini and Sogea wards were not supplied with water in FY 2020/21

2.11.2 Revenue Collection

During the year under review, revenue collection from water sales increased by 21% to TZS 13.71 billion from TZS 11.35 billion in FY 2019/20. The increase in revenue during the year was higher than the 12% increase recorded in FY 2019/20. The increase in collections was mainly due to increase in water production and customer connections. Figure 23 shows trend of revenue collection for DT WSSAs.



Figure 23: Revenue Collection from Water Sales

2.11.3 Revenue Collection Efficiency

During the year under review, overall revenue collection efficiency for DT WSSAs fell slightly to 83.1% from 83.3% observed in FY 2019/20. The attained revenue collection efficiency deviated farther from the performance benchmark of greater than 95%. Figure 24 summarizes performance in revenue collection efficiency for the period from FY 2018/19 to FY 2020/21.

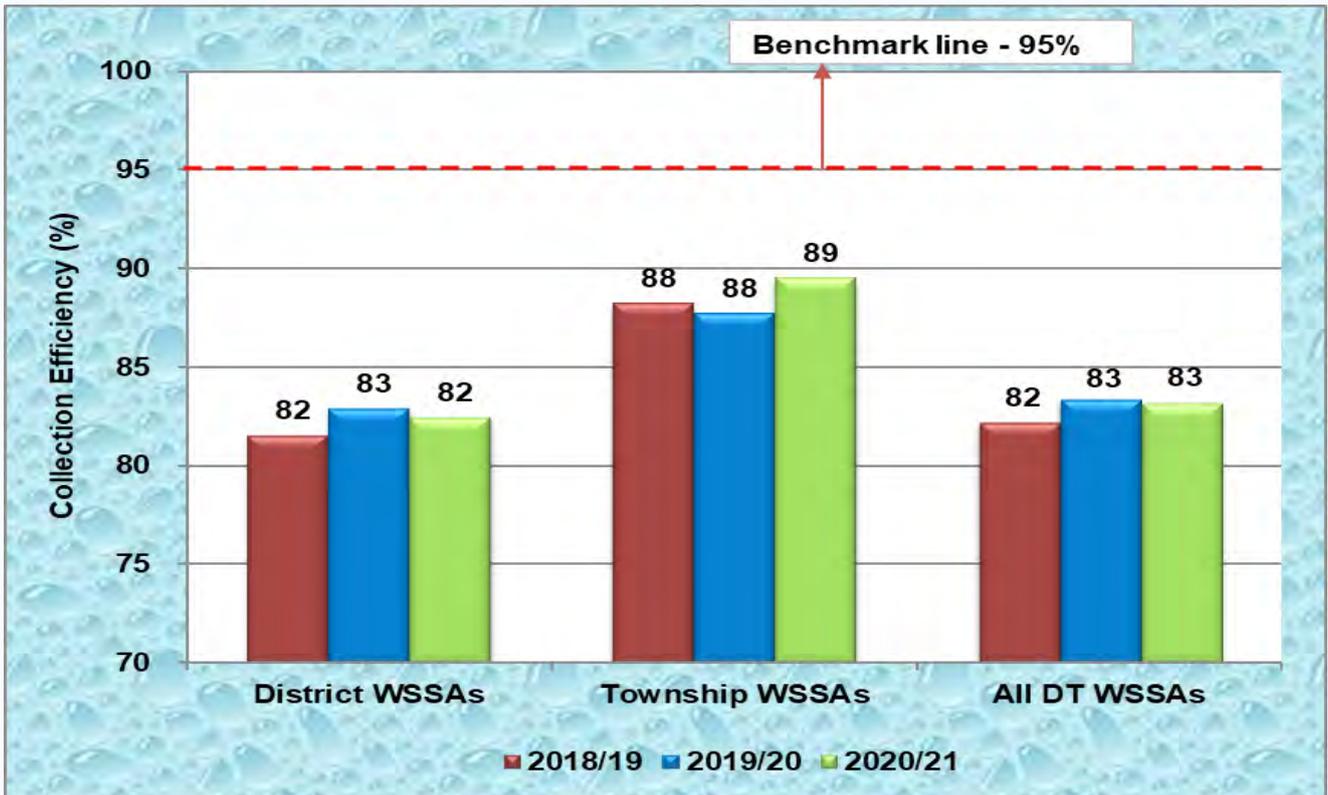


Figure 24: Revenue Collection Efficiency

2.11.4 Operation and Maintenance Expenses (O&M)

During the year under review, overall operation and maintenance expenses (excluding depreciation) for DT WSSAs increased by 52% from TZS 12.04 billion in FY 2019/20 to TZS 18.36 billion in FY 2020/21. The observed increase was mainly due to increase in operations among DT WSSAs during the year. Figure 25 depicts trend of O & M expenses for DT WSSAs.

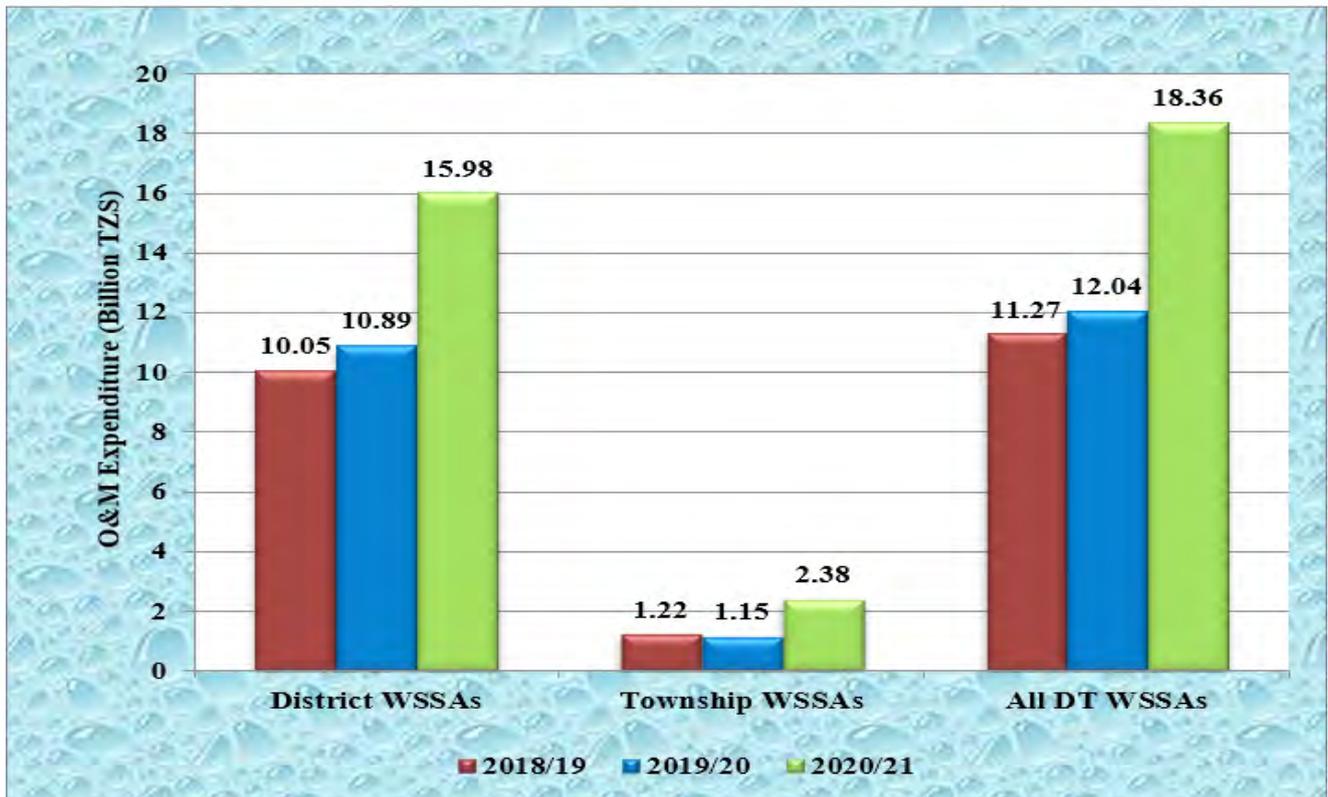


Figure 25: Operation and Maintenance Expenses

2.11.5 Personnel Expenses

During the year under review, total personnel expenses incurred by DT WSSAs increased by 20% to TZS 5.54 billion in FY 2020/21 from TZS 4.60 billion in FY 2019/20. The observed increase follows a 24% decrease in personnel expenditures observed in the preceding year. Figure 26 depicts trend of personnel expenses from FY 2018/19 to FY 2020/21.

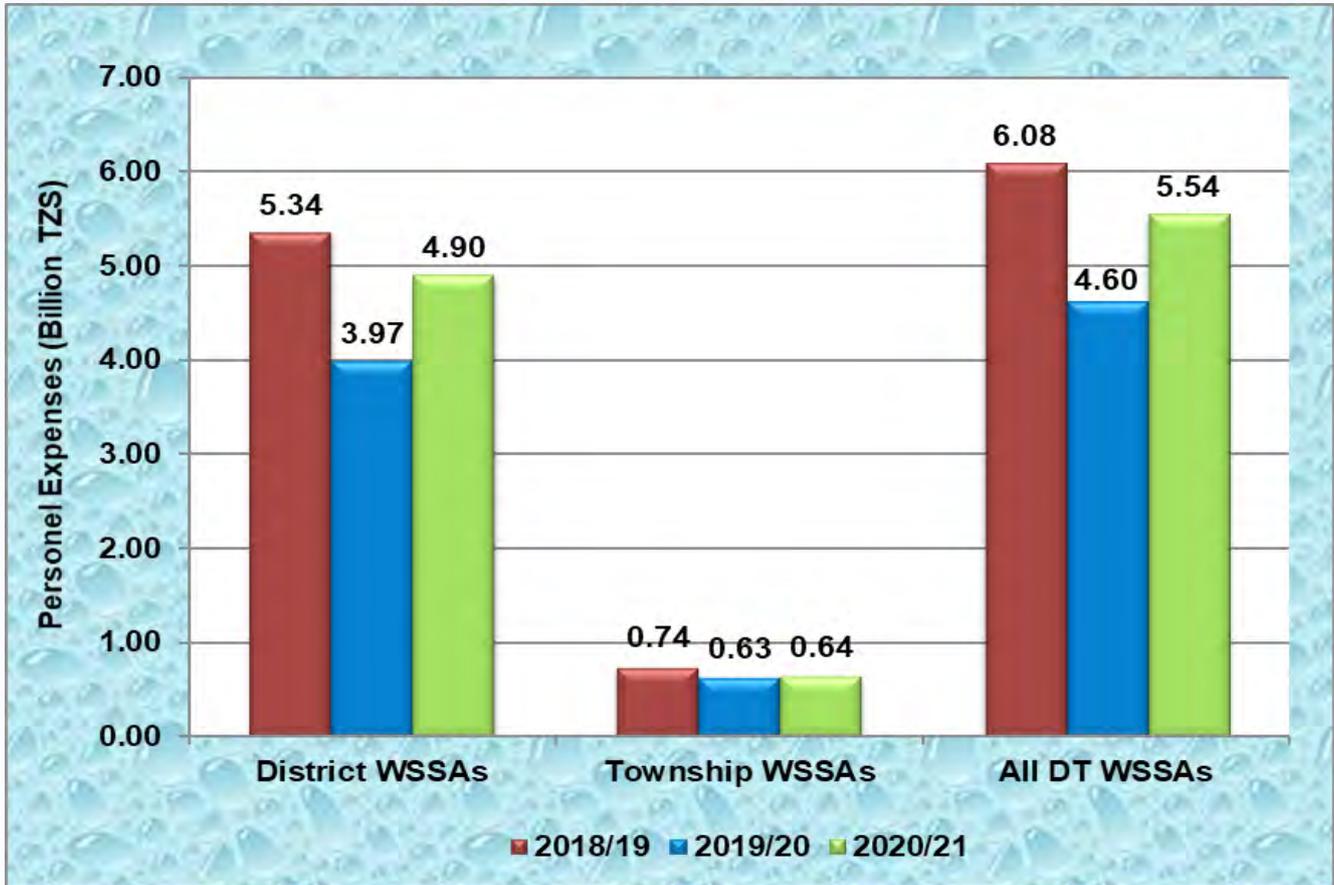


Figure 26: Personnel Expenses

2.11.6 Personnel Expenses as a Percentage of Revenue Collection

During the year under review, overall personnel expenses as a percentage of revenue collection from water sales improved marginally to 40% in FY 2020/21 from 41% recorded in FY 2019/20. However, the observed overall personnel expenses as a percentage of revenue collection remains higher than the benchmark of 30% as shown in Figure 27. DT WSSAs are required to exert more efforts in increasing revenue generation and collection, reducing NRW, increasing customer connections and ensuring optimal staffing to attain the benchmark.

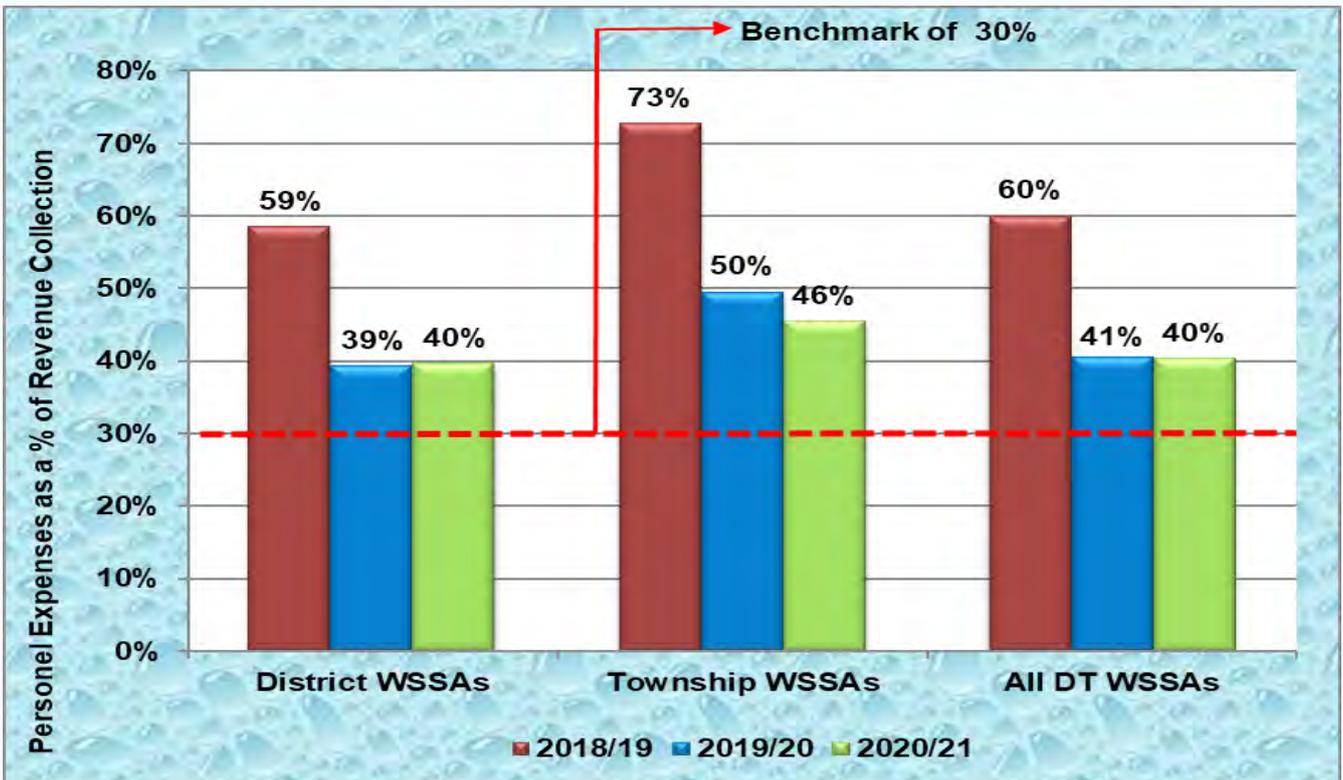


Figure 27: Personnel Expenditure as a Percentage of Revenue Collection

2.11.7 Working Ratio

During the year under review, the average working ratio for DT WSSAs increased to 1.10 in FY 2020/21 from 0.98 registered in FY 2019/20 as shown in Figure 28. An increase in working ratio implies deterioration in WSSAs’ ability to cover operation and maintenance expenses using their own revenues. The attained overall working ratio for DT WSSAs remains farther above the benchmarking level of less than 0.67. Figure 28 shows the overall working ratios for the period of FY 2018/19 to FY 2020/21.

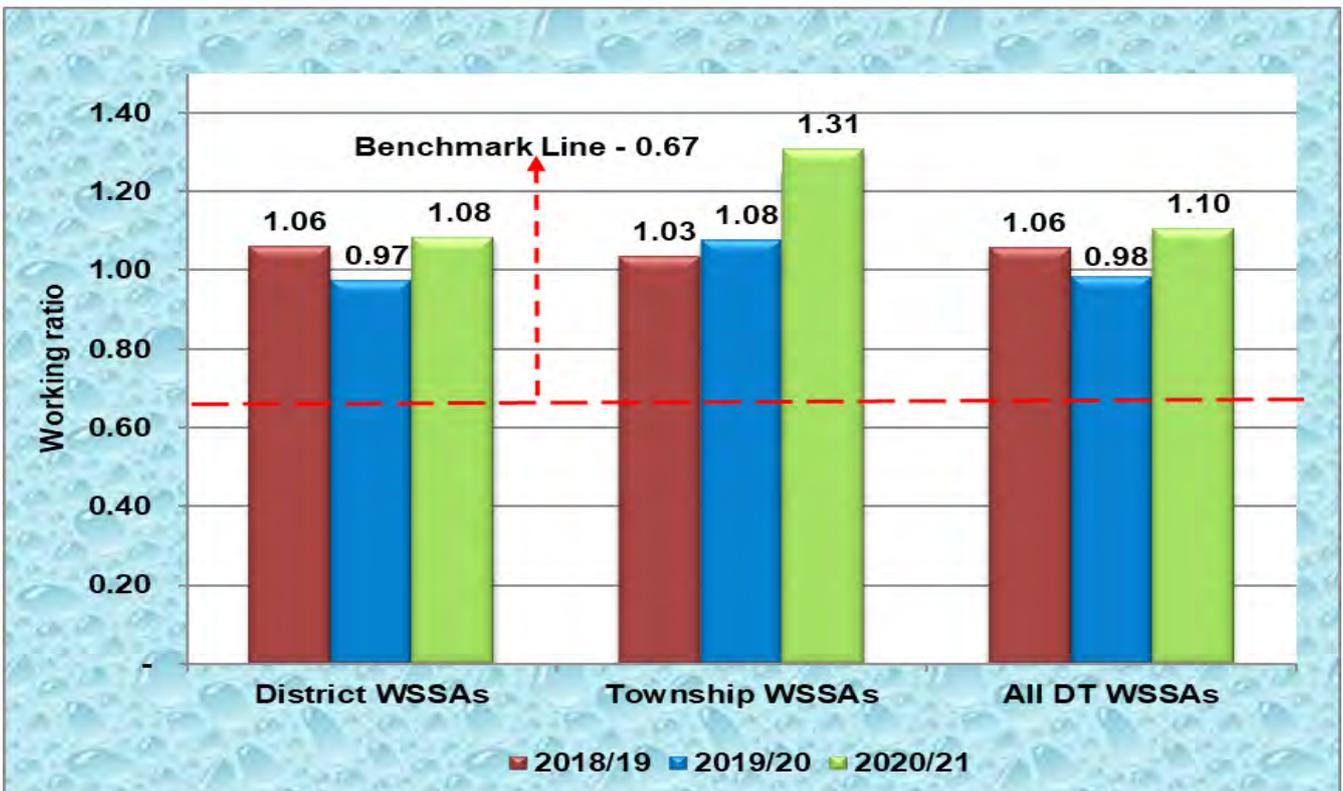


Figure 28: Working Ratio

2.12 Institutional Status of DT WSSAs

This section analyses status of DT WSSAs' Board of Directors, Management and staffing.

2.12.1 DT WSSAs' Board of Directors

During FY 2020/21, 46 out of 58 DT WSSAs had active board of directors which include: nine DT WSSAs under the supervision of boards of Regional WSSAs, 24 DT WSSAs under the supervision of RUWASA, and 13 DT WSSAs that are stand-alone. DT WSSAs that had no boards of directors were Korogwe, Mbulu, Katesh, Handeni, Kasulu, Ngara, Sengerema, Kibondo, Nzega, Igunga, Ifakara and Same – Mwanga. The Board of Directors for Same-Mwanga WSSA had never been appointed while boards of the remaining 11 DT WSSAs had their tenure expired. A detailed status of DT WSSAs Boards of Directors is shown in Appendix 3, Table A3.1.

2.11.2 DT WSSAs Management and Staff

DT WSSAs experienced uneven trend in total number of staff over the past three years. During FY 2020/21, total number of DT WSSA's staff decrease to 904 as compared to 982 in FY 2019/20 due to various reasons including retirements, resignation, end of contract tenure and transfers. However, number of staff employed annually increased continuously from 469 in FY 2018/19 to 501 in FY 2019/20 and 736 in FY 2020/21. Further, number of available staff for DT WSSAs was 83% of the required number of staff. Furthermore, number of female staff increased continuously from 217 in FY 2018/19 to 230 in FY 2019/20 and 240 in FY 2020/21. A detailed status of staffing among DT WSSAs is shown in Appendix 2, Table A2.6.

3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS

This section analyses implementation of regulatory obligations in terms of tariff order conditions, fulfilment of reporting requirements, compliance with remittance of regulatory levy and the implementation of recommendations of the District and Township Water Utilities Performance Review Report for FY 2019/20.

3.1 Tariff Reviews and Implementation of Tariff Order Conditions

During the reporting period, none of DT WSSAs applied for tariff review. Table 15 shows the trend of number of tariff review applications from DT WSSAs for the period from FY 2018/19 to FY 2020/21.

Table 15: Number of Tariff Review Applications

Category	2018/19	2019/20	2020/21
District WSSAs	28	2	0
Township WSSAs	5	0	0
Total Submission	33	2	0

On the other hand, EWURA approved one tariff application from Makete WSSA that was received in FY 2019/20. Approved tariff for Makete WSSA are presented in Table 16.

Table 16: Tariff Review Determinations

S/N	Name WSSA	Existing Average Metered Tariff (TZS/m ³)	Approved Average Metered Tariff (TZS/m ³)			Date of Approval	Effective Date
		2019/20	2020/21	2021/22	2022/23		
1.	Makete	833	766	766	766	22 nd September 2020	1 st October 2020

During FY 2020/21, 37 DT WSSAs had active tariff orders comprising a total of 235 conditions to fulfil. Among the active tariffs, tariffs for Chunya, Dakawa, Gairo, Handeni, Itumba-Isongole, Kasulu, Kibondo, Ludewa, Lushoto, Mahenge, Mbulu, Muleba, Mwanhuzi, Namanyere, Namtumbo, Orkesumet, Rujewa, Tarime, Tunduru, Ushiroambo, Mombo and Tunduma WSSAs were approved by indexation in the year 2011. The WSSAs were required to fulfil a condition for timely submission of monthly MajiS reports.

Overall compliance with implementation of tariff conditions in FY 2020/21 was 43% which is below the required benchmark of 80% provided in the EWURA (Water Tariff Application and Rate Setting) Rules, 2020. Details of compliance with tariff conditions and evaluation criteria are shown in Appendix 4 Table A4.1.

During FY 2020/21, Ifakara, Katesh, Kibaya, Kilwa Masoko, Kiomboi, Kishapu, Korogwe, Liwale, Manyoni, Mbinga, Nzega, Ruangwa, Songe, Tukuyu, Utete and Maganzo WSSAs had expired tariff orders. Further, Chato, Karatu and Loliondo WSSAs were using tariff that existed under previous institutional setups while Same-Mwanga and Kyela-Kasumulu applied tariffs of the former WSSAs before they were clustered.

3.2 Compliance with Report Submission

Compliance with reporting requirements considered submission of technical, financial and MajiS reports to EWURA. During FY 2020/21, Biharamulo and Rujewa WSSAs managed to submit all required reports timely while Kibondo and Namanyere WSSAs did not submit any of the required reports. Appendix 4-Table A4.2 presents details on submission of reports. DT WSSAs compliance with report submission is discussed from section 3.2.1 to 3.2.3.

3.2.1 Annual Technical Reports

In FY 2020/21, average compliance with submission of annual technical reports improved to 59% in FY 2020/21 as compared to 31% and 36% attained in FY 2019/20 and FY 2018/19, respectively. During the year, 34 DT WSSAs submitted annual reports timely (i.e. by 30th September 2021), eight submitted late and 16 WSSAs did not submit annual reports at all. For three consecutive years, Biharamulo, Igunga, Korogwe, Mafinga, Nzega, Rujewa and Kibaigwa WSSAs submitted annual reports timely. Conversely, Chato, Kibondo, Namanyere, Orkesumet, Sengerema, Tunduma and Tarime WSSAs did not submit annual reports over the period.

3.2.2 Financial Reports

During FY 2020/21, percentage compliance with submission of draft financial statements improved to 57% in FY 2020/21 as compared to 38% and 31% attained in FY 2019/20 and FY 2018/19, respectively. During the year under review, 33 DT WSSAs submitted draft financial statements timely (i.e. by 30th September 2021), eight DT WSSAs submitted late and the remaining 17 DT WSSAs did not submit financial reports at all. For three consecutive years, Biharamulo, Igunga, Korogwe, Mafinga, Nzega, Rujewa, Tukuyu and Makambako WSSAs submitted financial reports timely, while, Chato, Dakawa, Kibondo, Namanyere, Kibaigwa and Tunduma WSSAs did not submit financial reports over the period.

3.2.3 MajiS Reports

Evaluation of submission of MajiS reports is categorized in two parts which are submission of monthly and annual MajiS reports. While monthly MajiS reports are required to be submitted to EWURA by 14th day of every month, the Annual MajiS report is required to be submitted by 30th September of each year. The submission status is discussed below:

a) Submission of Monthly MajiS Reports

During the reporting period, Biharamulo, Kilwa-Masoko, Mbulu and Rujewa WSSAs submitted all monthly MajiS reports timely. Percentage compliance with submission of monthly MajiS report decreased to 5% as compared to 26% in FY 2019/20 and 14% attained in FY 2018/19. For three consecutive years, Biharamulo and Rujewa WSSAs submitted all monthly MajiS report timely. On the other hand, Dakawa, Kibondo, Namanyere and Tarime WSSAs did not submit monthly MajiS reports for three consecutive years.

b) Submission of Annual MajiS Reports

During FY 2020/21, 30 out of 58 DT WSSAs submitted annual MajiS reports timely (by 30th September 2021). Percentage compliance with submission of annual MajiS report increased to 52% in FY 2020/21 as compared to 48% and 30% attained in FY 2019/20 and FY 2018/19, respectively. For three consecutive years, Biharamulo, Igunga, Kilindoni, Korogwe, Loliondo, Mafinga, Muleba and Rujewa WSSAs submitted annual MajiS reports timely, while, Chato, Dakawa, Gairo, Kasulu, Kibondo, Mpwapwa, Namanyere, Orkesumet and Tunduma WSSAs did not submit annual MajiS reports over the period.

3.3 Implementation of Recommendations of FY 2019/20 Report

Generally, implementation of recommendations issued by EWURA through the Water Utilities Performance Review Report for the FY 2019/20 was fair as presented in Appendix A4.3.

3.4 Compliance with Remittance of Regulatory Levy

During FY 2020/21, amount of regulatory levy owed by DT WSSAs included TZS 145,374,291.73 invoiced to DT WSSAs during the year and TZS 128,025,235.77 outstanding levy accrued in previous years. As of 31st August 2021, a total of TZS 120,558,636.43, equivalent to 44%, was remitted, having increased by 9% as compared to 35% remitted in FY 2019/20. During FY 2020/21, Kilindoni, Lushoto, Mbinga, Nzega, Kibaigwa, Makambako, Igunga and Mombo WSSAs had 100% compliance with remittance of regulatory levy. On the other hand, Dakawa, Handeni, Katesh, Kibaya, Kibondo, Kondoa, Makete, Mpwapwa, Mwanhuzi, Namanyere, Namtumbo, Rujewa, Songe, Tarime and Tunduma WSSAs did not remit regulatory levy during the year. Status of remittance of regulatory levy for each WSSA is shown in Appendix 7.

4.0 PERFORMANCE RANKING

This chapter outlines performance ranking of DT WSSAs according to the EWURA Performance Benchmarking Guidelines for WSSAs, 2018. Ranking of the performance of DT WSSAs is in two folds, the Overall Ranking and the Utility Ranking.

4.1 Overall Ranking

The overall ranking gauges performance of WSSAs by taking into consideration individual efforts as well as external factors such as financing from the government and development partners. In obtaining the score for overall ranking EWURA considers two types of scores which are utility indicator performance score and compliance to regulatory requirement score. Utility indicator performance score accounts for 70%, while compliance to regulatory requirement score makes 30% of the total performance score. The output of overall ranking is identification of the overall best performing WSSA.

4.2 Utility Ranking

Utility ranking measures efforts that the utility has made in attaining the performance targets specified in the respective utility business plan. The source of data on performance target is the WSSA's approved Business Plan. In the absence of Business Plan, the WSSAs was awarded zero (0) score on the attainment of performance targets

4.3 Procedure for Ranking

4.3.1 Overall Ranking Procedure

The total performance scores of a WSSA was computed as a sum of the performance score for each indicator and the compliance to regulatory requirement score. The overall ranking of the performance of WSSAs was done in the following steps:-

i. Determining the KPI achievement of a WSSA.

Performance scores for each performance indicator is calculated as a summation of scores based on the best performer, attainment of performance target, confidence grading and attainment of service level benchmarks multiplied by the respective indicator weighting as described in Table 17.

Table 17: Key Performance Indicators Weights

Indicator No.	Performance Indicators	Weight	Service Level Benchmark
KPI 1	Proportion of population served with water (%)	9%	100
KPI 2	Average hours of supply (hrs.)	9%	24
KPI 3	Water quality compliance (%)		
	<i>E. coli</i>	14%	98
	Turbidity	9%	98
KPI 4	Metering ratio (%)	9%	100
KPI 5	Non-Revenue Water – NRW (%)	9%	≤ 20
KPI 6	Revenue collection efficiency (%)	14%	≥ 95
KPI 8	Working ratio (ratio)	5%	≤ 1.0
KPI 9	Personnel/1000 (W&S) connections (ratio)	5%	≤ 5
KPI 11	Proportion of the population receiving WSSAs regulated sanitation services (%)	8%	100%
KPI12	Percentage of staff employed by WSSA	9%	100%

(a) Calculating Score based on the best performer (SBP)

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

(b) Calculating Scores Based on Attainment of Performance Target (SPT)

WSSA was awarded 10 points for attaining or surpassing the performance target on each performance indicator. The intermediate performances were allocated pro-rata by interpolating between 0 and 10 points. In addition, decreasing performances as compared to actual performance in the previous year was awarded 0 points.

(c) Calculating Scores Based Confidence Grading (SCG)

A WSSA was awarded 10 points for surpassing the Confidence Grading of B2, 5 points for attaining a confidence grading of B2 and 0 points for a Confidence Grading below B2 on each performance indicator. The evaluation criteria for allocating confidence grading is presented in Table 18.

Table 18: Assessment Confidence Grading on Data Reliability and Accuracy

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

(d) Calculating scores based on attainment of service level Benchmark (SSLB)

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

ii. Determining the Score for Compliance with Regulatory Requirements (CRR)

The score based on compliance with regulatory requirements were calculated based on attainment of score based on the weight of each obligation as presented in Table 19.

Table 19: Compliance to regulatory requirements

Code No.	Regulatory Requirement	Total Score
CRR1	Timely submission of monthly MajIs reports	12
CRR2	Timely submission of draft annual MajIs report	5
CRR3	Timely submission of the draft annual report	5
CRR4	Timely submission of draft financial statements	5
CRR5	Payment of regulatory levy	25
CRR6	Presence of approved business plan	10
CRR7	Presence of approved customer service charter	10
CRR8	Submission of the final annual report for the previous year	6
CRR9	Availability of Water Quality Monitoring Plan	14
CRR10	Availability of faecal sludge treatment facilities	8

4.3.2 Utility Ranking Procedure

Utility ranking is determined by summing up the scores for the attainment of performance targets for each indicator as presented in Table 17. WSSAs were awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performances were allocated pro-rata by interpolating between 0 and 10 points. Also, decreasing performance as compared to actual performance in the previous year was awarded 0 points

4.4 Classification of Performance Scores

The overall score of each WSSA was classified and identified with a distinct colour. The details of the classification colour code and interpretation are shown in Table 20.

Table 20: Classification of Overall Scores

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

4.5 Results of Performance Ranking

4.5.1 Overall Ranking Results

Based on overall ranking criteria, Makambako WSSA emerged the overall best utility in the provision water supply services with a score of 78.4 ranked as Very Good performance. On the other hand, Katesh WSSA was the overall least performer in the provision of water services with a score of 18.6 ranked as unsatisfactory performance.

4.5.2 Utility Ranking Results

Based on the criteria for utility ranking, Muleba WSSA was the best performer in water supply services while 28 DT WSSAs were the least performers by scoring zero as presented in Table 21. Generally, the utility ranking results show that the performance of DT WSSAs in attaining performance targets indicated in their Business Plans is unsatisfactory.

Table 21: Summary of Ranking of DT WSSAs In Provision of Water Supply and Sanitation Services

SN	Utility Name	Total Weighted Score	Score on Compliance with Regulatory Requirements	Overall Ranking				Utility Ranking					
				Overall Ranking Score	Classification	Interpretation	Overall Rank (2020/21)	Overall Rank (2019/20)	Previous Rank (2018/19)	Utility Ranking Score	Classification	Interpretation	Utility Rank
1	Biharumulo	48.5	18.03	66.5	C	Good	7	1	3	39.4	E	Unsatisfactory	17
2	Bunda	43.3	16.80	60.1	C	Good	9	16	44	40.7	D	Fair	13
3	Chato	44.3	4.80	49.1	D	Fair	20	32	34	0.0	E	Unsatisfactory	31
4	Chunya	30.1	5.10	35.2	E	Unsatisfactory	43	51	49	0.0	E	Unsatisfactory	31
5	Dakawa	26.0	1.80	27.8	E	Unsatisfactory	52	40	40	19.0	E	Unsatisfactory	26
6	Gairo	31.7	6.30	38.0	E	Unsatisfactory	38	53	82	0.0	E	Unsatisfactory	31
7	Handeni	25.8	2.40	28.2	E	Unsatisfactory	51	28	57	0.0	E	Unsatisfactory	31
8	Ifakara	33.4	7.50	40.9	D	Fair	32	41	79	45.4	D	Fair	9
9	Igunga	51.3	22.50	73.8	B	Very Good	2	8	4	39.9	E	Unsatisfactory	16
10	Itumba-Isongole	38.2	17.40	55.6	C	Good	11	23	33	51.0	D	Fair	6
11	Karagwe	24.0	4.80	28.8	E	Unsatisfactory	48	49	37	33.4	E	Unsatisfactory	19
12	Karatu	37.8	11.40	49.2	D	Fair	19	13	58	0.0	E	Unsatisfactory	31
13	Kasulu	36.5	3.90	40.4	D	Fair	34	27	66	0.0	E	Unsatisfactory	31
14	Katesh	18.3	0.30	18.6	E	Unsatisfactory	58	37	30	0.0	E	Unsatisfactory	31
15	Kibaya	29.4	0.30	29.7	E	Unsatisfactory	47	44	8	0.0	E	Unsatisfactory	31
16	Kibondo	36.3	0.00	36.3	E	Unsatisfactory	41	52	76	0.0	E	Unsatisfactory	31
17	Kilindoni	16.8	18.60	35.4	E	Unsatisfactory	42	57	67	11.7	E	Unsatisfactory	27
18	Kilwa Masoko	31.4	20.10	51.5	D	Fair	15	33	55	54.9	D	Fair	5
19	Kiomboi	25.5	1.50	27.0	E	Unsatisfactory	53	43	51	0.0	E	Unsatisfactory	31
20	Kishapu	36.1	9.00	45.1	D	Fair	24	30	32	41.0	D	Fair	10
21	Kondoa	24.0	8.40	32.4	E	Unsatisfactory	45	10	53	30.8	E	Unsatisfactory	24
22	Korogwe	32.6	9.90	42.5	D	Fair	29	4	22	0.0	E	Unsatisfactory	31
23	Kyela-Kasumulu	23.2	5.10	28.3	E	Unsatisfactory	50	39	na	0.0	E	Unsatisfactory	31
24	Liwale	35.4	13.20	48.6	D	Fair	21	35	41	58.2	C	Good	2
25	Loliondo	43.0	7.80	50.8	D	Fair	16	12	19	0.0	E	Unsatisfactory	31
26	Ludewa	15.7	4.80	20.5	E	Unsatisfactory	56	56	61	0.0	E	Unsatisfactory	31
27	Lushoto	25.8	12.30	38.1	E	Unsatisfactory	37	50	62	0.0	E	Unsatisfactory	31
28	Mafinga	49.5	20.40	69.9	C	Good	5	17	17	40.1	D	Fair	15
29	Mahenge	24.6	12.00	36.6	E	Unsatisfactory	40	55	81	0.0	E	Unsatisfactory	31
30	Makete	28.9	16.50	45.4	D	Fair	23	29	9	31.6	E	Unsatisfactory	23

SN	Utility Name	Total Weighted Score	Score on Compliance with Regulatory Requirements	Overall Ranking					Utility Ranking				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (2020/21)	Overall Rank (2019/20)	Previous Rank (2018/19)	Utility Ranking Score	Classification	Interpretation	Utility Rank
31	Manyoni	27.1	7.80	34.9	E	Unsatisfactory	44	9	18	0.0	E	Unsatisfactory	31
32	Mbinga	43.6	17.70	61.3	C	Good	8	21	14	0.0	E	Unsatisfactory	31
33	Mbulu	35.2	5.92	41.1	D	Fair	31	36	72	0.0	E	Unsatisfactory	31
34	Mpwapwa	34.3	9.00	43.3	D	Fair	26	18	15	55.0	C	Good	3
35	Muleba	51.1	19.50	70.6	B	Very Good	4	6	5	60.0	C	Good	1
36	Mugumu	32.9	9.90	42.8	D	Fair	28	15	77	9.0	E	Unsatisfactory	28
37	Mwanhuzi	36.5	6.60	43.1	D	Fair	27	22	12	0.0	E	Unsatisfactory	31
38	Namanyere	23.8	0.00	23.8	E	Unsatisfactory	54	54	63	0.0	E	Unsatisfactory	31
39	Namtumbo	28.4	15.30	43.7	D	Fair	25	20	38	5.7	E	Unsatisfactory	29
40	Ngara	48.6	21.02	69.6	C	Good	6	2	60	40.8	D	Fair	12
41	Nzega	46.4	24.60	71.0	B	Very Good	3	3	21	46.0	D	Fair	7
42	Orkesumet	21.8	0.90	22.7	E	Unsatisfactory	55	45	73	0.0	E	Unsatisfactory	31
43	Ruangwa	27.0	10.20	37.2	E	Unsatisfactory	39	19	43	0.0	E	Unsatisfactory	31
44	Rujewa	26.7	15.00	41.7	D	Fair	30	25	29	41.0	D	Fair	10
45	Same-Mwanga	39.6	10.80	50.4	D	Fair	17	14	na	0.0	E	Unsatisfactory	31
46	Sengerema	48.5	5.70	54.2	D	Fair	13	24	16	30.8	E	Unsatisfactory	25
47	Songe	23.5	5.10	28.6	E	Unsatisfactory	49	46	52	0.0	E	Unsatisfactory	31
48	Tarime	29.1	1.80	30.9	E	Unsatisfactory	46	47	75	0.0	E	Unsatisfactory	31
49	Tukuyu	34.0	13.20	47.2	D	Fair	22	34	6	32.2	E	Unsatisfactory	20
50	Tunduru	36.8	15.60	52.4	D	Fair	14	26	27	55.0	C	Good	3
51	Ushiroombo	44.1	5.70	49.8	D	Fair	18	48	71	0.0	E	Unsatisfactory	31
52	Ufete	29.2	11.70	40.9	D	Fair	33	38	35	32.1	E	Unsatisfactory	21
53	Kibaigwa	37.1	22.20	59.3	C	Good	10	7	10	35.5	E	Unsatisfactory	18
54	Maganzo	34.6	3.60	38.2	E	Unsatisfactory	36	31	31	32.0	E	Unsatisfactory	22
55	Makambako	51.4	27.00	78.4	B	Very Good	1	11	1	40.7	D	Fair	14
56	Mombo	27.1	12.30	39.4	E	Unsatisfactory	35	42	64	0.0	E	Unsatisfactory	31
57	Tundurna	18.9	0.30	19.2	E	Unsatisfactory	57	58	78	5.0	E	Unsatisfactory	30
58	Turiani	37.9	17.10	55.0	D	Fair	12	5	13	46.0	D	Fair	7

Table 22: Performance Ranking Comparison

Summary of Classification	2018/19	2019/20	2020/21
Excellent	0	0	0
Very Good	0	4	4
Good	5	14	7
Fair	12	19	23
Unsatisfactory	41	21	24
Total	58	58	58

5.0 MAJOR OBSERVATIONS AND RECOMMENDATIONS

This chapter presents key issues observed in the review of DT WSSAs performance and recommends measures for DT WSSAs to improve their performance in provision of water supply and sanitation services. Table 23 presents the major key observed issues, recommended solutions and the responsible entity for correcting the observed issue.

Table 23: Major Observations and Recommendations

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible
1.	Inadequate water supply infrastructure	The average water production observed in DT WSSAs was 32% of the water demand. This shows that there is a need for improving investment in water production infrastructure	DT WSSAs, in consultation with MoW and other key stakeholders, are required to prepare proposals and mobilise financial resources for investment in water production infrastructure	June 2023	Managing Directors of DT WSSAs
2.	Inadequate water treatment	11 out of 58 DT WSSAs did not treat water supplied to customers	DT WSSAs should ensure water supplied to customers meet TBS (TZS 789:2018-EAS12:2018) potable water specification	Continuous	Managing Directors of DT WSSAs
3.	Lack of wastewater collection and treatment facilities	Only 1 out of 58 DT WSSA has faecal sludge treatment facilities	DT WSSAs should include in their business plan a plan to acquire land for construction of wastewater treatment facilities	June 2023	Managing Directors of DT WSSAs
4.	Low customer connection and water source metering	Out of 58 DT WSSAs, 25 have installed bulk meters in all of their water sources	DT WSSAs should ensure that all customers water connections are metered	June 2023	Managing Directors of DT WSSAs
		Out of the 58 DT WSSAs, 31 DT WSSAs have attained 100% metering ratio	DT WSSAs should ensure that all water sources are installed with bulk water meters		
5.	High Non Revenue Water	Four out of 58 DT WSSAs have attained service level benchmark of NRW of less than 20%	DT WSSAs should prepare and implement strategies towards attainment of NRW service level benchmark	September 2022	Managing Directors of DT WSSAs

In conclusion, performance of DT WSSAs in FY 2020/21 compared to FY 2019/20 has shown improvement in the areas of water abstraction, water production, water quality compliance, staff productivity, proportional of population directly served with water, water sales collections and submission of annual reports. On the other hand, the report has identified areas for improvement, including, managing Non-Revenue Water, investment in water production infrastructure, improving quality of water supplied, investment in wastewater treatment facilities and customer connection and water source metering. DT WSSAs are required to implement recommendations with respect to identified issues. It is expected that implementation of the recommendations will improve water and sanitation services provided by DT WSSAs.

APPENDICES

APPENDIX 1: WATER UTILITIES PROFILES

BIHARAMULO WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/80/2012 - CLASS III							
District: Biharamulo, Region: Kagera							
General Description of the Utility	<p>Biharamulo Water Supply and Sanitation Authority (Biharamulo WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for overall operation and management of water supply and sanitation services in Biharamulo Town which is the headquarter of Biharamulo District. Biharamulo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 40,393 out of whom 29,800 are served with water. The utility draws water from three springs sources, one gravity scheme drawing water from Runyinya spring and a pumping scheme drawing water from Kagango and Ruziba springs. The combined installed water production capacity is 1,135 cubic meters per day, which is lower than daily water demand of 2,827 cubic meters. The utility has water treatment facilities. The total length of water distribution network is 90km and water is supplied at an average of 14 hours per day. The system has storage tanks with a combined capacity of 920 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 45% of households in the service area have septic tanks while 54% have latrines. The remaining 1% of household have no sanitation facilities. The utility has two permanently employed staff seconded from RUWASA and two staff employed on contract terms by the utility, thus making a total of 4 staffs.</p>						
General Data About the Utility	Total water connections (No.)	1,890					
	Total active connections (No.)	1,819					
	Total domestic connections (No.)	1,746					
	Total operational kiosks (No.)	22					
	Metering ratio (%)	100					
	NRW (%)	12					
	Total staff (No.)	4					
	Staffs/1000 connections (No.)	2					
	Annual O&M costs	TZS 324,728,334					
	Annual water collections - arrears included	TZS 272,137,975					
	Annual water billing	TZS 322,211,000					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1,300	1,630	1,660	2,000	1,500	
	Note: (i) The charge at water kiosks is TZS 30 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Construction of water storage tank 2. Extension of water supply network 3. Construction of rising main 4. Construction of water treatment plant 5. Construction of wastewater/faecal sludge treatment facilities 						

BUNDA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/79/2012 - CLASS III							
District: Bunda, Region: Mara							
General Description of the Utility	<p>Bunda Water Supply and Sanitation Authority (Bunda WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Bunda Town which is the headquarter of Bunda District. Bunda WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 178,045 out of whom 120,526 are served with water. The utility draws water from two intakes; Nyabehu and Guta at Lake Victoria source. The combined installed water production capacity is 8,928 cubic meters per day, which is lower than daily water demand of 9,857 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 351km and water is supplied at an average of 16 hours per day. The system has storage tanks with a combined capacity of 2,205 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 59% of the total households in the service area have septic tanks while 29% have latrines. The remaining 12% of household have no sanitation facilities. The utility has a total 38 staff of whom 33 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	5,936					
	Total active connections (No.)	5,936					
	Total domestic connections (No.)	5,452					
	Total operational kiosks (No.)	88					
	Metering ratio (%)	100					
	NRW (%)	44					
	Total staff (No.)	38					
	Staffs/1000 connections (No.)	6					
	Annual O&M costs	TZS 1,091,282,836					
	Annual water collections - arrears included	TZS 986,347,902					
	Annual water billing	TZS 1,148,927,567					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1,860	2,660	2,670	2,670		
	Note: (i) The charge at water kiosks is TZS 36 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. New technology needed for NRW reduction 2. New technology for improvement of revenue collection 3. Investment in sanitation facilities 						

CHATO WSSA PROFILE						2020/21												
EWURA LICENSE No. WSSSL/02/2018 - CLASS III																		
District: Chato, Region: Geita																		
General Description of the Utility	<p>Chato Water Supply and Sanitation Authority (Chato WSSA) was declared a fully autonomous public water utility through Government Notice No. 35 published in 2018. The utility is responsible for the overall operation and management of water supply and sanitation services within the Chato Town which is the headquarter of Chato District. Chato WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 53,144 out of whom 38,897 are served with water. The utility draws water from Lake Victoria source at Rubambangwe area. Water from the source is pumped through the transmission main to a storage tank located at Rubambangwe and Mbuye area in Chato town centre. The combined installed water production capacity is 2,600 cubic meters per day, which is lower than daily water demand of 3,720 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 147km and water is supplied at an average of 18 hours per day. The system has storage tanks with a combined capacity of 855 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 25% of the total households in the service area have septic tanks while 65% have latrines. The remaining 10% of household have no sanitation facilities. The utility has a total of 25 staff of whom 25 staff are employed by the WSSA.</p>																	
General Data About the Utility	Total water connections (No.)	2,986																
	Total active connections (No.)	2,976																
	Total domestic connections (No.)	2,728																
	Total operational kiosks (No.)	85																
	Metering ratio (%)	100																
	NRW (%)	25																
	Total staff (No.)	25																
	Staffs/1000 connections (No.)	8																
	Annual O&M costs	TZS 316,928,077																
	Annual water collections - arrears included	TZS 339,942,386																
	Annual water billing	TZS 496,084,000																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,500</td> <td>1,500</td> <td>15,000</td> <td>1,500</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,500	1,500	15,000	1,500	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m ³	1,500	1,500	15,000	1,500														
Priorities	<ol style="list-style-type: none"> 1. Increase water supply distribution network 2. Reduce unaccounted for water from 30% to 25% 3. Increase Staff 4. Implementation of waste water program 5. Improvement of office transport 																	

CHUNYA WSSA PROFILE		2020/21				
EWURA LICENSE No. WSSSL/53/2012 - CLASS III						
District: Chunya, Region: Mbeya						
General Description of the Utility	<p>Chunya Water Supply and Sanitation Authority (Chunya WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Chunya Town which is the headquarter of Chunya District. Chunya WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 29,451 out of whom 19,565 are served with water. The utility draws water from six boreholes located at Chokaa, Kidole and Itewe areas. The combined installed water production capacity is 1,512 cubic meters per day, which is lower than daily water demand of 2,482 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 46km and water is supplied at an average of 8 hours per day. The system has storage tanks with a combined capacity of 925 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 66% of the total households in the service area have septic tanks while 27% have latrines. The remaining 7% of household have no sanitation facilities. The utility has a total of 9 staff of whom 8 staff are employed by the WSSA.</p>					
General Data About the Utility	Total water connections (No.)	1,627				
	Total active connections (No.)	1,012				
	Total domestic connections (No.)	1,547				
	Total operational kiosks (No.)	2				
	Metering ratio (%)	98				
	NRW (%)	45				
	Total staff (No.)	9				
	Staffs/1000 connections (No.)	6				
	Annual O&M costs	TZS 165,309,220				
	Annual water collections - arrears included	TZS 108,403,447				
	Annual water billing	TZS 113,345,625				
Tariff Structure						
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk
	TZS/m³	1000-1500	1500-2000	1,500	2,500	
	Note: (i) The charge at water kiosks is TZS 50 per 20 litres					
Priorities	<ol style="list-style-type: none"> 1. Increase water sources 2. Procure 101 water meter to meet 100% metering ratio 3. Increase extension by 7km to increase service coverage 4. Increase storage by constructing storage tank of 150M³ at Kibaoni hill 5. Staff capacity building to increase work efficiency 					

DAKAWA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/25/2012 - CLASS III							
District: Mvomero, Region: Morogoro							
General Description of the Utility	<p>Dakawa Water Supply and Sanitation Authority (Dakawa WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the Dakawa Town which is the headquarter of Dakawa District. Dakawa WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 35,015 out of whom 8,170 are served with water. Dakawa Water Supply and Sanitation Authority depends on boreholes to serve its customers. The boreholes are all located at Wami Dakawa village. The combined installed water production capacity is 5,256 cubic meters per day, which is sufficient to meet the estimated water demand of 1,219 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 51km and water is supplied at an average of 6 hours per day. The system has storage tanks with a combined capacity of 735 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 5% of the total households in the service area have septic tanks while 84% have latrines. The remaining 11% of households have no sanitation facilities. The utility has employed 9 staff on contract terms and has two permanently employed staff seconded from Mvomero District Council which makes the utility to have a total of number of 11 staff.</p>						
General Data About the Utility	Total water connections (No.)	660					
	Total active connections (No.)	629					
	Total domestic connections (No.)	617					
	Total operational kiosks (No.)	8					
	Metering ratio (%)	94					
	NRW (%)	35					
	Total staff (No.)	11					
	Staffs/1000 connections (No.)	17					
	Annual O&M costs	TZS 49,422,528					
	Annual water collections - arrears included	TZS 47,981,400					
	Annual water billing	TZS 51,629,000					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	800	910	945	1,080		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Installation of bulk water meters at the boreholes (all sources) 2. Increase coverage (network extension) 3. Installation of electronic billing system 4. Filling vacant positions 						

GAIRO WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/02/2021 - CLASS III							
District: Gairo, Region: Morogoro							
General Description of the Utility	<p>Gairo Water Supply and Sanitation Authority (Gairo WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Gairo Town which is the headquarter of Gairo District. Gairo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 53,082 out of whom 21,820 are served with water. Water supply to Gairo township depends on gravity scheme, originating from Ukaguru mountains range as well as ten (10) boreholes of which seven (7) were drilled in 2012. The combined installed water production capacity is 900 cubic meters per day, which is lower than daily water demand of 2,587 cubic meters per day. There is Reverse Osmosis Desalination plant installed. The total length of water distribution network is 291km and water is supplied at an average of 12 hours per day. The system has storage tanks with a combined capacity of 1,975 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 40% of the total households in the service area have septic tanks while 57% have latrines. The remaining 3% of households have no sanitation facilities. The utility has employed 6 staff on contract terms and one permanently employed staff seconded from Gairo District Council which makes the utility to have a total of number of 7 staff.</p>						
General Data About the Utility	Total water connections (No.)	692					
	Total active connections (No.)	692					
	Total domestic connections (No.)	536					
	Total operational kiosks (No.)	76					
	Metering ratio (%)	97					
	NRW (%)	49					
	Total staff (No.)	7					
	Staffs/1000 connections (No.)	10					
	Annual O&M costs	TZS 404,249,399					
	Annual water collections - arrears included	TZS 387,214,393					
	Annual water billing	TZS 414,719,220					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	300	335	390			
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Increase water source to improve supply of water 2. Increase of man power to improve performance 3. Need of transport Facilities 4. Expansion of water network 5. Billing system (Unified water billing software) 						

HANDENI WSSA PROFILE						2020/21												
EWURA LICENSE No. WSSSL/01/2012 - CLASS III																		
District: Handeni, Region: Tanga																		
General Description of the Utility	<p>Handeni Water Supply and Sanitation Authority (Handeni WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Handeni Town which is the headquarter of Handeni District. Handeni WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 89,593 out of whom 26,084 are served with water. Handeni WSSA has four (4) water sources of which one (1) Bwawani Chamika Dan is a surface and three (3) namely Ndelema, Bwawani and Soko la Zamani boreholes are ground. Also, the Utility purchase water from Handeni Trunk Main National Project WSSA.. The combined installed water production capacity is 1,320 cubic meters per day, which is lower than daily water demand of 6,271 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 71km and water is supplied at an average of 8hours per day. The system has storage tanks with a combined capacity of 565 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 12% of the total households in the service area have septic tanks while 87% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 15 staff of whom 13 staff are employed by the WSSA.</p>																	
General Data About the Utility	Total water connections (No.)	841																
	Total active connections (No.)	480																
	Total domestic connections (No.)	662																
	Total operational kiosks (No.)	63																
	Metering ratio (%)	100																
	NRW (%)	22																
	Total staff (No.)	15																
	Staffs/1000 connections (No.)	18																
	Annual O&M costs	TZS 227,309,625																
	Annual water collections - arrears included	TZS 100,517,657																
	Annual water billing	TZS 143,345,750																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,250</td> <td>1,500</td> <td>2,000</td> <td></td> <td>1,500</td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,250	1,500	2,000		1,500
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m ³	1,250	1,500	2,000		1,500													
Priorities	<ol style="list-style-type: none"> 1. Extension of water distribution lines by connecting villages within network area 2. Promoting water connections at reasonable cost 																	

IFAKARA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/27/2012 - CLASS III							
District: Ifakara, Region: Morogoro							
General Description of the Utility	<p>Ifakara Water Supply and Sanitation Authority (Ifakara WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Ifakara Town which is the headquarter of Ifakara District. Ifakara WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 129,669 out of whom 22,884 are served with water. The utility draws water from only one type of water source comprising of seven boreholes, which are fairly protected and equipped with submersible pumps. The combined installed water production capacity is 2,723 cubic meters per day, which is lower than daily water demand of 9,077 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 67km and water is supplied at an average of 5 hours per day. The system has storage tanks with a combined capacity of 475 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 0% of the total households in the service area have septic tanks while 100% have latrines. The utility has a total of 12 staff of whom 7 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	1,316					
	Total active connections (No.)	945					
	Total domestic connections (No.)	1,219					
	Total operational kiosks (No.)	29					
	Metering ratio (%)	58					
	NRW (%)	35					
	Total staff (No.)	12					
	Staffs/1000 connections (No.)	9					
	Annual O&M costs	TZS 65,055,156					
	Annual water collections - arrears included	TZS 68,453,428					
	Annual water billing	TZS 79,371,953					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1000-1170	1,330	1,510			
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Increasing in metering ratio 2. Reduction of Non-Revenue Water 3. Increasing service hours 4. Increasing number of staff 5. Improving working environment 						

IGUNGA WSSA PROFILE						2020/21												
EWURA LICENSE No. WSSSL/56/2012 - CLASS III																		
District: Igunga, Region: Tabora																		
General Description of the Utility	<p>Igunga Water Supply and Sanitation Authority (Igunga WSSA) was declared a fully autonomous public water utility through Government Notice No. 451 published in 1999. The utility is responsible for the overall operation and management of water supply and sanitation services within the Igunga Town which is the headquarter of Igunga District. Igunga WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 64,487 out of whom 61,586 are served with water. The utility draws water from Bulenya earth-fill dam and bulk water supply from KASHWASA. The combined installed water production capacity is 6,000 cubic meters per day, which is sufficient to meet water demand of 4,000 cubic meters per day. The utility has water treatment plant. The total length of water distribution network is 204km and water is supplied at an average of 24 hours per day. The system has storage tanks with a combined capacity of 4,350 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 19% of the total households in the service area have septic tanks while 69% have latrines. The remaining 12% of household have no sanitation facilities. The utility has employed 13 staff and has one permanently employed staff seconded from the RUWASA which makes the utility to have a total of number of 14 staff.</p>																	
General Data About the Utility	Total water connections (No.)	7,036																
	Total active connections (No.)	6,605																
	Total domestic connections (No.)	6,681																
	Total operational kiosks (No.)	78																
	Metering ratio (%)	100																
	NRW (%)	44																
	Total staff (No.)	14																
	Staffs/1000 connections (No.)	4																
	Annual O&M costs	TZS 1,528,862,130																
	Annual water collections - arrears included	TZS 1,056,580,382																
	Annual water billing	TZS 1,187,460,571																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,060</td> <td>1,390</td> <td>1,750</td> <td>1,750</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,060	1,390	1,750	1,750	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m ³	1,060	1,390	1,750	1,750														
Priorities	<ol style="list-style-type: none"> 1. Adjustment of tariff to meet Operation and Maintenance costs 2. Provision of wastewater treatment plant 3. Replacement of dilapidated water pipes networks 																	

ITUMBA-ISONGOLE WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/52/2012 - CLASS III							
District: Ileje, Region: Songwe							
General Description of the Utility	<p>Itumba-Isongole Water Supply and Sanitation Authority (Itumba-Isongole WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Itumba-Isongole Town which is the headquarter of Itumba-Isongole District. Itumba-Isongole WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 25,265 out of whom 19,250 are served with water. The utility draws water from two sources; Iyela river and Ilumba stream. Water from these sources is abstracted by intake weirs constructed across the river and stream respectively and gravitates to the Township. The combined installed water production capacity is 3,330 cubic meters per day, which is sufficient to meet water demand of 3,201 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 55km and water is supplied at an average of 16 hours per day. The system has storage tanks with a combined capacity of 965 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 13% of the total households in the service area have septic tanks while 86% have latrines. The remaining 1% of households have no sanitation facilities. The utility has a total of 12 staff of whom 11 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	1,728					
	Total active connections (No.)	1,664					
	Total domestic connections (No.)	1,571					
	Total operational kiosks (No.)	12					
	Metering ratio (%)	47					
	NRW (%)	30					
	Total staff (No.)	12					
	Staffs/1000 connections (No.)	79					
	Annual O&M costs	TZS 57,221,251					
	Annual water collections - arrears included	TZS 62,589,345					
	Annual water billing	TZS 58,418,935					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	300	335	390		250	
	Note: (i) The charge at water kiosks is TZS 5 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Construction of treatment unit/plant 2. Set Tariff in order to meet Operation and Maintenance cost of provision of water and sanitation services. 3. Inadequate institution capacity 4. Increase water production (water sources) 5. Extension of Distribution network 						

KARAGWE WSSA PROFILE						2020/21												
EWURA LICENSE No. WSSSL/72/12 - CLASS III																		
District: Karagwe, Region: Kagera																		
General Description of the Utility	<p>Karagwe Water Supply and Sanitation Authority (Karagwe WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Karagwe town which is the headquarter of Karagwe District. Karagwe WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 92,230 out of whom 21,350 are served with water. The utility draws water from three sources, Katoma borehole, Umururongo borehole and Charuhanga stream intake. The combined installed production capacity is cubic meters per day. The present production capacity is low compared with the estimated water demand of 8,716 cubic meters per day. The utility has no water treatment facilities. The total length of the distribution system is 101km and water is supplied at an average of 4 hours per day. The system has storage tanks with a combined capacity of 630 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 10% of the total households in the service area have septic tanks while 87% have latrines. The utility has a total of 11 staff of whom 7 staff are employed by the WSSA.</p>																	
General Data About the Utility	Total water connections	918																
	Total active connections	887																
	Total domestic connections	761																
	Total operational kiosk	36																
	Metering ratio	100																
	NRW	46																
	Total staff	11																
	Staffs/1000 connections	12																
	Annual O&M costs	TZS 179,215,734																
	Annual water collections - arrears included	TZS 127,714,493																
	Annual water billing	TZS 188,228,200																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,800</td> <td>2,000</td> <td>1,500</td> <td></td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 50 per 20 litres</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,800	2,000	1,500		
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m ³	1,800	2,000	1,500															
Priorities	<ol style="list-style-type: none"> 1. Increase of water production 2. Reduction of Non-Revenue water 3. Increase of service hours 																	

KARATU WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/03/2021 - CLASS III																			
District: Karatu, Region: Arusha																			
General Description of the Utility	<p>Karatu Water Supply and Sanitation Authority (Karatu WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2016. The utility is responsible for the overall operation and management of water supply and sanitation services within the Karatu Town which is the headquarter of Karatu District. Karatu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 64,482 out of whom 11,537 are served with water. Karatu WSSA has two (2) groundwater sources namely Bwawani and Kwa Tomu boreholes. The combined installed water production capacity is 1,440 cubic meters per day, which is lower than daily water demand of 5,211 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 34km and water is supplied at an average of 18 hours per day. The system has storage tanks with a combined capacity of 450 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 20% of the total households in the service area have septic tanks while 79% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 18 staff of whom 17 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	676																	
	Total active connections (No.)	658																	
	Total domestic connections (No.)	569																	
	Total operational kiosks (No.)	37																	
	Metering ratio (%)	100																	
	NRW (%)	41																	
	Total staff (No.)	18																	
	Staffs/1000 connections (No.)	27																	
	Annual O&M costs	TZS 367,146,170																	
	Annual water collections - arrears included	TZS 263,936,472																	
	Annual water billing	TZS 294,140,650																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,750</td> <td>1,750</td> <td>2,000</td> <td>2,000</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,750	1,750	2,000	2,000	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	1,750	1,750	2,000	2,000															
Priorities	<ol style="list-style-type: none"> 1. Support from MoW to have one (1) service provider in instead of two (2) (Karatu WSSA and KAVIWASU) 2. Extension of 15km for distribution networks with diameter ranging from 2" to 1" 3. Procurement one (1) vehicle, three (3) motorcycle and 1Bajaji. 4. Purchase of 500 customer meters for replacement of aged and fault meters. 5. Rehabilitation of one (1) storage tanks located at Gyekrum Arusha 																		

KASULU WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/69/12 - CLASS III							
District: Kasulu, Region: Kigoma							
General Description of the Utility	<p>Kasulu Water Supply and Sanitation Authority (Kasulu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kasulu Town which is the headquarter of Kasulu District. Kasulu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 83,813 out of whom 52,267 are served with water. The utility draws water from three sources, one stream at Misemo and two springs at Nyanka and Nyakatoke. The combined installed water production capacity is 4,007 cubic meters per day, which is lower than daily water demand of 6,207 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 54km and water is supplied at an average of 15 hours per day. The system has storage tanks with a combined capacity of 552 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 14% of the total households in the service area have septic tanks while 85% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 21 staff of whom 20 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	4,211					
	Total active connections (No.)	3,205					
	Total domestic connections (No.)	3,878					
	Total operational kiosks (No.)	9					
	Metering ratio (%)	38					
	NRW (%)	36					
	Total staff (No.)	21					
	Staffs/1000 connections (No.)	5					
	Annual O&M costs	TZS 237,143,586					
	Annual water collections - arrears included	TZS 176,236,157					
	Annual water billing	TZS 193,021,614					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	300	400	510	NA		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Water supply network coverage 2. Reduction of Non-revenue water 3. Improve Water Tarriff 4. Improvement of institutional capacity (staff, working tools, equipment, transport, computers and software) 5. Construction water treatment plant to reduce the turbidity 						

KATESH WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/12/2012 - CLASS III																			
District: Hanang, Region: Manyara																			
General Description of the Utility	<p>Katesh Water Supply and Sanitation Authority (Katesh WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Katesh Town which is the headquarter of Katesh District. Katesh WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 34,168 out of whom 13,409 are served with water. Katesh WSSA has two (2) water source of which one (1) namely Himit is a surface source (spring) and one (1) sources namely Mogitu is a ground source (borehole). The combined installed water production capacity is 3,917 cubic meters per day, which is sufficient to meet water demand of 3,249 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 55km and water is supplied at an average of 5 hours per day. The system has storage tanks with a combined capacity of 1,295 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 24% of the total households in the service area have septic tanks while 75% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 10 staff of whom 9 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	2,357																	
	Total active connections (No.)	2,298																	
	Total domestic connections (No.)	2,160																	
	Total operational kiosks (No.)	18																	
	Metering ratio (%)	46																	
	NRW (%)	57																	
	Total staff (No.)	10																	
	Staffs/1000 connections (No.)	4																	
	Annual O&M costs	TZS 159,876,420																	
	Annual water collections - arrears included	TZS 78,614,845																	
	Annual water billing	TZS 187,319,882																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>800</td> <td>1,000</td> <td>1,200</td> <td>1,400</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	800	1,000	1,200	1,400	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	800	1,000	1,200	1,400															
Priorities	<ol style="list-style-type: none"> 1. Rehabilitation /replacement of Water water infrastructure 2. Procure and install water meters to unmetered customers from clustered areas 3. Extension of the distribution water networks. 																		

KIBAYA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/02/2012 - CLASS III							
District: Kiteto, Region: Manyara							
General Description of the Utility	<p>Kibaya Water Supply and Sanitation Authority (Kibaya WSSA) was declared a fully autonomous public water utility through Government Notice No. 20 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kibaya Town which is the headquarter of Kibaya District. Kibaya WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 28,104 out of whom 20,368 are served with water. Kibaya WSSA has six (6) water source of which one (1) namely Chemchem is a surface source (spring) and five (5) sources namely Shiuki, Kageze, Chemchem, Silangaa Juu and Kaloleni are ground source (borehole). The combined installed water production capacity is 536cubic meters per day, which is lower than daily water demand of 1,967cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 40km and water is supplied at an average of 3hours per day. The system has storage tanks with a combined capacity of 413 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 21% of the total households in the service area have septic tanks while 70% have latrines. The remaining 9% of household have no sanitation facilities. The utility has a total of 10 staff of whom 9 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	691					
	Total active connections (No.)	678					
	Total domestic connections (No.)	598					
	Total operational kiosks (No.)	34					
	Metering ratio (%)	100					
	NRW (%)	28					
	Total staff (No.)	10					
	Staffs/1000 connections (No.)	14					
	Annual O&M costs	TZS 85,123,316					
	Annual water collections - arrears included	TZS 83,603,731					
	Annual water billing	TZS 109,765,400					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1,970	2,020	1,970	2,020		
	Note: (i) The charge at water kiosks is TZS 50 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Drilling and developing of three boreholes to increase water production 2. Extend distribution networks (5km) 3. Procure 1000 new water meters for replacement and new water connections 4. Employ qualified staff on post of Technical Manager, Finance Manager and Procurement Officer 5. Procure three (3) motor cycle and one vehicle (Pick up) 						

KIBONDO WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/70/2012 - CLASS III							
District: Kibondo, Region: Kigoma							
General Description of the Utility	<p>Kibondo Water Supply and Sanitation Authority (Kibondo WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kibondo Town which is the headquarter of Kibondo District. Kibondo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 55,606 out of whom 16,126 are served with water. The utility draws water from one stream, five springs and five boreholes. The combined installed water production capacity is 3,900 cubic meters per day, which is lower than daily water demand of 4,448 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 47km and water is supplied at an average of 6 hours per day. The system has storage tanks with a combined capacity of 975 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 42% of the total households in the service area have septic tanks while 56% have latrines. The remaining 2% of household have no sanitation facilities. The utility has a total of 33 staff of whom 32 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	2,226					
	Total active connections (No.)	1,413					
	Total domestic connections (No.)	2,070					
	Total operational kiosks (No.)	14					
	Metering ratio (%)	94					
	NRW (%)	34					
	Total staff (No.)	33					
	Staffs/1000 connections (No.)	15					
	Annual O&M costs	TZS 358,856,000					
	Annual water collections - arrears included	TZS 82,570,000					
	Annual water billing	TZS 106,280,000					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	850	860	890	NA		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Construction of storage tank 1500m³ 2. Rehabilitation of Mgeboka Water source 3. Staff Recruitment 4. Extension of Water Network 						

KILINDONI WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/03/2015 - CLASS III							
District: Mafia, Region: Coast							
General Description of the Utility	<p>Kilindoni Water Supply and Sanitation Authority (Kilindoni WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kilindoni Town which is the headquarter of Kilindoni District. Kilindoni WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 17,065 out of whom 2,420 are served with water. The Kilindoni town gets water from natural springs and boreholes. There are three spring water sources and three boreholes located at Bomani, Kigamboni Kulungeni and Kilimahewa . The combined installed water production capacity is 1,080cubic meters per day, which is lower than daily water demand of 2,436cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 12km and water is supplied at an average of 7hours per day. The system has storage tanks with a combined capacity of 109 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 40% of the total households in the service area have septic tanks while 56% have latrines. The remaining 4% of household have no sanitation facilities. The utility has a total of 5 staff of whom 4 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	525					
	Total active connections (No.)	371					
	Total domestic connections (No.)	484					
	Total operational kiosks (No.)						
	Metering ratio (%)	15					
	NRW (%)	54					
	Total staff (No.)	5					
	Staffs/1000 connections (No.)	10					
	Annual O&M costs	TZS 40,775,650					
	Annual water collections - arrears included	TZS 30,929,182					
	Annual water billing	TZS 48,100,000					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1,000	1,100	1,150	500		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Availability of prepaid water meters 2. Availability of treatment facilities 3. Extension of water network 4. Availability of office and its working tools/equipment 5. Availability of transport facilities 						

KILWA MASOKO WSSA PROFILE						2020/21												
EWURA LICENSE No. WSSSL/21/2012 - CLASS III																		
District: Kilwa, Region: Lindi																		
General Description of the Utility	<p>Kilwa Masoko Water Supply and Sanitation Authority (Kilwa Masoko WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kilwa Masoko Town which is the headquarter of Kilwa Masoko District. Kilwa Masoko WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 18,769 out of whom 16,704 are served with water. The utility draws water from five boreholes located at different locations of Masoko town such as Mkapa garden, which contribute 37% of water production, and Mpara welfied located 11km from the Masoko township along Masoko – Nangurukuru road which contributes 63% of the water production. The combined installed water production capacity is 1,728cubic meters per day, which is sufficient to meet water demand of 1,314cubic meters per day. The utility has water treatment facilities. The total length of water distribution network is 62km and water is supplied at an average of 8hours per day. The system has storage tanks with a combined capacity of 627 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 31% of the total households in the service area have septic tanks while 61% have latrines. The remaining 8% of household have no sanitation facilities. The utility has a total of 26 staff of whom 24 staff are employed by the WSSA.</p>																	
General Data About the Utility	Total water connections (No.)	1,939																
	Total active connections (No.)	1,939																
	Total domestic connections (No.)	1,812																
	Total operational kiosks (No.)	7																
	Metering ratio (%)	100																
	NRW (%)	25																
	Total staff (No.)	26																
	Staffs/1000 connections (No.)	13																
	Annual O&M costs	TZS 254,880,644																
	Annual water collections - arrears included	TZS 252,704,735																
	Annual water billing	TZS 372,485,000																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,000</td> <td>1,300</td> <td>1,300</td> <td>1,300</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,000	1,300	1,300	1,300	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m ³	1,000	1,300	1,300	1,300														
Priorities	<ol style="list-style-type: none"> 1. Rehabilitation and Extension of Distribution pipe network 2. Increasing Storage capacity 3. Increase production by Installing new submersible water pumps 4. Rehabilitation of old and worn out water meters 5. Installation of water quality laboratory test kits 																	

KIOMBOI WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/55/2012 - CLASS III																			
District: Iramba, Region: Singida																			
General Description of the Utility	<p>Kiomboi Water Supply and Sanitation Authority (Kiomboi WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kiomboi Town which is the headquarter of Kiomboi District. Kiomboi WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 17,034 out of whom 6,261 are served with water. The utility draws water from three operating boreholes. The combined installed water production capacity is 320 cubic meters per day, which is lower than daily water demand of 2,139 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 50km and water is supplied at an average of 1 hour per day. The system has storage tanks with a combined capacity of 435 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 16% of the total households in the service area have septic tanks while 81% have latrines. The remaining 3% of household have no sanitation facilities. The utility has a total of 8 staff of whom 5 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	1,056																	
	Total active connections (No.)	1,042																	
	Total domestic connections (No.)	942																	
	Total operational kiosks (No.)	4																	
	Metering ratio (%)	100																	
	NRW (%)	37																	
	Total staff (No.)	8																	
	Staffs/1000 connections (No.)	8																	
	Annual O&M costs	TZS 70,807,700																	
	Annual water collections - arrears included	TZS 61,695,436																	
	Annual water billing	TZS 67,258,354																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,045</td> <td>1,095</td> <td>1,075</td> <td>1,095</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,045	1,095	1,075	1,095	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	1,045	1,095	1,075	1,095															
Priorities	<ol style="list-style-type: none"> 1. Improve in production of water 2. Capacity to increase efficiency in revenue collection 3. Reduction of Non-Revenue Water 4. Capacity building to staff on data records management 5. Capacity building in preparing Business Plan 																		

KISHAPU WSSA PROFILE							2020/21												
EWURA LICENSE No. No.WSSSL/58/2012 - CLASS III																			
District: Kishapu, Region: Shinyanga																			
General Description of the Utility	<p>Kishapu Water Supply and Sanitation Authority (Kishapu WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kishapu Town which is the headquarter of Kishapu District. Kishapu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 25,828 out of whom 12,425 are served with water. The utility purchase bulk water from KASHWASA. Water from sources is pumped to nine tanks with total storage capacity of 1,290m³ located at Kishapu town center which distribute water to customers by gravity. The combined installed water production capacity is 1,340cubic meters per day, which is sufficient to meet water demand of 1,291cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 42km and water is supplied at an average of 20hours per day. The system has storage tanks with a combined capacity of 1,425 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 27% of the total households in the service area have septic tanks while 62% have latrines. The remaining 11% of household have no sanitation facilities. The utility has one (1) permanently employed staff seconded from RUWASA and four (4) staff employed on contract terms by the utility, thus making a total of number of 5.</p>																		
General Data About the Utility	Total water connections (No.)	1,066																	
	Total active connections (No.)	1,055																	
	Total domestic connections (No.)	964																	
	Total operational kiosks (No.)	20																	
	Metering ratio (%)	100																	
	NRW (%)	6																	
	Total staff (No.)	5																	
	Staffs/1000 connections (No.)	5																	
	Annual O&M costs	TZS 237,113,268																	
	Annual water collections - arrears included	TZS 181,809,704																	
	Annual water billing	TZS 204,607,260																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,510</td> <td>2,050</td> <td>2,100</td> <td>3,020</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,510	2,050	2,100	3,020	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	1,510	2,050	2,100	3,020															
Priorities	<ol style="list-style-type: none"> 1. Employing qualified personnel 2. Having working equipments considering health and safety issues 3. Good working enviromental condition i.e having our own office 4. Provision of training for staffs 5. Awareness of all staffs on strategic plan implemented by the KIWASSA 																		

KONDOA WSSA PROFILE							2020/21																																																																													
EWURA LICENSE No. WSSSL/18/2012 - CLASS III																																																																																				
District: Kondoa, Region: Dodoma																																																																																				
General Description of the Utility	<p>Kondoa Water Supply and Sanitation Authority (Kondoa WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kondoa Town which is the headquarter of Kondoa District. Kondoa WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 33,455 out of whom 22,150 are served with water. The utility draws water from two main types of water sources, Chemchem spring and two boreholes at Bicha (in which only one BH is operated). The combined installed water production capacity is 3,716 cubic meters per day, which is lower than daily water demand of 5,171 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 88km and water is supplied at an average of 2 hours per day. The system has storage tanks with a combined capacity of 1,630 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 0% of the total households in the service area have septic tanks while 46% have latrines. The remaining 54% of household have no sanitation facilities. The utility has a total of 16 staff of whom 13 staff are employed by the WSSA.</p>																																																																																			
General Data About the Utility	<table border="1"> <tbody> <tr> <td>Total water connections (No.)</td> <td>4,145</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total active connections (No.)</td> <td>3,897</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total domestic connections (No.)</td> <td>4,006</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total operational kiosks (No.)</td> <td>24</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Metering ratio (%)</td> <td>63</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>NRW (%)</td> <td>68</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total staff (No.)</td> <td>16</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Staffs/1000 connections (No.)</td> <td>4</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual O&M costs</td> <td>TZS 267,333,205</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual water collections - arrears included</td> <td>TZS 285,739,829</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual water billing</td> <td>TZS 382,582,992</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>							Total water connections (No.)	4,145						Total active connections (No.)	3,897						Total domestic connections (No.)	4,006						Total operational kiosks (No.)	24						Metering ratio (%)	63						NRW (%)	68						Total staff (No.)	16						Staffs/1000 connections (No.)	4						Annual O&M costs	TZS 267,333,205						Annual water collections - arrears included	TZS 285,739,829						Annual water billing	TZS 382,582,992					
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Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk																																																																															
TZS/m ³	1200-1500	1,500	1,500	1,500																																																																																
Priorities	<ol style="list-style-type: none"> 1. Major rehabilitation of the old network and extension to cover areas with no water network 2. Sanitation facilities including treatment facilities and trucks 3. Office building and its accessories and transport 4. Staff capacity building 5. Attain universal metering 																																																																																			

KOROGWE WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/03/2012 - CLASS III																			
District: Korogwe, Region: Tanga																			
General Description of the Utility	<p>Korogwe Water Supply and Sanitation Authority (Korogwe WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Korogwe Town which is the headquarter of Korogwe District. Korogwe WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 86,059 out of whom 73,625 are served with water. Korogwe WSSA has nine (9) water sources of which two (2) namely Mbeza stream and Pangani river are surface and eight (8) namely Kilole I, Kilole II, Old Korogwe, Mtonga, Kwsemangube, Mbeza mawe, KwaKombo and KwaMeta boreholes are ground. Also, the Utility purchase water from Handeni Trunk Main National Project WSSA. The combined installed water production capacity is 4,107 cubic meters per day, which is lower than daily water demand of 6,130 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 139km and water is supplied at an average of 11 hours per day. The system has storage tanks with a combined capacity of 2,725 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 22% of the total households in the service area have septic tanks while 77% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 39 staff of whom 34 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	4,702																	
	Total active connections (No.)	3,990																	
	Total domestic connections (No.)	4,286																	
	Total operational kiosks (No.)	135																	
	Metering ratio (%)	100																	
	NRW (%)	41																	
	Total staff (No.)	39																	
	Staffs/1000 connections (No.)	8																	
	Annual O&M costs	TZS 607,939,323																	
	Annual water collections - arrears included	TZS 632,403,438																	
	Annual water billing	TZS 608,027,423																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1010-1120</td> <td>1180-1200</td> <td>1300-1400</td> <td></td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1010-1120	1180-1200	1300-1400		
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	1010-1120	1180-1200	1300-1400																
Priorities	<ol style="list-style-type: none"> 1. Fund for rehabilitation of 30.97km of Cast Iron water supply pipe lines 2. Fund for replacement of 1000 old and inefficiency customers water meters 3. Fund for designing and Constructing water treatment plant for Mbeza stream water source 4. Fund for construction of laboratory and purchase of laboratory equipment and reagents. 5. Purchase and install bulk meters to two (2) water sources, eight (8) storage tanks and ten (10) to established DMAs 																		

KYELA-KASUMULU WSSA PROFILE							2020/21
EWURA LICENSE No. PWSSL/03/2021 - CLASS provisional							
District: Kyela, Region: Mbeya							
General Description of the Utility	<p>Kyela-Kasumulu Water Supply and Sanitation Authority (Kyela-Kasumulu WSSA) was declared a fully autonomous public water utility through Government Notice No. 673 published in 2019. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kyela-Kasumulu Town which is the headquarter of Kyela-Kasumulu District. Kyela-Kasumulu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 104,554 out of whom 38,451 are served with water. The main water source for Kyela Township is Mambwe River (Kanga group gravity scheme) located in Mbambo Village, Busokelo District. Other water sources for Kyela Township are two boreholes located at the Police area and Kyela District Hospital in Kyela Township. Kasumulu Township receives water from one surface water source, which is Mwega river intake, and two boreholes, which are Lubele I and II. The combined installed water production capacity is 5,305 cubic meters per day, which is lower than daily water demand of 8,783 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 56km and water is supplied at an average of 12 hours per day. The system has storage tanks with a combined capacity of 1,170 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 4% of the total households in the service area have septic tanks while 92% have latrines. The remaining 4% of household have no sanitation facilities. The utility has a total of 32 staff of whom 31 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	3,289					
	Total active connections (No.)	2,462					
	Total domestic connections (No.)	3,010					
	Total operational kiosks (No.)	2					
	Metering ratio (%)	42					
	NRW (%)	29					
	Total staff (No.)	32					
	Staffs/1000 connections (No.)	13					
	Annual O&M costs	TZS 55,581,170					
	Annual water collections - arrears included	TZS 39,283,761					
	Annual water billing	TZS 98,674,283					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	300-395	335-450	390-560	500-670		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Billing Software 2. Increase in water production 3. Increase metering ratio 4. Increase network coverage 5. Improvement on working tools including transport 						

LIWALE WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/22/2012 - CLASS III							
District: Liwale, Region: Lindi							
General Description of the Utility	<p>Liwale Water Supply and Sanitation Authority (Liwale WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Liwale Town which is the headquarter of Liwale District. Liwale WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 35,704 out of whom 16,302 are served with water. . The utility draws water from the only currently available stream water source, from Liwale river namely Makonjiganga (pumping scheme). The combined installed water production capacity is 1,200 cubic meters per day, which is lower than daily water demand of 2,214 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 42km and water is supplied at an average of 9 hours per day. The system has storage tanks with a combined capacity of 405 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 19% of the total households in the service area have septic tanks while 74% have latrines. The remaining 7% of household have no sanitation facilities. The utility has a total of 20 staff of whom 3 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	2,057					
	Total active connections (No.)	1,974					
	Total domestic connections (No.)	1,944					
	Total operational kiosks (No.)	3					
	Metering ratio (%)	92					
	NRW (%)	35					
	Total staff (No.)	20					
	Staffs/1000 connections (No.)	10					
	Annual O&M costs	TZS 176,785,523					
	Annual water collections - arrears included	TZS 106,239,664					
	Annual water billing	TZS 100,396,720					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	740	870	890	960		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Government subsidies for chemicals and electricity to be provided to the LIWALE -UWSSA 2. Grants for funded projects for rehabilitation of LIWALE -UWSSA infrastructure 3. Feasibility study is to be carried out for LIWALE -UWSSA 4. The alternative water source/additional water source is to be found out under special task 5. The transport facilities for LIWALE -UWSSA 						

LOLIONDO WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/04/2014 - CLASS III							
District: Ngorongoro, Region: Arusha							
General Description of the Utility	<p>Loliondo Water Supply and Sanitation Authority (Loliondo WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the Loliondo Town which is the headquarter of Loliondo District. Loliondo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 17,653 out of whom 10,507 are served with water. Loliondo WSSA has two water sources namely Jica and Wasso boreholes. The combined installed water production capacity is 696 cubic meters per day, which is lower than daily water demand of 1,406 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 39km and water is supplied at an average of 17 hours per day. The system has storage tanks with a combined capacity of 735 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 6% of the total households in the service area have septic tanks while 68% have latrines. The remaining 26% of household have no sanitation facilities. The utility has a total of 11 staff of whom 9 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	895					
	Total active connections (No.)	885					
	Total domestic connections (No.)	798					
	Total operational kiosks (No.)	8					
	Metering ratio (%)	100					
	NRW (%)	46					
	Total staff (No.)	11					
	Staffs/1000 connections (No.)	12					
	Annual O&M costs	TZS 166,365,480					
	Annual water collections - arrears included	TZS 160,776,865					
	Annual water billing	TZS 189,352,350					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	2,500	2,500	2,500	2,500		
	Note: (i) The charge at water kiosks is TZS 50 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Rehabilitation of 10km and extension of 15km of pipe networks. 2. Purchase 1 car for operation and 3 motorcycles 3. Trained Human Resource Officer 						

LUDEWA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/41/2012 - CLASS III							
District: Ludewa, Region: Njombe							
General Description of the Utility	Ludewa Water Supply and Sanitation Authority (Ludewa WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Ludewa Town which is the headquarter of Ludewa District. Ludewa WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 12,856 out of whom 7,131 are served with water. The water sources for Ludewa Township are from three gravity stream sources, abstracted by concrete intake weirs, which are Mkondachi, Mapetu and Mdonga streams. The combined installed water production capacity is 1,306 cubic meters per day, which is lower than daily water demand of 1,676 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 43km and water is supplied at an average of 6 hours per day. The system has storage tanks with a combined capacity of 775 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 20% of the total households in the service area have septic tanks while 79% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 7 staff of whom 5 staff are employed by the WSSA.						
General Data About the Utility	Total water connections (No.)	784					
	Total active connections (No.)	442					
	Total domestic connections (No.)	747					
	Total operational kiosks (No.)						
	Metering ratio (%)						
	NRW (%)	59					
	Total staff (No.)	7					
	Staffs/1000 connections (No.)	9					
	Annual O&M costs	TZS 14,869,755					
	Annual water collections - arrears included	TZS 14,110,600					
	Annual water billing	TZS 30,176,010					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	540	550	560			
	Note: (i) The charge at water kiosks is TZS 10 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Development of new water source to supplement water production to the existing water production 2. Making full rehabilitation of the existing water pipe network and other infrastructure 3. Procure and Installation of water meter to achieve universal metering to all Customers 4. Expansion of pipe network so as to achieve up to 80% of the people living within the pipe network 5. Procurement of working tools including Laptop computer, Motor cycle and Motor vehicle 						

LUSHOTO WSSA PROFILE						2020/21
EWURA LICENSE No. WSSSL/04/2012 - CLASS III						
District: Lushoto, Region: Tanga						
General Description of the Utility	<p>Lushoto Water Supply and Sanitation Authority (Lushoto WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Lushoto Town which is the headquarter of Lushoto District. Lushoto WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 31,947 out of whom 15,287 are served with water. The utility has five (5) water sources namely Kwembago, Kemfa, Kindoi, Kibohelo and Makunguru springs are surface. The combined installed water production capacity is 3,196 cubic meters per day, which is sufficient to meet water demand of 2,967 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 117km and water is supplied at an average of 14 hours per day. The system has storage tanks with a combined capacity of 1,168 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 23% of the total households in the service area have septic tanks while 76% have latrines. The remaining 1% of household have no sanitation facilities. The utility has employed 16 staff on contract terms and has two permanently employed staff seconded from the RUWASA, thus making a total of number of 18 staff.</p>					
General Data About the Utility	Total water connections (No.)	1,181				
	Total active connections (No.)	1,153				
	Total domestic connections (No.)	986				
	Total operational kiosks (No.)	7				
	Metering ratio (%)	58				
	NRW (%)	51				
	Total staff (No.)	18				
	Staffs/1000 connections (No.)	15				
	Annual O&M costs	TZS 134,689,420				
	Annual water collections - arrears included	TZS 109,730,619				
	Annual water billing	TZS 127,478,864				
Tariff Structure						
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk
	TZS/m³	300-395	450-550	455-550		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres					
Priorities	<ol style="list-style-type: none"> 1. Rehabilitation of five (5) water sources and construction of one new water source. 2. Rehabilitation of 80km pipe networks and extension of distribution networks 50km. 3. Purchase of customer water meters (1,000 pieces) for installation to unmetered customers. 4. Employee qualified Technical manager. 5. Purchasing working tools (1 Car and 6 motorcycles) for technical and commercial activities 					

MAFINGA WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/39/2012 - CLASS III																			
District: Mafinga, Region: Iringa																			
General Description of the Utility	Mafinga Water Supply and Sanitation Authority (Mafinga WSSA) was declared a fully autonomous public water utility through Government Notice No. 450 published in 1999. The utility is responsible for the overall operation and management of water supply and sanitation services within the Mafinga Town which is the headquarter of Mafinga District. Mafinga WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 71,641 out of whom 52,516 are served with water. The utility draws water from two stream sources, namely the Ikangafu pumping scheme and Mkombwe gravity scheme. The combined installed water production capacity is 5,482 cubic meters per day, which is lower than daily water demand of 7,411 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 371km and water is supplied at an average of 18 hours per day. The system has storage tanks with a combined capacity of 2,320 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 42% of the total households in the service area have septic tanks while 57% have latrines. The remaining 1% of households have no sanitation facilities. The utility has a total of 20 staff of whom 17 staff are employed by the WSSA.																		
General Data About the Utility	Total water connections (No.)	4,343																	
	Total active connections (No.)	3,300																	
	Total domestic connections (No.)	3,956																	
	Total operational kiosks (No.)	36																	
	Metering ratio (%)	100																	
	NRW (%)	36																	
	Total staff (No.)	20																	
	Staffs/1000 connections (No.)	5																	
	Annual O&M costs	TZS 539,821,494																	
	Annual water collections - arrears included	TZS 454,608,032																	
	Annual water billing	TZS 461,140,029																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>790</td> <td>880</td> <td>830</td> <td>930</td> <td></td> </tr> </tbody> </table>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	790	880	830	930	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	790	880	830	930															
	Note: (i) The charge at water kiosks is TZS 10 per 20 litres																		
Priorities	<ol style="list-style-type: none"> 1. Procurement and installation of one (1) water pump with capacity of 100m³/hr 2. Construction of 500m³ storage tank at Tanganyika Hill 3. Procurement of pipes range from 1.5" to 4" for 200km distribution network 4. Procurement of 1500 water meters for replacement and new connections 5. Procurement of pipes for replacement of existing old water pipes for about 80km 																		

MAHENGE WSSA PROFILE		2020/21															
EWURA LICENSE No. WSSSL/29/2012 - CLASS III																	
District: Ulanga, Region: Morogoro																	
General Description of the Utility	<p>Mahenge Water Supply and Sanitation Authority (Mahenge WSSA) was declared a fully autonomous public water utility through Government Notice No. 0 published in 2003. The utility is responsible for the overall operation and management of water supply and sanitation services within the Mahenge Town which is the headquarter of Mahenge District. Mahenge WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 27,385 out of whom 11,968 are served with water. Mahenge-WSSA depends on 6 spring intakes and one newly constructed borehole. The combined installed water production capacity is 1,334 cubic meters per day, which is lower than daily water demand of 1,743 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 48km and water is supplied at an average of 6 hours per day. The system has storage tanks with a combined capacity of 675 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 51% of the total households in the service area have septic tanks while 47% have latrines. The remaining 2% of household have no sanitation facilities. The utility has a total of 12 staff of whom 10 staff are employed by the WSSA.</p>																
General Data About the Utility	Total water connections (No.)	1,129															
	Total active connections (No.)	888															
	Total domestic connections (No.)	1,058															
	Total operational kiosks (No.)																
	Metering ratio (%)	89															
	NRW (%)	63															
	Total staff (No.)	12															
	Staffs/1000 connections (No.)	11															
	Annual O&M costs	TZS 61,287,928															
	Annual water collections - arrears included	TZS 60,033,130															
	Annual water billing	TZS 73,384,795															
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>395</td> <td>450</td> <td>560</td> <td></td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	395	450	560		
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk												
TZS/m ³	395	450	560														
Priorities	<ol style="list-style-type: none"> 1. Reduction of Non-Revenue Water 2. Increase service coverage 3. Increase water storage capacity 4. Increase of water production capacity 5. Increase revenue collection 																

MAKETE WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/45/2012 - CLASS III							
District: Makete, Region: Njombe							
General Description of the Utility	<p>Makete Water Supply and Sanitation Authority (Makete WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Makete Town which is the headquarter of Makete District. Makete WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 14,837 out of whom 12,122 are served with water. The water supply for the Makete Township is from three major sources of Ivalalila stream, Kidwiva stream and Ludihani spring sources. The combined installed water production capacity is 2,047 cubic meters per day, which is lower than daily water demand of 2,236 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 98km and water is supplied at an average of 24 hours per day. The system has storage tanks with a combined capacity of 600 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 83% of the total households in the service area have septic tanks while 16% have latrines. The remaining 1% of households have no sanitation facilities. The utility has a total of 13 staff of whom 4 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	1,876					
	Total active connections (No.)	1,739					
	Total domestic connections (No.)	1,754					
	Total operational kiosks (No.)						
	Metering ratio (%)	56					
	NRW (%)	35					
	Total staff (No.)	13					
	Staffs/1000 connections (No.)	8					
	Annual O&M costs	TZS 131,515,992					
	Annual water collections - arrears included	TZS 97,416,050					
	Annual water billing	TZS 129,085,600					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	800-900	1,000	1,000	1,400	700	
	Note: (i) The charge at water kiosks is TZS per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Increase water production 2. Extension water network 3. Rehabilitation of existing network 4. Working tools including transport 5. Qualified staff 						

MANYONI WSSA PROFILE		2020/21				
EWURA LICENSE No. WSSSL/67/2012 - CLASS III						
District: Manyoni, Region: Singida						
General Description of the Utility	<p>Manyoni Water Supply and Sanitation Authority (Manyoni WSSA) was declared a fully autonomous public water utility through Government Notice No. 665 published in 2019. The utility is responsible for the overall operation and management of water supply and sanitation services within the Manyoni Town which is the headquarter of Manyoni District. Manyoni WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 60,832 out of whom 3,106 are served with water. The utility draws water from eight boreholes, of which, five boreholes are currently operating. The combined installed water production capacity is 4,079 cubic meters per day, which is lower than daily water demand of 5,876 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 104km and water is supplied at an average of 14 hours per day. The system has storage tanks with a combined capacity of 945 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 6% of the total households in the service area have septic tanks while 91% have latrines. The remaining 3% of household have no sanitation facilities. The utility has a total of 8 staff of whom 0 staff are employed by the WSSA.</p>					
General Data About the Utility	Total water connections (No.)	2,710				
	Total active connections (No.)	2,482				
	Total domestic connections (No.)	2,446				
	Total operational kiosks (No.)	74				
	Metering ratio (%)	100				
	NRW (%)	29				
	Total staff (No.)	8				
	Staffs/1000 connections (No.)	3				
	Annual O&M costs	TZS 372,425,559				
	Annual water collections - arrears included	TZS 367,077,035				
	Annual water billing	TZS 371,386,597				
Tariff Structure						
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk
	TZS/m³	1,285	1,309	1,892	2,249	
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres					
Priorities	<ol style="list-style-type: none"> 1. Adjustment of Tariff to meet Operation and Maintenance costs 2. Provision of wastewater treatment plant 3. Replacement of dilapidated water pipes networks 4. Extension of distribution network 					

MBINGA WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/33/2012 - CLASS III																			
District: Mbinga, Region: Songea																			
General Description of the Utility	<p>Mbinga Water Supply and Sanitation Authority (Mbinga WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Mbinga Town which is the headquarter of Mbinga District. Mbinga WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 52,604 out of whom 31,012 are served with water. The utility draws water from five (5) water sources namely Ndengu stream and Lupembe A, B, C and D streams. The combined installed water production capacity is 6,000 cubic meters per day, which is sufficient to meet water demand of 5,450 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 51km and water is supplied at an average of 21 hours per day. The system has storage tanks with a combined capacity of 700 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has one cesspit emptier truck. It is estimated that 11% of the total households in the service area have septic tanks while 88% have latrines. The remaining 1% of households have no sanitation facilities. The utility has a total of 14 staff of whom 13 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	3,495																	
	Total active connections (No.)	3,196																	
	Total domestic connections (No.)	3,268																	
	Total operational kiosks (No.)	6																	
	Metering ratio (%)	100																	
	NRW (%)	43																	
	Total staff (No.)	14																	
	Staffs/1000 connections (No.)	4																	
	Annual O&M costs	TZS 372,241,784																	
	Annual water collections - arrears included	TZS 328,743,209																	
	Annual water billing	TZS 370,694,260																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>585</td> <td>670</td> <td>660</td> <td>660</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	585	670	660	660	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	585	670	660	660															
Priorities	<ol style="list-style-type: none"> 1. Contraction of Dam as water source (Heavy rainfall and dry seasons) 2. Water meters for replacement 3. Contraction of water treatment plant 4. Contraction of Office Building 5. Procurement of cesspit emptier 																		

MBULU WSSA PROFILE						2020/21
EWURA LICENSE No. WSSSL/05/2012 - CLASS III						
District: Mbulu, Region: Manyara						
General Description of the Utility	<p>Mbulu Water Supply and Sanitation Authority (Mbulu WSSA) was declared a fully autonomous public water utility through Government Notice No. 20 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Mbulu Town which is the headquarter of Mbulu District. Mbulu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 164,532 out of whom 26,552 are served with water. Mbulu WSSA has five (5) water source of which two (2) are surface namely Enderer and Indirim springs and three (3) are ground namely Ayamohé and Imboru Isale boreholes. The combined installed water production capacity is 2,328 cubic meters per day, which is lower than daily water demand of 13,245 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 93km and water is supplied at an average of 5 hours per day. The system has storage tanks with a combined capacity of 930 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 2% of the total households in the service area have septic tanks while 97% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 6 staff of whom 5 staff are employed by the WSSA.</p>					
General Data About the Utility	Total water connections (No.)		2,501			
	Total active connections (No.)		2,356			
	Total domestic connections (No.)		2,133			
	Total operational kiosks (No.)		39			
	Metering ratio (%)		90			
	NRW (%)		48			
	Total staff (No.)		6			
	Staffs/1000 connections (No.)		2			
	Annual O&M costs		TZS 214,906,519			
	Annual water collections - arrears included		TZS 169,600,670			
	Annual water billing		TZS 178,232,500			
Tariff Structure						
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk
	TZS/m³	540	550	560	570	
	Note: (i) The charge at water kiosks is TZS 10 per 20 litres					
Priorities	<ol style="list-style-type: none"> 1. Support from MoW to ensure CBWSOs operating at Bargish, Daudi, Silaloda and Tlawi are handed over to Mbulu WSSA 2. Development of two (2) water sources to increase water production. 3. Extension of 20km of distribution networks and 10km for replacement of dilapidated water networks. 4. Purchase of 1,500 customer water meters. 5. Purchase of working tools including 1 vehicle, 3 desktop and 3 motorcycles. 					

MPWAPWA WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/20/2012 - CLASS III																			
District: Mpwapwa, Region: Dodoma																			
General Description of the Utility	<p>Mpwapwa Water Supply and Sanitation Authority (Mpwapwa WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Mpwapwa Town which is the headquarter of Mpwapwa District. Mpwapwa WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 45,768 out of whom 31,520 are served with water. The utility draws water from two main types of water sources, Mayawile Stream (gravity scheme) and 3 boreholes located at Kikombo and Mjimpya areas. The combined installed water production capacity is 2,305 cubic meters per day, which is lower than daily water demand of 3,341 cubic meters per day. The utility has water treatment facilities. The total length of water distribution network is 62km and water is supplied at an average of 12 hours per day. The system has storage tanks with a combined capacity of 2,275 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 24% of the total households in the service area have septic tanks while 49% have latrines. The remaining 27% of household have no sanitation facilities. The utility has a total of 21 staff of whom 19 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	3,476																	
	Total active connections (No.)	2,803																	
	Total domestic connections (No.)	3,350																	
	Total operational kiosks (No.)	15																	
	Metering ratio (%)	100																	
	NRW (%)	28																	
	Total staff (No.)	21																	
	Staffs/1000 connections (No.)	6																	
	Annual O&M costs	TZS 458,559,000																	
	Annual water collections - arrears included	TZS 254,354,000																	
	Annual water billing	TZS 544,843,983																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>650-1080</td> <td>1,430</td> <td>1,590</td> <td>1,090</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	650-1080	1,430	1,590	1,090	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	650-1080	1,430	1,590	1,090															
Priorities	<ol style="list-style-type: none"> 1. Increase of water production 2. Increase of water net work 3. Capacity bulding for utility staff 																		

MULEBA WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSL/73/2012 - CLASS III																			
District: Muleba, Region: Kagera																			
General Description of the Utility	<p>Muleba Water Supply and Sanitation Authority (Muleba WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Muleba Town which is the headquarter of Muleba District. Muleba WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 26,347 out of whom 21,740 are served with water. The utility draws water from three types of water sources; Kaigara water stream, Nyamwala and lhaka gravity protected water schemes. The combined installed water production capacity is 1,200 cubic meters per day, which is lower than daily water demand of 1,844 cubic meters per day. The utility has water treatment facilities. The total length of water distribution network is 77km and water is supplied at an average of 23 hours per day. The system has storage tanks with a combined capacity of 1,407 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 32% of the total households in the service area have septic tanks while 67% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 11 staff of whom 7 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	2,633																	
	Total active connections (No.)	2,552																	
	Total domestic connections (No.)	2,384																	
	Total operational kiosks (No.)	7																	
	Metering ratio (%)	100																	
	NRW (%)	25																	
	Total staff (No.)	11																	
	Staffs/1000 connections (No.)	4																	
	Annual O&M costs	TZS 341,668,312																	
	Annual water collections - arrears included	TZS 303,954,108																	
	Annual water billing	TZS 302,709,320																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>800</td> <td>1,000</td> <td>1,200</td> <td>1,200</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	800	1,000	1,200	1,200	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	800	1,000	1,200	1,200															
Priorities	<ol style="list-style-type: none"> 1. Extension of water Network 2. Recruitment of staff 																		

MUGUMU WSSA PROFILE		2020/21																
EWURA LICENSE No. WSSSL/74/2012 - CLASS III																		
District: Serengeti, Region: Mara																		
General Description of the Utility	Mugumu Water Supply and Sanitation Authority (Mugumu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Mugumu Town which is the headquarter of Mugumu District. Mugumu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 63,058 out of whom 15,424 are served with water. The utility draws water from Manchira Dam and from one borehole located at Mugumu town center. The combined installed water production capacity is 4,193 cubic meters per day, which is lower than daily water demand of 4,414 cubic meters per day. The utility has water treatment facilities. The total length of water distribution network is 54km and water is supplied at an average of 14 hours per day. The system has storage tanks with a combined capacity of 675 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 0% of the total households in the service area have septic tanks while 96% have latrines. The remaining 4% of household have no sanitation facilities. The utility has a total of 11 staff of whom 9 staff are employed by the WSSA.																	
General Data About the Utility	Total water connections (No.)	2,062																
	Total active connections (No.)	1,609																
	Total domestic connections (No.)	1,871																
	Total operational kiosks (No.)	1																
	Metering ratio (%)	100																
	NRW (%)	63																
	Total staff (No.)	11																
	Staffs/1000 connections (No.)	5																
	Annual O&M costs	TZS 488,936,463																
	Annual water collections - arrears included	TZS 161,244,427																
	Annual water billing	TZS 226,693,676																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>810</td> <td>825</td> <td>840</td> <td>900</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 15 per 20 litres</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	810	825	840	900	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m ³	810	825	840	900														
Priorities	<ol style="list-style-type: none"> 1. Permission to use Approved Tarrif for FY 2021/2022 2. Extension of water network to areas like Uwanja wa Ndege, Matare, Geitasamo and Kisangura 3. Increase in distribution line 4. Rehabilitation of Water Networks at Bomani, Misitu and Stendi Mpya 																	

MWANHUZI WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/59/2012 - CLASS III							
District: Meatu, Region: Simiyu							
General Description of the Utility	<p>Mwanhuzi Water Supply and Sanitation Authority (Mwanhuzi WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Mwanhuzi Town which is the headquarter of Mwanhuzi District. Mwanhuzi WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 45,205 out of whom 26,563 are served with water. The utility draws water from Mwanyahina dam, which is about 5km north of Mwanhuzi town Centre. Raw water from the dam gravitates into a conventional treatment plant. Clear water from the treatment is pumped to three storage tanks with combined capacity of 785m³, which distributes water to customers, by gravity. The combined installed water production capacity is 1,050cubic meters per day, which is lower than daily water demand of 2,712cubic meters per day. The utility has water treatment facilities. The total length of water distribution network is 51km and water is supplied at an average of 22hours per day. The system has storage tanks with a combined capacity of 835 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 56% of the total households in the service area have septic tanks while 43% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 19 staff of whom 18 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	2,576					
	Total active connections (No.)	2,319					
	Total domestic connections (No.)	2,384					
	Total operational kiosks (No.)	23					
	Metering ratio (%)	100					
	NRW (%)	14					
	Total staff (No.)	19					
	Staffs/1000 connections (No.)	7					
	Annual O&M costs	TZS 313,803,811					
	Annual water collections - arrears included	TZS 274,337,262					
	Annual water billing	TZS 287,421,152					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1,000	1,250	1,500	1,500		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Increase water pipes networks 2. Increase water production 3. Reduction of Non-Revenue Water 4. Increase revenue collection 5. Motivate the personnel 						

NAMANYERE WSSA PROFILE		2020/21				
EWURA LICENSE No. WSSSL/36/2012 - CLASS III						
District: Nkasi, Region: Rukwa						
General Description of the Utility	<p>Namanyere Water Supply and Sanitation Authority (Namanyere WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Namanyere Town which is the headquarter of Namanyere District. Namanyere WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 28,748 out of whom 6,620 are served with water. The main water sources for Namanyere Township are Mfili dam, four medium depth boreholes fitted with motorized pumps and eight boreholes operated with hand-pumps. The combined installed water production capacity is 410 cubic meters per day, which is lower than daily water demand of 2,156 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 33km and water is supplied at an average of 8 hours per day. The system has storage tanks with a combined capacity of 360 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 38% of the total households in the service area have septic tanks while 54% have latrines. The remaining 8% of household have no sanitation facilities. The utility has a total of 13 staff of whom 12 staff are employed by the WSSA.</p>					
General Data About the Utility	Total water connections (No.)	336				
	Total active connections (No.)	229				
	Total domestic connections (No.)	287				
	Total operational kiosks (No.)	10				
	Metering ratio (%)	100				
	NRW (%)	55				
	Total staff (No.)	13				
	Staffs/1000 connections (No.)	39				
	Annual O&M costs	TZS 8,169,500				
	Annual water collections - arrears included	TZS 9,218,130				
	Annual water billing	TZS 14,656,770				
Tariff Structure						
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk
	TZS/m³	720	900	1,170	1,260	
	Note: (i) The charge at water kiosks is TZS 25 per 20 litres					
Priorities	<ol style="list-style-type: none"> 1. Additional of competent qualified staff 2. Additional working tools 3. Increase water production 4. Extension of water network 5. Treatment plant 					

NAMTUMBO WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/34/2012 - CLASS III																			
District: Namtumbo, Region: Ruvuma																			
General Description of the Utility	<p>Namtumbo Water Supply and Sanitation Authority (Namtumbo WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Namtumbo Town which is the headquarter of Namtumbo District. Namtumbo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 50,661 out of whom 20,730 are served with water. The utility draws water from two main water sources namely Matogoro B intake (Namikiga and Matogoro streams) located at Libango village (gravity scheme) and Rwinga river intake water source (pumping scheme). The combined installed water production capacity is 1,900 cubic meters per day, which is lower than daily water demand of 3,646 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 104km and water is supplied at an average of 8 hours per day. The system has storage tanks with a combined capacity of 485 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 50% of the total households in the service area have septic tanks while 50% have latrines. The utility has a total of 12 staff of whom 11 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	1,871																	
	Total active connections (No.)	1,505																	
	Total domestic connections (No.)	1,773																	
	Total operational kiosks (No.)																		
	Metering ratio (%)	47																	
	NRW (%)	24																	
	Total staff (No.)	12																	
	Staffs/1000 connections (No.)	6																	
	Annual O&M costs	TZS 60,239,098																	
	Annual water collections - arrears included	TZS 51,689,584																	
	Annual water billing	TZS 84,050,637																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>540</td> <td>1,000</td> <td>1,025</td> <td></td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	540	1,000	1,025		
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	540	1,000	1,025																
Priorities	<ol style="list-style-type: none"> 1. Rehabilitation of the existing gravity water supply project 2. Set tariff to cover Operation and Maintenance costs 3. Adding of number of staff and other workers and operational tools 4. Capacity building to Management and staff 																		

NGARA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSL/71/2012 - CLASS III							
District: Ngara, Region: Kagera							
General Description of the Utility	<p>Ngara Water Supply and Sanitation Authority (Ngara WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Ngara Town which is the headquarter of Ngara District. Ngara WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 41,498 out of whom 29,963 are served with water. The utility draws water from three (3) boreholes located at Mukidyama village in Ngara town. The combined installed water production capacity is 1,589 cubic meters per day, which is lower than daily water demand of 2,550 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 60km and water is supplied at an average of 8 hours per day. The system has storage tanks with a combined capacity of 696 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 47% of the total households in the service area have septic tanks while 52% have latrines. The remaining 1% of household have no sanitation facilities. The utility has employed 17 staff on contract terms and has two permanently employed staff seconded from the RUWASA which makes the utility to have a total of number of 14 staff.</p>						
General Data About the Utility	Total water connections (No.)	3,047					
	Total active connections (No.)	3,026					
	Total domestic connections (No.)	2,825					
	Total operational kiosks (No.)	25					
	Metering ratio (%)	100					
	NRW (%)	40					
	Total staff (No.)	19					
	Staffs/1000 connections (No.)	6					
	Annual O&M costs	TZS 295,610,240					
	Annual water collections - arrears included	TZS 334,021,974					
	Annual water billing	TZS 349,475,800					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1240-1280	1,590	1,662	1,662		
	Note: (i) The charge at water kiosks is TZS 25 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Increase Water production in order to carter demand 2. Sufficient electricity supply 3. Improve water supply system so as to reduce NRW 4. Reduce customer complains by providing good services 						

NZEGA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/57/2012 - CLASS III							
District: Nzega, Region: Tabora							
General Description of the Utility	<p>Nzega Water Supply and Sanitation Authority (Nzega WSSA) was declared a fully autonomous public water utility through Government Notice No. 451 published in 1999. The utility is responsible for the overall operation and management of water supply and sanitation services within the Nzega Town which is the headquarter of Nzega District. Nzega WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 133,612 out of whom 120,728 are served with water. Currently, Nzega WSSA depends on Uchama dam and borehole situated at Nzega Bus Station for its water abstraction. The combined installed water production capacity is 2,100 cubic meters per day, which is lower than daily water demand of 5,548 cubic meters per day. The utility has water treatment facilities. The total length of water distribution network is 380km and water is supplied at an average of 24 hours per day. The system has storage tanks with a combined capacity of 4,450 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 51% of the total households in the service area have septic tanks while 46% have latrines. The remaining 3% of household have no sanitation facilities. The utility has a total of 16 staff of whom 15 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	8,325					
	Total active connections (No.)	7,987					
	Total domestic connections (No.)	7,834					
	Total operational kiosks (No.)	114					
	Metering ratio (%)	100					
	NRW (%)	50					
	Total staff (No.)	16					
	Staffs/1000 connections (No.)	2					
	Annual O&M costs	TZS 1,283,163,164					
	Annual water collections - arrears included	TZS 874,818,990					
	Annual water billing	TZS 911,269,781					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1,240	1,375	1,485	1,485		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Rehabilitation of old water network 2. Replacement of old water meters 3. Reconnecting of customers' meters outside their premise's boundary 						

ORKESUMET WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/16/2012 - CLASS III																			
District: Simanjiro, Region: Manyara																			
General Description of the Utility	Orkesumet Water Supply and Sanitation Authority (Orkesumet WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the Orkesumet Town which is the headquarter of Orkesumet District. Orkesumet WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 19,093 out of whom 6,238 are served with water. Orkesumet WSSA has two (2) groundwater source namely Idara ya Maji and Chumvi boreholes. The combined installed water production capacity is 768 cubic meters per day, which is lower than daily water demand of 1,537 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 25km and water is supplied at an average of 4 hours per day. The system has storage tanks with a combined capacity of 210 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 4% of the total households in the service area have septic tanks while 74% have latrines. The remaining 22% of household have no sanitation facilities. The utility has a total of 14 staff of whom 8 staff are employed by the WSSA.																		
General Data About the Utility	Total water connections (No.)	139																	
	Total active connections (No.)	117																	
	Total domestic connections (No.)	77																	
	Total operational kiosks (No.)	20																	
	Metering ratio (%)	100																	
	NRW (%)	43																	
	Total staff (No.)	14																	
	Staffs/1000 connections (No.)	101																	
	Annual O&M costs	TZS 136,798,791																	
	Annual water collections - arrears included	TZS 95,675,407																	
	Annual water billing	TZS 114,689,500																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>300</td> <td>335</td> <td>390</td> <td></td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 50 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	300	335	390		
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	300	335	390																
Priorities	<ol style="list-style-type: none"> Subsidies for water production electricity for new project which its operational commenced in October 2021. Purchase Vehicle (2), Motorcycles (6), Computer (5), Printer (3) and Photocopy machine (1). Extension of 56km distribution networks to serve Mkumbi, Njiro, Lormorijoi and Loiborsoit. Recruit Internal Auditor (1), Procurement Officer (1), Water Design Engineer (1), Electrical Technician (1), Human Resource Officer (1) Store Keeper (1) Driver (1) and Meter reader (1) Purchase furniture's for head office and water treatment plant office 																		

RUANGWA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/24/2012 - CLASS III							
District: Ruangwa, Region: Lindi							
General Description of the Utility	<p>Ruangwa Water Supply and Sanitation Authority (Ruangwa WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the Ruangwa Town which is the headquarter of Ruangwa District. Ruangwa WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 33,599 out of whom 15,962 are served with water. The water supply scheme for Ruangwa town comprises of two boreholes located at Matyatya Valley, and two newly drilled boreholes at Kitandi area. The boreholes pump water into four storage tanks with a total of capacity of 675m³. The combined installed water production capacity is 1,560 cubic meters per day, which is sufficient to meet water demand of 1,548 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 33km and water is supplied at an average of 3 hours per day. The system has storage tanks with a combined capacity of 600 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 50% of the total households in the service area have septic tanks while 47% have latrines. The remaining 3% of household have no sanitation facilities. The Utility has seventeen (17) staff whereas eleven (11) are permanent staff seconded from RUWASA and six (6) staff employed on contract terms by utility.</p>						
General Data About the Utility	Total water connections (No.)	1,444					
	Total active connections (No.)	1,117					
	Total domestic connections (No.)	1,327					
	Total operational kiosks (No.)	32					
	Metering ratio (%)	100					
	NRW (%)	46					
	Total staff (No.)	17					
	Staffs/1000 connections (No.)	12					
	Annual O&M costs	TZS 364,145,026					
	Annual water collections - arrears included	TZS 112,802,000					
	Annual water billing	TZS 182,308,000					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1,410	1,850	1,700	1,850		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Capacity building especially meter readers and plumbers 2. Capacity building in water quality monitoring 3. Employment of qualified staff 						

RUJEWAWSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/47/2012 - CLASS III																			
District: Mbarali, Region: Mbeya																			
General Description of the Utility	<p>Rujewa Water Supply and Sanitation Authority (Rujewa WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Rujewa Town which is the headquarter of Rujewa District. Rujewa WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 51,047 out of whom 22,408 are served with water. The utility draws water from Mbarali River (gravity scheme) located in Igomelo Street, Mbarali District about 14km from Rujewa Township and five boreholes located at Uhamila, Ihanganga, Isisi and Bomani area, in Rujewa Township. The combined installed water production capacity is 2,752 cubic meters per day, which is lower than daily water demand of 7,895 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 58km and water is supplied at an average of 6 hours per day. The system has storage tanks with a combined capacity of 725 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 77% of the total households in the service area have septic tanks while 21% have latrines. The remaining 2% of household have no sanitation facilities. The utility has a total of 11 staff of whom 8 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	2,761																	
	Total active connections (No.)	1,646																	
	Total domestic connections (No.)	2,486																	
	Total operational kiosks (No.)	28																	
	Metering ratio (%)	25																	
	NRW (%)	28																	
	Total staff (No.)	11																	
	Staffs/1000 connections (No.)	4																	
	Annual O&M costs	TZS 129,088,469																	
	Annual water collections - arrears included	TZS 112,136,116																	
	Annual water billing	TZS 124,992,569																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>300-540</td> <td>550</td> <td>560</td> <td></td> <td>250</td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 50 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	300-540	550	560		250
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	300-540	550	560		250														
Priorities	<ol style="list-style-type: none"> 1. Rehabilitation of Rujewa gravity scheme 2. Set of water Tariff 3. Drill and construction of pumped scheme at Mayota, Nyerege and Mlimani hamlet 4. Extension of distribution network to uncovered areas 5. Construction of office building 																		

SAME-MWANGA WSSA PROFILE							2020/21
EWURA LICENSE No. PWSSL/01/2021 - CLASS Provisional							
District: Same and Mwangi, Region: Kilimanjaro							
General Description of the Utility	<p>Same-Mwanga Water Supply and Sanitation Authority (Same-Mwanga WSSA) was declared a fully autonomous public water utility through Government Notice No. 672 published in 2019. The utility is responsible for the overall operation and management of water supply and sanitation services within the Same-Mwanga Town which is the headquarter of Same-Mwanga District. Same-Mwanga WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 49,660 out of whom 31,612 are served with water. Same - Mwangi WSSA has nine (9) water source of which two (2) are surface namely Same and Mahuu springs and seven (7) are ground namely KLS3/10, KLS4/11, KL 793/07, KL/BH/306/2014, KL/BH/60/13, KL/BH/82/13 and Stelingi boreholes. The utility has 14 storage tanks. The combined installed water production capacity is 4,202 cubic meters per day, which is lower than daily water demand of 5,886 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 140km and water is supplied at an average of 7 hours per day. The system has storage tanks with a combined capacity of 1,609 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 13% of the total households in the service area have septic tanks while 86% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 42 staff of whom 31 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	4,384					
	Total active connections (No.)	3,537					
	Total domestic connections (No.)	3,990					
	Total operational kiosks (No.)	59					
	Metering ratio (%)	99					
	NRW (%)	43					
	Total staff (No.)	42					
	Staffs/1000 connections (No.)	10					
	Annual O&M costs	TZS 793,684,489					
	Annual water collections - arrears included	TZS 510,467,167					
	Annual water billing	TZS 547,415,550					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	750-1150	1200-1500	1025-1400	1445-1500		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Replacement and extension of old water distribution infrastructures 2. Alternative energy for production and office operations 3. Purchase of pumps and its accessories water source 4. Automated infrastructure (i.e. prepaid meter and accounting system) 5. Office building and transport facilities 						

SENGEREMA WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSL/84/2012 - CLASS III																			
District: Sengerema, Region: Mwanza																			
General Description of the Utility	<p>Sengerema Water Supply and Sanitation Authority (Sengerema WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Sengerema Town which is the headquarter of Sengerema District. Sengerema WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 114,974 out of whom 110,375 are served with water. The main water source for the utility is from Lake Victoria located at Nyamazugo water treatment. Water from Nyamazugo hill water tank gravitates to 4 storage tanks located at Sengerema town centre. The combined installed water production capacity is 15,840 cubic meters per day, which is sufficient to meet water demand of 11,400 cubic meters per day. The utility has water treatment facilities. The total length of water distribution network is 335km and water is supplied at an average of 22 hours per day. The system has storage tanks with a combined capacity of 6,210 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has treatment facility for faecal sludge. Also, the utility has one cesspit emptier truck. It is estimated that 13% of the total households in the service area have septic tanks while 80% have latrines. The remaining 7% of household have no sanitation facilities. The utility has a total of 32 staff of whom 32 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	7,987																	
	Total active connections (No.)	7,439																	
	Total domestic connections (No.)	7,401																	
	Total operational kiosks (No.)	162																	
	Metering ratio (%)	100																	
	NRW (%)	52																	
	Total staff (No.)	32																	
	Staffs/1000 connections (No.)	4																	
	Annual O&M costs	TZS 1,255,485,571																	
	Annual water collections - arrears included	TZS 882,519,751																	
	Annual water billing	TZS 997,820,835																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1090-1100</td> <td>1,100</td> <td>1,130</td> <td>1,220</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 22 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1090-1100	1,100	1,130	1,220	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	1090-1100	1,100	1,130	1,220															
Priorities	<ol style="list-style-type: none"> 1. Reduce Non-Revenue Water to 35% 2. Paying electricity bill 100% 3. Reduce high accounts receivable 4. Improve working condition for building offices and fence 5. Replacement fault water meters 																		

SONGE WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/14/2012 - CLASS III							
District: Kilindi, Region: Tanga							
General Description of the Utility	<p>Songe Water Supply and Sanitation Authority (Songe WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Songe Town which is the headquarter of Songe District. Songe WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 27,048 out of whom 11,590 are served with water. Songe WSSA has four (4) ground water source namely Mnembure shallow well I, Mnembure shallow well II, Mnembure borehole and Mabombwe borehole, the utility has nine storage tanks. The combined installed water production capacity is 850 cubic meters per day, which is lower than daily water demand of 2,239 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 33km and water is supplied at an average of 7 hours per day. The system has storage tanks with a combined capacity of 530 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 3% of the total households in the service area have septic tanks while 94% have latrines. The remaining 3% of household have no sanitation facilities. The utility has a total of 8 staff of whom 7 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)		458				
	Total active connections (No.)		376				
	Total domestic connections (No.)		354				
	Total operational kiosks (No.)		25				
	Metering ratio (%)		75				
	NRW (%)		43				
	Total staff (No.)		8				
	Staffs/1000 connections (No.)		17				
	Annual O&M costs		TZS 50,212,500				
	Annual water collections - arrears included		TZS 40,919,945				
	Annual water billing		TZS 53,564,134				
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1,550	1,700	2,250			
	Note: (i) The charge at water kiosks is TZS 30 per 20 litres						
Priorities	<ol style="list-style-type: none"> Needs of qualified technical and commercial managers as well as accountant. Rehabilitation of old infrastructure Universal metering both customers and system inputs. Add sustainable water source that meets water demand Maintain data consistency 						

TARIME WSSA PROFILE							2020/21
EWURA LICENSE No. WSSL/77/2012 - CLASS III							
District: Tarime, Region: Mara							
General Description of the Utility	<p>Tarime Water Supply and Sanitation Authority (Tarime WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Tarime Town which is the headquarter of Tarime District. Tarime WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 97,840 out of whom 17,200 are served with water. The main water sources for Tarime Town are Nyandurumo spring, deep boreholes and Tagota dam. Water from Nyandurumo spring and Tagota dam gravitate to Bomani water storage before being distributed to customers. Water from deep boreholes is pumped directly to the distribution system. The combined installed water production capacity is 1,290 cubic meters per day, which is lower than daily water demand of 6,450 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 55km and water is supplied at an average of 12 hours per day. The system has storage tanks with a combined capacity of 850 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 14% of the total households in the service area have septic tanks while 57% have latrines. The remaining 29% of household have no sanitation facilities. The utility has a total of 19 staff of whom 18 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	2,114					
	Total active connections (No.)	1,902					
	Total domestic connections (No.)	1,982					
	Total operational kiosks (No.)	2					
	Metering ratio (%)	62					
	NRW (%)	41					
	Total staff (No.)	19					
	Staffs/1000 connections (No.)	9					
	Annual O&M costs	TZS 94,730,000					
	Annual water collections - arrears included	TZS 136,394,428					
	Annual water billing	TZS 143,474,155					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	540	550	560	570		
	Note: (i) The charge at water kiosks is TZS 10 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Availability of productive sources 2. Metering the unmetered Customers 3. Rehabilitation of an old infrastructures 4. Improve number staff in relation to number of connections 5. Construct simple water treatment plant/facilities 						

TUKUYU WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/44/2012 - CLASS III																			
District: Rungwe, Region: Mbeya																			
General Description of the Utility	<p>Tukuyu Water Supply and Sanitation Authority (Tukuyu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Tukuyu Town which is the headquarter of Tukuyu District. Tukuyu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 50,926 out of whom 40,741 are served with water. The main water sources for Tukuyu Township are Masalala spring and Mlagala stream (gravity schemes). The combined installed water production capacity is 6,267 cubic meters per day, which is lower than daily water demand of 15,000 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 56km and water is supplied at an average of 17 hours per day. The system has storage tanks with a combined capacity of 1,010 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 48% of the total households in the service area have septic tanks while 51% have latrines. The remaining 1% of household have no sanitation facilities. The Utility has 3 permanent employed staff seconded from RUWASA and 17 staff employed by the Utility on contract terms which makes the utility to have 20 staff.</p>																		
General Data About the Utility	Total water connections (No.)	6,182																	
	Total active connections (No.)	5,016																	
	Total domestic connections (No.)	5,911																	
	Total operational kiosks (No.)	2																	
	Metering ratio (%)	84																	
	NRW (%)	26																	
	Total staff (No.)	20																	
	Staffs/1000 connections (No.)	4																	
	Annual O&M costs	TZS 288,939,527																	
	Annual water collections - arrears included	TZS 259,263,006																	
	Annual water billing	TZS 340,199,332																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>300</td> <td>335</td> <td>390</td> <td>500</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	300	335	390	500	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	300	335	390	500															
Priorities	<ol style="list-style-type: none"> 1. Increase water production 2. Extension of water network and transmission main 3. Working tools including transport 4. Construction of water storage tank 5. Procure water meters 																		

TUNDURU WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/35/2012 - CLASS III							
District: Tunduru, Region: Ruvuma							
General Description of the Utility	Tunduru Water Supply and Sanitation Authority (Tunduru WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Tunduru Town which is the headquarter of Tunduru District. Tunduru WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 69,775 out of whom 31,592 are served with water. The water sources for Tunduru WSSA water supply scheme are springs, streams and boreholes. The combined installed water production capacity is 1,968 cubic meters per day, which is lower than daily water demand of 3,544 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 69km and water is supplied at an average of 5 hours per day. The system has storage tanks with a combined capacity of 650 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 6% of the total households in the service area have septic tanks while 93% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 20 staff of whom 19 staff are employed by the WSSA.						
General Data About the Utility	Total water connections (No.)	2,264					
	Total active connections (No.)	2,221					
	Total domestic connections (No.)	2,216					
	Total operational kiosks (No.)	6					
	Metering ratio (%)	97					
	NRW (%)	28					
	Total staff (No.)	20					
	Staffs/1000 connections (No.)	9					
	Annual O&M costs	TZS 120,984,199					
	Annual water collections - arrears included	TZS 104,406,732					
	Annual water billing	TZS 116,952,267					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	540-625	550	605	760		
	Note: (i) The charge at water kiosks is TZS 20 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Increase water production 2. Expand water distribution network 3. Construction of water storage tank 4. Installation of billing software 5. Working tools 						

USHIROMBO WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/68/2012 - CLASS III																			
District: Bukombe, Region: Geita																			
General Description of the Utility	<p>Ushiroombo Water Supply and Sanitation Authority (Ushiroombo WSSA) was declared a fully autonomous public water utility through Government Notice No. 30 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Ushiroombo Town which is the headquarter of Ushiroombo District. Ushiroombo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 58,295 out of whom 9,370 are served with water. The main water source for Ushiroombo Township is from three (3) boreholes located 1.8km western of Ushiroombo town. The combined installed water production capacity is 864cubic meters per day, which is lower than daily water demand of 2,915cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 30km and water is supplied at an average of 20hours per day. The system has storage tanks with a combined capacity of 205 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 29% of the total households in the service area have septic tanks while 70% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 8 staff of whom 8 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	636																	
	Total active connections (No.)	555																	
	Total domestic connections (No.)	531																	
	Total operational kiosks (No.)	7																	
	Metering ratio (%)	100																	
	NRW (%)	20																	
	Total staff (No.)	8																	
	Staffs/1000 connections (No.)	13																	
	Annual O&M costs	TZS 84,070,422																	
	Annual water collections - arrears included	TZS 127,531,987																	
	Annual water billing	TZS 105,406,050																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,500</td> <td>1,500</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,500	1,500			
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	1,500	1,500																	
Priorities	<ol style="list-style-type: none"> Increase of staff Procurement of water meter for customer Extension of water distribution network Set water tariff 																		

UTETE WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/05/2014 - CLASS III							
District: Rufiji, Region: Coast							
General Description of the Utility	<p>Utete Water Supply and Sanitation Authority (Utete WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Utete Town which is the headquarter of Utete District. Utete WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 18,681 out of whom 9,715 are served with water. Utete WSSA draws water from a borehole namely Lugongwe borehole. The combined installed water production capacity is 1,430 cubic meters per day, which is sufficient to meet water demand of 1,051 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 27km and water is supplied at an average of 24 hours per day. The system has storage tanks with a combined capacity of 550 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 2% of the total households in the service area have septic tanks while 96% have latrines. The remaining 2% of households have no sanitation facilities. The utility has a total of 14 staff of whom 6 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	930					
	Total active connections (No.)	890					
	Total domestic connections (No.)	875					
	Total operational kiosks (No.)	4					
	Metering ratio (%)	100					
	NRW (%)	39					
	Total staff (No.)	14					
	Staffs/1000 connections (No.)	6					
	Annual O&M costs	TZS 71,070,003					
	Annual water collections - arrears included	TZS 73,255,611					
	Annual water billing	TZS 103,018,815					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	830-1200	1,500	1,600		1,000	
	Note: (i) The charge at water kiosks is TZS per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Improvement of customer metering 2. Review of new tariff 3. Increase of coverage by expanding water network length 4. Reduction of Non-Revenue Water 5. Improvement of revenue collection 						

KIBAIGWA WSSA PROFILE							2020/21
EWURA LICENSE No. WSSSL/02/2016 - CLASS III							
District: Kongwa, Region: Dodoma							
General Description of the Utility	<p>Kibaigwa Water Supply and Sanitation Authority (Kibaigwa WSSA) was declared a fully autonomous public water utility through Government Notice No. 203 published in 2015. The utility is responsible for the overall operation and management of water supply and sanitation services within the Kibaigwa Town which is the headquarter of Kibaigwa Township. Kibaigwa WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 53,761 out of whom 34,495 are served with water. The utility draws water from four deep boreholes. The combined installed water production capacity is 3,552 cubic meters per day, which is lower than daily water demand of 3,763 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 71km and water is supplied at an average of 20 hours per day. The system has storage tanks with a combined capacity of 1,210 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 4% of the total households in the service area have septic tanks while 95% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 8 staff of whom 1 staff are employed by the WSSA.</p>						
General Data About the Utility	Total water connections (No.)	2,778					
	Total active connections (No.)	2,310					
	Total domestic connections (No.)	2,556					
	Total operational kiosks (No.)	91					
	Metering ratio (%)	100					
	NRW (%)	20					
	Total staff (No.)	8					
	Staffs/1000 connections (No.)	3					
	Annual O&M costs	TZS 1,070,827,896					
	Annual water collections - arrears included	TZS 461,045,837					
	Annual water billing	TZS 545,617,739					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m³	1480-1490	1,500	1,600			
	Note: (i) The charge at water kiosks is TZS 30 per 20 litres						
Priorities	<ol style="list-style-type: none"> 1. Boosted power voltage for production 2. Filling vacant positions 3. Construction of wastewater stabilization ponds 4. Transportation equipment 5. Completion of office building 						

MAGANZO WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/01/2018 - CLASS III																			
District: Kishapu, Region: Shinyanga																			
General Description of the Utility	<p>Maganzo Water Supply and Sanitation Authority (Maganzo WSSA) was declared a fully autonomous public water utility through Government Notice No. 30 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Maganzo Town which is the headquarter of Maganzo Township. Maganzo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 14,929 out of whom 7,130 are served with water. The main water source for Maganzo Township is from bulk water purchase from the Kahama-Shinyanga Water Supply and Sanitation Authority (KASHWASA). The combined installed water production capacity is 1,160 cubic meters per day, which is sufficient to meet water demand of 642 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 16km and water is supplied at an average of 20 hours per day. The system has storage tanks with a combined capacity of 215 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 19% of the total households in the service area have septic tanks while 32% have latrines. The remaining 49% of households have no sanitation facilities. The utility has a total of 3 staff of whom 1 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	484																	
	Total active connections (No.)	482																	
	Total domestic connections (No.)	426																	
	Total operational kiosks (No.)	25																	
	Metering ratio (%)	100																	
	NRW (%)	11																	
	Total staff (No.)	3																	
	Staffs/1000 connections (No.)	6																	
	Annual O&M costs	TZS 132,203,865																	
	Annual water collections - arrears included	TZS 120,111,542																	
	Annual water billing	TZS 127,782,240																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,500</td> <td>2,060</td> <td>2,100</td> <td>2,930</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 38 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,500	2,060	2,100	2,930	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	1,500	2,060	2,100	2,930															
Priorities	<ol style="list-style-type: none"> 1. Construction of water storage tank 2. Increase of staff so as to increase work efficiency 3. Increase in water distribution network 4. Purchase of fitting for pre-paid water kiosks 																		

MAKAMBAKO WSSA PROFILE		2020/21																
EWURA LICENSE No. WSSSI/40/2012 - CLASS III																		
District: Njombe, Region: Njombe																		
General Description of the Utility	<p>Makambako Water Supply and Sanitation Authority (Makambako WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The utility is responsible for the overall operation and management of water supply and sanitation services within the Makambako Town which is the headquarter of Makambako Township. Makambako WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 85,368 out of whom 49,965 are served with water. Makambako-WSSA obtain water from two surface water sources and 9 boreholes. The surface water sources are fukulwa gravity scheme and bwawani pumping scheme. The combined installed water production capacity is 4,675 cubic meters per day, which is lower than daily water demand of 9,631 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 82km and water is supplied at an average of 21 hours per day. The system has storage tanks with a combined capacity of 1,770 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 50% of the total households in the service area have septic tanks while 49% have latrines. The remaining 1% of household have no sanitation facilities. The utility has a total of 27 staff of whom 26 staff are employed by the WSSA.</p>																	
General Data About the Utility	Total water connections (No.)	5,602																
	Total active connections (No.)	4,717																
	Total domestic connections (No.)	5,221																
	Total operational kiosks (No.)	6																
	Metering ratio (%)	100																
	NRW (%)	45																
	Total staff (No.)	27																
	Staffs/1000 connections (No.)	5																
	Annual O&M costs	TZS 859,058,761																
	Annual water collections - arrears included	TZS 525,891,973																
	Annual water billing	TZS 569,014,709																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>1,000</td> <td>1,400</td> <td>1,400</td> <td>2,000</td> <td>1,000</td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS per 20 litres</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,000	1,400	1,400	2,000	1,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m ³	1,000	1,400	1,400	2,000	1,000													
Priorities	<ol style="list-style-type: none"> 1. Rehabilitation of transmission mainline from Fukulwa to Lyamkena 2. Rehabilitation of old Distribution line from Ilangamoto tank to Mizani, Mjini Tank to Mizani and by Pass line from Ilangamoto to Chupa la Soda 3. Construction of water supply project for Increase production capacity to meet required demand 4. Replacement of old water meters in order to reduce Non-Revenue Water 5. Permit of implement tariff as Approved Tarrif Order 																	

MOMBO WSSA PROFILE		2020/21				
EWURA LICENSE No. WSSSL/06/2012 - CLASS III						
District: Korogwe, Region: Tanga						
General Description of the Utility	<p>Mombo Water Supply and Sanitation Authority (Mombo WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Mombo Town which is the headquarter of Mombo Township. Mombo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 20,791 out of whom 10,960 are served with water. Mombo WSSA has one (1) surface water source namely Mbokoi stream. The combined installed water production capacity is 620cubic meters per day, which is lower than daily water demand of 1,646cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 13km and water is supplied at an average of 15hours per day. The system has storage tanks with a combined capacity of 90 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 44% of the total households in the service area have septic tanks while 53% have latrines. The remaining 3% of household have no sanitation facilities. The utility has a total of 9 staff of whom 7 staff are employed by the WSSA.</p>					
General Data About the Utility	Total water connections (No.)	763				
	Total active connections (No.)	671				
	Total domestic connections (No.)	671				
	Total operational kiosks (No.)	17				
	Metering ratio (%)	33				
	NRW (%)	30				
	Total staff (No.)	9				
	Staffs/1000 connections (No.)	12				
	Annual O&M costs	TZS 66,324,478				
	Annual water collections - arrears included	TZS 43,418,959				
	Annual water billing	TZS 48,000,968				
Tariff Structure						
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk
	TZS/m³	395	400	390	500	
	Note: (i) The charge at water kiosks is TZS 10 per 20 litres					
Priorities	<ol style="list-style-type: none"> 1. Procure 6 bulk water meters and 700 customers water meters to attain universal metering 2. Need of qualified staff (Technical Manager, Commercial Manager, Accountant) 3. Rehabilitation of water infrastructures (7.4km pipeline and 90m3abandoned storage tank) 4. Extension of water networks (10km) 5. Construct water treatment plant 					

TUNDUMA WSSA PROFILE						2020/21
EWURA LICENSE No. WSSSL/49/2012 - CLASS III						
District: Mombo, Region: Songwe						
General Description of the Utility	<p>Tunduma Water Supply and Sanitation Authority (Tunduma WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the Tunduma Town which is the headquarter of Tunduma Township. Tunduma WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 102,666 out of whom 4,052 are served with water. The utility draws water from five WSSAs boreholes located at Ikulu, Sogea, and Tazara areas. It also manages five boreholes drilled by Town council. The combined installed water production capacity is 2,597 cubic meters per day, which is lower than daily water demand of 7,187 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 49km and water is supplied at an average of 1 hour per day. The system has storage tanks with a combined capacity of 624 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 34% of the total households in the service area have septic tanks while 63% have latrines. The remaining 3% of household have no sanitation facilities. The utility has a total of 8 staff of whom 4 staff are employed by the WSSA.</p>					
General Data About the Utility	Total water connections (No.)		775			
	Total active connections (No.)		331			
	Total domestic connections (No.)		632			
	Total operational kiosks (No.)		10			
	Metering ratio (%)		81			
	NRW (%)		55			
	Total staff (No.)		8			
	Staffs/1000 connections (No.)		10			
	Annual O&M costs		TZS 20,905,960			
	Annual water collections - arrears included		TZS 16,762,539			
	Annual water billing		TZS 19,776,019			
Tariff Structure						
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk
	TZS/m³	420	500	655		
	Note: (i) The charge at water kiosks is TZS 50 per 20 litres					
Priorities	<ol style="list-style-type: none"> 1. Increase water production to meet demand 2. Extension of water network to uncovered areas 3. Rehabilitation of existing water network 4. Qualified staff 5. Provision of working tools 					

TURIANI WSSA PROFILE							2020/21												
EWURA LICENSE No. WSSSL/03/2017 - CLASS III																			
District: Mvomero, Region: Morogoro																			
General Description of the Utility	<p>Turiani Water Supply and Sanitation Authority (Turiani WSSA) was declared a fully autonomous public water utility through Government Notice No. 336 published in 2016. The utility is responsible for the overall operation and management of water supply and sanitation services within the Turiani Town which is the headquarter of Turiani Township. Turiani WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 71,103 out of whom 30,350 are served with water. The utility draws water from Mvaji and Divue Rivers as well as Madizini borehole. The combined installed water production capacity is 3,033 cubic meters per day, which is lower than daily water demand of 6,597 cubic meters per day. The utility has no water treatment facilities. The total length of water distribution network is 139km and water is supplied at an average of 24 hours per day. The system has storage tanks with a combined capacity of 660 cubic meters. The utility has no sewerage system and depends on non-sewered sanitation. The utility has no treatment facility for faecal sludge. Also, the utility has no emptying facilities for faecal sludge. It is estimated that 31% of the total households in the service area have septic tanks while 57% have latrines. The remaining 12% of households have no sanitation facilities. The utility has a total of 12 staff of whom 10 staff are employed by the WSSA.</p>																		
General Data About the Utility	Total water connections (No.)	3,035																	
	Total active connections (No.)	2,830																	
	Total domestic connections (No.)	2,911																	
	Total operational kiosks (No.)	23																	
	Metering ratio (%)	75																	
	NRW (%)	35																	
	Total staff (No.)	12																	
	Staffs/1000 connections (No.)	4																	
	Annual O&M costs	TZS 235,596,868																	
	Annual water collections - arrears included	TZS 238,298,368																	
	Annual water billing	TZS 262,708,107																	
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m³</td> <td>890</td> <td>940</td> <td>1,050</td> <td>1,160</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres</p>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	890	940	1,050	1,160	
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m ³	890	940	1,050	1,160															
Priorities	<ol style="list-style-type: none"> 1. Increase metering ratio 2. Extension of pipe line network 3. Set water tariff 4. Reduction of Non-Revenue Water 5. Improving water quality and monitoring 																		

APPENDIX 2: KEY PERFORMANCE DATA AND INDICATORS (2018/19 to 2020/21)

Table A2.1 (a): Water Abstraction from Various Sources

S/N	Name of WSSA	Boreholes (m ³ /year)			Dams (m ³ /year)			Rivers (m ³ /year)			Lakes (m ³ /year)			Springs (m ³ /year)			
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	
District Water Supply and Sanitation Authorities																	
1	Biharamulo			-	150,000	197,848	443,855								364,750	319,110	121,545
2	Bunda			-			-								887,138	838,028	
3	Chato			-			-								891,000	407,321	
4	Chunya	136,640	103,889	159,044			-										
5	Dakawa	175,895	197,976	153,720			-										
6	Gairo	14,838	57,929	475,668			-								164,250	73,078	73,000
7	Handeni	36,782	48,743	64,253	28,440	37,980	61,157	4,078	56	560							
8	Ifakara	220,050	232,750	282,718	-		-								126,400	150,964	
9	Igunga			-	697,240	637,460	407,474										
10	Itumba-Isongole			-			-		709,543	613,177	766,500						
11	Karagwe	48,631	48,431	70,659			-			15,430	41,160				42,812	40,512	54,264
12	Karatu	185,970	180,761	297,640			-										
13	Kasulu			-			-		827,167	608,313	932,834						
14	Katesh	9,553	6,240	3,038			-										
15	Kibaya	99,552	57,059	60,193			-								572,639	852,752	921,616
16	Kibondo	73,000	75,920	127,569			-		142,587	147,150	94,770				12,034	13,347	15,966
17	Kilindoni	32,781	18,840	76,528	-		-								65,700	67,343	
18	Kilwa Masoko	443,577	451,494	484,345			-								32,903	42,760	40,302
19	Kiomboi	122,607	108,953	97,992			-										
20	Kishapu			-			-										
21	Kondoa	49,130	231,190	375,221			-								1,198,660	1,202,000	562,831
22	Korogwe	232,287	248,739	289,491			-		474,011	595,593	600,717						
23	Kyela-Kasumulu	334,467	529,105	215,435			-		676,942	904,110	874,374						
24	Liwale			-			-		268,038	312,450	201,210						
25	Lolondo	90,787	127,323	139,371			-										
26	Ludewa			-			-										
27	Lushoto			-			-										
28	Mafinga			-			-										
29	Mahenge	70,200	131,400	116,300			-		790,306	985,698					154,440	110,869	94,536
30	Makete			-			-								304,861	316,986	317,115
31	Manyoni	303,171	347,716	437,460			-										
32	Mbinga			-			-										
33	Mbulu	274,234	225,535	242,955			-		810,785	827,350	1,000,500						
34	Mpwapwa	667,726	711,587	487,781			-										
35	Mugumu			-	648,560	690,278	623,108										
36	Muleba			-			-		46,219	50,943	72,064				360,579	369,579	389,379

Table A2.1 (a): Water Abstraction from Various Sources

S/N	Name of WSSA	Boreholes (m ³ /year)			Dams (m ³ /year)			Rivers (m ³ /year)			Lakes (m ³ /year)			Springs (m ³ /year)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
37	Mwanhuzi				337,659	262,274	292,961									
38	Namanyere	6,960	3,159	2,420	49,185	52,044	34,818									
39	Namtumbo									200				435,600	444,000	442,800
40	Ngara	441,835	545,180	493,180												
41	Nzega	87,843	67,827	14,282	773,040	777,040	400,874					800,000				
42	Orkesumet	56,220	57,549	80,763												
43	Ruangwa	151,485	165,003	227,651												
44	Rujewa	48,600	45,765	66,420				744,000	744,000	656,460						
45	Same-Mwanga	746,128	845,138	766,221										18,538	33,232	48,447
46	Sengerema												1,670,500	1,698,896	1,830,000	
47	Songe	47,059	51,784	56,628												
48	Tarime	61,320	62,050	65,520	73,000	71,175	153,000									
49	Tukuyu															
50	Tunduru	164,516	226,072	118,322												
51	Ushiroambo	48,438	207,360	120,000				1,711,320	1,678,693	1,710,490						
52	Ulete	160,475	185,664	174,481												
	TOTAL 1	5,642,756	6,604,130	6,843,268	2,757,124	2,726,099	2,417,247	7,200,975	7,483,468	6,955,357	3,573,498	6,121,410	6,189,291	6,397,961	6,317,477	
Township Water Supply and Sanitation Authorities																
53	Kibaigwa	398,062	379,176	462,517												
54	Maganzo	N/A			N/A						74,431	85,400				
55	Makambako	44,397	159,701	184,719				1,027,171	963,884	1,179,800						
56	Mombo							162,425	162,425	226,300						
57	Tunduma	22,605	35,096	35,494												
58	Turiani							2,445,500	2,401,700	2,430,110						
	TOTAL 2	465,064	573,973	682,730	-	-	-	3,635,096	3,528,009	3,836,210	74,431	85,400	82,616	-	-	-
	TOTAL (1+2)	6,107,820	7,178,103	7,525,998	2,757,124	2,726,099	2,417,247	10,836,071	11,011,477	10,791,567	3,647,929	3,149,695	6,204,026	6,189,291	6,397,961	6,317,477

Table A2.1 (b): Total Water Abstraction

FY	Total Water Abstraction (Million m ³)		
	2018/19	2019/20	2020/21
District WSSAs	25.4	26.3	28.7
Township WSSAs	4.2	4.2	4.6
All DT WSSAs	29.5	30.5	33.3

Table A2.2 (a): Water Production, Billing and Demand

S/N	Name of WSSA	Annual Water Production [m ³ /year]			Annual Water Demand [m ³ /year]			Annual Billed Volume [m ³ /year]			Ratio of Production to Demand (%)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
District Water Supply and Sanitation Authorities													
1	Biharamulo	302,582	319,110	365,982	839,500	862,167	1,031,855	266,272	280,817	322,211	36	37	35
2	Bunda	881,138	838,028	903,701	2,686,765	2,767,368	3,597,805	576,665	490,683	504,678	33	30	25
3	Chato	891,000	407,321	407,321	1,717,200	1,763,564	1,357,822	534,600	286,754	304,056	52	22	30
4	Chunya	136,640	103,889	159,044	808,840	811,056	905,760	78,929	58,013	87,584	17	13	18
5	Dakawa	175,895	197,976	153,720	1,235,382	1,258,854	894,633	116,091	115,920	99,223	14	16	17
6	Gairo	179,088	131,006	328,500	1,419,850	1,888,401	944,255	39,937	70,875	166,075	13	7	35
7	Handeni	65,278	87,283	129,488	2,226,192	2,257,356	2,288,962	53,052	72,514	100,477	3	4	6
8	Ifakara	355,900	380,954	282,718	3,197,327	3,274,079	3,267,659	295,400	223,737	178,139	11	12	9
9	Igunga	697,240	637,460	1,530,809	1,508,338	1,552,080	1,460,000	534,728	442,579	857,545	46	41	105
10	Itumba-Isongole	709,543	613,177	766,500	693,595	644,599	1,168,365	410,572	313,365	350,395	102	95	66
11	Karagwe	91,243	104,373	166,083	3,754,070	3,862,938	3,181,231	72,535	76,887	90,557	2	3	5
12	Karatu	185,970	180,761	297,640	1,775,543	1,837,686	1,902,006	138,420	127,651	175,337	10	10	16
13	Kasulu	827,167	608,313	932,834	1,964,954	2,012,113	2,265,555	542,203	441,274	601,615	42	30	41
14	Katesh	572,639	858,992	924,654	1,117,734	1,151,266	1,185,804	351,230	349,137	393,438	51	75	78
15	Kibaya	111,586	70,406	76,159	661,338	689,114	718,057	77,402	49,753	54,833	17	10	11
16	Kibondo	290,412	290,412	222,339	1,567,391	1,611,278	1,623,695	293,922	205,745	147,114	30	18	14
17	Kilindoni	45,780	61,600	116,830	803,000	840,000	889,207	38,005	36,210	53,670	6	7	13
18	Kilwa Masoko	443,577	451,494	484,345	821,740	889,200	480,862	239,741	241,518	372,629	54	51	101
19	Kiomboi	122,607	108,953	97,991.6	568,440	757,973	780,808	80,801	71,509	62,029	22	14	13
20	Kishapu	124,860	120,040	133,355	614,729	631,941	471,361	112,458	112,838	125,165	20	19	28
21	Kondoa	809,570	788,055	938,052	2,263,000	1,935,810	1,887,294	485,742	491,875	297,029	36	41	50
22	Korogwe	706,298	844,332	890,208	2,125,617	2,180,883	2,237,586	457,551	489,769	525,216	33	39	40
23	Kyela-Kasumulu	890,545	1,149,276	1,108,124	3,136,469	3,136,986	3,205,795	600,822	662,397	785,307	37	37	35
24	Liwale	268,038	312,450	201,210	736,694	759,365	808,664	191,579	171,246	130,969	36	41	25
25	Loliondo	90,787	127,323	139,371	484,696	498,752	513,216	50,546	58,932	75,663	19	26	27
26	Ludewa	157,408	119,492	159,552	381,425	382,470	611,612	91,790	80,934	65,416	41	31	26
27	Lushoto	822,960	833,236	833,236	1,053,099	1,067,842	1,082,792	429,668	434,136	404,123	78	78	77
28	Mafinga	790,306	985,698	923,698	2,458,855	2,458,855	2,705,015	487,450	669,808	576,850	32	40	34
29	Mahenge	224,640	242,269	210,836	703,874	726,396	883,811	124,640	51,000	77,889	32	33	24
30	Makete	304,861	316,986	317,115	813,950	816,180	816,180	170,273	205,852	206,300	37	39	39
31	Manyoni	303,171	347,537	437,460	808,560	1,121,094	2,144,882	238,804	261,983	304,254	37	31	20
32	Mbinga	810,785	827,350	1,000,500	1,992,000	2,038,560	1,961,860	500,636	500,239	571,408	41	41	51
33	Mbulu	652,666	597,991	635,895	4,486,875	4,657,377	4,834,357	294,795	324,884	328,385	15	13	13

Table A2.2 (a): Water Production, Billing and Demand

S/N	Name of WSSA	Annual Water Production [m ³ /year]			Annual Water Demand [m ³ /year]			Annual Billed Volume [m ³ /year]			Ratio of Production to Demand (%)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
34	Mpwapwa	841,376	711,587	530,950	1,142,450	1,202,760	1,219,465	532,273	422,000	382,284	74	59	44
35	Mugumu	648,560	670,611	597,915	813,600	834,754	1,611,110	443,992	496,788	220,756	80	80	37
36	Muleba	406,798	420,522	461,443	566,088	588,732	673,165	306,859	287,315	346,261	72	71	69
37	Mwanhuzi	306,963	262,274	292,961	977,093	1,004,452	989,880	263,252	226,140	253,407	31	26	30
38	Namanyere	56,145	55,203	37,238	703,299	786,940	789,096	19,844	17,207	16,724,08	8	7	5
39	Namtumbo	173,053	168,635	173,237	1,146,630	1,183,824	1,330,776	132,757	131,173	131,540	15	14	13
40	Ngara	441,835	545,180	493,180	927,100	951,205	930,750	220,643	248,871	295,908	48	57	53
41	Nzega	701,600	682,266	1,459,754	1,796,099	1,971,456	2,025,020	461,812	400,769	728,352	39	35	72
42	Orkesumet	56,220	57,549	80,763	535,426	548,059	560,990	33,184	36,529	45,976	11	11	14
43	Ruangwa	151,485	165,003	233,671	412,000	461,120	1,597,956	89,640	105,088	125,462	37	36	15
44	Rujewa	722,880	789,765	722,880	2,842,200	2,842,200	2,881,675	519,348	515,288	516,956	25	28	25
45	Same-Mwanga	764,666	878,370	814,668	2,067,921	1,632,448	2,148,443	475,208	490,191	466,595	54	54	38
46	Sengerema	1,698,896	1,613,951	1,830,000	2,345,500	2,263,000	4,172,400	1,072,467	713,375	883,980	71	71	44
47	Songe	47,059	51,784	56,628	785,527	801,238	817,263	24,384	24,091	32,365	6	6	7
48	Tarime	509,165	447,650	425,800	1,460,000	1,500,880	2,354,250	243,005	251,510	294,000	35	30	18
49	Tukuyu	2,148,124	2,126,343	2,169,853	2,268,476	2,274,142	2,532,930	1,519,297	1,568,313	1,600,496	95	94	86
50	Tunduru	254,856	294,272	195,026	1,050,991	1,249,890	1,293,560	177,917	223,985	140,419	24	24	15
51	Ushirobo	48,438	207,360	190,120	1,395,530.32	1,429,023.00	1,429,023.00	40202.88	172,109	95,271	3	15	13
52	Ulete	159,338	185,664	166,469	366,949	369,516	383,501	142,920	117,048	101,043	43	50	43
	TOTAL/AVG. 1	24,179,637	24,397,532	27,207,827	75,029,922	77,039,242	83,850,017	15,696,264	14,918,624	16,073,373	33	32	32
Township Water Supply and Sanitation Authorities													
53	Kibaigwa	398,062	379,176	462,517	432,000	432,000	452,736	347,739	306,603	368,251	92	88	102
54	Meganzo	76,140	85,400	82,616	281,337	289,215	234,946	74,431	73,368	73,865	27	30	35
55	Makambako	1,071,568	1,123,585	1,194,330	2,264,331	3,248,912	3,505,734	744,176	628,645	659,864	47	35	34
56	Mombo	162,425	162,425	226,300	575,266	587,921	600,856	116,351	118,575	159,531	28	28	38
57	Tunduma	22,605	35,096	35,494	2,644,816	2,623,255	2,623,255	17,988	19,441	15,904.20	1	1	1
58	Turiani	2,445,500	2,401,700	1,091,880	2,319,702	2,363,777	2,407,850	1,809,670	1,777,258	713,855	105	102	45
	TOTAL/AVG. 2	4,176,300	4,187,382	3,093,137	8,517,452	9,545,081	9,825,377	3,110,354	2,923,890	1991270.2	41	44	31
	TOTAL / AVERAGE	28,355,937	28,584,914	30,300,964	83,547,373	86,584,323	93,675,394	18,806,618	17,842,513	18064644	35	33	32

Table A2.2(b): Total Water Production

Total Water Production (Million m ³)			
FY	2018/19	2019/20	2020/21
District WSSAs	24.2	24.4	27.2
Township WSSAs	4.2	4.2	3.1
All DT WSSAs	28.4	28.6	30.3

Table A2.3: Non Revenue Water

S/N	WSSA	NRW (%)			NRW (m ³ /conn/day)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
	District Water Supply and Sanitation Authorities						
1	Biharamulo	12	12	12	0.08	0.07	0.06
2	Bunda	35	41	44	0.22	0.19	0.18
3	Chato	40	30	25	0.51	0.14	0.09
4	Chunya	42	44	45	0.12	0.09	0.12
5	Dakawa	34	41	35	0.29	0.36	0.23
6	Gairo	78	46	49	1.66	0.40	0.64
7	Handeni	19	17	22	0.05	0.05	0.09
8	Ifakara	17	41	37	0.12	0.34	0.22
9	Igunga	23	31	44	0.23	0.22	0.26
10	Itumba-Isongole	42	49	54	0.51	0.49	0.66
11	Karagwe	21	26	45	0.08	0.09	0.23
12	Karatu	26	29	41	0.55	0.37	0.50
13	Kasulu	34	27	36	0.20	0.10	0.22
14	Katesh	39	59	57	0.28	0.62	0.62
15	Kibaya	31	29	28	0.15	0.08	0.08
16	Kibondo	37	29	34	0.23	0.11	0.09
17	Kilindoni	17	41	54	0.04	0.14	0.33
18	Kilwa Masoko	46	47	23	0.31	0.30	0.16
19	Kiomboi	34	65	37	0.13	0.10	0.09
20	Kishapu	10	6	6	0.04	0.02	0.02
21	Kondoa	40	38	68	0.24	0.20	0.42
22	Korogwe	35	42	41	0.18	0.22	0.21
23	Kyela-Kasumulu	42	42	29	0.40	0.40	0.27
24	Liwale	29	45	35	0.11	0.20	0.09
25	Loliondo	44	54	46	0.15	0.24	0.20
26	Ludewa	42	32	59	0.32	0.18	0.33
27	Lushoto	48	48	51	0.54	0.52	1.00
28	Mafinga	38	32	38	0.22	0.21	0.22
29	Mahenge	45	79	63	0.29	0.52	0.32
30	Makete	44	35	35	0.23	0.18	0.16
31	Manyoni	21	25	30	0.07	0.10	0.13
32	Mbinga	38	40	43	0.30	0.29	0.34
33	Mbulu	55	46	48	0.46	0.31	0.34
34	Mpwapwa	37	41	28	0.26	0.23	0.12

Table A2.3: Non Revenue Water

S/N	WSSA	NRW (%)			NRW (m ³ /conn/day)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
35	Mugumu	32	26	63	0.30	0.25	0.50
36	Muleba	25	32	25	0.12	0.15	0.12
37	Mwanhuzi	14	14	14	0.05	0.04	0.04
38	Namanyere	65	69	55	0.33	0.34	0.17
39	Namtumbo	23	22	24	0.09	0.07	0.06
40	Ngara	50	54	40	0.22	0.27	0.18
41	Nzega	34	41	50	0.22	0.22	0.24
42	Orkesumet	41	37	43	0.49	0.44	0.69
43	Ruangwa	41	36	46	0.15	0.13	0.22
44	Rujewa	28	35	28	0.23	0.29	0.20
45	Same-Mwanga	44	44	43	0.26	0.25	0.22
46	Sengerema	36	56	52	0.29	0.37	0.32
47	Songe	48	53	43	0.16	0.18	0.15
48	Tarime	52	44	31	0.39	0.27	0.17
49	Tukuyu	29	26	26	0.38	0.30	0.25
50	Tunduru	30	24	28	0.11	0.09	0.07
51	Ushiroambo	17	17	50	0.05	0.19	0.41
52	Utete	10	37	39	0.05	0.21	0.19
	TOTAL/AVG. 1	37	39	41	0.26	0.24	0.24
	Township Water Supply and Sanitation Authorities						
53	Kibaigwa	13	19	20	0.06	0.08	0.09
54	Maganzo	2	14	11	0.02	0.09	0.05
55	Makambako	31	44	45	0.18	0.26	0.26
56	Mombo	28	27	30	0.18	0.16	0.24
57	Tunduma	20	45	55	0.02	0.06	0.07
58	Turiani	26	26	35	0.74	0.65	0.34
	TOTAL/AVG. 2	32	30	36	0.31	0.28	0.22
	TOTAL / AVERAGE	36	38	40	0.29	0.26	0.23

Table A2.4: Number of Water Connections

S/N	Name of WSSA	Total Connections (Nos)			Active Connections (Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks (Nos)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
District Water Supply and Sanitation Authorities																
1	Biharamulo	1260	1543	1890	1260	1,543	1819	1,150	1,409	1746	12	20	24	12	20	24
2	Bunda	3767	4939	5936	3553	4,757	5,936	3,313	4,482	5,452	75	86	97	74	85	88
3	Chato	1,902	2,371	2,986	1,815	2,303	2,976	1,781	2,231	2,728	95	95	95	85	85	85
4	Chunya	1,312	1,471	1,627	794	799	1,012	1,237	1,357	1,547	4	4	4	2	2	2
5	Dakawa	574	621	660	574	533	629	501	491	617	18	14	18	10	11	6
6	Gairo	229	416	692	229	416	692	3	261	536	168	92	76	168	92	61
7	Handeni	661	754	841	217	351	480	490	586	662	79	54	63	59	54	63
8	Ifakara	1,362	1,261	1,316	1,315	893	945	1,240	1,161	1,219	48	58	45	35	40	25
9	Igunga	1,804	1,967	7,036	1,976	2,224	6,605	1,757	2,219	6,681	33	57	86	33	57	86
10	Itumba-Isongole	1,614	1,691	1,728	1,521	1,232	1,664	1,517	1,537	1,571	69	72	72	15	8	6
11	Karagwe	627	835	918	583	775	887	475	668	761	49	49	40	37	37	40
12	Karatu	237	392	676	233	372	658	166	290	569	17	35	38	17	24	37
13	Kasulu	3,863	4,389	4,211	3,029	3,511	3,205	3,568	4,073	3,878	4	7	9	4	7	5
14	Katesh	2,147	2,269	2,357	2,112	2,219	2,298	1,967	2,082	2,160	32	35	35	14	17	18
15	Kibaya	622	674	691	578	659	678	530	584	598	36	34	36	34	34	34
16	Kibondo	2,058	2,190	2,226	1,132	1,240	1,413	1,037	1,126	2,070	11	13	14	10	12	14
17	Kilindoni	548	506	525	548	419	371	515	471	484	4	7	2	2	1	1
18	Kilwa Masoko	1,824	1,891	1,939	1,806	1,879	1,939	1,700	1,759	1,812	8	8	7	7	7	7
19	Kiomboi	915	1,016	1,056	901	965	1,042	827	921	942	18	18	18	4	4	4
20	Kishapu	828	924	1,066	816	912	1,055	752	839	964	11	11	20	11	11	20
21	Kondoa	3,757	4,024	4,145	3,660	3,986	3,897	3,648	3,889	4,006	24	24	24	24	24	24
22	Korogwe	3,870	4,353	4,702	3,208	3,666	3,990	3,569	3,905	4,286	90	135	163	67	110	135
23	Kyela-Kasumulu	3,315	3,341	3,289	2,736	2,562	2,462	3,097	3,122	3,010	38	41	42	13	3	1
24	Liwale	1,873	1,943	2,057	1,872	1,762	1,974	1,779	1,668	1,944	7	7	7	3	3	2

Table A2.4: Number of Water Connections

S/N	Name of WSSA	Total Connections (Nos)			Active Connections (Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks (Nos)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
25	Loliondo	732	783	895	728	783	885	643	689	798	19	18	18	15	18	8
26	Ludewa	563	587	784	402	436	442	520	544	747	7	7	-	7	7	0
27	Lushoto	1,997	2,094	1,181	1,314	1,441	1,153	1,688	1,738	986	7	6	7	6	6	7
28	Mafinga	3,795	4,119	4,343	2,430	2,350	3,300	3,462	3,754	3,956	1	99	36	1	0	36
29	Mahenge	943	1,014	1,129	677	791	888	639	950	1,058	3	3	-	1	1	-
30	Makete	1,604	1,696	1,876	1,269	1,498	1,739	1,479	1,569	1,754			-			0
31	Manyoni	2,438	2,436	2,710	2,288	2,276	2,482	2,235	2,266	2,446	52	52	82	41	45	74
32	Mbinga	2,844	3,096	3,495	2,744	2,991	3,196	2,626	2,863	3,268	7	6	8	7	5	8
33	Mbulu	2,138	2,388	2,501	1,924	2,153	2,356	1,780	2,018	2,133	40	43	55	33	33	37
34	Mpwapwa	3,255	3,462	3,476	3,138	2,721	2,803	3,134	3,337	3,350	18	25	23	10	15	23
35	Mugumu	1,862	1,916	2,062	1,530	1,584	1,609	1,392	1,430	1,871	7	7	1	1	1	0
36	Muleba	2,280	2,467	2,633	2,183	2,391	2,552	2,085	2,200	2,384	23	23	24	18	18	7
37	Mwanhuzi	2,282	2,439	2,576	1,754	2,065	2,319	2,086	2,251	2,384	28	28	29	24	24	23
38	Namanyere	297	308	336	274	255	229	252	250	287	15	15	15	10	10	10
39	Namtumbo	1,294	1,415	1,871	823	1,034	1,505	1,202	1,322	1,773	-	-	-	0	0	0
40	Ngara	2,801	2,958	3,047	2,801	2,953	3,026	2,562	2,738	2,825	33	33	25	30	30	25
41	Nzega	3,041	3,526	8,325	2,737	3,108	7,987	2,692	3,170	7,834	43	46	130	37	39	114
42	Orkesumet	128	131	139	84	89	117	75	76	77	23	23	27	14	14	20
43	Ruangwa	1,098	1,219	1,444	674	868	1,117	1,021	1,133	1,327	20	23	35	15	20	32
44	Rujewa	2,418	2,568	2,761	1,314	1,492	1,646	2,273	2,398	2,486	148	148	148	50	49	0
45	Same-Mwanga	4,128	4,256	4,384	3,388	3,435	3,537	3,749	3,867	3,990	63	65	65	57	59	59
46	Sengerema	5,668	6,649	7,987	5,443	6,649	7,439	5,217	6,144	7,401	143	166	190	135	158	162
47	Songe	400	420	458	271	291	376	316	326	354	38	42	47	19	19	25
48	Tarime	1,867	2,019	2,114	1,722	1,774	1,902	1,717	1,779	1,982	9	9	10	6	6	2
49	Tukuyu	4,553	5,112	6,182	3,812	4,702	5,016	4,252	4,863	5,911	2	2	2	2	2	2
50	Tunduru	1,963	2,218	2,264	1,963	2,132	2,221	1,927	2,197	2,216	10	10	10	4	6	9

Table A2.4: Number of Water Connections

S/N	Name of WSSA	Total Connections (Nos)			Active Connections (Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks (Nos)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
51	Ushirombo	488	498	636	466	467	555	455	460	531	17	18	26	9	8	7
52	Ufete	846	913	930	732	863	890	803	810	875	4	4	4	4	4	-
	TOTAL 1	98,844	108,983	127,008	85,353	93,570	111,914	88,901	98,273	117,153	1,730	1,897	2,046	1,296	1,345	1,475
	Township Water Supply and Sanitation Authorities															
53	Kibaigwa	2,160	2,403	2,778	1,875	2,208	2,310	1,971	2,026	2,556	85	90	91	85	82	91
54	Maganzo	215	364	484	215	364	482	165	309	426	25	25	25	25	25	25
55	Makambako	5,055	5,298	5,602	4,208	5,241	4,717	4,668	4,920	5,221	49	30	18	49	19	6
56	Mombo	718	743	763	605	611	671	630	654	671	16	16	19	14	10	7
57	Tunduma	715	753	775	297	690	331	231	616	632	25	35	35	9	15	10
58	Turiani	2,362	2,652	3,035	2,207	2,552	2,830	2,251	2,538	2,911	25	28	28	25	-	20
	TOTAL 2	11,225	12,213	13,437	9,407	11,666	11,341	9,916	11,063	12,417	225	224	216	207	151	159
	TOTAL	110,069	121,196	140,546	94,760	105,236	123,255	98,817	109,336	129,664	1,955	2,121	2,268	1,503	1,496	1,637

Table A2.5: Water Supply Coverage and Service Hours

S/N	Name of WSSA	Total Population in the service area (No)			Proportion of Population Living in the area with water network (%)			Average No of people served per domestic connections (No)	Average No of people served per kiosk (No)	Boarding Institution (No)	Population Directly Served (No)	Population Directly Served (%)			Average Service Hours [hrs]		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21					2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
District Water Supply and Sanitation Authorities																	
1	Biharamulo	34,655	35,591	40,393	78	80	90	6	250	0	16,476	54	54	41	14	14	14
2	Bunda	168,425	172,467	178,045	76	79	80	10	250	0	76,520	50	51	43	16	16	16
3	Chato	43,279	51,797	53,144	53	79	80	6	250	407	38,025	40	68	72	20	15	18
4	Chunya	27,711	28,515	29,451	70	73	75	10	250	4,196	20,166	60	64	68	6	7	8
5	Dakawa	48,352	49,270	35,015	42	42	50	10	250	0	7,670	14	16	22	8	8	6
6	Gairo	40,016	51,737	53,082	35	80	82	0	250	0	15,250	90	75	29	3	12	12
7	Handeni	87,137	88,356	89,593	40	32	32	12	250	2,396	26,090	30	26	29	5	6	8
8	Ifakara	125,140	128,744	129,669	66	66	73	8	250	0	16,002	52	43	12	4	4	5
9	Igunga	37,980	61,300	64,487	66	72	98	6	250	0	61,586	63	72	96	14	18	24
10	Itumba-Isongole	23,621	25,160	25,265	80	83	76	6	250	356	11,282	61	61	45	16	16	16
11	Karagwe	87,190	89,631	92,230	41	43	45	10	250	0	17,610	16	18	19	4	4	4
12	Karatu	60,195	62,302	64,482	15	19	19	7	200	174	11,557	8	11	18	12	17	18
13	Kasulu	80,479	82,572	83,813	69	71	63	10	250	0	40,030	48	51	48	15	15	15
14	Katesh	32,207	33,173	34,168	46	46	46	5	100	809	13,409	38	39	39	3	5	5
15	Kibaya	25,884	26,971	28,104	80	79.90	83	10	400	788	20,368	76	75	72	2	3	3
16	Kibondo	53,030	54,303	55,606	46	50	67	8	250	0	20,060	23	22	36	4	6	6
17	Kilindoni	16,432	16,662	17,065	22	30	30	5	250	0	2,670	29	30	16	5	4	7
18	Kilwa Masoko	19,374	19,687	18,769	87	88	89	7	250	0	14,434	68	54	77	4	8	8
19	Kiomboi	16,766	16,766	17,034	61	67	38	5	250	400	6,110	35	36	36	4	3	1
20	Kishapu	24,394	25,077	25,828	48	57	48	6	100	0	7,784	45	44	30	20	23	20
21	Kondea	33,846	32,767	33,455	75	75	80	5	25	0	20,630	62	63	62	4	5	2
22	Korogwe	81,753	83,878	86,059	79	85	86	10	200	3,765	73,625	68	84	86	8	10	11
23	Kyela-Kasumulu	99,711	102,104	104,554		69	69	10	200		30,300		31	29		12	12
24	Liwale	33,639	35,004	35,704	53	50	50.5	8	250	0	16,052	49	40	45	7	7	9
25	Loliondo	16,672	17,156	17,653	63	69	70	10	200	927	10,507	62	67	60	7	17	17

Table A2.5: Water Supply Coverage and Service Hours

S/N	Name of WSSA	Total Population in the service area (No)			Proportion of Population Living in the area with water network (%)			Average No of people served per domestic connections (No)	Average No of people served per kiosk (No)	Boarding Institution (No)	Population Directly Served (No)	Population Directly Served (%)			Average Service Hours [hrs]		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21					2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
26	Ludewa	12,446	10,779	12,856	79	79	61	8	25	450	6,426	54	57	50	8	7	6
27	Lushoto	31,071	31,506	31,947	73	85	84	10	250	3,677	15,287	68	72	48	8	14	14
28	Mafinga	77,343	71,641	71,641	58	72	74	11	250	0	52,516	72	71	71	14	16	18
29	Mahenge	25,712	26,535	27,385	66	70	69	10	250	0	10,580	26	37	39	4	4	6
30	Makete	14,315	14,637	14,837	65	69	71	6	250	0	10,524	55	66	71	21	24	24
31	Manyoni	32,088	59,814	60,832	58	64	60	5	250	0	30,730	58	42	51	12	12	14
32	Mbinga	54,896	57,531	52,604	50	72	72.4	9	200	2,120	33,132	47	50	63	19	21	21
33	Mbulu	152,706	158,509	164,532	17	18	18	10	100	1,474	26,504	15	16	16	5	5	5
34	Mpwapwa	45,654	46,708	45,768	69	75	69	6	250	2,500	28,350	60	69	62	12	12	12
35	Mugumu	32,060	32,894	63,058	75	82	57	8	100	0	14,968	53	61	24	14	16	14
36	Muleba	24,360	25,334	26,347	70	95	87	8	100	2,500	22,272	70	94	85	23	23	23
37	Mwanhuzi	43,364	44,405	45,205	70	72	64	6	250	0	20,054	41	41	44	22	18	22
38	Namanoyere	24,048	28,748	28,748	36	40	46	10	250	0	5,370	23	23	19	8	8	8
39	Namtumbo	47,988	49,619	50,661	63	65	66	10	250	2,562	20,292	23	32	40	7	7	8
40	Ngara	39,306	40,407	41,498	88	88	88	6	300	0	24,450	86	88	59	8	10	8
41	Nzega	75,476	77,212	133,612	73	96	94	7	500	0	111,838	73	79	84	4	24	24
42	Orkesumet	18,223	18,653	19,093	33	34	34	10	250	329	6,099	25	25	32	2	1	4
43	Ruangwa	14,641	14,729	33,599	62	65	52	6	250	0	15,962	60	60	48	2	2	3
44	Rujewa	57,565	45,200	51,047	57	67	59	8	90	0	19,888	30	47	39	6	6	6
45	Same-Mwanga	47,254	49,694	49,660	96	75	76	6	60	4,023	31,503	87	62	63	22	7	7
46	Sengerema	102,873	105,856	114,974	96	97	97	7	250	0	92,307	87	95	80	22	22	22
47	Songe	25,997	26,517	27,048	41	42	51	15	250	0	11,560	37	36	43	4	7	7
48	Tarime	94,572	97,031	97,840	58	59	43	8	300	0	16,456	43	44	17	12	12	12
49	Tukuyu	50,926	50,926	50,926	84	84	84	5	250	5,459	35,514	87	79	70	18	17	17
50	Tunduru	48,784	68,340	69,775	70	81	82	12	300	2,000	31,292	70	67	45	12	12	5
51	Ushiroambo	55,834	57,174	58,295	26	45	48	10	300	0	7,410	12	12	13	16	18	20
52	Utete	14,362	15,695	18,681	85	85	85	7	200	1,085	7,210	46	49	39	24	24	24
	TOTAL/AVG. 1	3,131,082	2,716,985	2,862,090	60.3	66.6	65.6	7.9	226	58,504	1,322,262	48	44	46	10	12	12

Table A2.5: Water Supply Coverage and Service Hours

S/N	Name of WSSA	Total Population in the service area (No)			Proportion of Population Living in the area with water network (%)			Average No of people served per domestic connections (No)	Average No of people served per kiosk (No)	Boarding Institution Population (No)	Population Directly Served (No)	Population Directly Served (%)			Average Service Hours [hrs]		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21					2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Townships Water Supply and Sanitation Authorities																	
53	Kibaigwa	31,133	31,132	53,761	92	98	65	5	240	0	34,620	99	98	64	24	20	20
54	Maganzo	14,099	14,508	14,929	53	61	62	5	200	0	7,130	43	38	48	18	20	20
55	Makambako	83,391	84,272	85,368	66	73	82	8	50	2,501	44,569	50	54	52	24	20	21.0
56	Mombo	19,634	20,343	20,791	81	80	80	10	250	0	8,460	52	44	41	16	18	15
57	Tunduma	102,666	102,666	102,666	34	34	34	5	300	0	6,160	4	7	6	4	1	1
58	Turtiani	70,615	71,103	71,103	93	93	93	4	250	0	16,644	38	36	23	24	24	24
	TOTAL/AVG. 2	533,634	324,024	348,618	69.7	73.3	69.4	37	1290	2,501	117,583	44	38	34	13	17	17
	TOTAL / AVERAGE)	3,664,716	3,041,009	3,223,758	65.0	69.9	67.5	44.9	1516.0	44,898	1,427,418	46	43	44	12	14	14

Table A2.6: Metering and Staffing

S/N	Name WSSA	Metering ratio (%)			Total Staff (Nos)			Employed by WSSA (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
District Water Supply and Sanitation Authorities																
1	Biharamulo	100	100	100	4	4	4	0	0	3	2.6	2.6	2.1	1	2	2
2	Bunda	100	100	100	32	43	38	9	9	33	8.7	8.7	6.4	4	9	9
3	Chato	100	100	100	23.0	21.0	25	3	3	25.0	8.9	8.9	8.4	3	4	5
4	Chunya	86	94	98	8	8	9	5	7	8	5.4	5.4	5.5	1	1	1
5	Dakawa	83	85	94	13	13	11	11	11	9	20.9	20.9	16.7	3	3	3
6	Gairo	26	91	97	6	31	7	0	24	6	74.5	74.5	10.1	1	5	5
7	Handeni	100	100	100	14	15	15	9	12	13.0	19.9	19.9	17.8	2	2	2
8	Ifakara	40	46	58	12	13	12	6	7	7	10.3	10.3	9.1	0	0	0
9	Igunga	100	100	100	17	17	14	2	17	13	6.9	6.9	2.0	4	5	4
10	Itumba-Isongole	37	47	47	12	11	12	11	10	11.0	6.5	6.5	6.9	2	2	2
11	Karagwe	100	100	100	12	11	11	0	0	7.0	13.2	13.2	12.0	1	2	3
12	Karatu	100	100	100	10	13	18	8	10	17.0	33.2	33.2	26.6	2	3	8

Table A2.6: Metering and Staffing

S/N	Name WSSA	Metering ratio (%)			Total Staff (Nos)			Employed by WSSA (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
13	Kasulu	38	36	38	16	21	21	0	0	20	4.8	4.8	5.0	2	3	3
14	Katesh	45	46	46	14	12	10	10	9	9	5.3	5.3	4.2	2	2	2
15	Kibaya	100	100	100	10	11	10	9	10	9	16.3	16.3	14.5	2	3	3
16	Kibondo	95	100	94	40	36	33	0	0	32	16.4	16.4	14.8	15	1	4
17	Kilindoni	33	35	15	5	5	5	4	4	4	9.9	9.9	9.5	0	1	0
18	Kiliwa Masoko	100	100	100	26	26	26	20	20	24	13.7	13.7	13.4	5	5	5
19	Kiomboi	100	100	100	7	7	8	0	0	5	6.9	6.9	7.6	1	1	2
20	Kishapu	100	100	100	7	7	5	0	0	4	7.6	7.6	4.7	1	3	1
21	Kondoa	48	53	63	17	18	16	0	18	13	4.5	4.5	3.9	3	4	3
22	Korogwe	100	100	100	45	41	39	39	35	34	9.4	9.4	8.3	17	16	17
23	Kyela-Kasumulu	32	32	42	27	39	32	27	38	31.0	11.7	11.7	9.7	14	19	10
24	Liwale	98	98	92	21	20	20	16	3	3	10.3	10.3	9.7	3	3	3
25	Loliondo	99	100	100	14	14	11	10	8	9	17.9	17.9	12.3	6	3	2
26	Ludewa	36	0	0	7	7	7	4	4	5	11.9	11.9	8.9	1	1	2
27	Lushoto	25	39	58	17	17	18	13	14	16	8.1	8.1	15.2	3	5	6
28	Mafinga	100	100	100	20.0	23	20	0	18	17	5.6	5.6	4.6	7	8	6
29	Mahenge	85	78	89	10	9	12	6	3	10	8.9	8.9	10.6	3	3	3
30	Makete	72	81	56	13	13	13	10	10	4.0	7.7	7.7	6.9	3	3	3
31	Manyoni	100	100	100	9	21	8	0	8	0	8.6	8.6	3.0	4	4	3
32	Mbinga	100	100	100	21	14	14	20	13	13.0	4.5	4.5	4.0	9	7	6
33	Mbulu	83	85	90	24	19	6	23	18	5.0	8.0	8.0	2.4	4	7	4
34	Mpwapwa	100	100	100	32	24	21	1	1	19	6.9	6.9	6.0	5	5	9
35	Mugumu	48	85	100	4	8	11	0	7	9.0	7.5	4.2	5.3	1	2	2
36	Muleba	100	100	100	13	13	11	0	0	7	5.3	5.3	4.2	2	2	2
37	Mwanhuzi	100	100	100	18	20	19	0	0	18.0	8.2	8.2	7.4	4	5	6
38	Namanyere	100	100	100	15	13	13	11	0	12	42.2	42.2	38.7	7	7	7
39	Namtumbo	64	68	47	11	12	12	9	11	11	8.5	8.5	6.4	2	2	2
40	Ngara	100	100	100	18	18	19	0	0	17.0	6.1	6.1	6.2	4	5	5
41	Nzega	100	100	100	17	18	16	0	0	15	5.1	5.1	1.9	4	4	5

Table A2.6: Metering and Staffing

S/N	Name WSSA	Metering ratio (%)			Total Staff (Nos)			Employed by WSSA (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
42	Orkesumet	100	100	100	7	7	14	2	2	8.0	53.4	53.4	100.7	1	1	4
43	Ruangwa	100	100	100	15	16	17	13	6	6	13.1	13.1	12.7	4	2	5
44	Rujewa	14	16	25	11	11	11	9	9	8.0	4.3	4.3	4.0	4	4	4
45	Same-Mwanga		97	99	46	46	42		34	31.0		10.8	9.6		10	8
46	Sengerema	100	100	100	25	22	32	0	21	32.0	3.3	3.3	4.0	3	1	3
47	Songe	92	88	75	8	8	8	6	6	7.0	19.0	19.0	17.5	1	1	1
48	Tarime	61	65	62	20	20	19	0		18.0	9.9	9.9	9.0	6	6	6
49	Tukuyu	83	83	84	23	23	20	20	20	17.0	4.5	4.5	3.2	10	10	8
50	Tunduru	98	97	97	17	18	20	15	15	19	8.1	8.1	8.8	2	3	4
51	Ushirobo	100	100	100	8	8	8	0		8.0	16.1	16.1	12.6	1	2	3
52	Utete	100	100	100	18	14	14	6	6	6	15.3	15.3	15.1	3	4	6
	TOTAL/AVG. 1	82	84	84	813	899	837	469	448	687	8	8.2	6.6	193	209	222
Township Water Supply and Sanitation Authorities																
53	Kibaigwa	100	100	100	17	19	8	0		1	9	8	3	4	4	2
54	Maganzo	100	100	100	3	3	3	0	1	1	14	8	6	1	1	1
55	Makambako	100	100	100	21	27	27	20	26	26	4	5	5	4	8	8
56	Mombo	50	40	33	8	9	9	6	7	7	11	12	12	2	2	2
57	Tunduma	77	82	81	8	5	8	4	2	4	21	7	10	7	1	2
58	Turiani	74	75	75	18	20	12	16	17	10	8	8	4	6	5	3
	TOTAL/AVG. 2	84	83	82	75	83	67	95	53	49	11.2	8	7	24	21	18
	TOTAL / AVERAGE (1+2)	82	83	82.8	888	982	904	469	501	736	9.7	8	7	217	230	240

Table A2.7: Revenue Collection

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/year)		Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)		Total Collections (Thousand TZS/year)	Collection Efficiency (%)			
		2018/19	2019/20			2020/21	2018/19		2019/20	2020/21	2018/19	2019/20
District Water Supply and Sanitation Authorities												
1.	Biharumulo	209,388	280,696	322,211	360,841	195,811	266,186	272,138	310,768	93.5	94.8	84.5
2.	Bunda	693,013	1,106,269	1,148,928	1,236,063	508,681	876,439	986,348	1,073,483	73.4	79.2	85.8
3.	Chato	258,592	348,015	496,084	555,088	183,615	335,233	339,942	398,947	71.0	96.3	68.5
4.	Chunya	106,336	80,517	113,346	124,891	104,820	69,989	108,403	119,948	98.6	86.9	95.6
5.	Dakawa	72,901	89,343	51,629	53,589	52,830	81,153	47,981	49,941	72.5	90.8	92.9
6.	Gairo	108,226	180,749	414,719	414,719	84,107	177,770	387,214	387,214	77.7	98.4	93.4
7.	Handeni	79,305	108,869	143,346	167,001	66,381	71,897	100,518	124,173	83.7	66.0	70.1
8.	Ifakara	105,470	83,684	79,372	79,372	93,326	83,684	68,453	68,453	88.5	100.0	86.2
9.	Igunga	591,405	504,879	1,187,461	1,259,344	486,666	441,216	1,056,580	1,128,464	82.3	87.4	89.0
10.	Itumba-Isongole	72,551	57,964	58,419	58,420	48,280	55,291	62,589	62,590	66.5	95.4	107.1
11.	Karagwe	99,814	164,710	188,228	192,250	133,245	119,273	127,714	131,736	133.5	72.4	67.9
12.	Karatu	209,526	212,222	294,141	389,042	200,425	202,636	263,936	358,837	95.7	95.5	89.7
13.	Kasulu	161,723	221,089	193,022	217,049	141,215	184,248	176,236	200,264	87.3	83.3	91.3
14.	Katesh	78,939	146,090	187,320	196,704	69,939	80,484	78,615	87,999	88.6	55.1	42.0
15.	Kibaya	144,297	100,229	109,765	109,765	140,835	82,841	83,604	83,604	97.6	82.7	76.2
16.	Kibondo	125,920	118,365	106,280	114,716	121,990	105,345	82,570	91,006	96.9	89.0	77.7
17.	Kilindoni	20,257	25,543	48,100	381,228	21,244	11,061	30,929	39,672	104.9	43.3	64.3
18.	Kilwa Masoko	265,532	297,422	372,485	82,249	256,167	297,422	252,705	267,695	96.5	100.0	67.8
19.	Kiomboi	85,742	74,727	67,258	70,400	52,616	53,715	61,695	64,837	61.4	71.9	91.7
20.	Kishapu	154,581	183,734	204,607	208,332	152,397	179,247	181,810	185,534	98.6	97.6	88.9
21.	Kondoa	399,030	283,699	382,583	392,639	214,493	242,532	285,740	295,796	53.8	85.5	74.7
22.	Korogwe	569,558	567,455	608,027	663,359	480,227	497,220	632,403	687,735	84.3	87.6	104.0
23.	Kyela-Kasumulu		112,618	98,674	101,222		69,306	39,284	41,832	no data	61.5	39.8
24.	Liwale	139,100	108,240	100,397	100,397	123,092	106,240	106,240	106,240	88.5	98.2	105.8
25.	Loliondo	135,532	149,117	189,352	215,163	111,264	128,925	160,777	186,587	82.1	86.5	84.9
26.	Ludewa	31,890	15,000	30,176	30,667	17,181	8,200	14,111	14,602	53.9	54.7	46.8
27.	Lushoto	92,435	98,001	127,479	146,182	81,138	86,553	109,731	128,433	87.8	88.3	86.1
28.	Mafinga	425,460	435,720	461,140	569,080	421,336	435,720	454,608	562,548	99.0	100.0	98.6
29.	Mahenge	55,389	73,200	73,385	76,364	1	60,581	60,033	63,012	0.0	82.8	81.8
30.	Makete	83,009	133,800	129,086	135,436	75,001	90,125	97,416	103,766	90.4	67.4	75.5
31.	Manyoni	241,990	297,873	371,387	372,292	233,677	289,944	367,077	367,982	96.6	97.3	98.8
32.	Mbinga	306,905	321,382	370,694	394,494	269,170	265,488	328,743	352,543	87.7	82.6	88.7

Table A2.7: Revenue Collection

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/year)			Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)			Total Collections (Thousand TZS/year)	Collection Efficiency (%)		
		2018/19	2019/20	2020/21			2018/19	2019/20	2020/21		2018/19	2019/20	2020/21
33.	Mbulu	170,810	174,864	178,233	29,351	207,583	118,802	119,717	169,601	198,951	69.6	68.5	95.2
34.	Mpwapwa	475,611	422,000	544,844		544,844	394,128	326,035	254,354	254,354	82.9	77.3	46.7
35.	Mugumu	354,090	169,329	226,694		226,694	29,035	131,305	161,244	161,244	8.2	77.5	71.1
36.	Muleba	289,484	269,063	302,709	42,357	345,066	289,484	278,584	303,954	346,311	100.0	103.5	100.4
37.	Mwanhuzi	246,553	251,958	287,421	13,005	300,426	299,381	194,812	274,337	287,342	121.4	77.3	95.4
38.	Namanyere	15,473	17,163	14,657	869	15,526	11,379	11,087	9,218	10,087	73.5	64.6	62.9
39.	Namtumbo	80,414	92,571	84,051	12,385	96,435	60,438	58,943	51,690	64,074	75.2	63.7	61.5
40.	Ngara	207,114	553,713	349,476	86,337	435,813	190,545	323,701	334,022	420,359	92.0	58.5	95.6
41.	Nzeqa	574,208	498,698	911,270		911,270	486,543	384,089	874,819	874,819	84.7	77.0	96.0
42.	Orkesumet	83,221	91,322	114,690	1,760	116,450	77,482	78,910	95,675	97,435	93.1	86.4	83.4
43.	Ruangwa	130,398	147,421	182,308	19,540	201,848	110,773	147,421	112,802	132,342	84.9	100.0	61.9
44.	Rujewa	72,551	91,842	124,993	8,165	133,157	48,280	85,832	112,136	120,301	66.5	93.5	89.7
45.	Same-Mwanga		325,638	547,416	19,519	566,935		312,275	510,467	529,986	no data	95.9	93.3
46.	Sengerema	777,653	869,558	997,821	30,470	1,028,290	637,675	839,076	867,850	898,319	82.0	96.5	87.0
47.	Songe	63,543	61,125	53,564	2,676	56,240	60,777	56,570	40,920	43,596	95.6	92.5	76.4
48.	Tarime	137,750	153,142	143,474	4,547	148,021	96,776	153,142	136,394	140,942	70.3	100.0	95.1
49.	Tukuyu	390,869	332,248	340,199	8,361	348,561	262,766	256,006	259,263	267,624	67.2	77.1	76.2
50.	Tunduru	144,741	127,890	116,952	9,651	126,604	131,230	118,231	104,407	114,058	90.7	92.4	89.3
51.	Ushirobo	54,092	110,072	105,406	260	105,666	54,902	72,811	127,532	127,792	101.5	66.1	121.0
52.	Utete	140,796	120,000	103,019	24,731	127,750	52,027	73,653	73,256	97,987	37.0	61.4	71.1
TOTAL/AVG. 1		11,199,379	11,860,837	14,458,295	1,034,081	15,511,534	9,100,677	10,078,164	12,300,087	13,334,167	81.5	82.8	82.4
Township Water Supply and Sanitation Authorities													
53.	Kibaigwa	480,531	398,128	545,618	6,120	551,738	453,952	390,918	461,046	467,166	85.7	98.2	84.5
54.	Maganzo	130,493	130,726	127,782	10,930	138,712	43,734	126,821	120,112	131,042	86.7	97.0	94.0
55.	Makambako	395,043	519,584	569,015	121,162	690,177	323,800	509,558	525,892	647,054	87.7	98.1	92.4
56.	Mombo	45,102	51,667	48,001	4,862	52,863	33,064	44,292	43,419	48,281	88.7	85.7	90.5
57.	Tunduma	11,782	28,749	19,776	3,873	23,649	10,407	16,199	16,763	20,636	89.7	56.3	84.8
58.	Turiani	209,750	200,829	262,708	4,721	267,429	137,670	182,059	238,298	243,019	90.7	90.7	90.7
TOTAL/AVG. 2		1,284,701	1,329,683	1,572,900	151,668	1,724,568	1,019,585	1,269,847	1,405,529	1,557,198	88.2	87.7	89.5
TOTAL / AVERAGE (1+2)		12,484,080	13,190,520	16,031,195	1,185,749	17,236,102	10,120,262	11,348,011	13,705,616	14,891,365	82.1	83.3	83.1

Table A2.8: Analysis of Expenditure

S/N	Name of WSSA	Personel Costs (Thousand TZS/year)			Depreciation Costs (Thousand TZS/year)			Total O&M Expenditure Including Depreciation (Thousand TZS/year)			Working ratio		Operating ratio
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	
District Water Supply and Sanitation Authorities													
1	Biharumulo	49,715	53,446	71,540	0	84,640	no data	161,995	409,357	324,728	0.77	1.16	1.01
2	Bunda	257,172	303,909	297,041	1,535,029	388,137	462,588	2,412,285	1,404,439	1,553,870	1.27	0.92	0.95
3	Chato	168,849	26,894	32,895	no data	no data	17620,876	168,849	199,662	334,549	0.65	0.57	0.64
4	Chunya	33,101	24,580	31,906	47,425	55,319	53,323	168,893	159,823	218,632	1.14	1.3	1.46
5	Dakawa	17,160	16,200.00	16,444	0	no data	no data	36,152	64,953.00	49,423	0.5	0.73	0.96
6	Gairo	52,293	27,287.00	121,135	0	30,000	no data	29,813	211,529.00	404,249	0.28	1	0.97
7	Handeni	78,373	83,241	103,773	0	no data	no data	398,860	183,416	227,310	5.03	1.68	1.59
8	Ifakara	22,950	23,831.00	18,067	0	25,135	no data	93,918	83,013.00	65,055	0.89	0.69	0.82
9	Igunga	159,154	165,564	296,135	143,750	238,931	1,225,754	471,307	971,777	2,754,616	0.55	1.45	1.29
10	Itumba-Isongole	43,628	54,992	36,669	16,613	no data	no data	96,230	90,261	57,221	1.1	1.56	0.98
11	Karagwe	42,602	70,733	64,190	110,709	no data	64285,827	115,048	177,262	243,502	0.04	1.08	0.95
12	Karatu	95,179	69,349	88,065	0	no data	13974,879	267,284	278,591	381,121	1.28	1.31	1.25
13	Kasulu	139,574	172,259	160,801	0	45,658	6,548	202,630	208,619	243,691	1.25	0.74	1.23
14	Katesh	113,290	113,279	124,264	0	no data	no data	160,470	154,364	159,876	2.03	1.06	0.85
15	Kibaya	69,181	28,882	32,248	109,794	no data	109793,73	270,733	91,482	194,917	1.12	0.91	0.78
16	Kibondo	63,872	59,178	75,048	0	no data	no data	86,615	81,904	358,856	0.69	0.69	3.38
17	Kilindoni	6,575	10,780.00	13,877	0	no data	46077,801	23,319	28,602.00	86,853	1.15	1.12	0.85
18	Kilwa Masoko	112,598	126,129.00	126,937	56,380	4,662.00	83,479.51	294,502	196,279.00	338,360	0.9	0.64	0.68
19	Kiombi	3,690	4,630	7,480	0	no data	no data	105,214	103,634	70,808	1.23	1.39	1.05
20	Kishapu	44,981	62,702	57,923	0	9,500	28,250	220,211	217,109	265,363	1.42	1.13	1.16
21	Kondoa	39,084	69,958	79,014	0	no data	no data	224,339	245,969	267,333	0.56	0.87	0.70
22	Korogwe	275,449	242,460	245,932	0	no data	130334,28	618,585	596,264	738,274	1.09	1.05	1.00
23	Kyela-Kasumulu	20,719	23,643.80	23,567	48,958	117,497.10	182,236.91	117,614	192,624.30	237,818	0.64	0.67	0.56
24	Liwale	99,552	37,574.00	37,323	61,954	no data	61937,674	245,420	177,496.00	238,723	1.32	1.64	1.76
25	Loliondo	58,240	48,195	65,567	31,193	no data	109793,73	175,078	144,134	276,159	1.06	0.97	0.88
26	Ludewa	4,665	32,165	7,359	0	no data	no data	16,805	39,126	14,870	0.53	2.61	0.49
27	Lushoto	115,665	60,132	81,232	0	no data	440794,6	151,270	104,666	575,484	1.64	1.07	1.06
28	Mafinga	174,862	188,243	150,219	148,027	no data	169558,61	650,413	320,652	709,380	1.18	0.74	1.17
29	Mahenge		25,014.00	15,705	0		40748,467	68,903	57,752	102,036	1.24	0.79	0.84
30	Makete	44,744	41,000	58,580	22,563	78,132	21,807	100,562	167,133	153,322	0.94	0.67	1.02
31	Manyoni	45,310	61,880	78,869	17,929	no data	no data	243,830	308,572	372,426	0.93	1.04	1.00
32	Mbinga	141,362	144,376	144,787	64,916	55,480	60,960	273,688	375,684	433,201	0.68	1	1.00
33	Mbulu	50,925	49,467	93,940	0	no data	no data	127,692	139,703	214,907	0.75	0.8	1.21
34	Mipwapwa	144,710	152,909	148,232	105,220	101,522	186,935	434,182	179,084	645,494	0.69	0.18	0.84

Table A2.8: Analysis of Expenditure

S/N	Name of WSSA	Personel Costs (Thousand TZS/year)			Depreciation Costs (Thousand TZS/year)			Total O&M Expenditure Including Depreciation (Thousand TZS/year)			Working ratio			Operating ratio
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	
35	Mugumu	85,090	61,457	116,009	0	no data	758002.06	190,450	250,747	1,246,939	0.54	1.48	2.16	5.50
36	Muleba	144,205	157,585	152,297	85,911	87,923	127,889	372,911	387,359	469,557	0.99	1.11	1.13	1.55
37	Mwanhuzi	110,774	119,026	159,048	0	no data	no data	213,731	265,591	313,804	0.87	1.05	1.09	1.09
38	Namanwere	7547.1	760	960	0	no data	no data	7,900	12,563	8,170	0.51	0.73	0.56	0.56
39	Namitumbo	24,337	24,258	25,514	69,094	73,087	44,064	119,602	119,757	104,303	0.63	0.5	0.72	1.24
40	Ngara	35,770	35,271	67,190	0	no data	16276.519	205,296	194,502	311,887	0.99	0.35	0.85	0.89
41	Nzega	153,848	180,525	210,729	579,476	no data	no data	1,496,853	626,920	1,283,163	1.6	1.26	1.41	1.41
42	Orkesumet	53,934	27,027	84,098	0	no data	no data	95,035	64,148	136,799	1.14	0.7	1.19	1.19
43	Ruangwa	43,050	68,872.00	59,584	0	153,938	no data	238,477	305,359.00	364,145	1.83	1.03	2.00	2.00
44	Rujewa	43,628	36,397	51,292	16,613	no data	76065.203	96,230	86,785	205,154	1.1	0.94	1.03	1.64
45	Same-Mwangwa	250,889	98,000	309,892	127,641	63,980	159,927	684,582	289,138	953,612	0.98	0.69	1.45	1.74
46	Sengerema	168,709	206,856	341,172	0	974,820	no data	828,955	1,848,680	1,255,486	1.07	1	1.26	1.26
47	Songe	24,860	11,650	29,307	0	no data	40177.225	82,173	46,785	90,390	1.29	0.77	0.94	1.69
48	Tarime	95,652	76,871	78,000	10,556	no data	no data	141,438	34,102	94,730	0.95	0.22	0.66	0.66
49	Tukuyu	89,836	126,511.00	118,315	0	98,166	55,755	274,332	360,534	344,694	0.7	0.79	0.85	1.01
50	Tunduru	37,123	35,645	33,197	0	no data	no data	135,217	128,617	120,984	0.93	1.01	1.03	1.03
51	Ushiroambo	14,502	24,359	20,071	0	no data	no data	75,025	147,936	84,070	1.39	1.34	0.80	0.80
52	Utete	114,175	6,000.00	32,837	45,816	9,804.00	no data	199,104	50,550.00	71,070	1.09	0.34	0.69	0.69
	TOTAL/AVG. 1	5,338,683	3,971,953	4,896,274	4,584,951	2,696,330	4,794,956	14,690,018	13,585,007	20,771,385	1.06	0.97	1.11	1.44
	Township Water Supply and Sanitation Authorities													
53	Kibaigwa	122,291.00	132,643.00	135,767	0	no data	no data	464,274	242,718.20	1,070,828	0.97	0.61	1.96	1.96
54	Maganzo	41,140.50	31,355.50	29,060	0	no data	no data	145,523	180,131	132,204	1.12	1.38	1.03	1.03
55	Makambako	194,409.90	304,840	335,521	96,527	111,877	160,934	591,256	593,433	1,019,992	1.25	0.93	1.51	1.79
56	Mombo	40,648.00	28,202.00	49,260	0	no data	6315.801	57,154	51,699	72,640	1.27	1	1.38	1.51
57	Tunduma	7,087.00	13,224.30	9,295	0	no data	no data	16,768	52,337	20,906	1.42	1.82	1.06	1.06
58	Turiani	75,580.60	119,480.00	82,328	60,000	60,000.00	no data	204,693	204,243.00	235,597	0.69	0.72	0.90	0.90
	TOTAL/AVG. 2	742,879	629,745	641,230	312,028	171,877	167,249	1,479,667	1,324,561	2,552,167	1.12	1.08	1.31	1.00
	TOTAL / AVERAGE (1+2)	6,081,562	4,601,698	5,537,504	4,896,979	2,868,207	4,962,205	16,169,685	14,909,568	23,323,552	1.07	0.98	1.10	1.13

Table A2.9 (a): Sanitation Information within Service Areas of DT WSSAs

S/N	Name WSSA	Number of Cesspit emptiers trucks owned by Utility (No)	Number of Cesspit emptiers trucks owned by LGA(s) (No)	Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)	Total Number Of Cesspit Emptier (No)	Availability of Faecal Sludge Treatment Facility (Yes/No)	Type of faecal sludge treatment facility
1	Biharamulo	0	0	0	0	NO	NA
2	Bunda	0	0	2	2	NO	NA
3	Chato	0	0	0	0	NO	NA
4	Chunya	0	0	0	0	NO	NA
5	Dakawa	0	0	0	0	NO	NA
6	Gairo	0	0	0	0	NO	NA
7	Handeni	0	0	0	0	NO	NA
8	Ifakara	0	0	0	0	YES	NA
9	Igunga	0	0	0	0	NO	NA
10	Itumba-Isongole	0	0	0	0	NO	NA
11	Karagwe	0	0	0	0	NO	NA
12	Karatu	0	0	0	0	NO	NA
13	Kasulu	0	0	0	0	NO	NA
14	Katesh	0	0	0	0	NO	NA
15	Kibaya	0	0	0	0	NO	NA
16	Kibondo	0	0	0	0	NO	NA
17	Kilindoni	0	0	0	0	NO	NA
18	Kilwa Masoko	0	0	0	0	NO	NA
19	Kiomboi	0	0	1	1	NO	NA
20	Kishapu	0	0	0	0	NO	NA
21	Kondoa	0	0	1	1	NO	NA
22	Korogwe	0	0	0	0	NO	NA
23	Kyela-Kasumulu	0	0	0	0	NO	NA
24	Liwale	0	0	0	0	NO	NA

Table A2.9 (a): Sanitation Information within Service Areas of DT WSSAs

S/N	Name WSSA	Number of Cesspit emptiers trucks owned by Utility (No)	Number of Cesspit emptiers trucks owned by LGA(s) (No)	Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)	Total Number Of Cesspit Emptier (No)	Availability of Faecal Sludge Treatment Facility (Yes/No)	Type of faecal sludge treatment facility
25	Lolondo	0	0	0	0	NO	NA
26	Ludewa	0	0	0	0	NO	NA
27	Lushoto	0	0	0	0	NO	NA
28	Mafinga	0	0	2	2	NO	NA
29	Mahenge	0	6	0	6	NO	NA
30	Makete	0	0	0	0	NO	NA
31	Manyoni	0	0	0	0	NO	NA
32	Mbinga	0	1	0	1	NO	NA
33	Mbulu	0	0	3	3	NO	Clude dumping
34	Mpwapwa	0	0	0	0	NO	NA
35	Muleba	0	0	0	0	NO	NA
36	Mugumu	0	0	2	2	NO	NA
37	Mwanhuzi	0	0	0	0	NO	NA
38	Namanyere	0	0	0	0	NO	NA
39	Namtumbo	0	0	0	0	NO	NA
40	Ngara	0	0	0	0	NO	NA
41	Nzega	0	0	3	3	NO	NA
42	Orkesumet	0	0	0	0	NO	NA
43	Ruangwa	0	0	0	0	NO	NA
44	Rujewa	0	0	0	0	NO	NA
45	Same-Mwanga	0	0	0	0	NO	NA
46	Sengerema	1	0	0	1	YES	Faecal Sludge digester
47	Songe	0	0	0	0	NO	NA
48	Tarime	0	0	0	0	NO	NA
49	Tukuyu	0	0	0	0	NO	NA
50	Tunduru	0	0	0	0	NO	NA

Table A2.9 (a): Sanitation Information within Service Areas of DT WSSAs

S/N	Name WSSA	Number of Cesspit emptiers trucks owned by Utility (No)	Number of Cesspit emptiers trucks owned by LGA(s) (No)	Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)	Total Number Of Cesspit Emptier (No)	Availability of Faecal Sludge Treatment Facility (Yes/No)	Type of faecal sludge treatment facility
51	Ushiroombo	0	0	0	0	NO	NA
52	Utete	0	0	0	0	NO	NA
53	K'ibaigwa	0	0	2	2	NO	NA
54	Maganzo	0	0	2	2	NO	NA
55	Makambako	0	0	7	7	NO	NA
56	Mombo	0	0	1	1	NO	NA
57	Tunduma	0	0	0	0	NO	NA
58	Turiani	0	0	0	0	NO	NA
Total/Average		1	7	26	34		
TOTAL/AVERAGE		1	7	26	34		

Table A2.9 (b): Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Distribution of Containments per Household

S/N	Name WSSA	Number of Cesspit emptiers trucks owned by Utility (No)	Number of Cesspit emptiers trucks owned by LGA(s) (No)	Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)	Total Number Of Cesspit Emptier (No)	Availability of Faecal Sludge Treatment Facility (Yes/No)	Type of faecal sludge treatment facility
1	Biharamulo	0	0	0	0	NO	0
2	Bunda	0	0	2	2	NO	NA
3	Chato	0	0	0	0	NO	NA
4	Chunya	0	0	0	0	NO	N/A
5	Dakawa	0	0	0	0	NO	na
6	Gairo	0	0	0	0	NO	0
7	Handeni	0	0	0	0	NO	NA
8	Ifakara	0	0	0	0	YES	0
9	Igunga	0	0	0	0	NO	0
10	Itumba-Isongole	NA	NA	NA	0	NO	NA
11	Karagwe	0	0	0	0	NO	NA
12	Karatu	0	0	0	0	NO	na
13	Kasulu	0	0	0	0	NO	NA
14	Katesh	0	0	0	0	NO	NA
15	Kibaya	0	0	0	0	NO	na
16	Kibondo	0	0	0	0	NO	NA
17	Kiliindoni	0	0	0	0	NO	NA
18	Kilwa Masoko	0	0	0	0	NO	0
19	Kiomboi	0	0	1	1	NO	0
20	Kishapu	0	0	0	0	NO	NA
21	Kondoa	0	0	1	1	NO	No
22	Korogwe	0	0	0	0	NO	NA
23	Kyela-Kasumulu	0	0	0	0	NO	0
24	Liwale	0	0	0	0	NO	0
25	Loliondo	0	0	0	0	NO	NA

Table A2.9 (b): Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Distribution of Containments per Household

S/N	Name WSSA	Number of Cesspit emptiers trucks owned by Utility (No)	Number of Cesspit emptiers trucks owned by LGA(s) (No)	Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)	Total Number Of Cesspit Emptier (No)	Availability of Faecal Sludge Treatment Facility (Yes/No)	Type of faecal sludge treatment facility
26	Ludewa	0	0	0	0	NO	NA
27	Lushoto	0	0	0	0	NO	NA
28	Mafinga	0	0	2	2	NO	N/A
29	Mahenge	0	6	-	6	NO	-
30	Makete	0	0	0	0	NO	0
31	Manyoni	0	0	0	0	NO	0
32	Mbinga	0	1	0	1	NO	0
33	Mbulu	0	0	3	3	NO	Clude dumping
34	Mpwapwa	0	0	0	0	NO	0
35	Muleba	0	0	0	0	NO	NA
36	Mugumu	0	0	2	2	NO	NA
37	Mwanhuzi	0	0	0	0	NO	0
38	Namanyere	0	0	0	0	NO	0
39	Namtumbo	0	0	0	0	NO	0
40	Ngara	0	0	0	0	NO	NA
41	Nzega	0	0	3	3	NO	0
42	Orkesumet	0	0	0	0	NO	No
43	Ruangwa	0	0	0	0	NO	Septic Tank
44	Rujewa	0	0	0	0	NO	0

Table A2.9 (b): Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Distribution of Containments per Household

S/N	Name WSSA	Number of Cesspit emptiers trucks owned by Utility (No)	Number of Cesspit emptiers trucks owned by LGA(s) (No)	Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)	Total Number Of Cesspit Emptier (No)	Availability of Faecal Sludge Treatment Facility (Yes/No)	Type of faecal sludge treatment facility
45	Same-Mwanga	0	0	0	0	NO	na
46	Sengerema	1	0	0	1	YES	Faecal Sludge digester
47	Songe	0	0	0	0	NO	NA
48	Tarime	0	-	-	0	NO	NA
49	Tukuyu	0	0	0	0	NO	0
50	Tunduru	0	0	0	0	NO	0
51	Ushirombo	None	No	No	0	NO	N/A
52	Utete	0	0	0	0	NO	0
53	Kibaigwa	0	0	2	2	NO	no
54	Maganzo	0	0	2	2	NO	NA
55	Makambako	0	0	7	7	NO	0
56	Mombo	0	0	1	1	NO	NA
57	Tunduma	0	0	0	0	NO	0
58	Turiani	nill	nill	nill	0	NO	nill
Total/Average		1	7	26	34		
TOTAL/AVERAGE		1	7	26	34		

APPENDIX 3: DT WSSAs BOARDS OF DIRECTORS STATUS

Table A3.1: DT WSSAs Board of Directors Status as at June 2021

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30 th June 2021	Remarks
			Active (YES) or Not Active (NO)	
District Water Supply and Sanitation Authorities				
1.	Biharamulo	Yes	Yes	
2.	Bunda	Yes	Yes	
3.	Chato	Yes	Yes	
4.	Chunya	Yes	Yes	Under Mbeya WSSA Board of Directors
5.	Dakawa	Yes	Yes	Under RUWASA Board of Directors
6.	Handeni	Yes	No	The tenure of the Board expired 12 th March 2021. the utility is currently merged with HTM
7.	Gairo	Yes	Yes	Under RUWASA Board of Directors
8.	Ifakara	Yes	No	No active Board
9.	Igunga	Yes	No	The Board was dissolved on 2020
10.	Itumba-Isongole	Yes	Yes	Under RUWASA Board of Directors
11.	Karagwe	Yes	Yes	Under RUWASA Board of Directors
12.	Karatu	Yes	Yes	
13.	Kasulu	Yes	No	The tenure of the Board expired on 21 st February 2017
14.	Katesh	Yes	No	The tenure of the Board expired on 31 st December 2020
15.	Kibaya	No	Yes	Under RUWASA Board of Directors
16.	Kibondo	Yes	No	Board tenure expired on 30 th June, 2019.
17.	Kilindoni	Yes	Yes	Under RUWASA Board of Directors
18.	Kilwa Masoko	Yes	Yes	Under RUWASA Board of Directors
19.	Kiomboi	No	Yes	Under RUWASA Board of Directors
20.	Kishapu	Yes	Yes	Under RUWASA Board of Directors
21.	Kondoa	No	Yes	Under RUWASA Board of Directors
22.	Korogwe	Yes	No	Tenure expired on 13 th April 2020
23.	Kyela - Kasumulu	Yes	Yes	Under Mbeya WSSA Board of Directors
24.	Liwale	Yes	Yes	Under RUWASA Board of Directors

Table A3.1: DT WSSAs Board of Directors Status as at June 2021

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30 th June 2021	Remarks
			Active (YES) or Not Active (NO)	
25.	Loliondo	Yes	Yes	Under RUWASA Board of Directors
26.	Ludewa	Yes	Yes	Under RUWASA Board of Directors
27.	Lushoto	Yes	Yes	Under RUWASA Board of Directors
28.	Mafinga	Yes	Yes	The Board was pointed on 4 th September 2018
29.	Mahenge	Yes	Yes	Under RUWASA Board of Directors
30.	Makete	Yes	Yes	Under supervision of Njombe WSSA Board of Directors
31.	Manyoni	Yes	Yes	Under supervision of Singida WSSA Board of Directors
32.	Mbinga	Yes	Yes	Under supervision of Songea WSSA Board of Directors
33.	Mbulu	Yes	No	Expired on 30 th October 2020
34.	Mpwapwa	Yes	Yes	Under supervision of Dodoma WSSA Board of Directors
35.	Mugumu	Yes	Yes	
36.	Muleba	Yes	Yes	
37.	Mwanhuzi	Yes	Yes	
38.	Namanyere	Yes	Yes	Under RUWASA management
39.	Namtumbo	Yes	Yes	Under RUWASA Board of Directors
40.	Ngara	Yes	No	Tenure expired on 16 th November 2020
41.	Nzega	Yes	No	Tenure expired on 21 st February 2017
42.	Orkesumet	No	Yes	Tenure expired on 31 st December 2020
43.	Ruangwa	Yes	Yes	Under supervision of MANAWASA WSSA Board of Directors
44.	Rujewa	Yes	Yes	Under RUWASA Board of Directors
45.	Rombo	No	No	The Board has never been appointed. New WSSA
46.	Same - Mwanga	No	No	Proposed list of Board Members was submitted to MoW for further implementation

Table A3.1: DT WSSAs Board of Directors Status as at June 2021

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30 th June 2021	Remarks
			Active (YES) or Not Active (NO)	
47.	Sengerema	Yes	No	Proposed list of Board Members was submitted to MoW for further implementation
48.	Songe	Yes	Yes	Under RUWASA Board of Directors
49.	Tarime	Yes	Yes	The Board was appointed in February 2019
50.	Tukuyu	Yes	Yes	The Board is in place since April, 2019
51.	Tunduru	Yes	Yes	Under the supervision of Songea WSSA Board of Directors
52.	Ushirombo	Yes	Yes	
53.	Utete	Yes	Yes	Under RUWASA Board of Directors
54.	Chala	No	Yes	Under RUWASA Board of Directors
55.	Kibaigwa	Yes	Yes	Under supervision of Dodoma WSSA Board of Directors
56.	Laela	No	Yes	Under RUWASA Board of Directors
57.	Maganzo	Yes	Yes	Under RUWASA Board of Directors
58.	Makambako	Yes	Yes	Active Board Since 12th May 2020
59.	Mombo	Yes	Yes	Under RUWASA Board of Directors
60.	Tunduma	Yes	Yes	Under RUWASA Board of Directors
61.	Turiani	Yes	Yes	Under RUWASA Board of Directors

APPENDIX 4:
COMPLIANCE WITH REGULATORY OBLIGATIONS
(Tariff Order Conditions, Reporting and Implementataion of
Recommendations of FY 2019/20 Performance Review Report)

Compliance with Tariff Order Conditions for District WSSAs

Table A4.1: Evaluation of DT WSSAs Compliance with Tariff Order Conditions as of June 2021

A4.1 (i): Buharamulo WSSA (Order No. 930 of 29th November 2019)				
No	Condition	Deadline	Compliance	Implementation status
1.	Biharamulo WSSA shall procure and maintain optimum stock of water meters in order to ensure that meter replacements are done within the shortest period of time	Continuous	100%	Biharamulo WSSA procured and maintained optimum stock of water meters in order to ensure that meter replacements are done within the shortest period of time
2.	Biharamulo WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs			
	Procure and install 571 water meters (DN 20mm Class C) for new customers by June 2022 (152 water meters for FY 2020/21)	30 th June 2021	100%	Procured and installed 205 water meters (DN 20mm Class C) to unmetered connections
	Replacement 50 water meters ((DN 20mm Class C) by June 2021	30 th June 2021	100%	129 water meters were replaced
	Procure two motorcycle, boxer, CC 150 by June 2022 (1 motorcycle for FY 2020/21)	30 th June 2021	100%	one motorcycle were replaced
	Procure and install two pumps 60m ³ /hr by June 2022 (1 pump for FY 2020/21)	30 th June 2021	100%	two water pumps were procured
3.	Biharamulo WSSA shall attain key performance indicators as shown in Third Schedule			
	New Connections (275 water meters)	30 th June 2021	100%	347 new water connections were implemented
	Non-Revenue Water (18% for FY 2020/21)	30 th June 2021	100%	Actual NRW was 12% as at 30 th June 2021
	Metering Ratio (100%)	30 th June 2021	100%	Actual performance in metering ratio is 100% as at 30 th June 2021
	Revenue Collection efficiency (98%)	30 th June 2021	87%	Revenue Collection Efficiency was 84.5% as at 30 th June 2021
	Hours of service (16hrs)	30 th June 2021	88%	Average hours of service was 14hours as at 30 th June 2021
4.	Biharamulo WSSA shall ensure it complies with the requirement of remitting regulatory levy	30 th June 2021	76%	The utility remitted TZS 4,188,442.33 out of TZS 5,501,612.96 issued as of June 2021
5.	Biharamulo WSSA shall on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule	30 th September 2021	100%	Report for implementation of tariff order was submitted as required
6	Biharamulo WSSA shall cause their financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33(1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 th September 2021	0%	Not implemented
7	Biharamulo WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA	30 th September 2021	100%	The utility submitted timely all the required reports for the year under review
Overall Compliance			89%	

A4.1 (ii): Bunda WSSA (Order No. 189 of 15th March 2019)				
No	Condition	Deadline	Compliance	Remarks
1.	Bunda WSSA shall implement the projects as detailed in the Second schedule by using funds generated from the approved tariffs;			
	Procure 1,881 Water Meters for Replacement	30 th June 2021	53%	997 out of 1,881 meters were procured
	Office furniture (Tables and Chairs)	30 th June 2021	0%	Not implemented
	Extend 24.3Km Distribution Network (1' Polypipe) to Ikizu Rd, Bundastoo, Migungani, Bomani, Posta, Mwanza Rd, Balili area (16.49km for FY 2020/21)	30 th June 2021	100%	A total of 22.55 km of water network were extended to Ikizu Rd, Bundastoo, Migungani, Bomani, Posta, Mwanza Rd and Balili area
	Construct a 4 Km Distribution Network at Tairo (4km for FY 2020/21)	30 th June 2021	100%	6.5 km of water distribution network was constructed during the year under review
	Construct a 2Km Distribution Network at Kilimahewa (2km for FY 2020/21)	30 th June 2021	100%	3.2 km of water distribution network was constructed during the year under review
	Procure maintenance and Repair Materials for Controlling leaks	30 th June 2021	23%	Bunda WSSA used TZS 73.45 mil out of TZS 325.38 mil required
	Procure 25 Bulk Meters	30 th June 2021	0%	Not implemented
	Procure 6870 Water Meters for New Customers	30 th June 2021	0%	Not implemented
	To Purchase 1,146 Prepaid Meters	30 th June 2021	0%	Not implemented
	Purchase 13 Motorcycles	30 th June 2021	0%	Not implemented
2.	Bunda WSSA shall attain the key performance indicators as shown in the Third Schedule to this Order;			
	New Connections (3,828 water meters)	30 th June 2021	26%	997 out of 3,828 targeted number of customers
	Non-Revenue Water (30%)	30 th June 2021	86%	NRW was 44% as at 30 th June 2021. The performance target was 30%
	Metering Ratio (100%)	30 th June 2021	100%	Performance in metering ratio is 100% as at 30 th June 2021.
	Revenue Collection efficiency (95%)	30 th June 2021	91%	Revenue Collection Efficiency was 86% as at 30 th June 2021. Performance target was 95%
3.	Bunda WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 th Sept 2021	0%	Not implemented
4.	Bunda WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 th Sept 2021	100%	Report was submitted as required
5.	Bunda WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Bunda WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Monthly basis	40%	The utility submitted timely; 4 out of twelve (12) monthly MajiS reports, annual report and draft financial reports for the year under review. However, annual MajiS report was not submitted
OVERALL COMPLIANCE		48%		

A4.1 (iii): Chunya WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Chunya WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Chunya WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	20%	During the FY 2020/21, Chunya WSSA submitted timely one (1) out of twelve (12) monthly Majls reports, draft annual report and draft financial statements. Further, annual MajlS was late submitted
Overall Performance		20%	

A4.1 (iv): Dakawa WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Dakawa WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Dakawa WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	0%	Not implemented
Overall Performance		0%	

A4.1 (v): Gairo WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Gairo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Gairo WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	8%	Gairo WSSA submitted timely only one (1) out of twelve (12) monthly Majls reports during the FY 2020/21. Further, annual MajlS and draft financial statement was late submitted. Furthermore, annual performance report was not submitted
Overall Performance		8%	

A4.1 (vi): Handeni WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Handeni WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Handeni WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	53%	Handeni WSSA submitted timely eight (8) out of twelve (12) monthly Majls reports during the FY 2020/21. Further, no submission of annual MajlS, draft financial statements and annual report conducted
Overall Performance		53%	

A4.1 (vii): Igunga WSSA (Order No 932 of 29th November 2021)				
S/N	Condition	Deadline	Compliance	Remarks
1	Purchase and installations of 1041 new post-paid water Meters (specifications - DN 20mm Class C) (326km for FY 2020/21)	30 th June 2021	100%	Purchased and installed 2,990 post paid water meters as of June 2021
2	Purchase and installations of 100 prepaid water Meters (40 for FY 2020/21)	30 th June 2021	0%	Not implemented
3	Extension of pipe network 3km (specifications - pipe size DN 100, 75mm, 63mm and 32mm Materials (uPVC & HDPE - PN 10)	30 th June 2021	100%	extension of water supply network to Mwanzugi, Isugilo, Makomero and Mbutu
4	Construction of new tower for chlorination dosing unit	30 th June 2021	100%	
5	Acquisition of ten acres of land for construction of waste stabilization ponds at Haninahi satellite city	30 th June 2021	10%	In progress.
2	Igunga WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order;			
	New Connections (water) (413 for FY 2020/21)	30 th June 2021	100%	Conducted a total of 5,069 new water connection
	Non-Revenue Water (27% for FY 2020/21)	30 th June 2021	0%	Deteriorated to 44%
	Revenue Collection efficiency (without arrears) (97% for FY 2020/21)	30 th June 2021	91%	Improved to 89% as of June 2021
3	Igunga WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	Continuous	0%	Not implemented
4	Igunga WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	Continuous	100%	Submitted the tariff order implementation report
5	Igunga WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Igunga WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	93%	The utility submitted timely; eleven (11) out of twelve (12) monthly MajIs reports, annual MajIs report, annual technical report and draft financial statement
Overall Compliance		63%		

A4.1 (viii): Itumba – Isongole WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Itumba - Isongole WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Itumba - Isongole WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	40%	During the reporting period, Itumba - Isongole WSSA submitted timely three (3) out of twelve (12) monthly MajIs reports, annual MajIs, annual report and draft financial statements
Overall Performance		40%	

A4.1 (ix): Karagwe WSSA (Order No. 188 of 15th March 2019)				
No	Condition	Deadline	Compliance	Remarks
1.	Karagwe WSSA shall attain the key performance indicators as shown in the Third Schedule to this Order;			
	New Connections (300 water meters)	30 th June 2021	28%	Implemented 83 out of 300 targeted for FY 2020/21
	Non-Revenue Water (20%)	30 th June 2021	0%	NRW was 46% as at 30 th June 2021
	Metering Ratio (100%)	30 th June 2021	100%	Performance in metering ratio is 100% as at 30 th June 2021
	Revenue Collection efficiency (95%)	30 th June 2021	72%	Revenue Collection Efficiency was 68% as at 30 th June 2021
2.	Karagwe WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th Sept 2021	0%	Not implemented
3.	Karagwe WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 th Sept 2021	0%	Not implemented
4.	Karagwe WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA.	Continuous	27%	The utility submitted timely; 1 out of twelve (12) monthly MajiS reports, annual MajiS report, annual report and draft financial reports for the year under review
Overall Compliance			32%	

A4.1 (x): Kasulu WSSA (Order No 11- 014 of 1st June 2011)				
Condition	Due date	Compliance	Remarks	
1. Kasulu WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Kasulu WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	47%	Kasulu WSSA submitted timely seven (7) out of twelve (12) monthly MajiS reports during the FY 2020/21. Further, draft financial statement was late submitted Further, no submission of annual MajiS and annual performance reports	
Overall Performance		47%		

A4.1 (xi): Kibondo WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Kibondo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Kibondo WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	0%	None of monthly Majlis, annual Majlis, annual report and draft financial statements reports submitted during the FY 2020/21
Overall Performance		0%	

A4.1 (xii): Kilindoni WSSA (Order No 927 of 29th November 2021)				
S/n	Condition	Deadline	Compliance	Remarks
1.	Prior to the implementation of new tariff, Kilindoni WSSA shall provide evidence to EWURA that it has notified its customers of the new tariff order and it has conducted an intensive awareness to its customers including, government, political and religious representatives found in their area of services.	Continuous	100%	Official letters were prepared and submitted to Government and political leaders, posters were displayed in public and mobile advertisement (Voice activated advertisement) were also used
2.	Kilindoni WSSA shall procure and maintain optimum stock of water meters in order to ensure that meter replacements are done within the shortest period of time;	Continuous	0%	Not implemented
3.	Kilindoni WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;			
	Purchase and install 400 meters and its accessories (110meters for FY 2020/21)	30 th June 2021	18%	20 meters were purchased and installed in FY 2020/21
	Purchase of 4 bicycles (1 for FY 2020/21)	30 th June 2021	0%	Not implemented
	Purchase of computers, printers, photocopiers and scanners	30 th June 2021	100%	Two printers were procured, of which one can photocopy and scan; and one desktop
	Establish water chlorination unit at water source	30 th June 2021	0%	Not implemented
	Purchase working tools and protective gears	30 th June 2021	100%	Working tools were purchased as recommended
	Purchase and install three submersible pumps in the existing boreholes	30 th June 2021	100%	Three submersible pumps with a capacity of 5m ³ /hr each were purchased

S/n	Condition	Deadline	Compliance	Remarks
4.	Kilindoni WSSA shall attain key performance indicators as shown in the Third Schedule of this Order;			
	Proportion of population living within the area (90%) with water network	30 th June 2021	34%	The utility attained 30.2% proportiona of population living in water network by June 2021
	Non Revenue Water (NRW) (28%)	30 th June 2021	0%	The utility attained NRW of 54% as of June 2021. This is a deterioration when compared with 44% had during tariff review
	Average hours of supply (18hrs)	30 th June 2021	39%	Has 7 average hours of service
	Revenue Collection Efficiency (90%)	30 th June 2021	71%	Attained 64% as a revenue collection efficiency
5.	Number of Staff/1000 connections (5)	30 th June 2021	10%	Attained 9.5 ratio on staff /1000 water connections from 9.9 had during tariff review
6.	Kilindoni WSSA shall adhere to the section 43 of the EWURA Act, and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, of 2010	30 th June 2021	100%	
7.	Kilindoni WSSA shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and submitting copies of the audited financial statements to EWURA;	30 th June 2021	50%	A draft financial statemet for FY 2020/21 was submitted to CAG for auditing
8.	Kilindoni WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule; and	30 th June 2021	0%	Not implemented
9.	Kilindoni WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA, such information shall be used by EWURA to evaluate Kilindoni WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time or in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	60%	The utility submitted timely; six (6) out of twelve (12) monthly MajlS reports, annual MajlS report, annual technical report and draft financial statement
OVERALL COMPLIANCE (%)			46%	

A4.1 (xiii): Kondoa WSSA (Order No 274 of 4th April 2019)				
S/N	Condition	Deadline	Compliance	Remarks
1.	Kondoa shall implement the projects as detailed in the second schedule by using fund generated from approved tariffs.			
	Purchasing and installation of 5 Bulk water meters (2 for FY 2020/21)	30 th June 2021	50%	One bulk water meter was purchased and installed during the year under review
	Replacement of 1.95 km of pipes at Gundarii, Kilimani and Mikoroshini areas (DN90mm & 75mm, Polypipes, Class C, PN10),0.94km per year	30 th June 2021	75%	Implementation of 0.7km was made in FY 2020/21
	Replacement of 9 Bulk meters ((DN200mm,150mm,110mm & 50mm, Class C) at Main Pumping Station, Forya Storage tank, Kilimani storage tanks, Kichangani storage tank and Bicha storage tank (3 in FY 2020/21)	30 th June 2021	67%	Two bulk water meters were procured
	Purchasing and installation of 1,900 water meters (858 meters in FY 2020/21)	30 th June 2021	4%	Purchase and installed 34 water meters
	Purchase of Pipes, Trench Excavation, pipe laying and backfilling of distribution lines.	30 th June 2021	100%	Implemented as recommended.
	Purchase 1,500 water meters and fittings (535 for FY 2020/21)	30 th June 2021	14%	A total of 74 meter were purchased during the year under review
	Extension of a distribution network of 0.85km at Kilimani area (DN75mm, PN10) approx. 30 new customers, Bicha (1.5km, DN75mm&63mm, PN10) approx. 50 new customers, and Kichangani (1.8km, DN75mm,63mm, &50mm PN10) approx. 60 new customers, and their associated pipes fittings; 1.4 km per year	30 th June 2021	80%	Implemented for 1.12 km
2.	Kondoa WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order;			
	New Connections (water) (200 connection for FY 2020/21)	30 th June 2021	61%	121 new water connections were conducted during the year under review
	Non Revenue Water (30% for FY 2020/21)	30 th June 2021	0%	Deteriorated to 68% NRW as of June 2021
	Metering Ratio (100%)	30 th June 2021	63%	Improved to 63% as of June 2021
	Average hours of supply (10hrs for FY 2020/21)	30 th June 2021	0%	Attained 2hrs as of June 2021
	Revenue Collection efficiency (without arrears) (97.5% for FY 2020/21)	30 th June 2021	76%	Attained 74% as a revenue collection efficiency
	Proportion of population served with water (73% for FY 2020/21)	30 th June 2021	84%	Attained 62% as a proportional of population directly served with water
	Proportion of population living within in the area with water network (80% for FY 2020/21)	30 th June 2021	100%	Attained 80% as a proportional of population living within water networks
3.	Kondoa WSSA shall adhere to the section 43 of the EWURA Act, Cap. 414 and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, GN.193 of 2010	Continuous	0%	Not implemented

S/N	Condition	Deadline	Compliance	Remarks
4.	Kondoia WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	Continuous	0%	Not implemented
5.	Kondoia WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement;	Continuous	100%	
6.	Kondoia WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Igunga WSSA' performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment;	Continuous	20%	The utility submitted timely; one out of twelve (12) monthly MajiS reports, annual MajiS report and annual technical report. Further, the draft financial statements for the year under review was not submitted
	Overall Compliance	50%		

A4.1 (xiv): Ludewa WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Ludewa WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Ludewa WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	20%	During the FY 2020/21, Ludewa WSSA submitted timely two (2) out of twelve (12) monthly MajiS reports and draft financial statements. Further, annual MajiS and annual reports were late submitted
Overall Performance		20%	

A4.1 (xv): Lushoto WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Lushoto WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Lushoto WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	27%	During the year under review, Lushoto WSSA submitted timely one (1) out of twelve (12) monthly MajiS reports, annual MajiS report, annual technical report and draft financial statements
Overall Performance		27%	

A4.1 (xvi): Mafinga WSSA (Approved on 19th September 2012)			
Condition	Due date	Compliance	Remarks
1. Mafinga WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Mafinga WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	93%	During the year under review, Mafinga WSSA submitted timely; eleven (11) out of twelve (12) monthly Majlis reports, annual Majlis report, annual technical report and draft financial statements
Overall Performance		93%	

A4.1 (xvii): Mahenge WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Mahenge WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Mahenge WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	53%	During the year under review, Mahenge WSSA submitted timely five (5) out of twelve (12) monthly Majlis reports, annual Majlis report, annual technical report and draft financial statements
Overall Performance		53%	

A4.1 (xviii): Makete WSSA Tariff (GN 822 of 2/10/2020)				
S/N	Condition	Deadline	Compliance	Remarks
1.	Prior to the implementation of new tariff, Makete WSSA shall provide evidence to EWURA that it has notified its customers of the new tariff order and it has conducted an intensive awareness to its customers including, Government and political leaders found in their area of services	30 th June 2021	0%	
2.	Makete WSSA shall meter all kiosk customers	30 th June 2021	0%	Not implemented
3.	Makete WSSA shall attain key performance indicators as shown in the Second Schedule			
	Increase Proportion of population served with water to 74%	30 th June 2021	93%	Proportion of population served with water is 69%
	Increase Proportion of population living within the area with water network to 67%	30 th June 2021	100%	Proportion of population living within the area with water network is 67%
	Reduce Non Revenue Water (NRW) to 30%	30 th June 2021	80%	Non Revenue Water (NRW) was at 31%
	Increase Average hours of service to 22	30 th June 2021	100%	Average hours of service was at 24
	Increase metering ratio to 90%	30 th June 2021	0%	Metering ratio was at 56
	Increase revenue collection efficiency to 95%	30 th June 2021	75%	revenue collection efficiency was at 88
4.	Makete WSSA comply with the provision of the section 43 of the EWURA Act, and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules,;	30 th June 2021	0%	Not implemented

S/N	Condition	Deadline	Compliance	Remarks
5.	on or before 31 st December 2020, Makete WSSA shall submit a revised Business Plan (2020/21-2022/23) that incorporates the approved tariffs and include all projects that were planned for implementation but could not be undertaken due to tariff cut	30 th June 2021	0%	Not Implemented
6.	Makete WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order conditions and each cost item of the revenue requirement as prescribed in the Third Schedule;	30 th June 2021	100%	Makete WSSA submitted annual performance report that includes the implementation status of the tariff order conditions
7.	Makete WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA, such information shall be used by EWURA to evaluate Makete WSSA' performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time or in evaluating the reasonableness of all future requests for tariff adjustment.	30 th June 2021	87%	The utility submitted timely; ten (10) out of twelve (12) monthly MajiS report, annual MajiS report, annual technical report and draft financial statement
Overall Compliance (%)			53%	

A4.1 (xix): Mbulu WSSA (Order No 11- 014 of 1st June, 2011)

Condition	Due date	Compliance	Remarks
1. Mbulu WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Mbulu WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	93%	During the period under review, Mbulu WSSA submitted timely all (12) monthly MajiS reports, annual MajiS report and draft financial statement. However, annual technical report was late submitted
Overall Performance		93%	

A4.1 (xx): Mpwapwa WSSA (Order No 798 of 28th December 2018)

S/N	Condition	Deadline	Compliance	Remarks
1.	Mpwapwa WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs			
	Rehabilitation			
	Replacement of 6km dilapidated CI pipes, DN100mm and DN80mm (3km in FY 2020/21)	30 th June 2021	17%	Implemented for 0.5 km during the FY 2020/21 due to financial constraints
	Replacement of customer meters (200 meters annually, DN15mm, Class C)	30 th June 2021	0%	Not implemented due to financial constraints
	Replacement of office furniture- chairs(5), office tables (2), file cabinets(4) (4 cabinets for FY 2020/21)	30 th June 2021	100%	
	New Investment			

S/N	Condition	Deadline	Compliance	Remarks
	Extension of distribution network by 4.5km. Mazae (2km, DN63mm, PN10) approximately 100 new customers, Majumba Sita (1.5km, DN63mm, PN10) approximately 50 new customers and Chinyika (1km, DN63mm, PN10) approximately 50 new customers (1.5km for FY 2020/21)	30 th June 2021	27%	Implemented for 0.4km during the FY 2020/21 due to financial constraints
	Drilling of a new borehole at Kikombo Wellfield	30 th June 2021	0%	Not implemented
	Building a pump house at Kikombo Wellfield Procure pump	30 th June 2021	0%	Not implemented
	Procure pump (Q=40m ³ /hr, H=120m, and Motor Control Centre (MCC))	30 th June 2021	0%	Not implemented
	Extension of transmission main to existing Kikombo 2 (DN100mm, PN16) (2km for FY 2020/21)	30 th June 2021	0%	Not implemented
	Procure domestic water meters (Nos 210 annually,)	30 th June 2021	0%	Not implemented
	Procure 50 prepaid water meters (DN15mm, Class C) (20 for FY 2020/21)	30 th June 2021	0%	Not implemented
	Procure motor vehicle- Station Wagon (3000cc) and four motorcycles (150cc) (for FY 2020/21)	30 th June 2021	0%	Not implemented
2.	Mpwapwa WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order;			
	New Connections (water) (225 new connection for FY 2020/21)	30 th June 2021	6%	Conducted 14 new water connections
	Non-Revenue Water (28% in FY 2020/21)	30 th June 2021	100%	Attained NRW of 28% as of June 2021
	Metering Ratio (100% in FY 2020/21)	30 th June 2021	100%	Has 100% metering ratio
	Revenue Collection efficiency (without arrears) (95% for FY 2020/21)	30 th June 2021	0%	Deteriorated to 46.7% as of June 2021 as compared to 82.9% attained in FY 2018/19
	Response to written complaints	30 th June 2021	100%	All complaints were attended
3.	Mpwapwa WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	Continuous	0%	Not implemented.
4.	Mpwapwa WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	Continuous	100%	Submitted a tariff order implementation report as recommended.
5.	Mpwapwa WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Mpwapwa WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	7%	The utility submitted only annual performance report timely during the year under review. Monthly MajIS was late submitted while annual MajIS and draft financial statements reports were not submitted
	Overall Compliance	29%		

A4.1 (xxi): Mugumu WSSA (Order No. 933 of 29th November 2019)				
No	Condition	Deadline	Compliance	Remarks
1.	Mugumu WSSA shall procure and maintain optimum stock of water meters in order to ensure that meter replacements are done within the shortest period of time		0%	Not Implemented
2.	Mugumu WSSA shall ensure it complies with the requirement of remitting regulatory levy	30 th June 2021	46%	Mugumu WSSA has remitted Regulatory levy by 46%
3.	Mugumu WSSA shall implement the projects by using funds generated from the approved tariffs as detailed in the Second Schedule of this Order;			
	Replacement of 1000 water meters in 2019/20, 812 meters in 2020/21 and 625 meters in 2021/22	30 th June 2021	0%	Not Implemented
	Replacement of gate valves 6" in 2019/20, 10; 2020/21, 10; 2021/22, 8	30 th June 2021	0%	
	Replacement of poly pipes rolls of 2" in 2019/20, 5; 2020/21, 5; 2021/22, 5	30 th June 2021	0%	
	Procurement of 200 water meters in 2019/20, 300 water meters in 2020/21, 400 water meters in 2021/22	30 th June 2021	72%	Mugumu WSSA replaced 287 water meters out of 400 waters required in the tariff order for the FY. 2020/21
	Construction of 2 concrete water tanks of 200m ³ at Kisangura and Burunga villages	30 th June 2021	0%	Not Implemented
	Installation of New connections for 150 customer each year @ TZS 60,000	30 th June 2021	79%	Mugumu WSSA installed 119 meters to new connection as of June 2021
4.	Mugumu WSSA shall attain key performance indicators as shown in the Third Schedule of this Order;			
	Proportion of population living (70%)	30 th June 2021	76%	Proportion living was 57% out of 75% of the target. The decrease was attributed by inclusion of population data from three wards that previously were not included
	Proportion of population served with water (70%)	30 th June 2021	34%	Proportion of population direct served was 24% out of 70% of the target due to inclusion of population from three wards that previously were not included
	Non-Revenue Water (24%)	30 th June 2021	0%	NRW was 63% as at 30 th June 2021. Deteriorated due pipe cuts following construction works
	Average hours of supply (20 hrs)	30 th June 2021	70%	Attained 14hrs of service as of June 2021
	Metering Ratio (100%)	30 th June 2021	100%	Performance in metering ratio is 100% as at 30 th June 2021
	Revenue Collection efficiency (95%)	30 th June 2021	75%	Revenue Collection Efficiency was 71% as at 30 th June 2021

No	Condition	Deadline	Compliance	Remarks
5.	Mugumu WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule	30 th June 2021	0%	Not Implemented
6.	Mugumu WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Mugumu WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time.	30 th June 2021	67%	The utility submitted timely; 8 out of twelve (12) monthly MajiS reports, annual MajiS report and draft financial reports for the year under review. However, annual performance report was not submitted
Overall Compliance		39%		

A4.1 (xxii): Muleba WSSA (Order No 11- 014 of 1st June, 2011)

Condition	Due date	Compliance	Remarks
1. Muleba WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Muleba WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	87%	Muleba WSSA submitted timely; ten (10) out of twelve (12) monthly MajiS reports, annual MajiS report, annual technical report and draft financial statement during the FY 2020/21
Overall Performance		87%	

A4.1 (xxiii): Mwanhuzi WSSA (Order No 11- 014 of 1st June, 2011)

Condition	Due date	Compliance	Remarks
1. Mwanhuzi WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Mwanhuzi WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	33%	Mwanhuzi WSSA submitted timely five (5) out of twelve (12) monthly MajiS reports, during the FY 2020/21. Further, annual MajiS report was late submitted and no submission of annual report and draft financial statement was made
Overall Performance		33%	

A4.1 (xxiv): Namanyere WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Namanyere WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Namanyere WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	0%	During the FY 2020/21, none of the reports (monthly MajiS, annual MajiS report, annual report and draft financial statement) was made by Namanyere WSSA
Overall Performance		0%	

A4.1 (xxv): Namtumbo WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Namtumbo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Namtumbo WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	13%	Namtumbo WSSA submitted timely one (1) out of twelve (12) monthly MajiS reports and draft annual report. Further, annual MajiS and draft financial statements were late submitted
Overall Performance		13%	

A4.1 (xxvi): Ngara WSSA (Order No. 800 of 28th December 2018)				
No	Condition	Dead line	Compliance	Implementation Status
1.	Ngara WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;			
	Rehabilitation and Replacement			
	Supply and installation of 800 water flow meters for replacing old nonworking flow meters (400 meters for FY 2020/21)	30 th September 2021	76%	302 out of 400 water meters were installed
	Replacement of furniture	30 th June 2021	0%	Not implemented
	Replacement of 6 motorcycles (3 motorcycles)	30 th June 2021	0%	
	New Investments			
	Extension of distribution network to Gahanga area	30 th June 2021	0%	
	Procure and install 2,407 water flow meters for new customers (1000 meters for FY 2020/21)	30 th June 2021	9%	89 water meters out of 1,000 were procured and installed
2.	Ngara WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order			
	New Connections (812 water meters)	30 th June 2021	11%	89 out of 812 of customers were connected
	Non-Revenue Water (31%)	30 th June 2021	91%	NRW attained is 40% as at 30 th June 2021.
	Metering Ratio (100%)	30 th June 2021	100%	Performance in metering ratio is 100% as at 30 th June 2021
	Revenue Collection efficiency (87%)	30 th June 2021	100%	Actual Revenue Collection Efficiency was 96% as at 30 th June 2021. Performance target was 87%

No	Condition	Dead line	Compliance	Implementation Status
3.	Ngara WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 th September 2021	0%	Not implemented
4.	Ngara WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 th September 2021	100%	Report on implementation of tariff order was submitted as required
5.	Ngara WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Ngara WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Monthly basis	60%	The utility submitted timely; six out of twelve (12) monthly Majlis reports, annual Majlis report, annual performance report and draft financial reports for the year under review
Overall Compliance			46%	

A4.1 (xxvii): Orkesumet WSSA (Order No 11- 014 of 1st June, 2011)

Condition	Due date	Compliance	Remarks
1. Orkesumet WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Orkesumet WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	20%	Orkesumet WSSA submitted timely three (3) out of twelve (12) monthly Majlis reports during the FY 2020/21. Further, draft financial statement was late submitted Furthermore, no submission of annual Majlis report and annual technical report was made
Overall Performance		20%	

A4.1 (xxviii): Rujewa WSSA (Order No 11- 014 of 1st June, 2011)

Condition	Due date	Compliance	Remarks
1. Rujewa WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Rujewa WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	100%	Rujewa WSSA submitted timely; all (12) monthly Majlis reports, annual Majlis report, annual technical report and draft financial statements during the FY 2020/21
Overall Performance		100%	

A4.1 (xxix): Sengerema WSSA (Order No. 435 of 24th May 2019)				
SN	Condition	Dead line	Compliance	Remarks
1.	Sengerema WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 th September 2021	0%	Not implemented
2.	Sengerema WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;			
	New Investments			
	Replacing the Old pipes PN10, 63mm within the service area (3.5km for FY 2020/21)	30 th June 2021	0%	Not implemented
	Extension of pipeline 6km, PN10, 63mm at Ibondo, Zanzibar, Bukala and Mwabaluhi	30 th June 2021	77%	Sengerema WSSA extended pipeline PN10, 63mm at Ibondo, Zanzibar, Bukala and Mwabaluhi by 4.6km out of 6km required
	Purchase of laboratory equipment's	30 th June 2021	0%	Not implemented
	Purchase and Install 4 bulk meters (10", 8", 6" and 4")	30 th June 2021	0%	
	Purchase water 500 meters for new customers	30 th June 2021	100%	Sengerema WSSA purchased 1,338 water meters
	Purchase 100 pre paid water meters		0%	Not implemented
	Construction of 90cm ³ Storage Tank at Bukala and Nyamazugo Flocculator walkway	30 th June 2021	0%	Not implemented
	Extend 5km distribution networks, PN 10, 63mm at Sima area.		0%	Not implemented
3.	Sengerema WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order			
	New Connections (650 water meters)	30 th June 2021	100%	Actual implementation was 1,338 during the year under review
	Non-Revenue Water (23%)	30 th June 2021	0%	NRW was 52% as at 30 th June 2021
	Revenue Collection efficiency (90%)	30 th June 2021	97%	Revenue Collection Efficiency was 87% as at 30 th June 2021.
4.	Sengerema WSSAs shall ensure it complies with the requirement of remitting regulatory levy.	31 st August 2021	3%	Sengerema WSSA remitted only TZS 638,237.97 out of TZS 23,253,962.51 required in the tariff order for the FY. 2020/21
5.	Sengerema WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement		0%	Not implemented
6.	Sengerema WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Ngara WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	30 th September 2021	73%	The utility submitted timely; eleven (11) out of twelve (12) monthly MajiS reports during the year under review. Further, submitted late the annual MajiS report. Furthermore, annual report and draft financial statements were not submitted
	Overall Compliance	30%		

A4.1 (xxx): Tarime WSSA (Order No 11- 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
1. Tarime WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Tarime WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Continuous	0%	No monthly Majls reports, annual Majls and annual technical reports submitted by Tarime WSSA during the FY 2020/21. Further, draft financial statement was late submitted
Overall Performance		0%	

A4.1 (xxx): Tunduru WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Tunduru WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Tunduru WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	74%	Tunduru WSSA submitted timely; seven (7) out of twelve (12) monthly Majls reports and annual Majls report during the FY 2020/21. Further, draft financial statement was late submitted. Furthermore, no submission of the annual technical report made
Overall Performance		73%	

A4.1 (xxxii): Ushirombo WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Ushirombo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Ushirombo WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	33%	During the FY 2020/21, Ushirombo WSSA submitted timely; three (3) out of twelve (12) monthly Majls reports, annual technical report and draft financial statements. Further, no submission of annual Majls report was made
Overall Performance		33%	

Compliance with Tariff Order Conditions for Township WSSAs

A4.1 (xxxiii): Kibaigwa WSSA (Order No 544 of 27th July 2019)				
S/N	Condition	Deadline	Compliance	Remarks
1.	Kibaigwa WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;			
	Rehabilitation			
	Rehabilitation of 2 pump houses at Ndurugumi and old borehole in FY 2019/20	30 th June 2021	0%	Not implemented
	Replacement of 2 sets of pumps with 39KW and 7.5KW for Boreholes at Mbuyuni and Ndurugumi respectively.	30 th June 2021	0%	Not implemented
	Rehabilitation of workshop block in the FY 2020/21	30 th June 2021	0%	Not implemented
	Rehabilitation of 2 reserve hall at St.PIO and Ndurugumi in the FY 2020/21	30 th June 2021	0%	Not implemented
	New Investment			
	Completion of office building (roofing, plastering, pouring of oversite concrete, plastering, of internal and external walls, blundering, fixing of ceiling board	30 th June 2021	75%	
	To conduct hydro geological survey , drilling and development of 1BH, installation of pumps and motor, construction of pump house and installation of electrical power	31 st June 2021	0%	Not implemented
	Excavation, Purchasing and laying of DN 100mm – 63mm for transmission and distribution mains of about 5Km at Kidong Chekundu (2km for FY 2020/21)	32 nd June 2021	0%	Not implemented
	Purchasing of 750 post paid meters (317 for FY 2020/21)	33 rd June 2021	100%	510 new water meters were purchased for new customers and replacement
	Extension of pipe network km pipes size DN 63mm - 50mm 5.74km at Samora,Majengo batini, Kawawa, Mjimwema, Samora, and Mbagala in FY 2019/2020 and 4km at Ndurugumi in FY 2020/21 to 2021/22 (2km for FY 2020/21)	34 th June 2021	50%	1km was implemented during the year under review
2.	Kibaigwa WSSA shall attain key performance indicators as shown in the Third Schedule of this Order			
	Proportion of the population living in area with water network (90%)	30 th June 2021	0%	65% as a proportional of population living within water networks.
	Non Revenue Water (18%)	30 th June 2021	98%	20% NRW as of June 2021
	Number of Staff/1000 connections (8.2)	30 th June 2021	100%	Attained 3 ratio of staff/1000 connections as of June 2021
	Revenue Collection efficiency (without arrears) (90%)	30 th June 2021	95%	Attained 85% as a revenue collection efficiency
	Response to written complaints	30 th June 2021	100%	All complaints were attended
3.	Kibaigwa WSSA shall adhere to the section 43 of the EWURA Act, Cap. 414 and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, GN.193 of 2010	30 th June 2021	100%	
4.	Kibaigwa WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	Continuous	0%	Not implemented

S/N	Condition	Deadline	Compliance	Remarks
5.	Kibaigwa WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	Continuous	100%	Report of implementation of tariff order conditions was submitted as recommended
6.	Kibaigwa WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Mpwapwa WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment;	Continuous	53%	The utility submitted timely; seven out of twelve (12) monthly MajiS reports and draft annual report. Further, the draft financial statements and annual report for the year under review were not submitted
Overall Compliance		48%		

A4.1 (xxxiv): Makambako WSSA Tariff (GN 546 of 26/7/2019)				
S/N	Condition	Deadline	Compliance	Remarks
1.	Makambako WSSAs shall ensure it complies with the requirement of remitting regulatory levy	30 th June 2021	100%	Implemented. Makambako WSSA complied with the requirement of remitting regulatory levy
2.	Makambako WSSA shall implement the projects by using funds generated from the approved tariffs as detailed in the Second Schedule of this Order			
2.1	Rehabilitation of part of Fukulwa main line from Mtwango to makambako (In 2019/20 is 0.402km for Ilunda, Nziva and Emerberg Area , In 2020/21 is 0.126km for Korogo la wanajeshi Area and Korongo la Mtati Area, In 2021/22 is 0.108km for Mbugani Area)	30 th June 2021	100%	
2.2	Procure and install customer water meters & Bulk water meters	30 th June 2021	5%	
2.3	Construction of New Distribution line from Mizani new riser water tank to Maguvani street 9.4km.	30 th June 2021	0%	Not implemented
3.	Makambako WSSA shall attain key performance indicators as shown in Third Schedule of this Order	30 th June 2021		
3.1	Increase pproportion of population living within the area with water network to 72%	30 th June 2021	100%	Proportion of population living within the area with water network was at 82%
3.2	Increase Proportion of population served with water to 66%	30 th June 2021	89%	Proportion of population served with water was at 58.5%
3.3	Reduce Non-Revenue Water (NRW) to 24%	30 th June 2021	0%	Non-Revenue Water (NRW) was at 44.75%
3.4	Increase Average hours of service to 18	30 th June 2021	100%	Average hours of service was at 21
4.	Makambako WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule;	Continuous	100%	Makambako WSSA submitted annual performance report that includes the implementation status of the tariff order conditions

S/N	Condition	Deadline	Compliance	Remarks
5	Makambako WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Makambako WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. The evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	30 th June 2021	87%	The utility submitted timely; ten (10) out of twelve (12) monthly MajiS report, annual MajiS report, annual technical report and draft financial statement report
Overall Compliance			68%	

A4.1 (xxxv) Mombo WSSA (Order No 11- 014 of 1st June, 2011)

Condition	Due date	Compliance	Remarks
1. Mombo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Mombo WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	53%	During the FY 2020/21, Mombo WSSA submitted timely; six (6) out of twelve (12) monthly MajiS reports, annual technical report and draft financial statements. Further, annual MajiS was late submitted
Overall Performance		53%	

A4.1 (xxxvi) Tunduma WSSA (Order No 11- 014 of 1st June, 2011)

Condition	Due date	Compliance	Remarks
1. Tunduma WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Tunduma WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	7%	During the FY 2020/21, Tunduma WSSA submitted timely one (1) out of twelve (12) monthly MajiS reports. Further, annual MajiS, annual technical and draft financial statement reports were not submitted
Overall Performance			

A4.1 (xxxiii): Evaluation Criteria for Compliance with Tariff Order Conditions

(1) For those conditions requiring the submission of plans, and due date is within the reporting period but the actual implementation of the conditions is beyond the reporting period. (Here the deadline considered is the date for submission of a plan)	
Submission of a plan in time	100%
Late submission of a plan	50%
(2) For those conditions requiring submission of plans and date due for their submissions is within the reporting period as well as the actual implementation of the conditions is also within the reporting period. (Here the deadline is the date set for implementation of a condition)	
Submission of a plan in time	25%
Late submission	15%
Implementation of a plan (Full compliance).	75%
If it involves the production of a document, that will need dissemination to the public, the 75% will be apportioned as follows:	
(a) Completion of developing and producing a working document	40%
(b) Dissemination, opinion collection and reviewing to make a final document for use	35%
(3) For conditions requiring submission of evidence for their implementation or requiring documents and others, with due date within the reporting period:	
Submission of the evidence, (Full compliance)	100%
Late submission of evidence	75%
(4) For the condition which involves the implementation of an activity	
If fully implemented in time	100%
If an implementation is ongoing	50%
If not implemented	0%
If fully implemented but delayed	75%

Table A4.2: Report Submission Status for FY 2020/21

S/N	Utility	Majlis Monthly Reports	Majlis Annual Report		Draft Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
District Water Supply and Sanitation Authorities								
1	Biharamulo	12	2 ⁴ th August 2021	Timely submitted	26 th Aug 2021	Timely submitted	26 th August 2021	Timely submitted
2	Bunda	4	Not submitted	Not submitted	28 th September 2021	Timely submitted	28 th September 2021	Timely submitted
3	Chato	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
4	Chunya	1	1 st October 2021	Late submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted
5	Dakawa	0	Not Submitted	Not submitted	8 th October 2021	Late submitted	Not Submitted	Not submitted
6	Gairo	1	Not Submitted	Not submitted	7 th October 2021	Late submitted	7 th October 2021	Late submitted
7	Handeni	8	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
8	Ifakara	11	13 th October 2021	Late submitted	Not submitted	Not submitted	Not submitted	Not submitted
9	Igunga	11	30 th September 2021	Timely submitted	30 September 2021	Timely submitted	30 September 2021	Timely submitted
10	Itumba - Ison-gole	3	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted
11	Karagwe	1	29 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted
12	Karatu	4	31 st October 2021	Late submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted
13	Kasulu	7	Not submitted	Not submitted	Not submitted	Not submitted	8 November 2021	Late submitted
14	Katesh	1	2 nd October 2021	Late submitted	18 th October 2021	Late submitted	18 th October 2021	Late submitted
15	Kibaya	1	29 th October 2021	Late submitted	18 th October 2021	Late submitted	22 nd October 2021	Late submitted
16	Kibondo	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
17	Kilindoni	6	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted
18	Kilwa Masoko	12	30 September 2021	Timely submitted	28 September 2021	Timely submitted	28 September 2021	Timely submitted
19	Kiomboi	0	30 th September 2021	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted

S/N	Utility	Majis Monthly Reports		Majis Annual Report		Draft Annual Report		Draft Financial Statements		
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
20	Kishapu	9	26 th July 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted
21	Kondoa	1	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	29 th September 2021	Timely submitted
22	Korogwe	8	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted
23	Kyela-Kasumulu	3	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
24	Liwale	4	Not submitted	Not submitted	Not submitted	Not submitted	29 September 2021	Timely submitted	29 September 2021	Timely submitted
25	Lolondo	11	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted
26	Ludewa	2	1 st October 2021	Late submitted	18 th October 2021	Late submitted	18 th October 2021	Late submitted	29 th September 2021	Timely submitted
27	Lushoto	1	30 th September 2021	Timely submitted	27 th September 2021	Timely submitted	27 th September 2021	Timely submitted	30 th September 2021	Timely submitted
28	Mafinga	11	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	28 th September 2021	Timely submitted
29	Mahenge	5	27 th September 2021	Timely submitted	28 th September 2021	Timely submitted	28 th September 2021	Timely submitted	28 th September 2021	Timely submitted
30	Makete	10	29 th September 2021	Timely submitted	29 th September 2021	Timely submitted	29 th September 2021	Timely submitted	30 th September 2021	Timely submitted
31	Manyoni	11	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	Not submitted	Not submitted
32	Mbinga	9	30 th September 2021	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
33	Mbulu	12	29 th September 2021	Timely submitted	11 th October 2021	Late submitted	11 th October 2021	Late submitted	30 th September 2021	Timely submitted
34	Mpwapwa	0	Not submitted	Not submitted	30 th September 2021	Not submitted	30 th September 2021	Timely submitted	Not submitted	Not submitted
35	Mugumu	8	30 th September 2021	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted	30 th September 2021	Timely submitted
36	Muleba	10	23 rd September 2021	Timely submitted	27 th September 2021	Timely submitted	27 th September 2021	Timely submitted	27 th September 2021	Timely submitted
37	Mwanhuzi	5	2 November 2021	Late submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
38	Namanyere	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
39	Namtumbo	1	12 th October 2021	Late submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	1 st October 2021	Late submitted
40	Ngara	6	29 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted

S/N	Utility	Majlis Annual Report		Draft Annual Report		Draft Financial Statements				
		Majlis Monthly Reports	No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
41	Nzega		7	5 th October 2021	Late submitted	28 th September 2021	Timely submitted	28 th September 2021	Timely submitted	
42	Orkesumet		3	Not submitted	Not submitted	Not submitted	Not submitted	4 th October 2021	Late submitted	
43	Ruangwa		4	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
44	Rujewa		12	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	
45	Same-Mwanga		11	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	
46	Sengerema		11	4 th October 2021	Late submitted	Not submitted	Not submitted	Not submitted	Not submitted	
47	Songe		2	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	
48	Tarime		0	Not Submitted	Late submitted	Not Submitted	Late submitted	8 th November 2021	Late submitted	
49	Tukuyu		9	18 th August 2021	Timely submitted	18 th August 2021	Timely submitted	25 th August 2021	Timely submitted	
50	Tunduru		7	30 September 2021	Timely submitted	Not submitted	Not submitted	1 October 2021	Late submitted	
51	Ushiroambo		3	Not submitted	Not submitted	30 th September 2021	Timely submitted	8 September 2021	Timely submitted	
52	Utete		4	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	
Township Water Supply and Sanitation Authorities										
53	Kibaigwa		7	Not submitted	Late submitted	30 th September 2021	Timely submitted	Not submitted	Not submitted	Late submitted
54	Maganzo		7	19 th July 2021	Timely submitted	1 st October 2021	Late submitted	1 st October 2021	Late submitted	
55	Makambako		10	24 th September 2021	Timely submitted	24 th September 2021	Timely submitted	29 th September 2021	Timely submitted	
56	Mombo		6	1 st October 2021	Late submitted	30 th September 2021	Timely submitted	30 th September 2021	Timely submitted	
57	Tunduma		1	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
58	Turiani		10	27 th September 2021	Timely submitted	16 th September 2021	Timely submitted	16 th September 2021	Timely submitted	

A4.3: Implementation of Recommendations of the Previous Performance Report (FY 2019/20)

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible	Implementation Status
1.	Inadequate Water supply infrastructure.	The average water production observed in DT WSSAs was only 33% of the water demand, which shows a big gap between water production and demand.	DT WSSAs are required prepared sound and long term strategic plan for investment in water production infrastructures in line with National Developments Plan in consultation with MoW and other key stakeholders.	Jun-21	DT WSSAs	19 out of 58 DT WSSAs submitted their strategic plan to MoW (for stand alone WSSAs) and RUWASA (for WSSAs under RUWASA supervision) for investment among others involve water production infrastructures. The WSSAs are Songe, Korogwe, Loliondo, Karatu, Mbulu, Kibaya, Biharamulo, Tarime, Ngara, Kibondo, Mwanhuzi, Kasulu, Kishapu, Bunda, Ruagwa, Kilindoni, Turiani, Kiomboi and Mafinga. Further, 17 WSSAs Manyoni have ongoing projects which among other thing involve construction of new water sources. The WSSAs are Songe, Handeni, Korogwe, Mombo, Same - Mwanga, Orkesumet, Mbulu, Karatu, Bunda, Kibondo, Mwanhuzi, Kilwa Masoko, Liwale, Kyela - Kasumulu, Tukuyu, and Namanyere
2.	Water Source protection	The major sources of water among the DT WSSA are rivers and springs whose catchments management are complex and requires collaborative efforts	There is a need for special strategies to ensure that all rivers and springs source catchment are protected against pollution and encroachment to ensure sustainable provision of water services among DT WSSAs service areas.	Continuous	DT WSSAs	14 out of 41 DT WSSAs with surface water sources conducted awareness/demarcation/fencing/planting trees for the aim of protecting catchment areas. The WSSAs are Same-Mwanga, Orkesumet, Mbulu, Biharamulo, Kasulu, Tarime, Ngara, Muleba, Liwale, Tuliani, Mbinga, Makambako, Mafinga and Mpwapwa

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible	Implementation Status
3.	Inadequate Water Quality Monitoring	Only 27 out of 58 DT WSSAs performed water quality tests. Further, the number of water quality tests conducted were not compliant with the requirements of TBS (TZS 789:2016-EAS. 12:2014).	All DT WSSAs need to prepare and implement water quality monitoring programs pursuant to the Water and Wastewater Quality Monitoring Guidelines 2020.	Continuous	DT WSSAs	Karatu WSSA has approved water quality monitoring programme. 31 DT WSSAs of Korogwe, Same - Mwanga, Loliondo, Mbulu, Biharamulo, Bunda, Muleba, Ngara, Mwanhuzi, Sengerema, Tarime, Karagwe, Gairo, Ifakara, Kilindoni, Mahenge, Turiani, Utete, Tunduma, Itumba- Isongole, Rujewa, Tukuyu, Ludewa, Makambako, Kyela-kasumulu, Nzega, Igunga, Mafinga, Mpwapwa, Manyoni, Kibaigwa submitted their draft water quality monitoring programme to EWURA for review, incorporation of raised comments is on progress. However, 32 DT WSSAs namely Loliondo, Karatu, Korogwe, Mbulu, Biharamulo, Bunda, Mwanhuzi, Sengerema, Muleba, Mugumu, Ngara, Kasulu, Gairo, Ifakara, Liwale, Ruangwa, Turiani, Itumba - Isongole, Rujewa, Tukuyu, Makambako, Mbinga, Tunduru, Namtumbo, Chunya, Makete, Nzega, Igunga, Mafinga, Mpwapwa, Manyoni, Kibaigwa conducted water quality monitoring tests at least once during the year under review

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible	Implementation Status
4.	Lack of wastewater collection and treatment facilities	Only 1 out of 58 DT WSSA has faecal sludge treatment facilities.	(a) DT WSSAs should acquire land for the construction of wastewater treatment facilities;	Jun-22	DT WSSAs	Two out of 58 namely Sengerema and Biharamulo have secured land (traditional title deeds) for construction of faecal sludge treatment facilities. However, three out of 56 remained DT WSSAs namely Korogwe, Chato and Tunduma have land offered by District Councils, valuation of the same is on progress in order to secure title deeds
			(b) DT WSSAs should prepare a sound strategic plan that prioritises investment in the construction of wastewater collection and treatment facilities in Consultation with the Government			None of DT WSSAs submitted to MoW / RUWASA a sound strategic plan that prioritises investment in the construction of wastewater collection and treatment facilities
5.	Low metering in the water supply system	Out of 58 DT WSSAs, 26 have installed bulk meters in all of their water sources	DT WSSAs should aim at attaining universal metering	Jun-21	DT WSSAs	23 out of 58 DT WSSAs attained universal metering. The WSSAs are Loliondo, Karatu, Biharamulo, Bunda, Mwanhuzi, Muleba, Ngara, Ushirombo, Kishapu, Mugumu, Maganzo, Ruangwa, Utete, Namanyere, Makambako, Mbinga, Kiomboi, Mafinga, Manyoni, Mpwapwa, Igunga, Nzega and Kibaigwa. However, out of 35 DT WSSAs remained, Same-Mwanga, Gairo, Chunya, Tunduru, Tukuyu and Kondo have metered all the production points while Handeni, Korogwe, Orkesumet, Kibaya, Karagwe, Sengerema, Chato and Kilwa Masoko have metered all customers
		Out of the 58 DT WSSAs, 31 DT WSSAs have attained 100% metering ratio.				

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible	Implementation Status
6.	Unsatisfactory Reporting in MajiS system	Out of 58 DT WSSAs, Only 16 WSSAs submitted all Monthly MajiS and 24 WSSAs submitted annual MajiS on time.	DT WSSAs are required to comply with reporting requirements following the Water Supply and Sanitation Services Rules, 2011 (GN 387).	Continuous	DT WSSAs	Four out of 58 DT WSSAs namely Biharamulo, Kilwa Masoko, Mbulu and Rujewa submitted all monthly MajiS reports timely. Further, 30 out of 58 DT WSSAs namely Biharamulo, Igunga, Itumba - Isongole, Karagwe, Kilindoni, Kilwa Masoko, Kiomboi, Kishapu, Kondoa, Korogwe, Loliondo, Lushoto, Mafinga, Mahenge, Makete, Manyoni, Mbinga, Mbulu, Mugumu, Muleba, Ngara, Rujewa, Same - Mwanga, Songe, Tukuyu, Tunduru, Utete, Maganzo, Makambako and Turiani submitted annual MajiS report timely
7.	High NRW	NRW is still high to most DT WSSAs. Out of 58 DT WSSAs, only seven WSSAs have attained a service level benchmark of NRW (below 20%).	DT WSSAs should design and implement strategies to ensure the continuous reduction of NRW. NRW reduction strategies should be included in their business plans.	Continuous	DT WSSAs	16 out of 58 DT WSSAs have NRW reduction strategies in their approved Business Plan. The WSSAs are Karatu, Muleba, Bunda, Kilindoni, Turiani, Makambako, Namtumbo, Makete, Tunduru, Nzega, Igunga, Mpwapwa, Manyoni, Kibaigwa, Kondoa and Mafinga
8.	Gender imbalance	Out of 982 staff, only 230 staff are female which is less than a target of 50% number of female staff.	DT WSSAs should prepare and implement a strategy for employing female staff	Continuous	DT WSSAs	Only Mbulu attained gender balance target of 50% number of female staff

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible	Implementation Status
9.	Lack of sufficient and qualified staff	DT WSSAs are still faced with a challenge of adequate and qualified staff.	DT WSSAs should recruit appropriate staff to fill vacancies	Continuous	DT WSSAs	12 out of 55 DT WSSAs employed at least one staff during the year under review. The WSSAs are Chato, Itumba - Isongole, Karatu, Kiomboi, Mahenge, Mugumu, Ngara, Orkesumet, Ruangwa, Sengerema, Tunduru and Tunduma. Further, Igunga, Mpwapwa and Tarime WSSAs reported to have no staff deficit. Furthermore, DT WSSAs have plans to recruit appropriate staff in their Business Plans
10.	Use of outdated tariff	It has been observed that some of DT WSSAs have not reviewed their tariff since 2011	DT WSSAs should review tariff in-line with their operational costs	Continuous	DT WSSAs	None of DT WSSAs with expired or indexed tariff reviewed tariff
11.	Inadequate stakeholders co-ordination in the provision of non-sewered sanitation and Faecal Sludge Management	The roles and responsibilities between LGA and DT WSSAs in management of OSS and FS are not well established.	It recommended that DT WSSAs initiate efforts in collaboration with LGAs to develop MoU that stipulate the roles and responsibilities of Water Authorities, LGAs and other stakeholders in the management of OSS and FS	Jun-22	DT WSSAs and LGAs	None of the DTWSSAs developed MoU with LGA regarding OSS&FSM
		DT WSSA does not have baseline data covering the entire sanitation value chain in their service areas	DT WSSA should partner with Local Government Authorities and other stakeholders to conduct a survey and establish baseline sanitation data in their service areas	Jun-22	DT WSSAs	No baseline data established DT WSSAs
	Overall Compliance					

**APPENDIX 5:
LIST AND EXPLANATION FOR DT WSSAs THAT
DID NOT SUBMIT REPORTS**

Table A5.1: List of WSSAs that did not Submitted Annual Reports or Data for FY 2020/21

S/N	Name of WSSA	Region	Explanations	Remarks
1.	Chala	Rukwa	Chala WSSA has not been able to operate since FY 2019/20 because handing over part of infrastructure constructed by Roman Catholic Church, Diocese of Sumbawanga, has not been concluded.	Board and Management of WSSA are not in place
2.	Laela	Rukwa	Declared as WSSA in Government gazette notice No. 353 on 17 th September 2004. The Board of Directors and Management have not been established, however, the provision of water supply and sanitation are under the supervision of RUWASA.	Neither Board nor Management of WSSA is place
3.	Rombo	Kilimanjaro	Declared as WSSA in Government gazette notice GN. NO. 392 published on 22/5/2020. The process for appointment of the Board of Directors and Management were ongoing.	Newly established WSSA. The appointment of the Board and Management of WSSA was in progress
4.	Busega	Simiyu	It was established in February 2021, The processes for appointment of the Board of Directors and licencing were ongoing.	Newly established WSSA. The appointment of the Board and Management of WSSA was in progress

APPENDIX 6: WATER QUALITY ANALYTICAL RESULTS

Appendix 6.1: DT WSSAs Water Quality Analysis Data as Conducted by EWURA in FY 2020/21

WSSAs/ Service Area	Parameter	Sampling points													
		Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10				
Biharamulo	E. Coli	0	0	0	4	0	0	0	0	0	0	0	0	0	0
	Turbidity	20.6	8.8	7.3	1.2	11.6	12.7	30.5	22.6						
	Resid. Chlorine	0.64	0.92	0.16	N/A	0.95	0.25	0.19	0.08						
	pH.	5.5	5.5	5.1	5	5.5	5.5	3.9	4.1						
Bunda	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	3	3	5	6	3	5	6	4						
	Resid. Chlorine	N/A	<0.01	<0.02	<0.03	<0.04	<0.05	<0.06	<0.07						
	pH.	7.4	7.29	7.34	7.24	7.13	7.13	6.92	7.16						
	Nitrate	<0.08	<0.08	1.944	<0.08	0.717	<0.08	<0.08	<0.08						
Chato	E. Coli	4	1	0	1	0	0	0	0	0	0	0	0	0	0
	Turbidity	3.3	1.6	2.9	1.2	8	2	1.4	2						
	Resid. Chlorine	N/A	0.1	1	0	0.41	0.15	0.03	0.17						
	pH.	6.9	6.2	6.3	6.4	6	6.3	5.8	6.2						
Chunya	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	2.41	2.99	1.21	1.22	0.42	0.22	0.91							
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
	pH.	7.32	7.3	7.26	6.9	7.1	7.5	6.8							
	Iron	N/A	N/A	N/A	N/A	0.74	0.89	0.93							
Ifakara	Manganese	N/A	N/A	N/A	N/A	0.15	0.13	0.1							
	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
	pH.	7.56	7.57	7.46	7.67	7.31	7.48	7.75	6.88						
Igunga	Nitrate	18.57	8.52	17.59	9.55	14.28	8.12	17.85	23.41						
	E.coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	25	16.9	4.81	22.4	10.6	3.25	22.6	6.09						
	Residual chlorine	1.77	0.5	0.34	0.11	0.23	0.41	0.61	0.19						
	pH	6.87	7.35	6.91	6.87	7.4	7.41	7.34	7.32						
Fluoride	Nitrate	0.72	0.41	0.32	0.62	0.23	0.35	0.51	0.6						
	Fluoride	0.16	0.18	0.42	0.14	0.19	0.4	0.44	0.41						

WSSAs/ Service Area	Parameter	Sampling points									
		Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10
Itumba-Isongole	E. Coli	60	12	40	42	32	10				
	Turbidity	14	9	10	8	86	13				
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A				
	pH.	8.01	7.92	7.94	7.89	7.48	7.22				
	Iron	0.06	0.04	0.03	0.03	0.04	0.03				
	Fluoride	0.22	0.21	0.21	0.21	0.2	0.23				
	E. Coli	0	0	0	0	0	0				
	Turbidity	56	60.8	310.2	327.5	108.9	87.2	199.9	150.4		
	Resid. Chlorine	0.22	0.27	0.25	0.25	0.2	0.2	0.8	0.2		
	pH.	7.01	8.01	8.2	8.2	8.3	7.6	8.2	8.2		
Katesh	E. Coli	0	0	0	0	0	0				
	Turbidity	0.16	0.18	0.19	0.19	0.11	0.14	0.17	0.16		
	Resid. Chlorine	0.23	0.08	0.1	0.2	0.2	0.21	0.14	0.07		
	pH.	7.43	7.6	7.63	7.47	8.07	7.51	7.62	7.71		
	Fluoride	1.93	1.54	1.83	1.76	2.35	2.41	2.82	2.83		
	E. Coli	30	0	0	10	0	20	0			
	Turbidity	6.2	5.86	6.01	1.81	0.06	3.29	2.92			
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
	pH.	7.01	6.8	7.2	7.9	7.8	6.6	6.6			
	Nitrate	0	0	0.18	12.87	14.82	0.69	178			
Kilwa Masoko	E. Coli	0	2	0	2	0					
	Turbidity	4	0	0	0	2					
	Resid. Chlorine	0	0.01	0	0	0.03					
	pH.	7.11	7.24	7.53	7.74	7.56					
	Iron	0.21	0.19	0.23	0.21	0.18					
	Mangsnese	0.08	0.131	0.085	0.012	0.091					
	E. Coli	0	0	0	0	0	0				
	Turbidity	0.8	0.3	0.5	14	1	24				
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A				
	pH.	7.21	7.53	7.34	7.16	7.46	7.88				
Nitrate		5.6	4.3	4	8	5	8.8				

WSSAs/ Service Area	Parameter	Sampling points													
		Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10				
Lushoto	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	6	4	11	12	2	1.8	20	9						
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	pH.	6.52	6.48	7.32	6.98	7.35	7.48	7.32	7.22						
	Nitrate	3	3	2.9	6.1	5.6	4.4	3.7	3.9						
Mafinga	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	12.4	15.4	18	18	10.4	14.9	12.7	13.5						
	Resid. Chlorine	0.18	0.6	0.2	0.27	0.53	0.2	0.27	0.2						
	pH.	6.25	5.75	5.64	6.24	5.52	5.53	5.52	5.61						
Makambako	E. Coli	34	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	53.1	2.36	0.35	59.9	56.3	58.7	19	31.6						
	Resid. Chlorine	0	0	0	0.04	0.01	0	0.08	0.06						
	pH.	6.23	6.92	6.84	6.48	6.3	6.27	6.91	6.61						
	iron	N/A	N/A	0.21	N/A	N/A	N/A	0.33	N/A						
	Manganese	N/A	N/A	0.046	N/A	N/A	N/A	0.049	N/A						
Mbinga	Nitrate	11.05	N/A	N/A	N/A	N/A	N/A	11.3	10.8						
	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	28.8	4.88	2.52	3.5	12.1	13.2	2.67							
	Resid. Chlorine	0.13	1.73	2.2	0.85	0.5	0.02	N/A							
	pH.	8.1	7.78	8.65	8.52	8.57	7.65	7.23							
Mbulu	Iron	0	0	0.01	0.01	0	0	0	0	0	0	0	0	0	0
	Nitrate	2.1	7.7	5.8	3.3	4.8	5.6	5.7							
	E. Coli	3	4	2	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	5.3	0.22	0.21	0.2	0.25	0.24	0.25	0.2						
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
Fluoride	pH.	6.68	5.96	6.18	6.01	6.71	6.75	6.07	6.5						
		0.92	0.98	0.99	1.01	1.04	1.01	1.04	1.4						

WSSAs/ Service Area	Parameter	Sampling points													
		Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10				
Mombo	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	12	2	2.5	20	9	33	35							
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
	pH.	7.56	7.48	7.38	7.44	7.35	7.5	7.49							
	Nitrate	12.83	13	6.2	1.2	2.6	2.8	1.3							
Muleba	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	3	3	5	6	3	5	6	4						
	Resid. Chlorine	N/A	<0.01	<0.01	<0.01	<0.01	<0.01	<0.01	<0.01						
	pH.	7.4	7.29	7.34	7.24	7.13	7.13	6.92	7.16						
	Nitrate	<0.08	<0.08	1.944	<0.08	0.717	<0.08	<0.08	<0.08						
Mpwapwa	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	0.6	0.81	0.78	76	65.4	0.5	73	0.53						
	Resid. Chlorine	N/A	N/A	N/A	0.34	0.42	N/A	0.34	0						
	pH.	6.75	6.08	6.1	6.4	6.55	6.02	6.85	6.87						
	Nitrate	32.8	16.8	54.4	1.6	35.4	18.6	1.9	3.4						
Mwanhuzi	E. Coli	N.D	0	0	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	73	14.9	17.6	11.4	9.06	9.6	7.49	18						
	Resid. Chlorine	N.D	0.19	0.16	0.11	0.09	0.07	0.1	0.37						
	pH.	8.4	7.51	7.43	7.41	7.09	7.3	7.22	7.44						
	Nitrate	0.63	N/A												
Namanyere	E. Coli	0	5	0	0	0	0	1	1						
	Turbidity	0.17	8.95	0.11	0.18	0.05	0.88	7.74	9.26						
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
	pH.	7.16	N	6.88	6.53	6.8	6.63	7.58	7.43						
	Iron	0.21	N/A	0.11	0.16	0.01	0.09	N/A	N/A						
Nitrate	7.21	N/A	14.86	14.84	11.37	0.81	N/A	N/A							

WSSAs/ Service Area	Parameter	Sampling points												
		Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10			
Sengerema	E. Coli	0	12	0	0	0	0	0	0	0	0	0	0	0
	Turbidity	3.49	3.59	4.2	3.29	2.59	2.84	2.32	3.3	2.97				
	Resid. Chlorine	0.6	N/A	0.61	0.64	0.2	0.2	0.1	0.1	0.1				
	pH.	6.81	7.08	7.21	6.89	7.36	7.22	7.24	7.66	7.73				
	Nitrate	N/A	0.08	N/A	N/A	0.08	N/A	N/A	N/A	0.08				
Songe	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	
	Turbidity	0.1	1	0.2	0.1	0.1	0.1	0.1	0.1	0.1				
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
	pH.	7.89	7.6	7.72	7.82	7.76	7.95	7.88						
	Nitrate	3.8	3.7	1.4	2	1	10.1	9						
Tarime	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	
	Turbidity	15	7	3.7	9	7.7	8	8	9					
	Resid. Chlorine	<0.01	<0.01	<0.01	<0.01	<0.01	<0.01	<0.01	<0.01	<0.01				
	pH.	6.51	6.24	6.33	6.8	6.58	6.57	7.02	7.7					
	Nitrate	4.739	1.727	2.488	0.081	<0.08	<0.08	<0.08	0.236					
Ushiroambo	E. Coli	0	0	0	0	0	0	0	0	0	0	0	0	
	Turbidity	0.86	1.43	1	0.6	0.51	0.58							
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
	pH.	6.46	6.69	6.65	6.75	6.75	6.97							

Appendix 6.2 Drinking Water Quality Stannards

Parameter	TBS LIMIT (TZS 789:2018-EAS12:2018)	
	Treated water	Natural Potable (untreated) Water
E. Coli (cfu/100ml)	Absent	Absent
Turbidity (NTU)	5	25
Residual Chlorine (mg/l)	0.2 – 0.5	N/A
pH.	6.5 – 8.5	5.5 – 9.5
Nitrate(mg/l)	45	45
Fluoride (mg/l)	1.5	1.5

N/A = Not Applicable
 ND= Not Detected

APPENDIX 7: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY

Appendix 7: DT WSSAs Compliance with Remittance of Regulatory Levy during FY 2020/21

SN	Name of District WSSAs	OPENING BALANCE 01 JULY 2020 IN TZS	ACTUAL INVOICES IN TZS (JULY 2020 TO JUNE 2021)	TOTAL PAYMENTS UP TO 31 ST AUGUST 2021	OUTSTANDING BALANCE IN TZS	COMPLIANCE WITH REGULATORY LEVY (%)
1	Kilindoni	239,205.40	75,203.10	314,408.50	-	100
2	Lushoto	1,932,149.34	1,180,131.43	3,112,280.77	-	100
3	Mbinga	994,091.24	3,544,499.49	4,538,590.73	-	100
4	Nzega	837,496.48	8,388,811.37	9,226,307.85	-	100
5	Igunga	3,304,945.20	9,997,090.32	11,896,451.79	-	100
6	Ngara	1,981,755.72	4,390,028.95	5,000,000.00	1,371,784.67	78
7	Biharamulo	6,587,648.10	(1,086,035.14)	4,188,442.33	1,313,170.63	76
8	Mbulu	2,546,105.50	1,961,139.47	3,302,142.90	1,205,102.07	73
9	Korogwe	14,772,914.96	2,191,034.67	11,741,698.82	5,222,250.81	69
10	Orkesumet	467,531.75	998,198.53	983,750.50	481,979.78	67
11	Ruangwa	867,890.12	1,823,771.40	1,781,774.70	909,886.82	66
12	Manyoni	3,216,543.49	3,781,667.70	4,500,000.00	2,498,211.19	64
13	Chato	1,601,844.85	1,178,028.76	1,748,012.50	1,031,861.11	63
14	Muleba	3,488,509.19	2,497,696.87	3,743,402.81	2,242,803.25	63
15	Ushiroambo	637,928.52	784,330.75	869,374.00	552,885.27	61
16	Loliondo	1,727,460.75	2,367,437.61	2,473,180.00	1,621,718.36	60
17	Gairo	343,808.66	2,143,815.53	1,391,443.76	1,096,180.43	56
18	Kishapu	911,165.81	3,455,152.87	2,339,712.47	2,026,606.21	54
19	Itumba-Isongole	790,850.01	465,847.46	649,011.31	607,686.16	52
20	Bunda	7,918,305.73	8,910,349.09	8,522,762.96	8,305,891.86	51
21	Mahenge	130,656.85	528,085.86	303,837.85	354,904.86	46
22	Mugumu	1,566,871.35	2,269,369.00	1,746,708.72	2,089,531.63	46
23	Liwale	1,721,176.30	877,728.51	1,177,884.13	1,421,020.68	45
24	Mafinga	5,237,552.88	4,860,913.00	4,535,409.81	5,563,056.07	45
25	Tukuyu	2,710,505.61	3,489,470.56	2,219,101.35	3,980,874.82	36
26	Karatu	3,980,216.46	3,026,310.55	2,094,559.00	4,911,968.01	30
27	Kiomboi	911,371.65	36,454.86	215,356.10	732,470.41	23
28	Utete	1,154,881.81	882,619.14	462,173.54	1,575,327.41	23
29	Kasulu	2,089,749.81	2,062,262.05	819,697.00	3,332,314.86	20
30	Kilwa Masoko	427,053.48	3,635,872.79	793,911.41	3,269,014.86	20
31	Chunya	1,701,544.97	1,170,269.80	450,000.00	2,421,814.77	16
32	Same-Mwanga	-	14,005,145.18	1,400,000.00	12,605,145.18	10
33	Ifakara	1,359,587.90	794,604.50	150,220.47	2,003,971.93	7
34	Tunduru	2,119,520.76	873,895.78	200,000.00	2,793,416.54	7
35	Karagwe	1,756,313.35	2,111,336.80	241,510.00	3,626,140.15	6
36	Kyela-Kasumulu	-	1,971,915.69	85,381.00	1,886,534.69	4
37	Sengerema	12,478,777.53	10,435,547.45	638,237.97	22,276,087.01	3
38	Ludewa	155,203.80	184,433.73	3,729.08	335,908.45	1
39	Dakawa	164,402.90	207,429.58	-	371,832.48	0
40	Handeni	811,685.61	1,297,118.17	-	2,108,803.78	0
41	Katesh	2,428,488.16	1,586,891.23	-	4,015,379.39	0
42	Kibaya	1,993,268.98	1,277,913.11	-	3,271,182.09	0
43	Kibondo	226,894.60	93,240.38	-	320,134.98	0
44	Kondoa	3,356,336.82	2,376,156.55	-	5,732,493.37	0
45	Makete	1,217,772.13	1,351,829.10	-	2,569,601.23	0
46	Mpwapwa	7,261,633.48	4,145,564.19	-	11,407,197.67	0
47	Mwanhuzi	2,965,898.72	3,001,014.30	-	5,966,913.02	0
48	Namanyere	67,491.40	2,699.66	-	70,191.06	0
49	Namtumbo	786,862.81	798,290.12	-	1,585,152.93	0
50	Rujewa	1,911,254.42	1,227,357.92	-	3,138,612.34	0
51	Songe	639,537.27	519,296.52	-	1,158,833.79	0
52	Tarime	1,078,586.52	489,547.51	-	1,568,134.03	0
	Sub Total/ Average	119,579,249.15	130,638,783.82	101,266,049.86	148,951,983.11	40

SN	Name of District WSSAs	OPENING BALANCE 01 JULY 2020 IN TZS	ACTUAL INVOICES IN TZS (JULY 2020 TO JUNE 2021)	TOTAL PAYMENTS UP TO 31 ST AUGUST 2021	OUTSTANDING BALANCE IN TZS	COMPLIANCE WITH REGULATORY LEVY (%)
TOWNSHIP WSSAs						
53	Kibaigwa	5,718,656.62	5,462,730.35	11,181,386.97	-	100
55	Makambako	300,839.96	4,837,495.54	5,138,335.50	-	100
56	Mombo	13,175.84	712,995.75	726,171.59	-	100
54	Maganzo	333,481.23	1,331,717.52	1,099,079.36	566,119.39	66
58	Turiani	1,980,903.35	2,272,207.16	1,147,613.15	3,105,497.36	27
57	Tunduma	98,929.62	118,361.59	-	217,291.21	0
	Sub Total/ Average	8,445,986.62	14,735,507.91	19,292,586.57	3,888,907.96	83
	Grand Total/ Average	128,025,235.77	145,374,291.73	120,558,636.43	152,840,891.07	44



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