

THE UNITED REPUBLIC OF TANZANIA



# **WATER UTILITIES PERFORMANCE REVIEW REPORT FOR THE FY 2016/2017**

**DISTRICT AND TOWNSHIP WATER UTILITIES**

**December 2017**





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## TABLE OF CONTENTS

<b>FOREWORD .....</b>	<b>vi</b>
<b>ABBREVIATIONS AND ACRONYMS .....</b>	<b>vii</b>
<b>MEASUREMENT UNITS AND SYMBOLS .....</b>	<b>vii</b>
<b>DEFINITIONS OF KEY PERFORMANCE INDICATORS .....</b>	<b>viii</b>
<b>EXECUTIVE SUMMARY.....</b>	<b>ix</b>
<b>1.0 INTRODUCTION.....</b>	<b>1</b>
<b>2.0 PERFORMANCE ANALYSIS.....</b>	<b>1</b>
2.1 Water Sources.....	1
2.2 Water Production and Measurement Methodology.....	2
2.3 Water Demand.....	5
2.4 Water Treatment Facilities and Quality Monitoring .....	7
2.5 Sanitation Services .....	11
2.6 Population Living in Area with Water Supply Network .....	11
2.7 Average Hours of Service .....	15
2.8 Metering Ratio .....	18
2.9 Staff per 1000 Connections .....	20
2.10 Non-Revenue Water .....	22
2.11 Water Sales and Revenue Collection .....	27
2.12 Expenditure .....	31
2.13 Institutional Status of DT WSSAs.....	32
<b>3. IMPLEMENTATION OF REGULATORY OBLIGATIONS.....</b>	<b>36</b>
3.1. Tariff Reviews and Implementation of Tariff Conditions .....	36
3.2. Reporting Obligations .....	37
3.3. Implementation of Recommendations of Previous Performance Report (FY 2015/16).....	40
<b>4. PERFORMANCE RANKING.....</b>	<b>41</b>
4.1. Key Performance Indicators.....	41
4.2. Procedure for Ranking .....	41
4.3. Results of Performance Ranking.....	43
<b>5. MAJOR OBSERVATIONS AND RECOMMENDATIONS .....</b>	<b>48</b>
<b>APPENDICES .....</b>	<b>51</b>
APPENDIX 1:WATER UTILITIES PROFILES .....	51
APPENDIX 2:KEY PERFORMANCE DATA AND INDICATORS .....	135
APPENDIX 3:COMPLIANCE WITH REGULATORY OBLIGATIONS.....	156
APPENDIX 4: LIST AND EXPLANATION FOR DT WSSAs THAT DID NOT SUBMIT REPORTS .....	181
APPENDIX 5: WATER QUALITY ANALYTICAL RESULTS .....	183

## LIST OF FIGURES

Figure 1:	Water Abstraction from Various Sources .....	2
Figure 2:	Total Water Production.....	2
Figure 3:	Annual Water Demand .....	6
Figure 4:	Ratio of Water Production to Water Demand.....	7
Figure 5:	Water quality compliance status as tested by DT WSSAs .....	8
Figure 6:	Water quality compliance status as tested by DTWSSAs.....	8
Figure 7(a):	pH compliance status for drinking water in DT WSSAs as tested by EWURA.....	9
Figure 7(b):	Turbidity compliance status for drinking water in DT WSSAs as tested by EWURA.....	10
Figure 7(c):	E-Coli compliance status for drinking water in DT WSSAs as tested by EWURA .....	10
Figure 7(d):	Residual Chlorine compliance status for drinking water in DT WSSAs as tested by EWURA .....	11
Figure 8:	Population Living in Area with Water Supply Network .....	12
Figure 9:	Population Living in Area with Water Network (%).....	14
Figure 10:	Overall Average Hours of Service.....	15
Figure 11:	Comparison of Average Hours of Services in 2016/17 .....	17
Figure 12:	Average Metering Ratio .....	18
Figure 13:	Comparison of Metering Ratio in FY 2016/17 .....	19
Figure 14:	Average Staff per 1000 Connections.....	20
Figure 15:	Comparison of Staff per 1000 Water Connections in FY 2016/17 .....	21
Figure 16:	Average Non Revenue Water .....	22
Figure 17:	Comparison of Non-Revenue Water (%) in FY 2016/17 .....	24
Figure 18:	NRW in volume of water loss per connection per day.....	25
Figure 19:	Comparison of NRW (m3/connection/day) in 2016/17 .....	26
Figure 20:	Water Sales.....	27
Figure 21:	Total Revenue Collection.....	29
Figure 22:	Total Expenditure.....	32

## LIST OF TABLES

Table 1:	List of DT WSSAs with Significant Increase in Water Production .....	3
Table 2:	List of DT WSSAs with Significant Decrease in Water Production .....	4
Table 3:	Method used by DT WSSAs to Determine Water Production .....	5
Table 4:	DT WSSAs with Significant Change in Water Demand .....	6
Table 5:	DT WSSAs with Significant increase in Proportion of Population Living in Area with Network.....	12
Table 6:	DT WSSAs with Significant decrease in Proportion of Population Living in Area with Network.....	13
Table 7:	DT WSSAs with Significant Increase in Hours of Service.....	15
Table 8:	Utilities with Significant Decrease in Hours of Service .....	16
Table 9:	DT WSSAs with Low Hours of Service .....	16
Table 10:	List of DT WSSAs with Good Performance in Metering Ratio .....	18
Table 11:	DT WSSAs with Good Performance in NRW .....	23
Table 12:	Utilities with Unsatisfactory Performance in NRW (NRW >50%) .....	23
Table 13:	Utilities with Increased Water Sales (>100%) .....	28
Table 14:	Utilities with significant Decrease in water sale .....	28
Table 15:	Methods used by DT WSSAs to Manage Customer Bills .....	30
Table 16:	Utilities with Increased Operation and Maintenance Expenditure (increase in O&M >50%).....	31
Table 17:	Status of DT WSSAs with Staff Challenges .....	33
Table 18:	Summary of DT WSSAs that submitted Tariff Review Application .....	36
Table 19:	Tariff Review Determinations.....	37
Table 20:	Presence of Qualified Accountants in DT WSSAs as at 30th June 2017.....	39
Table 21:	DT WSSAs MajIs Reports Submission List .....	40
Table 22:	Key Performance Indicators.....	41
Table 23:	Assessment Data Reliability and Accuracy .....	42
Table 24:	Classification of Overall Scores.....	43
Table 25:	Summary of Ranking for 83 DT WSSAs.....	44
Table 26:	Performance Ranking Comparison .....	46
Table 27:	Table 27: List of DT WSSAs with Significant Improvement or Deterioration in the Overall Performamance .....	46
Table 28:	Major Observations and Recommendations .....	48

## CHAIRMAN'S STATEMENT

On behalf of the Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA), I am pleased to present the 9<sup>th</sup> Water Utilities Performance Review Report for regulated District and Township water utilities for the FY 2016/17.

In the financial year 2016/2017, EWURA has continued to oversee and regulate the activities of the District and Township water utilities. I am pleased to report that the utilities have continued to register remarkable improvements in provision of water supply and sanitation services in the District headquarters and Township in terms of coverage, despite some challenges such as inadequate staffing, inadequate qualified staff, low level of customer base, aging infrastructure etc. I feel honored to be part and leader of the Authority that tirelessly continued to build capacity of these utilities to ensure that they deliver services to the acceptable standards.

Our efforts alone could not have been successful without full support of the Government of the United Republic of Tanzania through the Ministry of Water and Irrigation and the President's Office Regional Administration and Local Government. My special thanks goes to Hon. Eng. Isack Kamwelwe (MP) and Hon. Selemani S. Jaffo (MP) for their continuous support and guidance during the year under review. The Permanent Secretaries of the same ministries and all the staff were always available to assist to ensure the water services reaches to as many people as possible in urban centres.

Let me also thank Boards and the Management teams of all District and Townships water and sanitation authorities for their commendable cooperation that has made the preparation of this report possible. I finally commend my colleagues of the EWURA Board together with the EWURA Management Team and Staff, for their unwavering commitment, dedication and hard work during the year under review.



Eng. Prof. Jamidu H. Y. Katima

**BOARD CHAIRMAN**

December, 2017

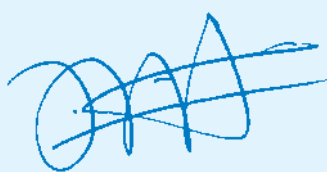
## FOREWORD

The Energy and Water Utilities Regulatory Authority (EWURA) has been mandated under the EWURA Act, Cap. 414 and Water Supply and Sanitation Act, No. 12 of 2009 to undertake technical and economic regulation of Water Supply and Sanitation Authorities (WSSAs). Fulfillment of this mandate involves, among other things, preparation of a report that compares the annual performance of WSSAs.

The Financial Year 2016/17 report provides a comparative analysis and ranking of the performance of 83 District and Township WSSAs (DT WSSAs). This was done by evaluating the performance of each DT WSSA in attaining Key Performance Indicators (KPIs) targets and service level benchmarks for provision of water and sanitation services. Hence, the findings outlined in this report should be a key reference for DT WSSAs Boards of Directors and Management in order to improve water supply and sanitation services in their respective service areas.

In addition to revealing the performance of each DT WSSA, the report is an important tool for evaluating progress towards achieving the National Five Year Development Plan (FYDP), 2016/17 - 2020/21 whose main agenda is ***“Nurturing Industrialization for Economic Transformation and Human Development”***. The FYDP (2016/17-2020/21) recognizes that availability of adequate, clean, safe and affordable water and sanitation services in a country has an impact on improving the standard of living of people as well as contributing to economic growth and environmental sustainability. In view of this recognition, the FYDP (2016/17-2020/21) contains targets that have to be attained with regard to provision of water and sanitation services in the service areas of DT WSSAs. Therefore, information provided in this report will be useful in guiding stakeholders in, among other things, effective allocation of resources for implementation of the the FYDP (2016/17-2020/21).

EWURA is grateful for the invaluable comments and inputs received from the Ministry of Water and Irrigation, President’s Office - Regional Administration and Local Government and DT WSSAs. Finally, EWURA congratulate DT WSSAs that have shown improvement in performance. We hope this will stimulate other DT WSSAs to work hard so as to accelerate their contribution into the achievement of FYDP (2016/17-2020/21) targets.



Eng. Godwin Samwel

**ACTING DIRECTOR GENERAL**

December, 2017



## ABBREVIATIONS AND ACRONYMS

DT WSSA	District and Township Water Supply and Sanitation Authority
EWURA	Energy and Water Utilities Regulatory Authority
FY	Financial Year
HTM	Handeni Trunk Main (Not used in the document)
KASHWASA	Kahama Shinyanga Water Supply and Sanitation Authority
KPI	Key Performance Indicator
MoWI	Ministry of Water and Irrigation
MDGs	Millennium Development Goals
NRW	Non Revenue Water
NTU	Nephelometric Turbidity Unit
O&M	Operation and Maintenance
PO-RALG	President's Office, Regional Administration and Local Government
RAS	Regional Administrative Secretary
RS	Reporting Score
SBP	Score Based on Best Performer
SDGs	Sustainable Development Goals
SCG	Score Based on Confidence Grading
SLB	Service Level Benchmark
SPT	Score Based on attaining Performance Targets
SSLB	Score Based on attaining Service Level Benchmarks
TWS	Total Weighted Score
WSDP	Water Sector Development Programme
WSSA	Water Supply and Sanitation Authority

## MEASUREMENT UNITS AND SYMBOLS

km	kilometre
m	metre
m <sup>3</sup>	cubic metre
m <sup>3</sup> /day	cubic metre per day
%	Percent
TZS	Tanzania Shillings (not applicable when used together with water and waste water quality standards)

## DEFINITIONS OF KEY PERFORMANCE INDICATORS

1. **Average hours of service (hours)** - The hours per day a consumer can draw water from the tap at his/her household connection or the public stand pipe. This number of hours is not necessarily identical with the operation time of pumps, treatment plants or wells.
2. **Metering ratio (%)** - The number of connections that have operating meters as a percentage of the total number of connections.
3. **Non- Revenue Water – NRW (%)** - The amount of water produced (or purchased), minus the amount that is sold to consumers presented as a percentage of water produced.
4. **Operating ratio** – Ratio of operating costs to operating revenues. Operational costs include all the expenses together with depreciation and interest costs (but no debt service payment). Sound financial management requires that this ratio should be less than 1.
5. **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 of the total population in the service area. It is obtained by dividing the population living within 200 meters of the water network by the total population living in the service area.
6. **Proportion of population served with water (%)** - Is the population served expressed as a percentage of the total population in the service area. The population served is arrived at 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 is multiplied by the average number of the people served by public stand posts and/or kiosks, (iii) the number of people living in residential institutions, industrial and commercial complexes.
7. **Revenue collection efficiency (%)** - Revenue collection expressed as percentage of total billings during the year.
8. **Staff per 1000 connections** - The ratio of total staff to total water connections multiplied by 1000.
9. **Water quality compliance (%)** – Is the number of water samples that pass particular water quality tests expressed as a percentage of the total number of samples tested.
10. **Working ratio** – This is a ratio of operation expenses to the operating revenue. The operation expenses do not include depreciation, interest and debt services. Sound financial management requires that this ratio should be well below 1.

## EXECUTIVE SUMMARY

### Introduction

This is the 9<sup>th</sup> annual report on the performance of DT WSSAs. The report details the performance of 83 DT WSSAs, which includes 69 utilities that operate in District headquarters and 14 utilities operating in Townships. The performance of the utilities is described based on comparison of data for three consecutive years. Where applicable, reasons for significant changes on the trend were provided. Similar to the previous FY 2015/16, this FY 2016/17 report has not included the analysis of performance of Dareda WSSA due to ownership challenges that led the utility to operate as a community water scheme.

The main objective of this report is to show the achievements of DT WSSAs by considering key performance data and indicators for provision of water and sanitation services. In addition, the report ranks the WSSAs' performance in provision of water services. Towards the end, the report provides key observations and recommendations with the view of improving water and sanitation services in the DT WSSAs' operational areas.

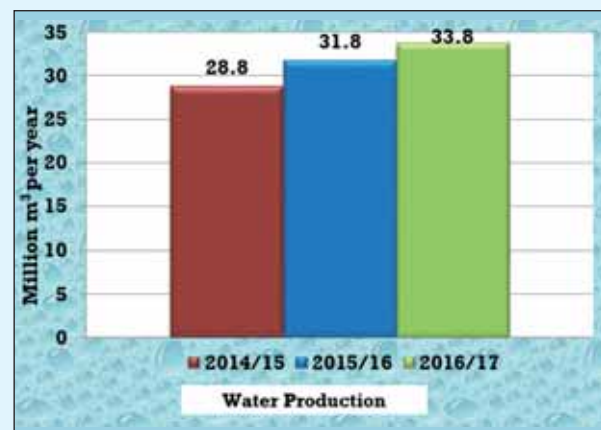
Data and information for preparation of the report were collected from DT WSSAs through annual performance reports, monthly MajIs reports and annual data questionnaire. Also, clarifications sought from DT WSSAs on their performance trend and findings during performance inspections conducted by EWURA, provided input to the report. Information and clarification was also sourced from the Ministry of Water and Irrigation (MoWI) and the President's Office Regional Administration and Local Government (PO-RALG).

### Performance Highlights

In order to enlighten the performance of DT WSSAs during 2014/15 and 2016/17, the summary of performance of DT WSSAs in terms of: (a) water production; (b) Water abstraction (c) service hours; (d) metering ratio; (e) staff productivity; (f) non-revenue water; (g) revenue collection; (h) institutional status and (i) submission of reports is discussed.

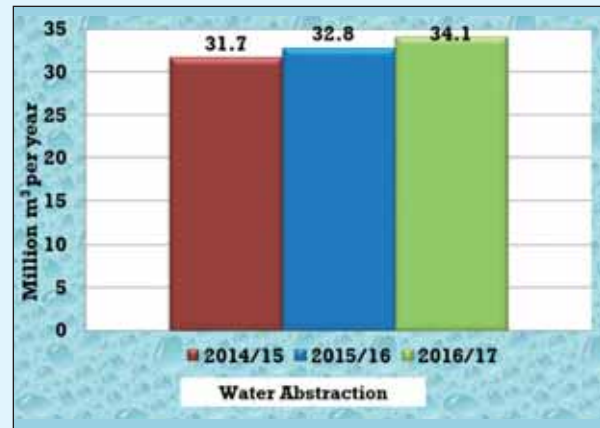
#### (a) Water Production

There has been a continuous increase in water production over the past three years. Water production has increased from 28.8 million m<sup>3</sup> in FY 2014/15 to 33.8 million m<sup>3</sup> in FY 2016/17 (equivalent to 17% increase). Generally, the main factors that contributed to the increase in water production include improvement in operation and maintenance of pumps leading to increased pumping hours and augmentation of water production infrastructure.



### (b) Water Abstraction

There has been a continuous increase in water abstraction over the past three years. Water abstraction has increased from 31.7 million m<sup>3</sup> in FY 2014/15 to 34.1 million m<sup>3</sup> in FY 2016/17 (equivalent to 8% increase). Generally, the main factors that contributed to the increase in water abstraction is addition of water sources.



### (c) Hours of Service

Over the past three years, there has been an insignificant increase of average hours of service from 8.8 to 9.1 hours per day. Hours of service are still far from the service level benchmark of 24 hours per day.



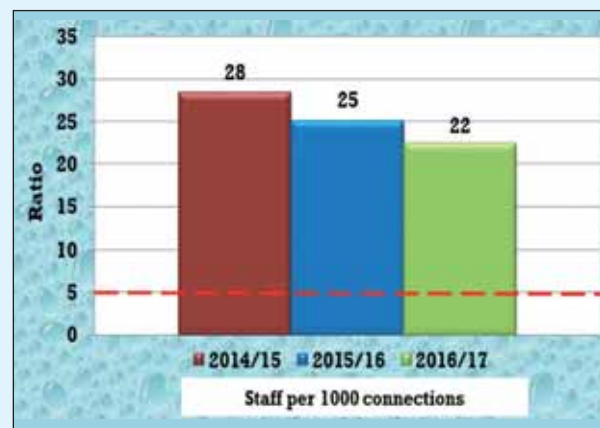
### (d) Metering Ratio (%)

There has been a continuous improvement in metering ratio over the past three years. Average metering ratio for DT WSSAs increased from 63% in FY 2014/15 to 72% in FY 2016/17. However, metering ratio is still low compared to the service level benchmark which requires water utilities to meter all their customers.



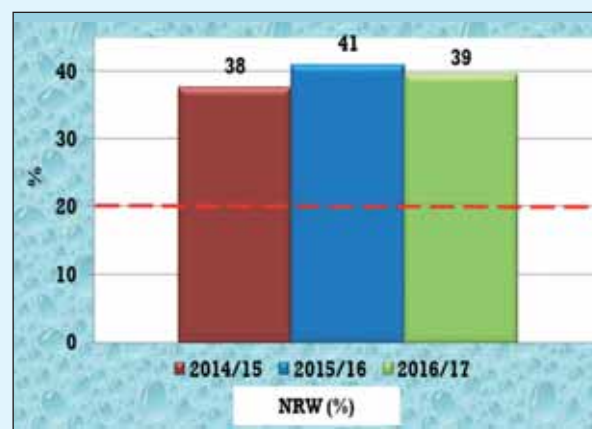
### (e) Staff Productivity

Over the past three years, staff productivity expressed in terms of staff per 1000 connections has improved. Staff per 1000 connections has improved from 28 in FY 2014/15 to 22 in FY 2016/17. Despite the overall improvement, the DT WSSAs have not managed to attain the service level benchmark of 5 staff per 1000 connections.



#### (f) Non-Revenue Water (%)

Generally, the DT WSSAs have not managed to attain a service level benchmark of NRW of less than 20%. The NRW for DT WSSAs increased from 38% in FY 2014/15 to 41% in FY 2015/16 and then decreased to 39% in FY 2016/17. The main cause of high non-revenue water is the existence of high number of unmetered connections and dilapidated water network.



#### (g) Revenue Collection and Expenditure

Total revenue collection for DT WSSAs increased from TZS 8.38 billion in FY 2014/15 to TZS 10.26 billion in FY 2016/17. Operation and maintenance expenses for DT WSSAs increased annually from 11.09 billion in FY 2014/15 to 12.63 billion in FY 2016/17. The main reason for such reported increase is increased customer connections as compared to previous years.



#### (h) Institutional Status of DT WSSAs

By June 2017, out of 97 declared DT WSSAs, 47 DT WSSAs had no Board of Directors in place. In the FY 2016/17, 10 DT WSSAs had not established Boards of Directors. The DT WSSA whose Board of Directors was appointed for the first time was Maganzo WSSA that is currently fully operational. On the other hand, the Board of Directors for Chala was constituted in 2014/15 but has also not started operation because arrangements to hand over operations of the existing water supply scheme from the current service provider to the Board are not yet concluded. In 10 DT WSSAs that have not established Boards of Directors, water supply services are mainly operated by Village Water Committees, Community owned organization or Trustees. The declared DT WSSAs that have not established Boards of Directors are Karatu, Bonga, Didia, Iselamagazi, Jomu (Tinde), Laela, Uyui (Isikizya), Lalago, Malampaka and Sangang'walugesha. On the other hand, the tenure of 37 DT WSSAs Boards of expired.

#### (i) Submission of Reports

##### *Submission of Annual Technical Report*

Out of 97 declared DT WSSAs, 83 submitted either their 2016/17 annual performance reports (hard copies or MajIs reports) or a datasheet prepared in accordance to EWURA requirements and were analyzed in this report while 14 did not submit their reports. The 14 DT WSSAs that did not submit reports include Dareda WSSA whose 2016/17 performance was not analyzed because of failure to submit reports as it had management problems and hence operated as a community water scheme. The other 13 DT WSSAs did not submit reports due to various



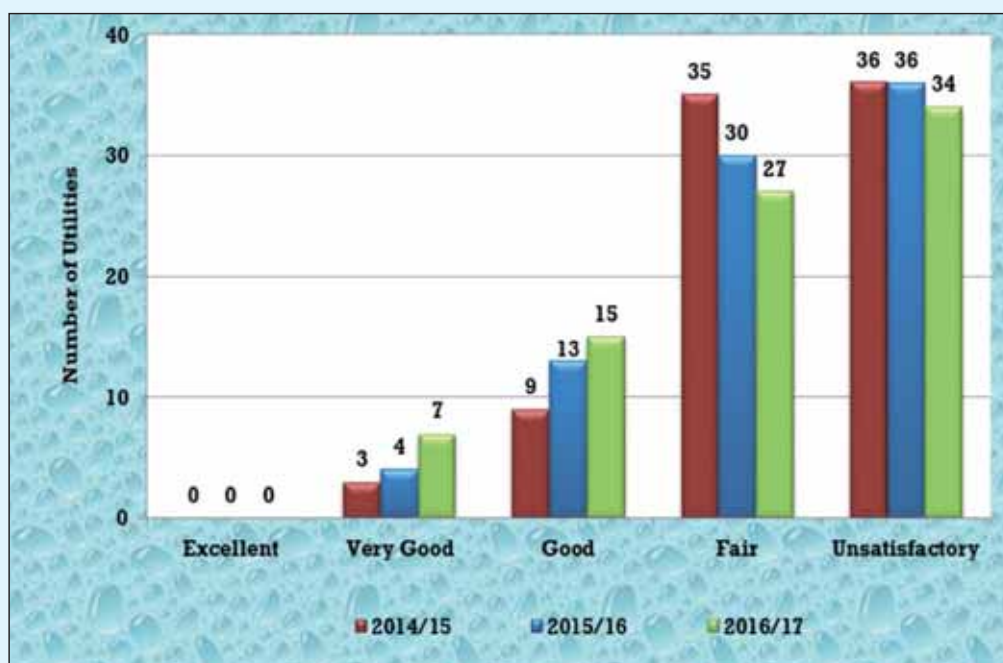
reasons including being not operational because they have neither Board of Directors nor Management in place and/or operation of water supply schemes being under community owned organizations and have not been handed over to newly formed Boards.

### ***Submission of Financial Statements***

There has been a continuous improvement in the submission of DT WSSA's financial statement. The number of WSSAs that submitted financial statements increased from 21 DT WSSAs in FY 2015/16 to 31 DT WSSAs in FY 2016/17. All submissions of financial statements were done during the required time. The DT WSSAs that submitted draft financial statements for the first time include Bashnet, Igunga, Itumba-Isongole, Kibaya, Kilolo, Makete, Mlowo, Namtumbo, Nansio, Ruangwa and USA River while the DT WSSAs that have maintained submitting financial statements include Chunya, Katesh, Korogwe, Liwale, Loliondo, Lushoto, Mafinga, Magugu, Makambako, Mbalizi, Mbinga, Monduli, Muleba, Mwanga, Mwanhuzi, Same, Tukuyu, Tunduma, Utete and Vwawa.

### **Performance Ranking**

The performance of DT WSSAs was ranked in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2014. As a result, Mbinga WSSA (Ruvuma Region) has emerged the overall best performer in the provision of water supply services. The least overall performer is Namanyere WSSA (Rukwa Region). In addition, the ranking results shows that the performance of 7 DT WSSAs (8%) was rated as “very good”, 17 DT WSSAs (18%) was rated as “good”, 25 DT WSSAs (33%) was rated as “fair” while the remaining 34 DT WSSAs (41%) was rated as “unsatisfactory”.



Generally, the performance of DT WSSAs has improved as compared to the previous FY 2015/16 as the number of DT WSSAs with “very good” and “good” performance has increased. The percentage of DT WSSAs with at least “good” performance has increased from 21% in FY 2015/16 to 26% in FY 2016/17. In addition, the number of DT WSSAs with “fair” and “unsatisfactory” performance has decreased.



## 1.0 INTRODUCTION

According to Section 27 of the Water Supply and Sanitation Act (2009), EWURA is mandated to regulate Water Supply and Sanitation Authorities (WSSAs). Further, Section 28(2) of the same Act, requires EWURA to, among other things, prepare annually, a comparative analysis report on the performance of the regulated water utilities. In fulfilling this requirement therefore, EWURA has prepared the FY 2016/17 Water Utilities Performance Review Report for District and Township (DT) WSSAs.

This is the 9<sup>th</sup> annual report on the performance of DT WSSAs. The report details the performance of 83 DT WSSAs, which includes 69 utilities that operate in District headquarters and 14 utilities operating in Townships. The performance of the utilities is described based on comparison of data for three consecutive years. Where applicable, reasons for significant changes on the trend were provided. Similar to the FY 2015/16 report, this report has not included the analysis of performance of Dareda WSSA due to ownership challenges that led the utility to operate as a community water scheme.

The report has been prepared based on performance data and information reported by DT WSSAs through annual performance reports, quarterly progress reports and annual data questionnaire; clarifications provided by DT WSSAs on their performance trend; and findings during performance inspections conducted by EWURA. Further, the report has received inputs from the Ministry of Water and Irrigation (MoWI) and the President's Office, Regional Administration and Local Government (PO-RALG) on the operations and performance of DT WSSAs.

The contents of the report includes a chapter on performance analysis which provides an evaluation and performance comparison of DT WSSAs in light of key performance data and indicators which covers technical, commercial, financial and managerial aspects of water utilities. Also, the report includes an evaluation of DT WSSAs performance in terms of implementing regulatory obligations. Based on the above analysis, the report ranks the WSSAs' performance in provision of water services in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2014. Finally, the report provides key observations and recommendations for implementation by DT WSSAs and other key stakeholders in provision of water and sanitation services. The report is appended with profiles that provide descriptive information and data for each DT WSSA; key performance data and indicators for FY 2014/15 to FY 2017/18; and details of DT WSSAs' compliance to regulatory obligations.

## 2.0 PERFORMANCE ANALYSIS

This Chapter analyses the performance of DT WSSAs during the FY 2016/17 in the areas of water sources, water production, water demand, water services coverage, customer metering, staff productivity, non-revenue water, revenue collection and expenditure. Also, the chapter evaluates the institutional status of DT WSSAs.

### 2.1 Water Sources

DT WSSAs abstracts water from boreholes, springs, dams, lakes and rivers. The main sources of water for the past three years have remained the same which are rivers, springs and boreholes. In the FY 2016/17, the main sources contributed 83.8% of the total water abstracted, compared to 88.5% in FY 2015/16, and 85.3% in 2014/15. Contribution of each source to the total water abstraction is summarized in Figure 1 and the corresponding data are detailed in Table A2.1 of Appendix 2.

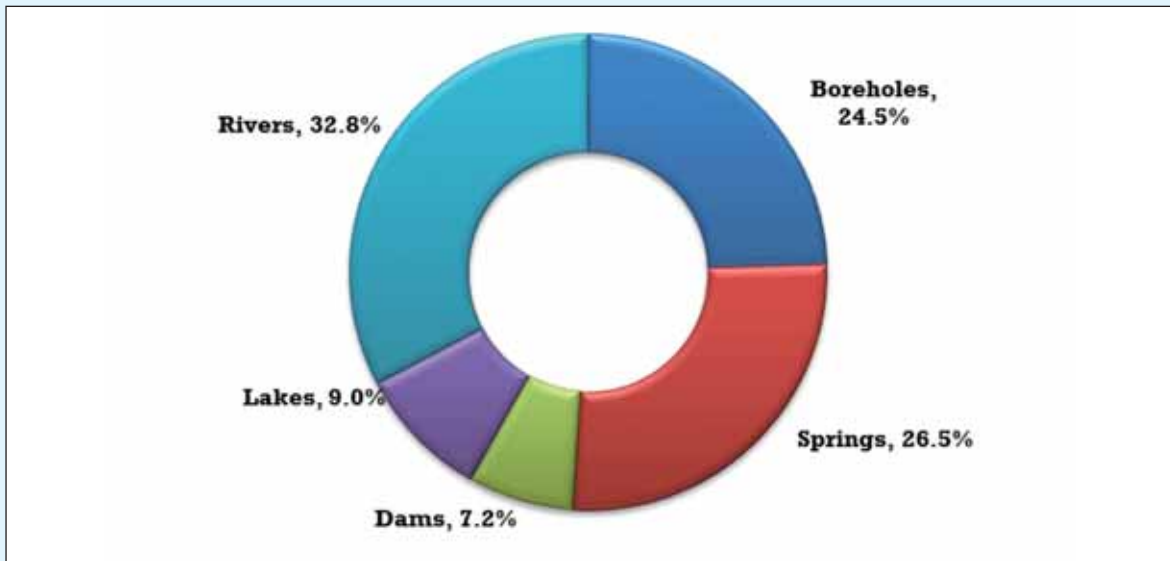


Figure 1: Water Abstraction from Various Sources

## 2.2 Water Production and Measurement Methodology

### 2.2.1 Water Production

Total water production in DT WSSAs increased from 28.8 million m<sup>3</sup> in FY 2014/15 to 33.8 million m<sup>3</sup> in the FY 2016/17, which is equivalent to 17% increase over the three years period. The factors that contributed to the increase in water production include augmentation of water production infrastructure and improvement in operation and maintenance of pumping facilities leading to increased pumping hours. Water production data for DT WSSAs are presented in Table A2.3 of Appendix 2 and summarized in Figure 2.

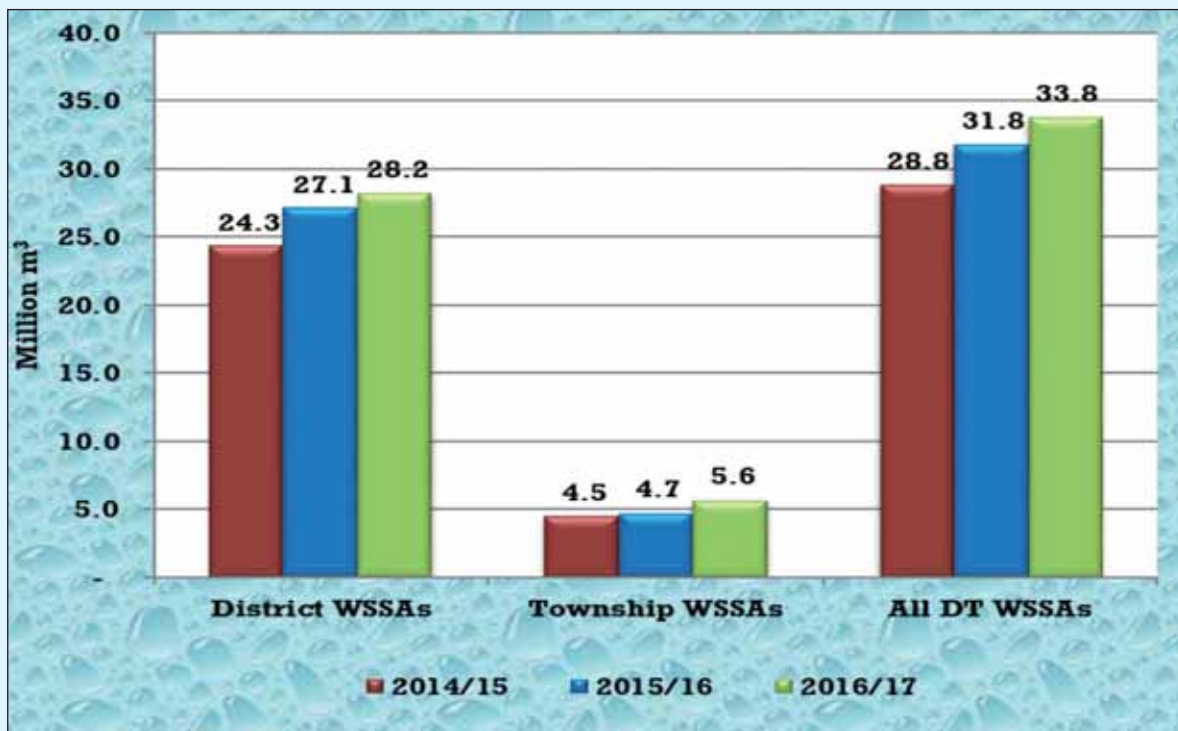


Figure 2: Total Water Production

In FY 2016/17, thirteen (13) DT WSSAs registered significant increase of their water production volume (more than 25%). A list and reasons for increase in water production for each DT WSSA that experienced significant increase in the amount of water produced is given in Table 1.

**Table 1: List of DT WSSAs with Significant Increase in Water Production**

Name of DT WSSA	Reason(s)
Bunda	Increased pumping hours from 12 to 16 due to increase of pumping units from two to three.
Chamwino	Increase of pumping hours from an average of 14 to an average of 21 due to receipt of subsidy from PO-RALG to cover electricity cost.
Karagwe	Rehabilitation of Charuhanga water stream which has increased production capacity by an average of 290m <sup>3</sup> /day. This source was abandoned for more than 10 years and was revived in FY 2016/17
Kilolo	Commissioning of a new Lulanzi project in March 2017 which has increased production capacity by an average of 389m <sup>3</sup> /day.
Loliondo	Increase in pumping hours at JICA borehole from 11 hours to 16 hours per day as an effort to meet water demand.
Mkuranga	Addition of new borehole at Kilungu with pump capacity of 17m <sup>3</sup> /hr.
Mugumu	Replacement with a new pump of higher capacity (120m <sup>3</sup> /hr) at Manchira dam.
Nansio	Full operation of the new water production facilities after completion of a new project.
Orkesumet	Two boreholes at Narosoito and Simanjiro Secondary were flushed resulting into increased production from 2.5m <sup>3</sup> /hr to 5m <sup>3</sup> /hr and from 3.5m <sup>3</sup> /hr to 6m <sup>3</sup> /hr respectively.
Sikonge	Increase of pumping hours from an average of 16hours to an average of 22 hours due to availability of Diesel.
Urambo	Addition of a borehole with yield of 3m <sup>3</sup> /hr, which was rehabilitated and converted from being fitted with handpump to being installed with submersible pump.
Kasumulu	Commissioning of Lubele I borehole in September 2016 with a capacity of 259.2m <sup>3</sup> /day.
Mlowo	In 2015/16 production of water was in May and June, 2016 only after rehabilitation of Lutumbi spring water source (capacity 52m <sup>3</sup> /day). During FY 2016/17 production of water covers the whole year (12 months).

On the other hand, during FY 2016/17, nine DT WSSAs decreased their water production significantly (greater than 25%) as compared to that was attained in the FY 2015/16. Table 2 lists utilities and their respective reasons for the decrease in water production.

**Table 2: List of DT WSSAs with Significant Decrease in Water Production**

Name of DT WSSA	Reason (s)
Biharamulo	Yield of Kagango and Runyinya water springs dropped down from 270m <sup>3</sup> /day to 50m <sup>3</sup> /day due to drought.
Gairo	No bulk meter. Production is estimated by using a specified unit volume of a bucket per certain time.
Kilindoni	Improvement of measurement methodology by installation of bulk water meters.
Kilosa	Mkondoa borehole with pump capacity of 10m <sup>3</sup> /hr was not operational since December 2016.
Kisarawe	Low dam recharge due to low rainfall and power disconnection for 4 months as a result of failure to settle electricity bills.
Makete	One intake (Ludihani Intake) did not function for two months due to leakage at the intake and along the gravity main. Also, the yield of Ludihani and sources decreased due to drought.
Mangaka	Only three out of five Handpumps were working. Also, existing borehole was operational for two months only due to lack of capacity to cover diesel cost for running the pump.
Namtumbo	Drought as a result of increased deforestation at Libango sources lead to decreased yield of the sources.
Songe	During the FY 2016/17, there was no water production for three months of January, April and May due to breakdown of water pump and shutdown of pumps due to insufficient funds for covering electricity bills.

### 2.2.2 Water Production Measurement Methodologies

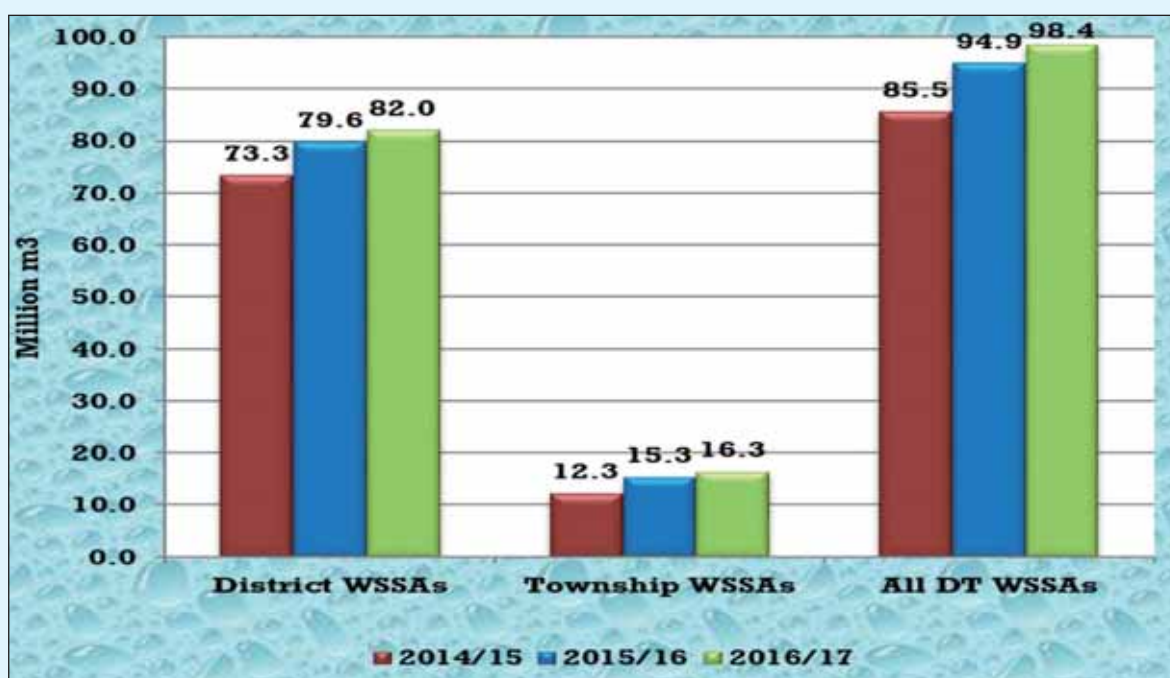
Water production measurement methodologies used by DT WSSAs were bulk meters and estimates based on either rated pump capacity or by measuring the time taken to fill a container of a known volume. It has been observed that, out of 83 DT WSSAs, 31 DT WSSAs have installed bulk meters at their water production point, 28 DT WSSAs used both estimates and bulk meters while the remaining 24 DT WSSAs used estimates. Table 3 shows a list of WSSAs and the methodology that was used to determine water production.

**Table 3: Method used by DT WSSAs to Determine Water Production**

Bulk Meter	Bulk Meter and Estimates	Estimates
1. Biharamulo	1. Bashnet	1. Gallapo
2. Igunga	2. Chamwino	2. Handeni
3. Isaka	3. Chunya	3. Ilula
4. Kasulu	4. Dakawa	4. Itumba-Isongole
5. Kibaigwa	5. Gairo	5. Kasumulu
6. Kibaya	6. Ifakara	6. Katesh
7. Kiomboi	7. Karagwe	7. Kongwa
8. Kisarawe	8. Kibondo	8. Kyela
9. Kishapu	9. Kilindoni	9. Ludewa
10. Liwale	10. Kilolo	10. Lushoto
11. Loliondo	11. Kilosa	11. Magugu
12. Mafinga	12. Kondoa	12. Mangaka
13. Makambako	13. Korogwe	13. Mikumi
14. Manyoni	14. Mahenge	14. Mlowo
15. Mbalizi	15. Makete	15. Mombo
16. Mbinga	16. Mbulu	16. Namanyere
17. Misungwi	17. Mpwapwa	17. Namtumbo
18. Monduli	18. Muheza	18. Nzega
19. Muleba	19. Orkesumet	19. Rujewa
20. Mwanga	20. Sikonge	20. Songe
21. Mwanhuzi	21. Tarime	21. Tunduru
22. Nansio	22. Tukuyu	22. USA River
23. Ngara	23. Tunduma	23. Vwawa
24. Ngudu	24. Urambo	24. Mugumu
25. Pangani	25. Kilwa Masoko	
26. Ruangwa	26. Mkuranga	
27. Same	27. Bunda	
28. Sengerema	28. Magu	
29. Turiani		
30. Ushirombo		
31. Utete		

### 2.3 Water Demand

The annual water demand for DT WSSAs increased from 85.5 million m<sup>3</sup> in FY 2014/15 to 98.4 million m<sup>3</sup> in FY 2016/17 which is an increase by 15.1%. A summary of the annual water demand for DT WSSAs is presented in Table A2.3 of Appendix 2 and is illustrated in Figure 3.



**Figure 3: Annual Water Demand**

During the FY 2016/17, significant changes in water demand (increase or decrease by more than 25%) were observed from DT WSSAs of Biharamulo, Bunda, Chunya, Gairo, Kilindoni, Mafinga, Nansio, Makambako and Mikumi. Reasons for changes in water demand are summarized in Table 4 below.

**Table 4: DT WSSAs with Significant Change in Water Demand**

Name of DT WSSA	Reason(s)
Biharamulo	Review of water demand by considering per capita consumption data provided in the Design Manual for Water Supply and Wastewater Disposal (MoWI, 2009).
Bunda	Review of water demand by considering per capita consumption data provided in the Design Manual for Water Supply and Wastewater Disposal (MoWI, 2009).
Gairo	Review of population data to exclude, villages along the gravity main. The current population has considered five wards of Gairo, Ukwamani, Mkalama, Msingisi and Magoweke which are within the service area.
Kilindoni	Review of water demand by considering per capita consumption data provided in the Design Manual for Water Supply and Wastewater Disposal (MoWI, 2009).
Mafinga	Expansion of Mafinga town Council by additional of three Wards in July 2016 led to total population of 74,851 in FY 2016/17 from 54,224 reported in FY 2015/16.
Nansio	Review of water demand by considering per capita consumption data provided in the Design Manual for Water Supply and Wastewater Disposal (MoWI, 2009).

Generally, over the past three years, there has been slight improvement in the ratio of water production to water demand. Figure 4 shows that the gap between water production and water demand is still large.





**Figure 4: Ratio of Water Production to Water Demand**

## 2.4 Water Treatment Facilities and Quality Monitoring

### 2.4.1 Water Treatment Facilities

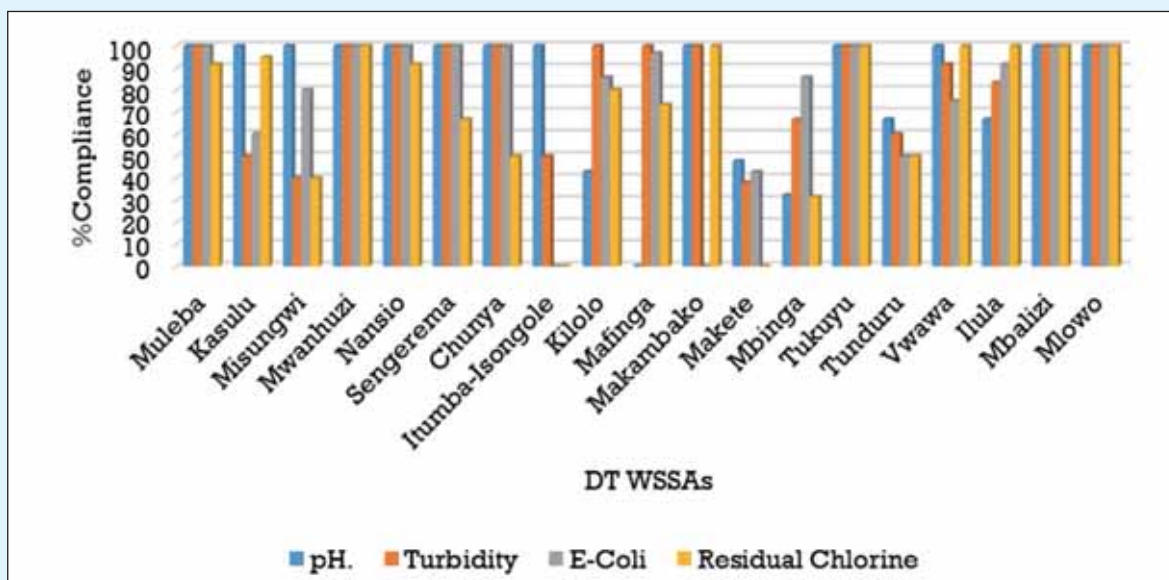
During FY 2016/17 it was observed that only 27 out of 83 DT WSSAs had installed water treatment facilities in form of conventional treatment plant or terminal chlorine disinfection. The DT WSSAs of Igunga, Nzega, Sikonge, Sengerema, Nansio and Mwanhuzi have conventional water treatment plants while the DT WSSAs of Korogwe, Lushoto, Kibaya, Gallapo, Magugu, Katesh, Same, Mwanga, USA River, Monduli, Loliondo, Bunda, Kasulu, Muleba, Misungwi, Ngudu, Magu, Tarime, Kondo, Turiani and Kishapu do have chemical disinfection process by using Calcium Hypochlorite.

### 2.4.2 Water Quality Monitoring

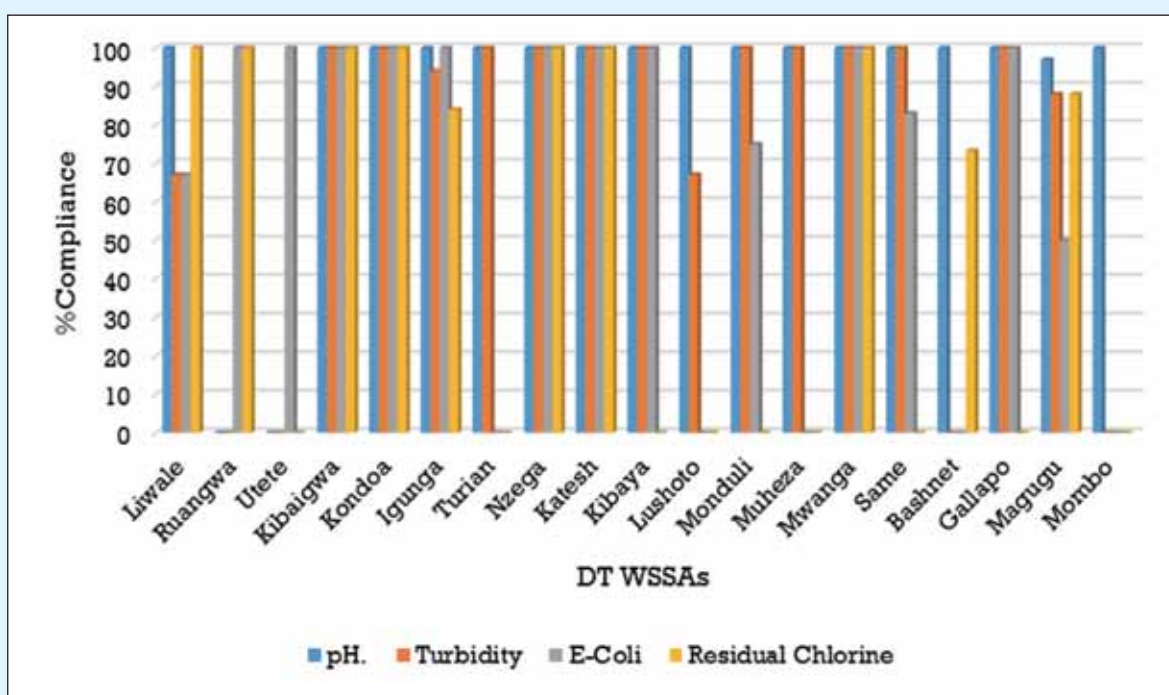
Each DT WSSA is required to have water quality monitoring plan as per Water and Wastewater Quality Monitoring Guidelines for Water Utilities, 2014. In the FY 2016/17, only 35 out of 83 DT WSSAs had water quality monitoring plans. Also, during the reporting period, only 38 out of 83 DT WSSAs conducted water quality monitoring tests as shown in Figure 5 and 6. A total number of 531 samples were collected and analysed. However, the number of water quality tests conducted were not compliant to the requirements of TBS (TZS 789:2008) Standards for Drinking Water Quality, which require the number of samples to be proportional to the population served.

Water quality parameters that were frequently monitored are pH, turbidity, residual chlorine and E-Coli. The test findings revealed that the overall compliance in 38 DTWSSAs was 74% for E-Coli, 75% for residual chlorine, 86% for turbidity and 90% for pH levels. Unsatisfactory performance in E-Coli and residual chlorine indicates a need for DT WSSAs to put more emphasis on water treatment. As shown in Figure 5 and 6, the drinking water supplied by Mombo, Bashnet, Muheza, Lushoto, Turian, Itumba – Isongele and Makambako WSSAs had E-Coli contamination, making them to have zero (0%) compliance in terms of E-Coli content. These WSSAs need to ensure that the water supplied meet the required standards by making use of the required water treatment technology.

Also, some of DTWSSAs had zero percentage compliance in terms of either pH, Turbidity and or residual chlorine namely; Ruangwa, Utete, Mafinga, Makete, Itumba-Isongele, Monduli, Muheza, Kibaya and Mombo WSSAs.



**Figure 5: Water quality compliance status as tested by DT WSSAs**



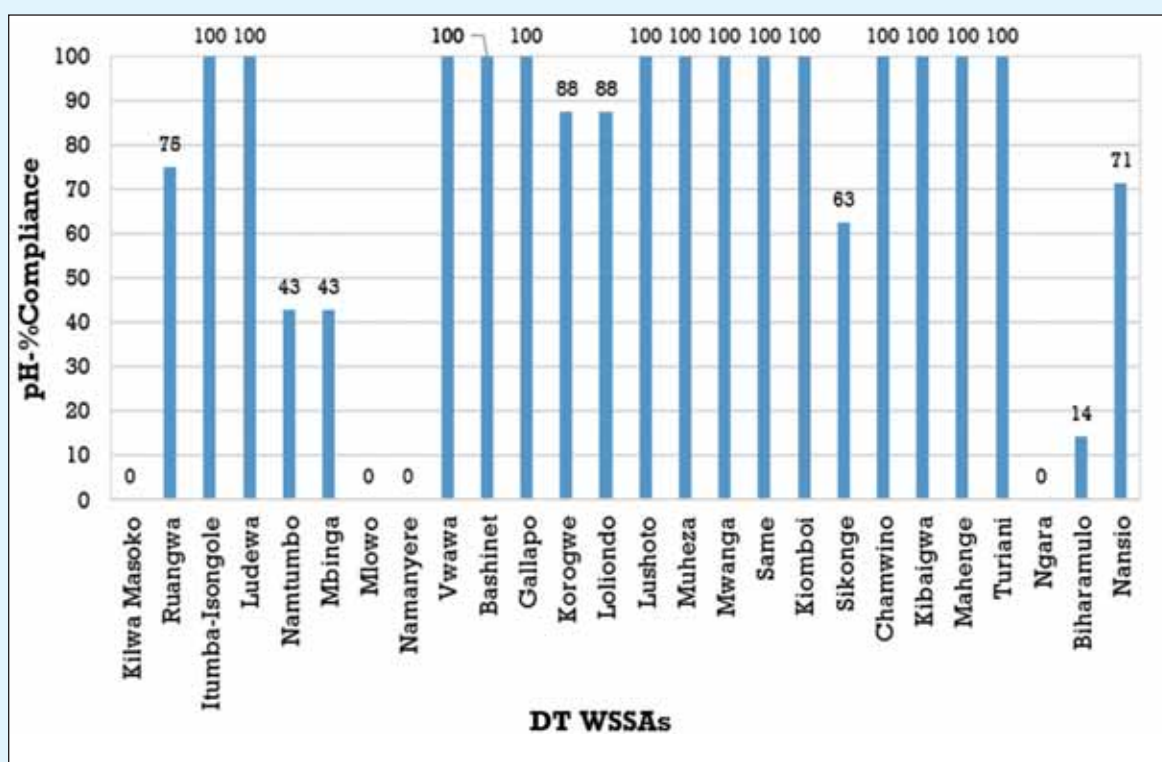
**Figure 6: Water quality compliance status as tested by DTWSSAs**

During the same period, EWURA conducted water quality monitoring tests in the service areas of 27 selected DT WSSAs whereby a total number of 181 samples were collected and analyzed. The results revealed that no any utility attained 100% compliance to all tested parameters of pH, turbidity, E-Coli and Residual Chlorine.

### (a) Drinking Water pH

According to TBS (TZS 789:2008), the water suitable for human consumption (drinking) should have a pH ranges of 6.5 to 9.2

During FY 2016/17 the water quality findings revealed that the overall pH compliance was 72% for the 27 monitored DT WSSAs. Although 14 DT WSSAs obtained 100% compliance in pH levels yet there were some of DT WSSAs that did not comply at all namely Kilwa Masoko, Mlowo, Namanyere and Ngara WSSAs. As detailed in Appendix 5, the lowest pH value of 3.94 was recorded at Ngara WSSA water distribution system while the maximum pH value was 8.58 recorded at Gallapo WSSA. Figure 7(a) shows pH compliance of each monitored utility.

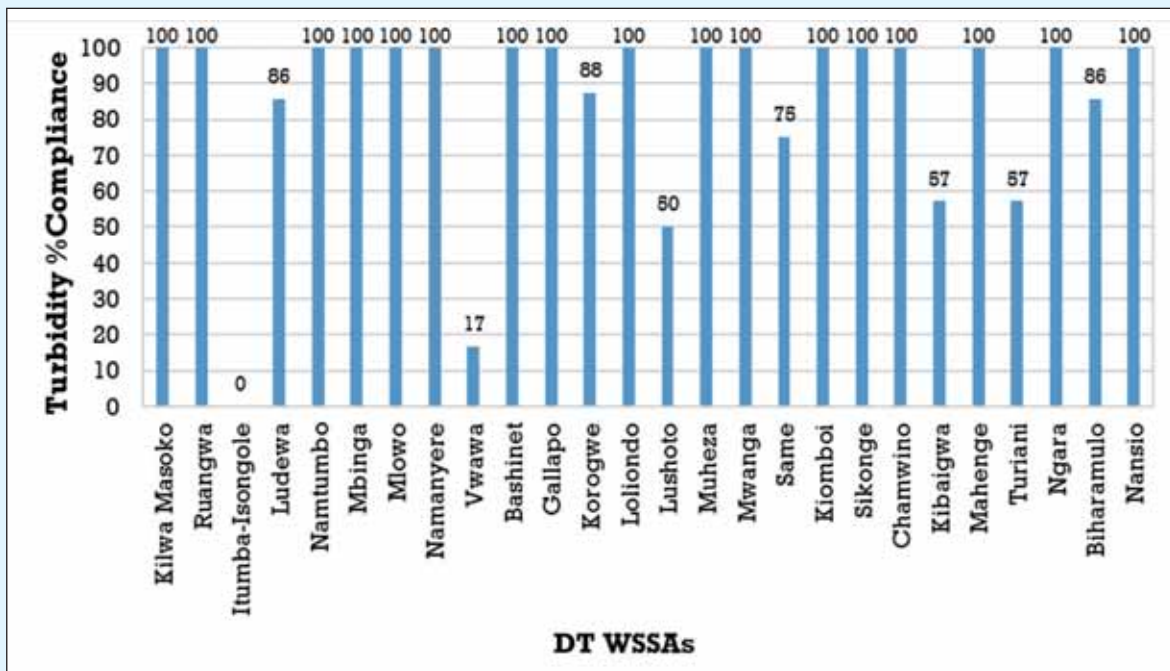


**Figure 7(a): pH compliance status for drinking water in DT WSSAs as tested by EWURA**

### (b) Turbidity Level

According to TBS (TZS 789:2008), the upper limit of turbidity in drinking water is 25NTU. The higher turbidity levels are objectionable to human consumption and interfere with water treatment operations.

During FY 2016/17 the water quality findings revealed that the overall turbidity compliance level was 85% for the 27 monitored DT WSSAs. 17 DT WSSAs attained 100% compliance while Itumba-Isonsole WSSA did not comply. As shown in Figure 7(b) and detailed in Appendix 5. The highest turbidity level of 291NTU was recorded at Lushoto WSSA.

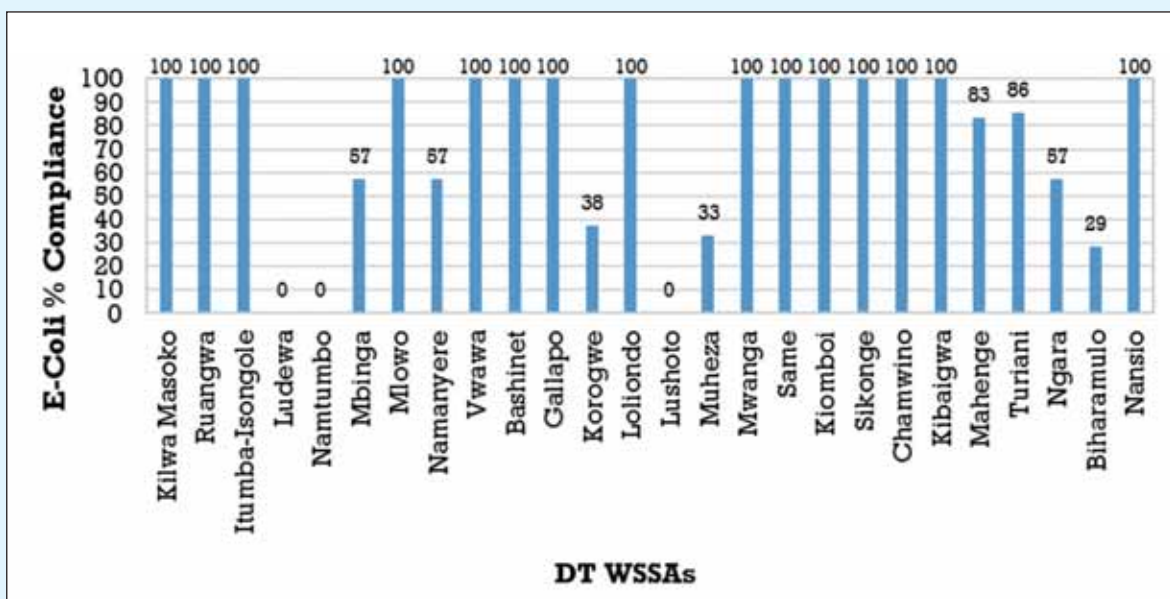


**Figure 7(b): Turbidity compliance status for drinking water in DT WSSAs as tested by EWURA**

**(c) E-Coli in Drinking Water**

For the purpose of protecting public (consumers) health, TBS (TZS 789:2008) limits that the drinking water be free (zero) from E-Coli bacteria.

During FY 2016/17 the water quality findings revealed that the overall E-Coli compliance level was 75% for the 27 monitored DT WSSAs. 15 DT WSSAs attained 100% compliance while Ludewa, Namtumbo and Lushoto WSSAs did not comply at all (0% compliance). As shown in Figure 7(c) and detailed in Appendix 5. The highest E-Coli content of 120cfu/100ml was recorded at Lushoto WSSA.



**Figure 7(c): E-Coli compliance status for drinking water in DT WSSAs as tested by EWURA**



#### (d) Residual Chlorine

Water disinfection is an essential step in delivering safe drinking water and protecting public health. While using chlorine as disinfectant it is recommended that a residual chlorine of 0.2mg/l to 0.5mg/L be maintained in the water distribution system as means of protecting both public health (consumers) and recontamination of treated water.

During FY 2016/17 the water quality findings revealed that the overall residual chlorine compliance was 23% for the 27 monitored DT WSSAs. None of the monitored DT WSSAs attained full compliance in residual chlorine levels as most of DT WSSAs lack proper chlorine dosage facilities and expertise. Figure 7(d) shows that the highest compliance was 86% which was observed in Mlowo and Bashinet WSSAs. Eleven DT WSSAs recorded up to zero residual chlorine while a maximum value of 2.2mg/l was recorded at Kibaigwa, Bashnet and Gallapo WSSAs as detailed in Appendix 5.

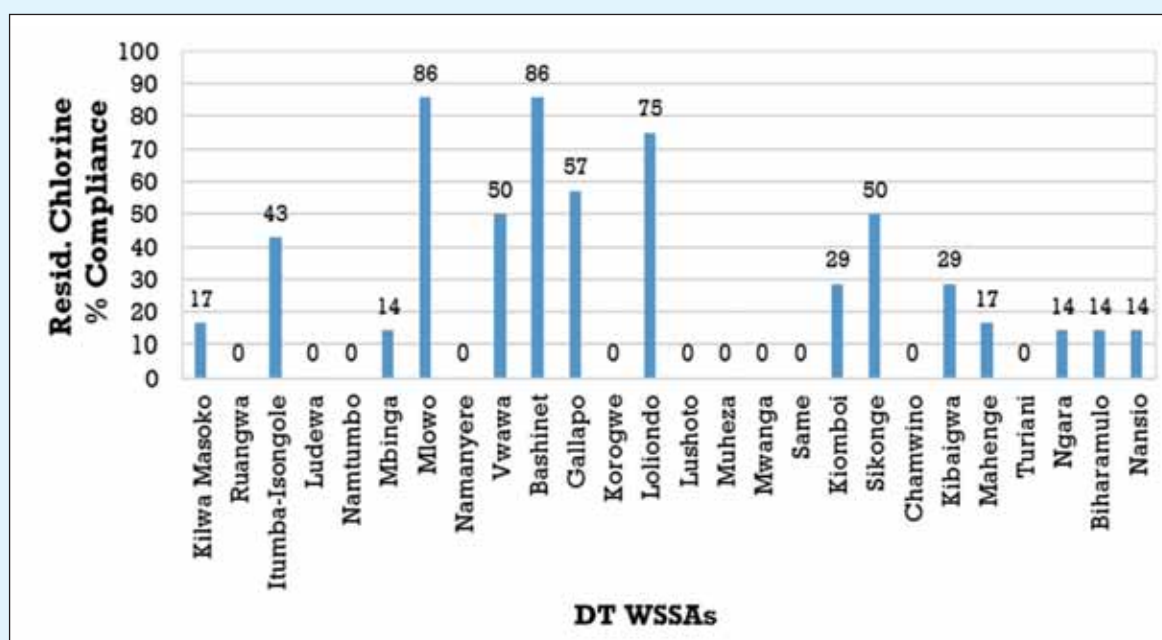


Figure 7(d): Residual Chlorine compliance status for drinking water in DT WSSAs as tested by EWURA

## 2.5 Sanitation Services

Off-site sanitation facilities for DT WSSAs are still a challenge since none of the DT WSSAs have sewer systems. However, Nansio and Sengerema WSSAs have wastewater treatment facilities in form of sludge digesters. On-site sanitation facilities predominantly in use are pit latrines and septic tanks. In order to improve sanitation services in their respective areas, some DT WSSAs have already done the arrangements such as land acquisition for construction of wastewater treatment facilities. The DT WSSAs of Misungwi and Magu have acquired land for wastewater treatment and have started construction of sludge digesters.

## 2.6 Population Living in Area with Water Supply Network

The overall proportion of population living in area with water network in the DT WSSAs decreased from 58.6% in FY 2014/15 to 57.4% in FY 2015/16 and slightly increased to 58.1 % in FY 2016/17. However, the population directly served with water is only 43.7% of the total population in the service areas of the DT WSSAs as detailed in Table A2.5 of Appendix 2. The proportion of population living in area with water network is summarized in Figure 8 and detailed in Table A2.5 of Appendix 2.



**Figure 8: Population Living in Area with Water Supply Network**

As of June 2017, the population living in area with water network for DT WSSAs had reached 58.1%. Some DT WSSAs experienced significant increase or decrease (more than 20%) in population living in area with water network. The names of DT WSSAs and the reasons for the significant increase or decrease are presented in Table 5 and Table 6.

**Table 5: DT WSSAs with Significant increase in Proportion of Population Living in Area with Network**

Name of DT WSSA	Reason(s)
Kilosa	Completion of Kilosa Urban Water Supply Project (WSDP) which included construction of 25km network.
Kondoa	Review of computation based on the proper definition of population living in the area with water network.
Mkuranga	Expansion of pipe network by 1.7 km funded by WSDP.
Mugumu	Expansion of pipe network by 4.3km funded by WSDP.
Tarime	Expansion of distribution network 16km funded by WSDP.
Sikonge	Extension of network by 7km to Majengo B, Isungilunde and Madukani Kati areas, which were not covered previously, funded by WSDP.
Sengerema	Expansion of network by 32.7km funded by LVWATSAN.

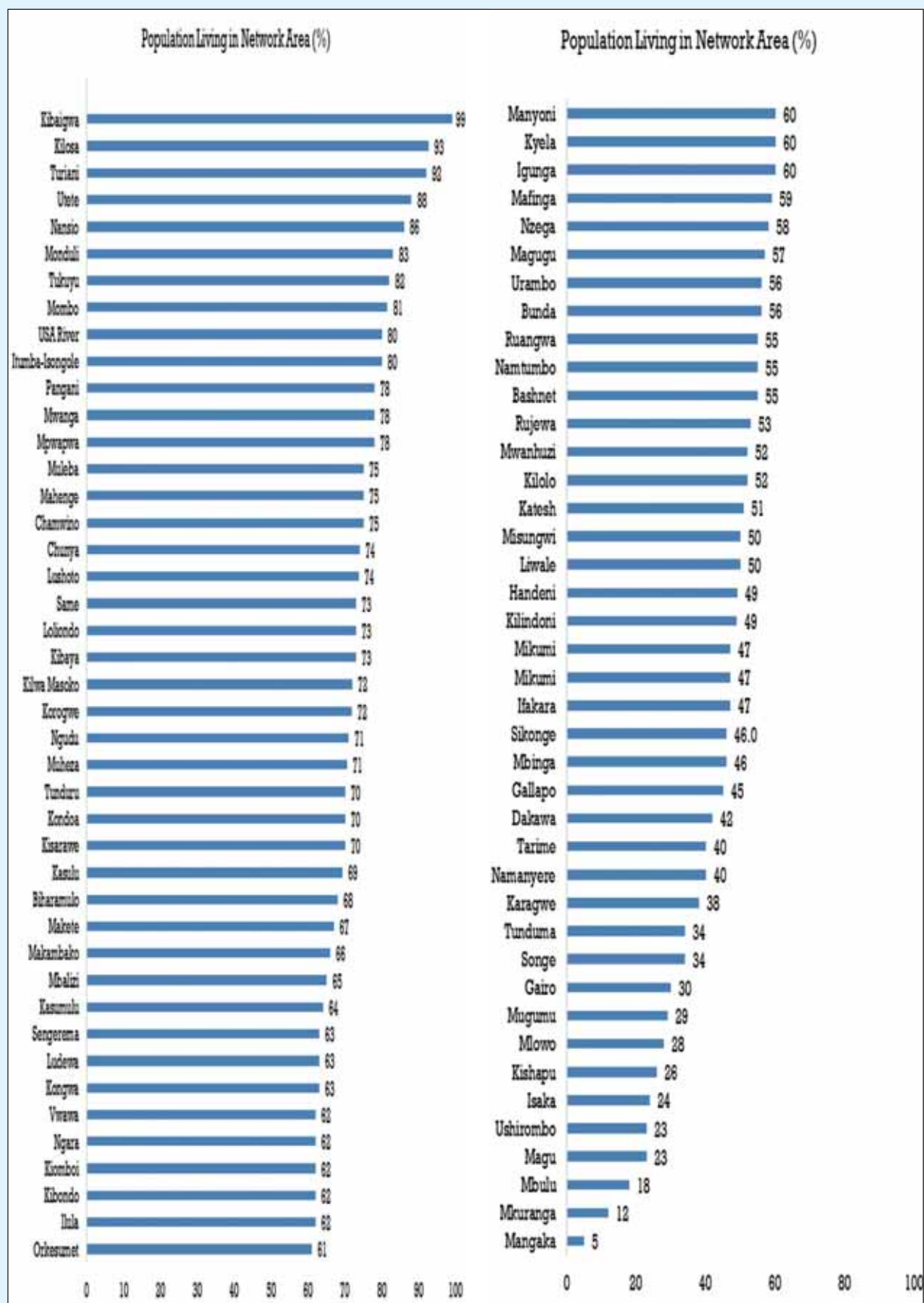


**Table 6: DT WSSAs with Significant decrease in Proportion of Population Living in Area with Network**

Name of DT WSSA	Reason(s)
Kongwa	Reviewed the population data to consider the population that is within the service area. Previous year data considered the whole of Ugogoni Ward, while only two villages of Ugogoni and Chimolo out of five villages are within the Kongwa WSSA service area.
Gairo	Reviewed the population data. Previous year's data included the population living in the new completed project which is yet to be commissioned. The FY 2016/17 data has excluded that population on the ground that the project is yet to start operation.
Magugu	Review of population data by incorporating the new ward of Mwada.
Mafinga	Expansion of the boundaries of Mafinga Town Council resulted into increase in total population. The additional wards are Kinyanambo, Bumilayinga, Isalavano and Rungemba.
Tunduru	The network at Nanjoka and Mchangani ward is dilapidated to the extent that it has been abandoned and water is not distributed in this area.

Over the past three years, the DT WSSAs of Kilwa Masoko, Kisarawe, Korogwe, Liwale, Mahenge, Muleba, Namanyere, Utete and Isaka had no change in the proportional of population living in area with water network.

Figure 9 compares the proportion of population living in area with network for DT WSSAs for FY 2016/17. It was observed that the highest network coverage was reported by Kibaigwa (99%), Kilosa (93%) and Turiani (92%) followed by Utete (88%) WSSAs. The least performers in the proportion of population living in water network (below twenty percent) were Mangaka (5%), Mkuranga (12%) and Mbulu (18%) WSSAs.

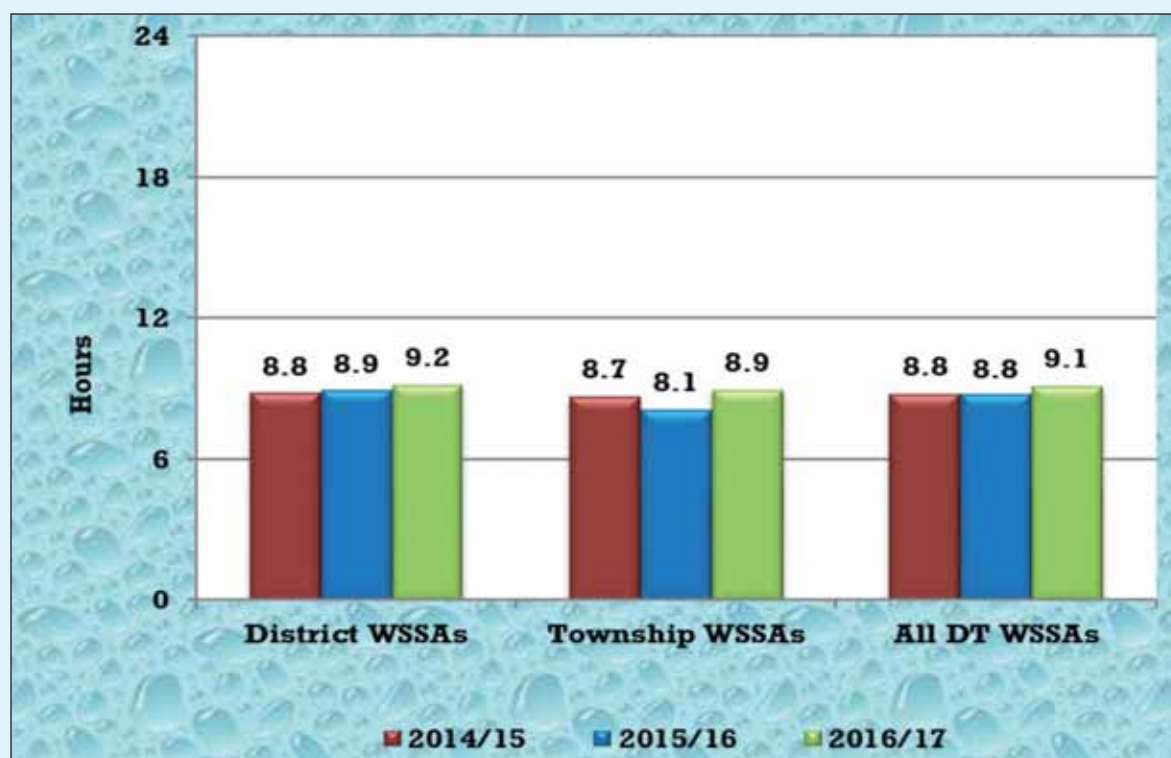


**Figure 9: Population Living in Area with Water Network (%)**

## 2.7 Average Hours of Service

The average service hours have slightly improved from 8.8 in FY 2014/15 to 9.1 in FY 2016/17, which is equivalent to 2.3% increase. The attained average service hours are still far below the service level benchmark of 24 hours per day.

DT WSSAs' hours of service data are shown in Table A2.5 of Appendix 2 and summarized in Figure 10.



**Figure 10: Overall Average Hours of Service**

The number of DT WSSAs with 24hours supply has increased from two (Utete and Ngudu) in FY 2015/16 to four in FY 2016/17. The other DT WSSAs that have attained 24hours water supply services are Turiani and Kibaigwa. Four DT WSSAs namely Makete, Sengerema, Mwanhuizi and Muleba have at least 20 hours of supply. The reasons for the increase have been due to the availability of reliable water sources and adequate water supply infrastructure.

During FY 2016/17, Kilolo, Nansio and Sengerema WSSAs had significant increase in hours of service (increase by more than five hours) as clarified in Table 7.

**Table 7: DT WSSAs with Significant Increase in Hours of Service**

Name of WSSA	Increase in hours of service	Reason(s)
Kilolo	6	Increase of water production by 32%
Nansio	8.5	Increase of water production by 92% due to construction of new treatment plant with capacity of 8000m <sup>3</sup> /day.
Sengerema	6	Completion of new project which has increased water storage capacity by 2,684m <sup>3</sup>

On the other hand, the DT WSSAs of Mikumi and Ludewa had significant decrease in service hours during FY 2016/17 (decrease by five hours or more) as clarified in Table 8.

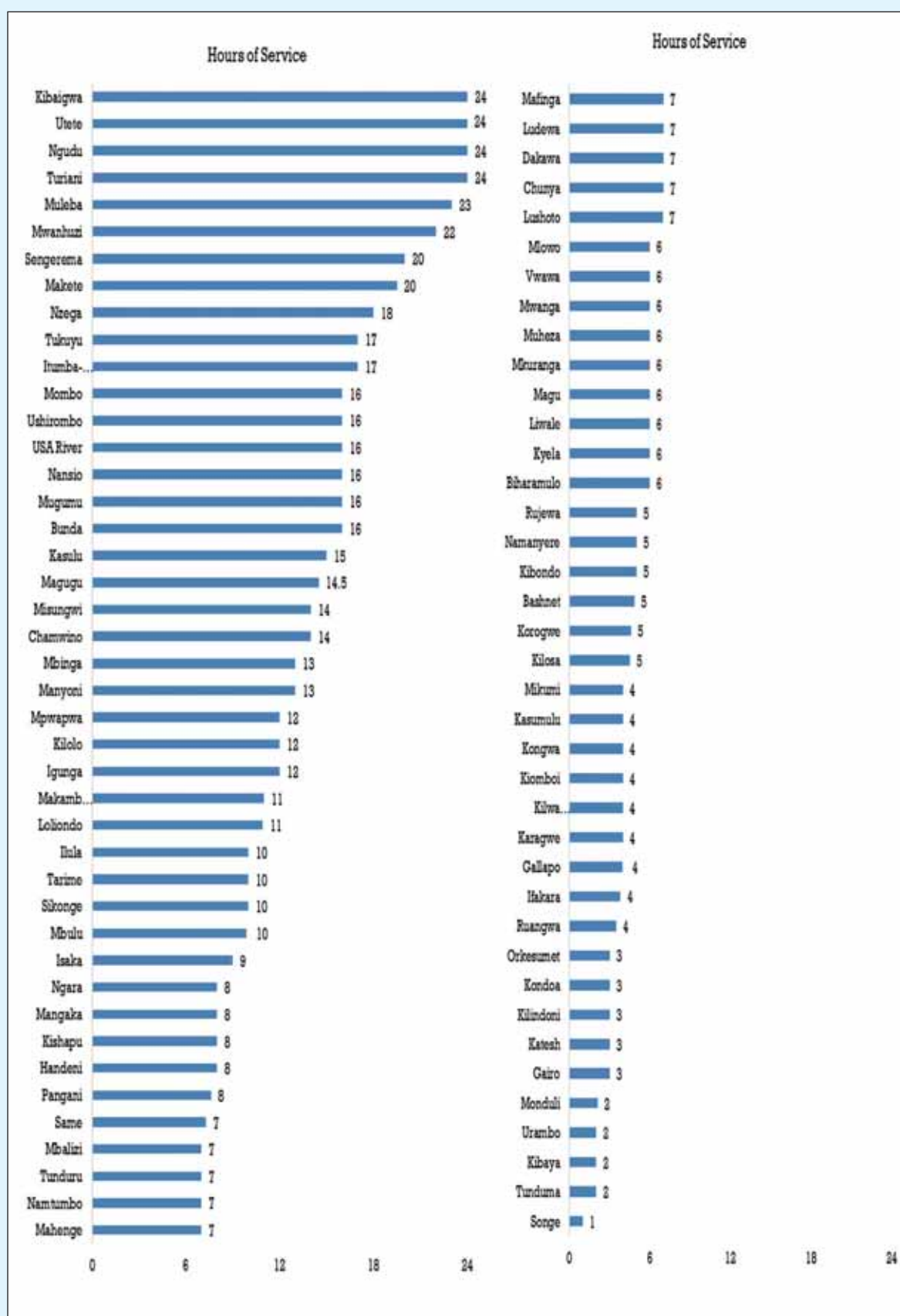
**Table 8: Utilities with Significant Decrease in Hours of Service**

Name of WSSA	Decrease in hours of service	Reason(s)
Mikumi	7	Recomputation of average service hours considering the actual hours which consumers draw water from their taps.
Ludewa	5	In FY 2016/17, Ludewa A and B water sources were dedicated to serve Ludewa Village in order to cater for shortage of water in the village thus creating water scarcity in the urban area.

A comparison of service hours for DT WSSAs during FY 2016/17 is shown in Figure 11. During the reporting period, 10 DT WSSAs had low service hours of below four hours per day as clarified in Table 9.

**Table 9: DT WSSAs with Low Hours of Service**

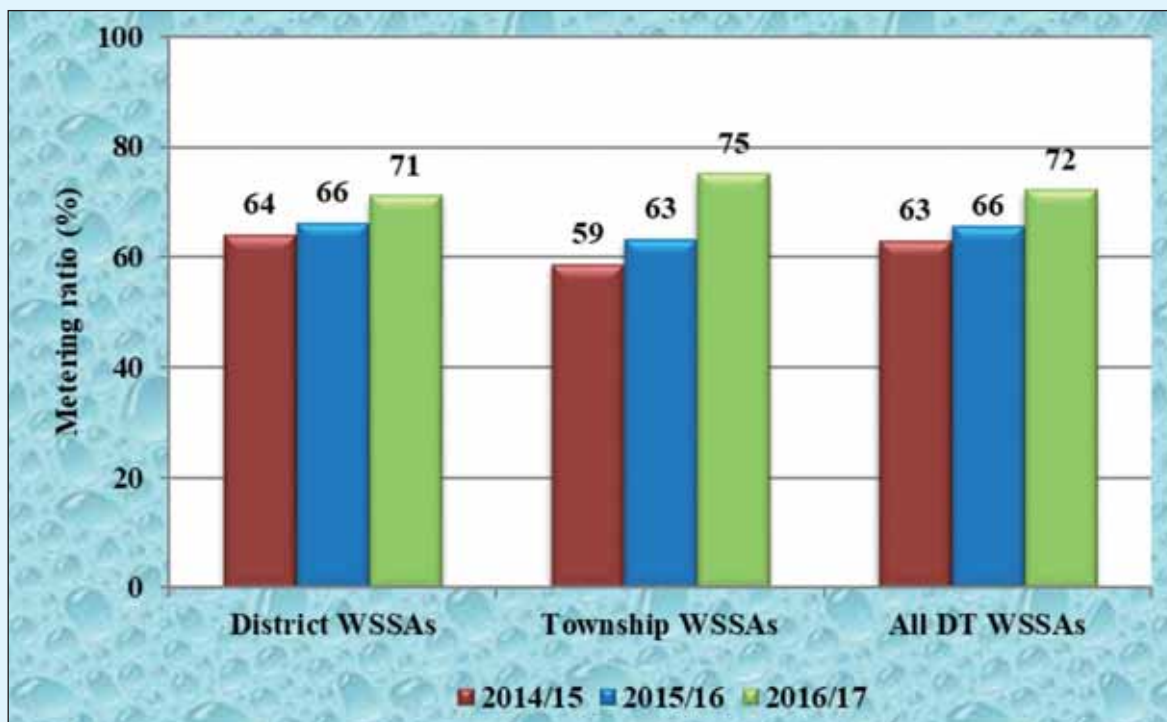
Name of WSSA	Average hours of service	Reason(s)
Gairo	3	Inadequate water production as compared to water demand, water production is estimated at 13% of water demand. Also the storage capacity is insufficient.
Kibaya	2	Low water production from available water sources compared with water demand.
Monduli	2	Low water production from available water sources compared with water demand.
Tunduma	2	Inadequate water production due to insufficient funds to pay for outstanding electricity bills.
Katesh	3	Low water production from available water sources compared with water demand.
Kilindoni	3	Decrease of water production compared to water demand.
Kisarawe	1	Decrease in water production due to pump breakdown at Kimani source and low recharge of Minaki Dam.
Kondoa	3	Inadequate water production compared to water demand due to decreased yield of Chemchem spring source. Water production is estimated at 30% of water demand.
Songe	1	Decrease in water production by 61%. During the FY 2016/17, there was no water production for three months of January, April and May due to breakdown of water pump and shutdown of pumps due to insufficient funds for covering electricity bills.
Urambo	2	Inadequate water production compared to water demand, the ratio of water production to demand was 12% in 2016/17.



**Figure 11: Comparison of Average Hours of Services in 2016/17**

## 2.8 Metering Ratio

Generally, over the past three years, DT WSSAs have shown continuous improvement in customer metering. Metering ratio improved from an overall average of 63% in 2014/15 to 72% in FY 2016/17 as summarized in Figure 12 and detailed in Table A2.6 of Appendix 2.



**Figure 12: Average Metering Ratio**

During FY 2016/17, the DT WSSAs of Kisarawe and Mikumi attained a significant increase in metering ratio. The metering ratios of these WSSAs have increased by more than 45%. The increased number of metered customers was 217 and 112 in Kisarawe and Mikumi WSSAs respectively, and increases were attained through WSSAs' internal funds.

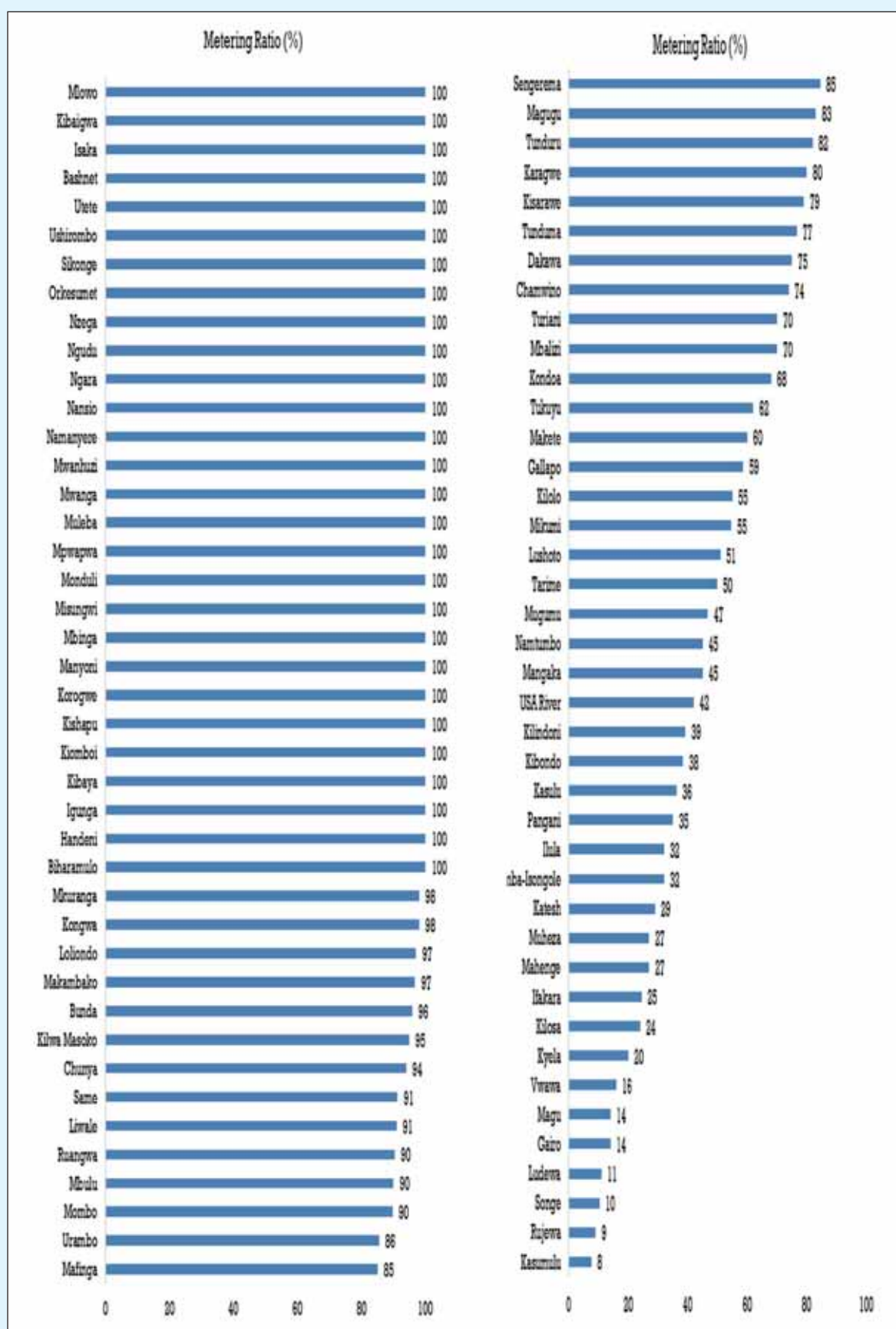
The number of WSSAs that have attained universal metering increased from 22 reported in FY 2015/16 to 28 in FY 2016/17 as listed in Table 10. Loliondo WSSA experienced a slightly drop in metering ratio from 100% in FY 2015/16 to 97% in FY 2016/17. Loliondo WSSA has included 8 water kiosk that were operated by village community whereby 4 out of them are operating without water meters. A comparison of metering ratio for DT WSSAs in FY 2016/17 is presented in Figure 13.

**Table 10: List of DT WSSAs with Good Performance in Metering Ratio**

WSSAs that attained 100% metering ratio during 2016/17	Utilities that maintained a 100% metering ratio status that was attained during the previous years.
Biharamulo, Handeni, Kibaya, Kiomboi, Nansio, Sikonge and Mlowo	Kishapu, Korogwe, Manyoni, Mbinga, Misungwi, Monduli, Muleba, Mwangi, Mwanhuzi, Namanyere, Nzega, Orkesumet Ushirombo, Utete, Bashnet Isaka, Kibaigwa, Mpwapwa, Igunga, Ngara and Ngudu.

On the other hand, the number of DT WSSAs that have not metered at least 50% of their customers has decreased from 28 in FY 2015/16 to 24 in FY 2016/17.

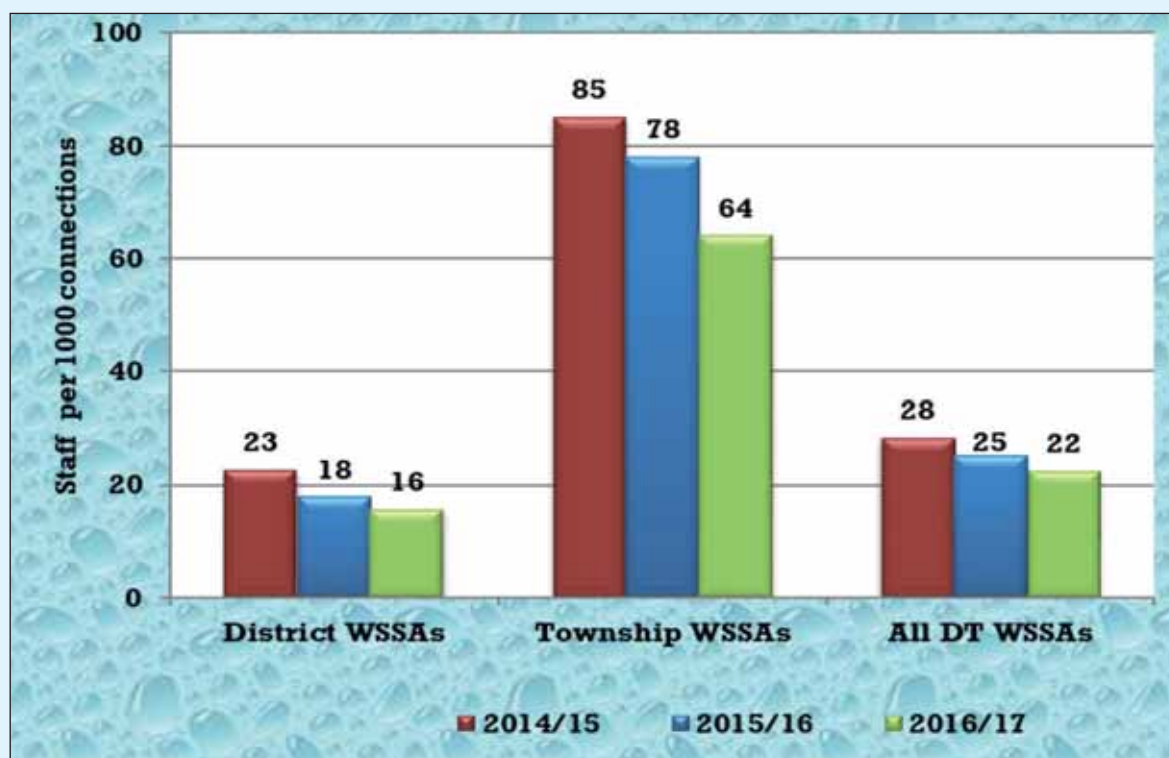




**Figure 13: Comparison of Metering Ratio in FY 2016/17**

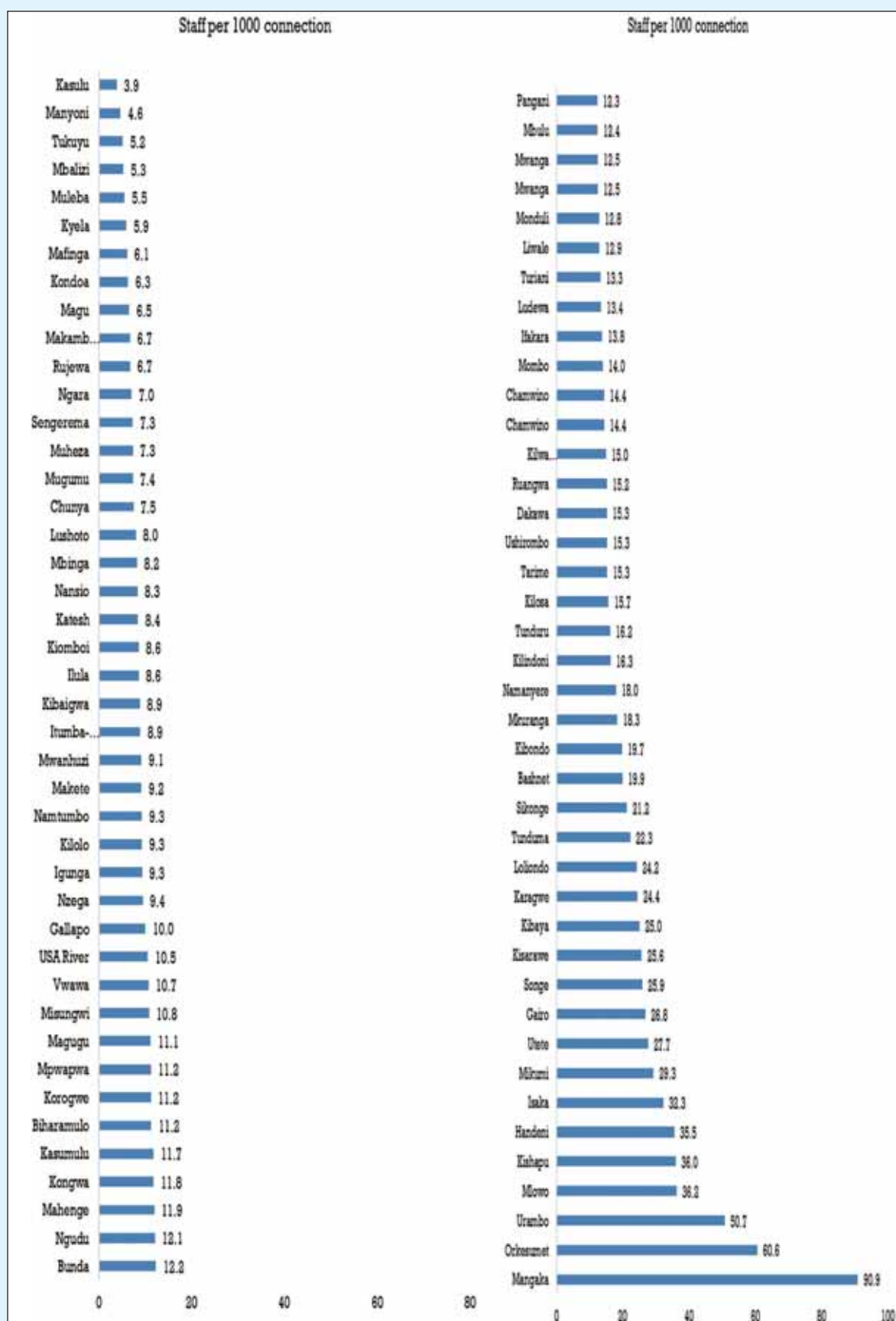
## 2.9 Staff per 1000 Connections

Over the past three years, staff productivity expressed in terms of staff per 1000 connections has improved from 28 in FY 2014/15 to 22 in FY 2016/17. However, the attained ratio is still unsatisfactory as compared to the service level benchmark of 5 staff per 1000 connections. A summary of staff per 1000 connections is shown in Figure 14 and detailed in Table A2.6 of Appendix 2.



**Figure 14: Average Staff per 1000 Connections**

A comparison of staff per 1000 connections in the FY 2016/17 shown in Figure 15 indicates that similar to the previous FY 2015/16, only Kasulu and Manyoni DT WSSAs have maintained the service level benchmark of 5 staff per 1000 connection by having staff per 1000 connection value of 3.9 and 4.6 respectively. The rest of the DT WSSAs failed to meet the benchmark, with Mangaka (90.6 staff per 1000 connections), Orkesumet (60.6 staff per 1000 connections) and Urambo (50.7 staff per 1000 connections) being the last three in the list



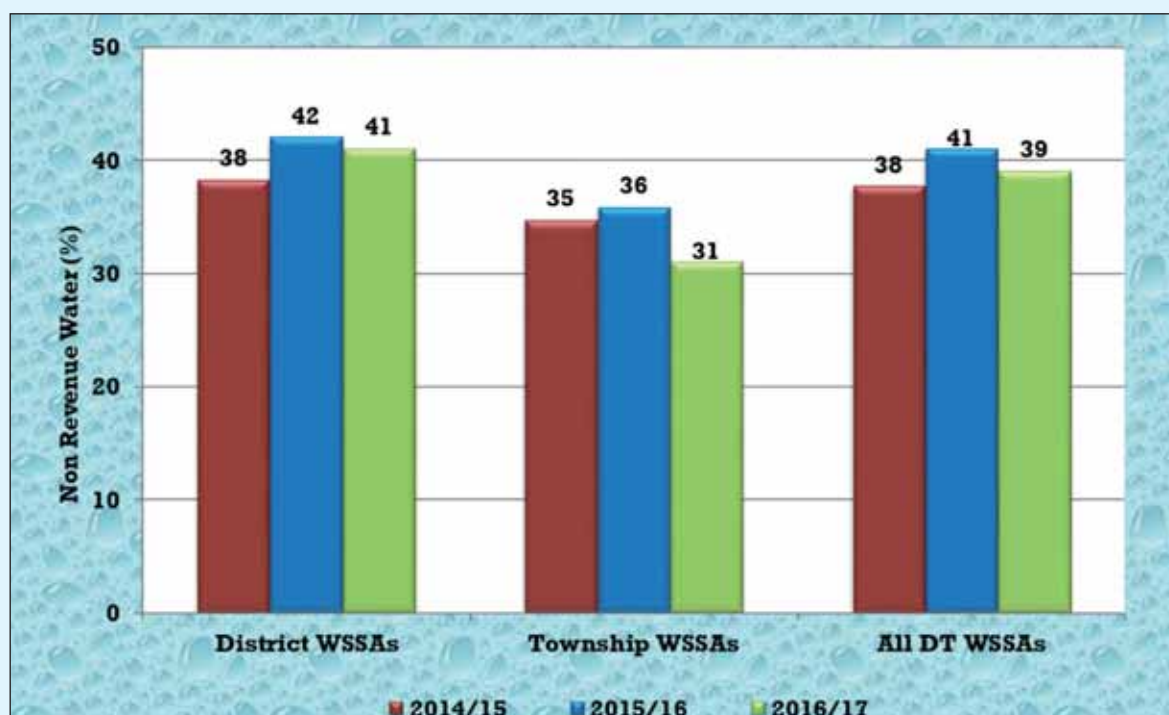
**Figure 15: Comparison of Staff per 1000 Water Connections in FY 2016/17**

## 2.10 Non-Revenue Water

In this section, discussion of Non Revenue Water (NRW) has been done based on computation of NRW as a percentage of water production and as volume of water loss per connection per day. The results of the computations are presented in Table A2.3 of Appendix 2.

### 2.10.1 NRW as a Percentage of Water Production (%)

DT WSSAs are still challenged by high NRW as compared to the service level benchmark of 20% NRW. The overall NRW for DT WSSAs increased from 38% reported in FY 2014/15 to 41% in FY 2015/16 and thereafter decreasing to 39% in FY 2016/17. The NRW (%) performance trend for DT WSSAs is summarized in Figure 16.



**Figure 16: Average Non Revenue Water**

A comparison of NRW for DT WSSAs during FY 2016/17 is summarized in Figure 17. In the DT WSSAs that have no bulk meters and which have also not attained 100% customer metering, the reliability and the accuracy of the reported NRW is low. As pointed out in metering section of this report, only 28 out of the 83 DT WSSAs have metered all their customers and only 31 DT WSSAs have working bulk meters at their water production points. Based on the EWURA Performance Benchmarking Guidelines 2014, the reliability and accuracy of NRW data for utilities with less than 70% metered customers are low. In this regard, the reliability and accuracy of NRW data for 45 DT WSSAs with red color in Figure 17 (page 30) is low. Only four DT WSSAs have managed to achieve good performance in NRW.

Table 11 summarizes DT WSSAs with good performance in NRW for FY 2016/17. Also Utete, Ushirombo and Mwanhuizi DT WSSAs had good performance in NRW during FY 2015/16.

**Table 11: DT WSSAs with Good Performance in NRW**

Name of WSSA	Remarks
Ushirombo, Sikonge and Mwanhuzi	These WSSAs have metered all their customers and water production points.
Utete	All customers and production point metered and has managed to control overflows in storage tanks.
Bashnet	All customers are metered. However, measurement of water production is through bulk meters and estimates. The high improvement of NRW was due to installation of electricity pumps at Bashnet Saria main water source to replace diesel engine pump, repair and control of leakage and improvement on measurement of water production. Before the installation of electricity pump, there was no continuous pumping from the previously installed Diesel Pump due to high operational costs and aged engine allowing continuous overflow at the sump tank

The number of DT WSSAs with poor performance in NRW management ( $\text{NRW} \geq 50\%$ ) decreased from 16 in FY 2015/16 to 10 in FY 2016/17. The DT WSSA's that has improved their NRW which were more than 50% in FY 2015/16 are Bashnet which attained NRW of less than the benchmark due to the fact that all customers are metered. However, most of its production are not metered. Mbulu, Mkuranga, Ngara and Ilula, yet the attained NRW to these DT WSSAs is still greater than the required threshold. The DT WSSAs that have unsatisfactory performance in NRW are summarized in Table 12.

**Table 12: Utilities with Unsatisfactory Performance in NRW ( $\text{NRW} \geq 50\%$ )**

Name of WSSA	Remarks
Gairo, Katesh, Ludewa Muheza, Pangani and Gallapo	High NRW in these WSSAs is mainly due to low metering ratio and/or dilapidated water supply infrastructure.
Mikumi	Low metering due to poor water quality leading to clogging of water meters and dilapidated water supply infrastructure causing frequent leakages.
Mwanga	Dilapidated water supply infrastructure.
Usa River	13 water points provides water for free due to unwillingness of the customers to pay for water; and low metering ratio.
Magugu	The increase of NRW was reported to be due to old and dilapidated transmission pipeline, frequent vandalism of the transmission line by pastoralism and breakdown due to agricultural activities along the line



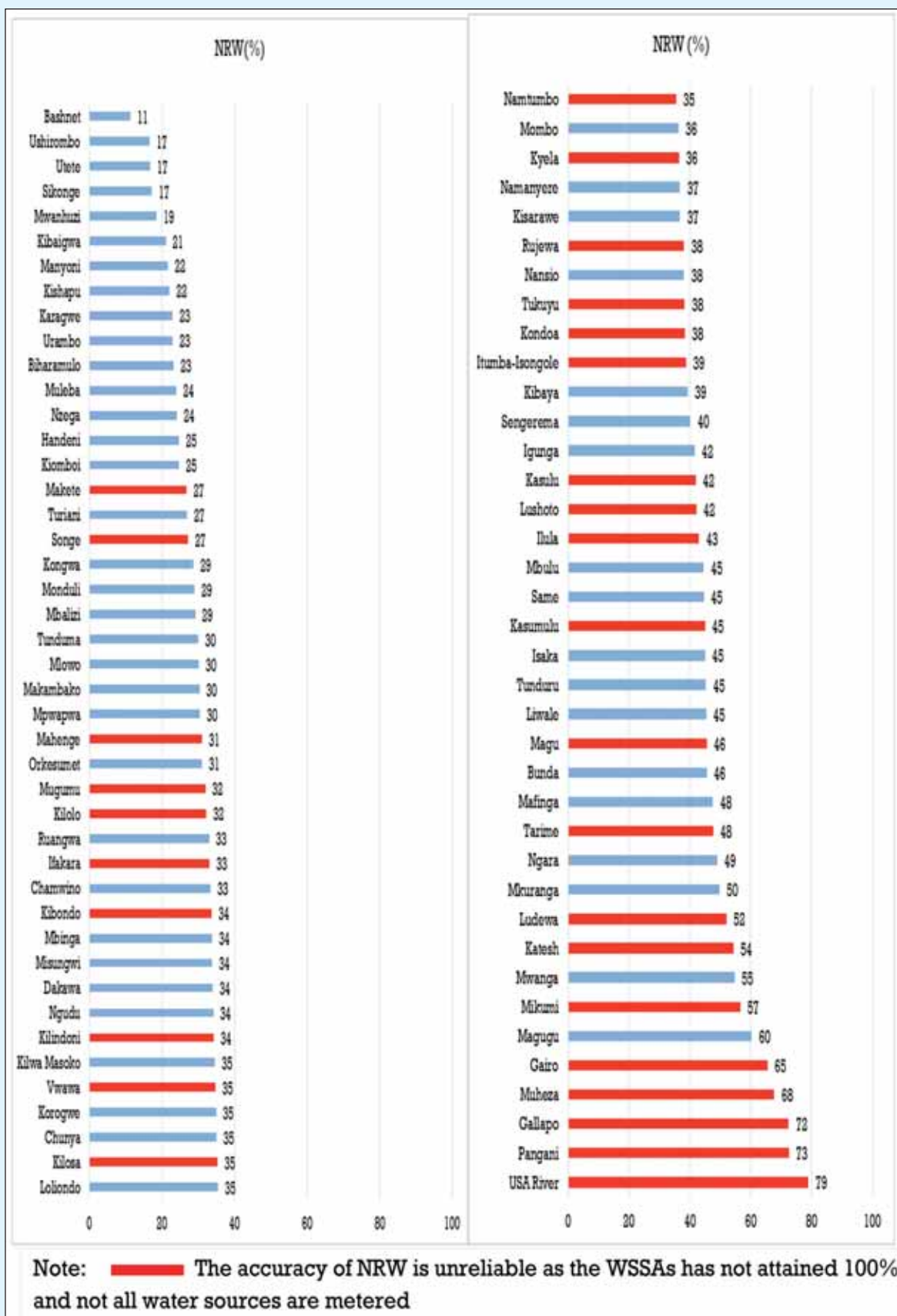
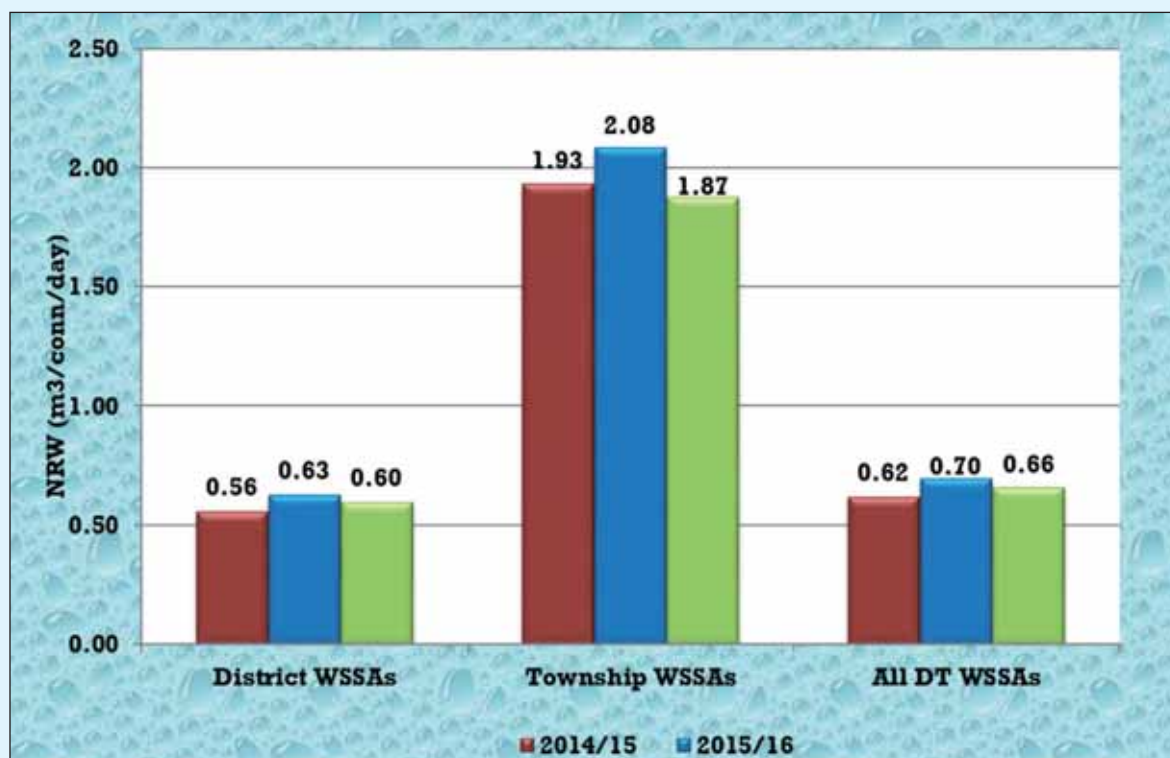


Figure 17: Comparison of Non-Revenue Water (%) in FY 2016/17



### 2.10.2 NRW in volume of water loss per connection per day

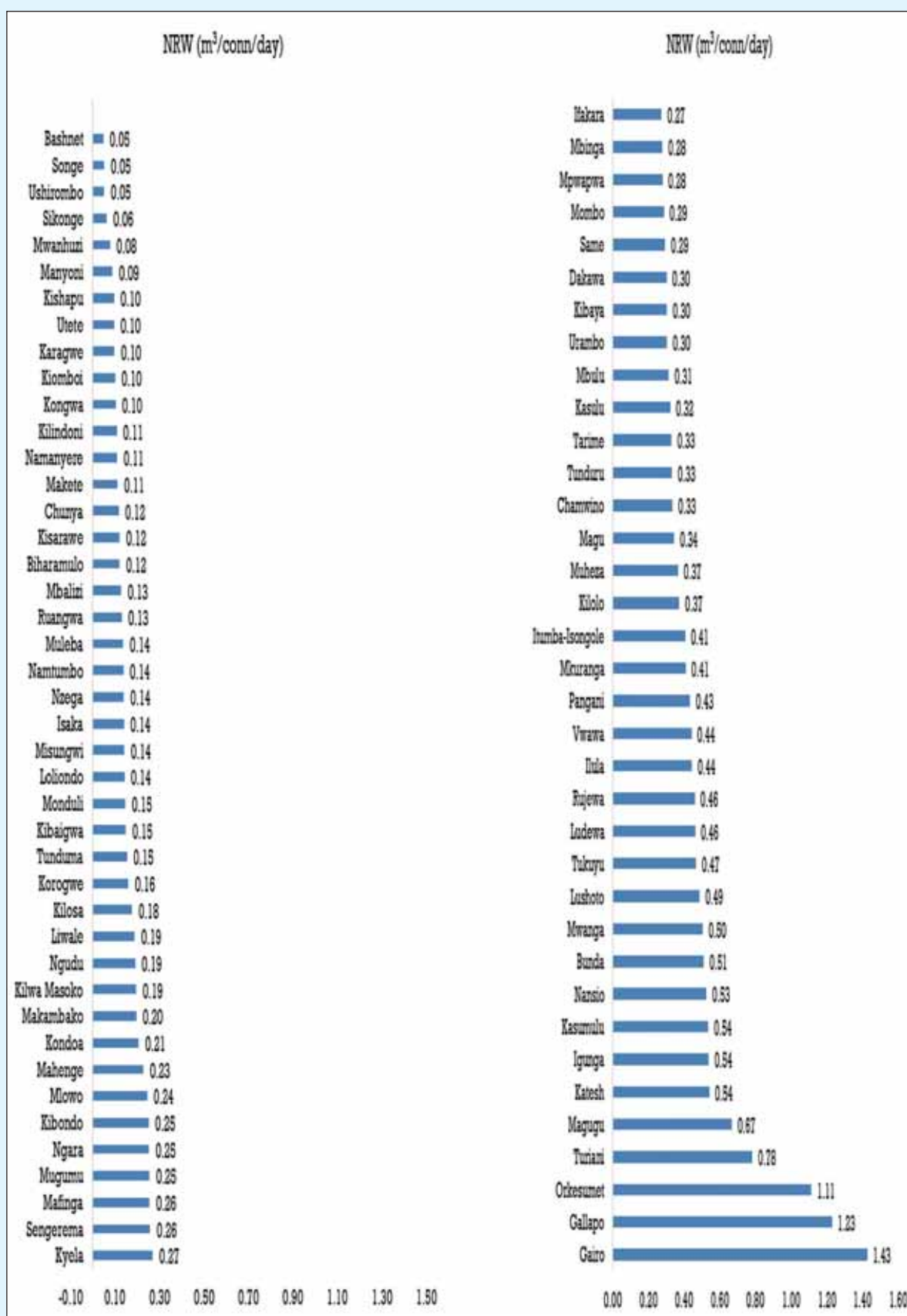
Average daily water loss per connection per day for DT WSSAs increased from 620 litres in FY 2014/15 to 720 litres in FY 2015/16 and thereafter decreased to 660 litres in FY 2016/17. NRW ( $\text{m}^3$  per connection per day) performance trend for DT WSSAs is summarized in Figure 18.



**Figure 18: NRW in volume of water loss per connection per day**

A comparison of daily water loss per connection per day for DT WSSAs in FY 2016/17 is shown in Figure 19. It can be seen that Handeni and Mahenge WSSA had the lowest daily water loss per connection of 40 litres. On the other hand, Usa River and Mikumi WSSAs had the highest daily water loss at an average of more than 1500 litres per connection.

Bashnet WSSA had the lowest NRW figure, which indicates best performance in NRW management. However, 80% of its water production points are not metered which results to low reliability and accuracy with regard to reported NRW data. Therefore, the second best performer was ranked to be the overall best performer which is Ushirombo WSSA. Conversely, Gallapo WSSA is the overall least performer in NRW management.



**Figure 19: Comparison of NRW (m³/connection/day) in 2016/17**

## 2.11 Water Sales and Revenue Collection

### 2.11.1 Water Sales

Over the past three years, water sales of DT WSSAs have been increasing annually. As shown in Figure 20, total water sales of DT WSSAs increased from TZS 9.08 billion in FY 2014/15 to TZS 11.89 billion in FY 2016/17, which is equivalent to an increase of 31%. Water sales of DT WSSAs are detailed in Table A2.7 of Appendix 2.

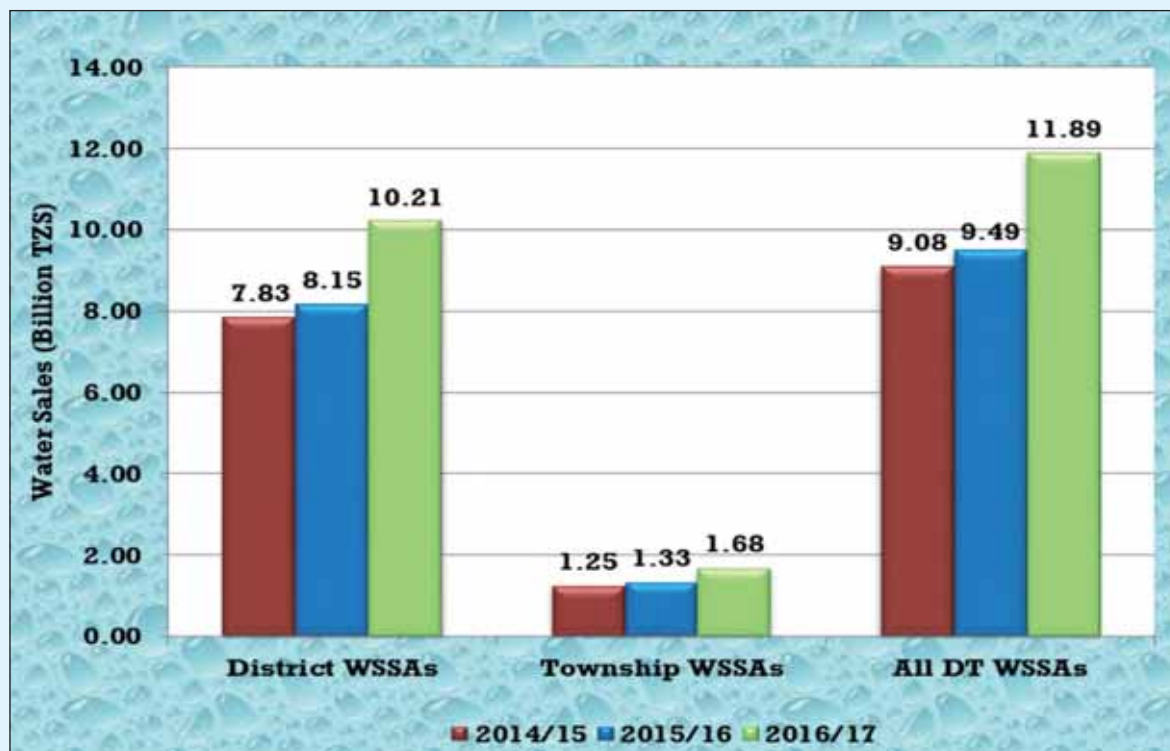


Figure 20: Water Sales

During the year under review, Igunga WSSA reported the highest water sales among DT WSSAs by generating sales worth TZS 509.46 million followed by Mafinga WSSA that made sales worth TZS 431.88 million. The DT WSSAs that recorded the highest percentage increase in water sales in FY 2016/17 when compared to sales made in FY 2015/16 include Nansio, Mlowo, Mugumu, Gairo, Sikonge, Karagwe and Bunda. The main reason for such reported increase in water sales is increased customer connections as shown in Table 13.

**Table 13: Utilities with Increased Water Sales ( $\geq 100\%$ )**

Name of WSSA	Reason(s)
Nansio	Increased active connections by 155% with an increase in total connections by 81%
Mlowo	Increased active and total connections by 106%
Mugumu	Increased active connections by 28% with an increase in total connections by 36%
Gairo	Improvement of water sales record keeping and increased control in revenue collections. Since more than 85% of revenues is from water sales from Kiosks, and there is neither bulk meters to register water production nor customer meters in the Kiosks. It is assumed that, revenue collections from kiosk water sales are equivalent to water sales.
Sikonge	Increased active connections by 46% with an increase in total connections by 29%
Karagwe	Increased active connections by 13% with an increase in total connections by 6%
Bunda	Increased active connections by 36% with an increase in total connections by 32%

Water sales made by Mkuranga WSSA dropped despite the increase in water production due to the reasons summarized in Table 14.

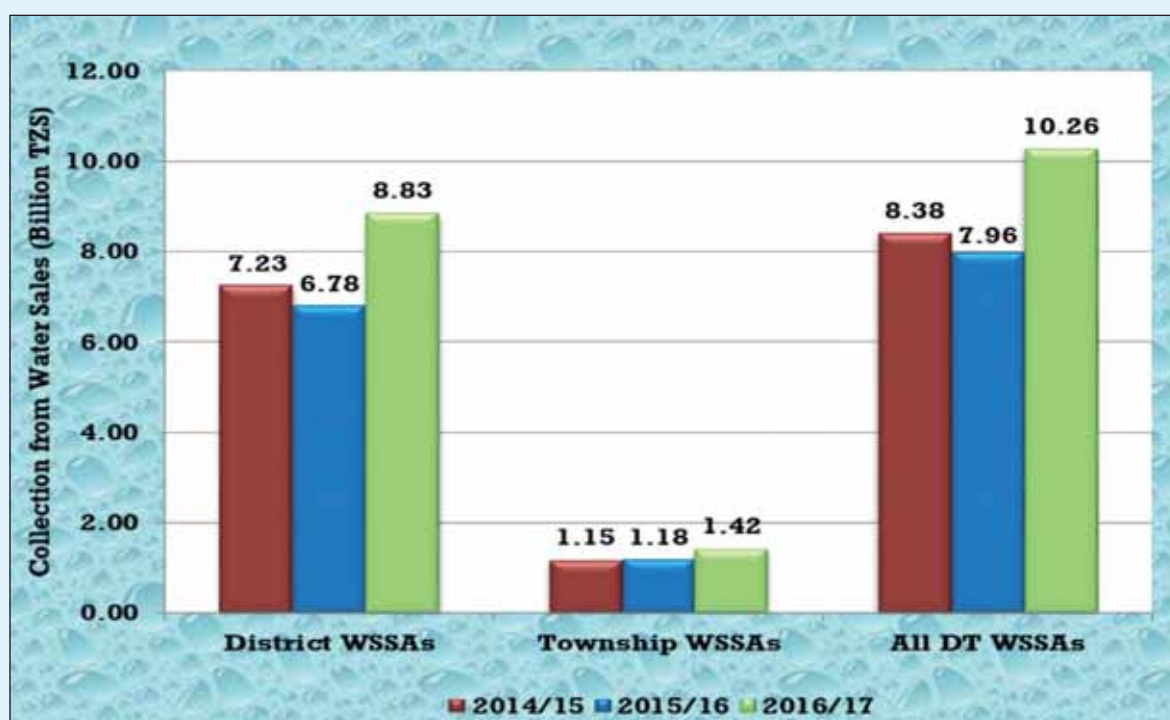
**Table 14: Utilities with significant Decrease in water sale**

Name of WSSA	Reason(s)
Mkuranga	In the FY 2015/16 Mkuranga WSSA was charging inappropriate tariff of Tshs 1000 per m <sup>3</sup> . But in FY 2016/17 they started using the appropriate tariff of Tshs 540 per m <sup>3</sup>

### 2.11.2 Revenue Collection

Over the past three years, revenue collections from operating activities of DT WSSAs have been increasing annually. Total revenue collections from water sales of DT WSSAs increased from TZS 8.38 billion in FY 2014/15 to TZS 10.26 billion in FY 2016/17, which is equivalent to an increase of 22%. Revenue collections for DT WSSAs are summarized in Figure 21 and detailed in Table A2.7 of Appendix 2. During the year under review, Igunga WSSA reported the highest revenue collection among DT WSSAs by collecting TZS 499.74 million followed by Kibaigwa WSSA that collected TZS 377.44 million.

Furthermore, during the year under review, Nansio WSSA recorded the highest increase in revenue collection with an increase of 363% to the reported revenue collection of TZS 100.66 million. The high increase in revenue collection by Nansio WSSA is attributable to the increase in water sales. However, the collection efficiency of Nansio is 69.6% which is below the average DT WSSAs collection efficiency of 84.3%.



**Figure 21: Total Revenue Collection**

The overall average collection efficiency improved slightly to 85% in FY 2016/17 as compared to 84% in FY 2014/15. However, the reported collection efficiencies do not necessarily reflect billing and corresponding collections during a given year. This is due to the fact that, in a given year, a DT WSSA may collect arrears related to billings of previous years hence the reported collections in a year include payments for current and previous year billings. This can be clearly noted in Table A2.7 of Appendix 2 where some of the DT WSSAs have reported collection efficiency of more than 100%.

Failure to have proper records of billing and collections in most DT WSSAs is mainly caused by lack of appropriate billing systems. The best practice is for the DT WSSAs to have a fully computerized billing system. Table 15 summarizes the systems used by DT WSSAs to manage customer bills. Kibaigwa WSSA had the improvement moving from having an inappropriate billing system to having a computerized system. Other DT WSSA that improved from other various billing systems to a computerized billing system include Turiani, Mugumu, Utete, Loliondo, Katesh and Kisarawe DT WSSAs. Due to the departure of the accountant that was at Mkuranga WSSA, the utility moved from having a semi-computerised billing system to using a manual billing system.

Most of the DT WSSAs are still using the manual billing system (billing ledgers in hard copy) or semi computerized system. While some of the utilities (in red text in Table 15) use manual billing method, they inappropriately keep the billing records by not using a ledger but rather a normal notebook or computing the billing value by requesting the customers their previous billing to determine the next billing. For the utilities with an inappropriate billing systems, it is difficult to retrieve the billing and collection records of the utility's customers.

Continuous improvement in this area is necessary because effective billing and collection are critical for ensuring viability of the utilities. In FY 2016/17, five of the DT WSSAs namely Isaka, Chamwino, Dakawa, Gairo and Kibaigwa improved from such inappropriate use of the manual system to proper use of the manual system or to other billing systems as shown in Table 15.



**Table 15: Methods used by DT WSSAs to Manage Customer Bills**

Computerized Billing System	Semi – Computerized Billing System (billing ledgers in hard copy and computer system)	Manual Only (billing ledgers in hard copy)
1. Bunda 2. Chunya 3. Ifakara 4. Igunga 5. Ilula 6. Katesh 7. Kibaigwa 8. Kibaya 9. Kilolo 10. Kisarawe 11. Kondo 12. Korogwe 13. Kyela 14. Liwale 15. Loliondo 16. Lushoto 17. Mafinga 18. Makambako 19. Mbalizi 20. Mbinga 21. Mbulu 22. Mlowo 23. Monduli 24. Mpwapwa 25. Mugumu 26. Mwanga 27. Mwanhuzi 28. Ngara 29. Nzega 30. Ruangwa 31. Rujewa 32. Same 33. Sengerema 34. Sikonge 35. Tukuyu 36. Turiani 37. Utete 38. Vwawa	1. Biharamulo 2. Chamwino 3. Karagwe 4. Kasulu 5. Kilwa Masoko 6. Kishapu 7. Misungwi 8. Muleba 9. Ngudu 10. Tarime 11. Ushirombo	1. Bashnet 2. Dakawa 3. Gairo 4. Gallapo 5. Handeni 6. Isaka 7. Itumba - Isongole 8. Kasumulu 9. Kibondo 10. Kilindoni 11. Kilosa 12. Kiomboi 13. Kongwa 14. Magu 15. Magugu 16. Mahenge 17. Makete 18. Manyoni 19. Mikumi 20. Mkuranga 21. Mombo 22. Muheza 23. Namtumbo 24. Nansio 25. Orkesumet 26. Pangani 27. Tunduru 28. Tunduma 29. Urambo 30. Usa River 31. Dareda 32. Ludewa 33. Mangaka 34. Namanyere 35. Songe



Further to the use of computerized billing systems, the Government is promoting the use of electronic revenue collection in all its institutions and agencies. The use of electronic revenue collection is aimed at reducing revenue losses by eliminating cash collections. As at 30th June 2017, none of the DT WSSAs was using the e-collection system

## 2.12 Expenditure

Over the past three years, total operation and maintenance expenditure reported by DT WSSAs increased from TZS 11.09 billion in FY 2014/15 to TZS 12.63 billion in FY 2016/17, which is equivalent to an increase of 14% as shown in Figure 22. The DT WSSAs that reported the highest increase in operation and maintenance costs (more than 50%) include Bunda, Gairo, Karagwe, Kisarawe and Kongwa and Liwale. (see Table 16)

**Table 16: Utilities with Increased Operation and Maintenance Expenditure (increase in O&M  $\geq$ 50%)**

Name of WSSA	Reason(s)
Kisarawe and Liwale	Understatement of O&M costs in previous years by exclusion of personnel costs covered by the Local Government.
Bunda	Maintenance of the main transmission pipe line at Nyabehu after being vandalized.
Karagwe	Increase of electricity cost due to an increase in water production
Gairo	Increase of electricity cost due to operation of boreholes under the new project.
Kongwa	Increase of water production cost, due to operation and maintenance of two boreholes, namely, 161/2015 and 291/2014. The boreholes were not operational for nine months in 2015/16, they resumed operations in October, 2017, after being rehabilitated.

Nonetheless, the financial operations of most DT WSSAs are not well prepared and/or audited hence the accuracy of the financial data is low. This can be well noted where various DT WSSAs have reported decreases in total O&M costs mainly because of accounting expenses on cash basis rather than on accrual basis and not accounting for depreciation. It has been noted that, where the Local Government provides subsidies by covering various costs such as personel and electricity cost, DT WSSAs do not include the costs covered by subsidies in the total O&M. Notwithstanding this observation, comparison of Figure 21 and Figure 22 shows that DT WSSAs spend more than what they actually collect. In order to meet the high costs compared to the revenues, DT WSSAs expenditure is supported by subsidies from the Central and Local Government.

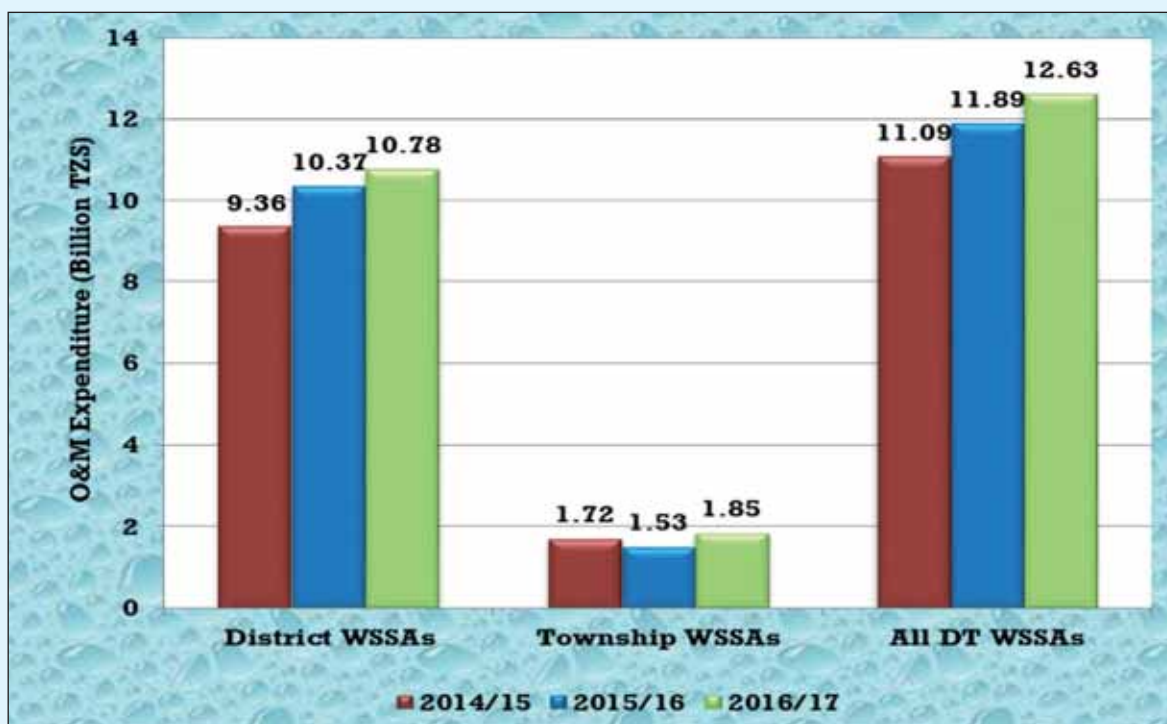


Figure 22: Total Expenditure

## 2.13 Institutional Status of DT WSSAs

### 2.13.1 DT WSSAs' Board of Directors

According to Section 10(1) of the Water Supply and Sanitation Act (2009), each WSSA is required to have a Board of Directors, which will be responsible for carrying out the oversight of the WSSA. DT WSSAs are declared by the Minister responsible for water affairs and their Board of Directors are appointed by the Minister responsible for local government. The tenure of the Board lasts for three years. Out of 97 declared DT WSSAs, 50 have active Boards, 37 the tenure of their Board has expired and 10 has never had Board in place since establishment.

Further, Sections 17 and 18 of the Water Supply and Sanitation Act (2009), requires WSSA to have a Managing Director and other employees as the Board may determine altogether forming a Management of a WSSA. The Management of a WSSA is responsible for the day to day management of the affairs of a WSSA. However, it was noted that some of the declared DT WSSAs have no management in place and hence have not started to operate as WSSAs. These WSSAs are predominantly served by community water schemes under supervision of their respective local government authorities. The DT WSSAs that have not started to operate as WSSAs are the DT WSSAs of Karatu, Bonga, Didia, Iselamagazi, Jomu (Tinde), Laela, Uyui (Isikizya), Lalago, Malampaka and Sangang'walugesha. A detailed status of establishment of DT WSSAs Boards of Directors is shown in Appendix 3, Table A3.1.

### 2.13.2 DT WSSAs' Management and Staff

Generally, DT WSSAs are challenged in terms of adequate number and relevant qualifications of staff to execute their operations. In addition, most of the existing staff are not fully employed by the DT WSSAs and are performing other tasks given by the District Water Engineer's office. The situation above affects negatively DT WSSAs operations as well as monitoring their performances on the part of EWURA. The status of DT WSSAs with challenges in the area of staff is depicted in Table 17.

**Table 17: Status of DT WSSAs with Staff Challenges**

S/No	Utility	Number of Staff	Remarks
1.	Ushirombo	12	11 staff are plumbers with standard VII qualifications and one staff is a technician with diploma qualifications. No accountant.
2.	Magu	8	One staff is an engineer with a bachelor degree qualifications; three staff are technicians with diploma qualifications; one staff is a revenue collector with standard VII qualifications and five staff are plumbers with standard VII qualifications. There is an accountant who is not full seconded to the utility.
3.	Kibondo	38	Two staff are technicians with diploma qualifications; one staff is a revenue collector with certificate in secretarial services and 35 are plumbers with standard VII qualifications. The utility manager and accountant are not full seconded to the utility.
4.	Kishapu	5	Three staff are technicians with diploma qualifications and two are plumbers with standard VII qualifications. The accountant is not full seconded to the utility.
5.	Isaka	3	One staff is a technician with diploma qualifications and two are plumbers with standard VII qualifications. No accountant.
6.	Misungwi	11	One staff is an engineer with degree qualifications; two staff are technicians with diploma qualifications; one staff is a revenue collector with standard VII qualifications; and 7 staff are plumbers with standard VII qualifications. Most of the staff lack minimum qualifications.
7.	Biharamulo	11	Two staff are technicians with diploma qualifications; one is a revenue collector with certificate in secretarial services qualifications and seven staff plumbers with standard VII qualifications. There is an accountant who is not full seconded to the utility.
8.	Sengerema	27	Two staff are engineers with a bachelor degree qualifications; two are technicians with diploma qualifications; seven are plumbers with certificates in plumbing; one is an electromechanical artisan with certificate in electromechanical works; three are support staff with certificate in records, billing and accounts; and 12 staff are plumbers with standard VII certificates. Most of the staff lack minimum qualifications.
9.	Manyoni	9	One staff hold Diploma in Water Supply and Sanitation; one hold a diploma in accountancy; three are standard VII with trade test certificates; the rest are standard VII leavers. The utility lacks a management team with competent and qualified staff.

S/No	Utility	Number of Staff	Remarks
10.	Mahenge	11	The manager is a holder of Bsc. Environmental Engineering; two staff are standard VII with Grade I certificate in Plumbing and Construction; the rest are standard VII leavers. Most of the staff lack minimum qualifications. With exception of the manager, the rest of the management positions are vacant.
11.	Gairo	6	The manager is an FTC holder. Other staff are standard VII leavers. The utility lacks competent and qualified staff. With exception of the Manager, the rest of the management positions are vacant.
12.	Kilindoni	7	One staff (manager) with technician certificate; one staff (commercial manager) with procurement diploma while five staff (plumbers and pump operators) have standard VII qualifications. The utility lacks sufficient financial and commercial personnel.
13.	Kisarawe	11	Includes the manager (degree); technical manager (diploma); and nine plumbers (standard VII). The utility has no financial personnel.
14.	Mangaka	1	The manager with standard VII qualifications. The utility has no Technical, Financial and Commercial personnel.
15.	Mkuranga	5	Includes the manager (diploma); technical manager (FTC) and three plumbers (standard VII). The utility has no Financial and Commercial personnel.
16.	Kyela	20	The utility staff include the manager (FTC) and one accountant (degree). The remaining 18 staff are employed under three months renewable contracts and include two meter readers(degree); one assistant accountant (degree); technical manager and commercial manager (Form IV certificate); three billing officers (certificates); and 10 security guards and plumbers (standard VII). Employment terms do not favor retention of staff.
17.	Ludewa	7	Three staff employed by the LGA are seconded to the utility and include the manager (plumbing certificate); technical manager (FTC); and one billing officer (certificate). Also, four staff employed by the LGA as plumbers' work part time for the utility. Occasionally, the utility uses casual laborers for repair works. The utility's number of staff is above required level. However, it lacks competent staff to manage operations.
18.	Namanyere	4	Utility staff consist of the manager (FTC); technical manager (FTC); one accountant (diploma) and one plumber (certificate). Occasionally, the utility uses three casual laborers for network repair works. Although there are few customers; there is a shortage of qualified staff to manage utility's operations. Staff from District Council office are working with the utility on part time basis.

S/No	Utility	Number of Staff	Remarks
19.	Namtumbo	11	Utility staff consist of the manager (FTC); Technical and Commercial Managers (FTC); one revenue accountant (certificate) and six staff (standard VII). The utility's number of staff is above required level. However, it lacks competent staff to manage operations.
20.	Rujewa	11	Staff include the manager (FTC holder); one accountant (degree holder) working part time from the LGA; two cashiers (diploma in procurement); one revenue collector (form IV) and six plumbers (standard VII). The utility lacks competent staff to manage operations. Also, the Board of Directors who has power to recruit personnel, has not been in place since 2008.
21.	Tunduru	17	Staff include the manager with form IV and plumbing certificate qualifications; one accountant with degree qualifications; technical manager with FTC qualifications; three staff with various certificates and 11 staff with standard VII qualifications – working as plumbers, pump operators or meter readers. There are a number of operations that require qualified personnel including management of pumps
22.	Kasumulu	10	There is a manager who is an FTC holder and an accountant with degree qualifications (working part time from the Local Government). The remaining 8 staffs are employed under three months contracts and include one technical staff with FTC; one accountant with degree qualifications; and six staff with STD VII qualification working as either plumbers, pump operators or meter readers. The Manager who has been seconded from Local Government is overloaded with tasks and reporting issues such that they are not able to report.
23.	Mlowo	5	The Manager is an FTC holder, two plumbers have VETA certificates and two staff are security guards with standard VII qualifications. The utility has inadequate qualified staff at management level. It was clustered with Vwawa WSSA to easy difficulties in management.
24.	Tumduma	15	The staff include a Manager with FTC qualifications; one accountant (degree holder) working part time from the LGA; Technical Manager with FTC qualifications; one pump operator and three plumbers with plumbing certificate; and eight remaining staff with standard VII qualifications working as casual laborers. There are a number of operations that require qualified personnel including management of pumps.
25.	Mombo	9	The Manager is a degree holder, one staff is a plumber with form IV qualifications, one staff is an accountant with form IV qualifications and six staff are technicians with standard VII qualifications. The utility has one qualified staff seconded from the District Council.

S/No	Utility	Number of Staff	Remarks
26.	Songe	9	Two staff are accountants, one with post graduate diploma and another with certificate qualifications; two staff have FTC qualifications, four staff are plumbers with standard VII qualification and one staff is a security guard with standard VII qualifications. The utility has three qualified staff, of which two are part time and one is full time staff seconded from the District Council.
27.	Gallapo	9	One staff is technician with diploma qualification, five staff are pipe attendants with standard VII qualifications, one staff is an accountant with diploma qualifications and two staff are plumbers with form IV qualifications. The utility has two qualified staff, of which one is seconded from the District Council and the other is employed by the utility. The rest of staff are working on temporary basis.
28.	Orkesumet	8	One staff is technician with diploma qualifications; four staff are plumbers - two with form IV qualifications and two with standard VII qualifications; two staff are pump mechanics - one with form IV qualifications and one with standard VII qualifications and one staff is accountant with certificate qualifications. The utility has one qualified staff seconded from the District Council.

### 3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS

This Chapter outlines implementation of tariff conditions and fulfillment of reporting requirements by DT WSSAs. Also, the Chapter includes evaluation of DT WSSAs' implementation of the recommendations provided by EWURA in the Water Utilities Performance Review Report for the FY 2015/16.

#### 3.1 Tariff Reviews and Implementation of Tariff Conditions

All DT WSSAs are still getting subsidies from the Government to cover investment costs and some are getting subsidies to cover personnel and energy costs. Tariff review for DT WSSAs is mainly done to enable DT WSSAs to cover their operation and maintenance costs.

Over the past three years, there has been an increase in the number of tariff applications submitted by DT WSSAs. The trend of number of DT WSSAs that have submitted tariff applications for approval over the past three years is shown in Table 18.

**Table 18: Summary of DT WSSAs that submitted Tariff Review Applications**

Category	2014/15	2015/16	2016/17
District WSSAs	3	6	15
Township WSSAs	0	0	1
<b>Total</b>	<b>3</b>	<b>6</b>	<b>16</b>



During the year under review, EWURA approved new tariffs for 13 DT WSSAs as shown in Table 19. Also, by the end of the year under review, tariff applications whose reviews were ongoing are from the DT WSSAs of Biharamulo and Kishapu.

**Table 19: Tariff Review Determinations**

S/N	Name of DT WSSA	Existing Average Metered Tariff (TZS/m <sup>3</sup> )	Approved Average Metered Tariff (TZS/m <sup>3</sup> )			Date of Approval	Effective Date
			2016/17	2017/18	2018/19		
1.	Mwanga	457.49	1,159	1,184	1,184	22-Aug-16	1-Oct-16
2.	Katesh	415.93	597.98	889.98	911.3	14-Apr-17	6-Jan-17
3.	Korogwe	508	1,117	1,159	1,174	1-Oct-16	1-Nov-16
4.	Kibaya	1001	1,001	1,977	1,977	7-Jun-17	1-Jul-17
5.	Pangani	610.45	1,167	1,211	1,211	4-Oct-16	1-Nov-16
6.	Makambako	574	395	574	635	7-Jun-17	1-Jul-17
7.	Igunga	919	1,058	1,147	1,233	22-Aug-16	1-Oct-16
8.	Kisarawe	890	945	1,193	1,150	29-Jul-16	1-Sep-16
9.	Kilwa Masoko	850	698	918	1,050	29-Jul-16	1-Sep-17
10.	Ruangwa	1,260	1,151.45	1,389.33	1,389.33	15-Nov-16	1-Dec-16
11.	Liwale	680	775.81	820	831.5	18-Oct-16	1-Nov-16
12.	Utete	860	998	1,035	1,050	11-Jul-16	1-Jan-17
13.	Songe	1,389	1,589	1,679	1,761	7-Dec-16	1-Jan-17

Tariff approvals are accompanied by tariff orders containing conditions for a specific WSSA to fulfill within a specified period. A total of 94 conditions were to be fulfilled by DT WSSAs in FY 2016/17. The percentage compliance with implementation of tariff conditions in FY 2016/17 was 66% which is an improvement compared to 42% attained in FY 2015/16. Details of compliance to tariff conditions including evaluation criteria are shown in Appendix 3, Table A3.2. Most DT WSSAs failed to comply with the condition of implementing some of the earmarked projects.

## 3.2 Reporting Obligations

### 3.2.1 Technical Reports

DT WSSAs are obliged to submit to EWURA, Annual Progress Report in either hard copy or soft copy by 30<sup>th</sup> September of each year. The report details technical, commercial and administrative operations of DT WSSAs. 63 DT WSSAs complied with this regulatory requirement by submitting annual reports by 30<sup>th</sup> September, 2017.

### 3.2.2 Financial Reports

DT WSSAs are required to submit their draft financial statements by 30<sup>th</sup> September and their audited financial statements by 31<sup>st</sup> December of every year. Generally, submission of financial reports from DT WSSAs has been unsatisfactory although there has been an improvement each year. Only 31 DT WSSAs submitted their draft financial statements for the FY 2016/17 which is a slight improvement from 21 DT WSSAs during FY 2015/16.

All 31 DT WSSAs submitted their draft financial statements on time where submissions for the first time were received from Bashnet, Igunga, Itumba-Isongole, Kibaya, Kilolo, Makete, Mlowo, Namtumbo, Nansio, Ruangwa and USA River while the DT WSSAs that have maintained submitting financial statements include Chunya, Katesh, Korogwe, Liwale, Loliondo, Lushoto, Mafinga, Magugu, Makambako, Mbalizi, Mbinga, Monduli, Muleba, Mwanga, Mwanhuzi, Same, Tukuyu, Tunduma, Utete, Vwawa. Ngudu WSSA is the only utility that submitted its financial statements in FY 2015/16 but did not submit financial statements in FY 2016/17.

Generally, most DT WSSAs' financial reports are not properly prepared. The main reason for unsatisfactory performance of DT WSSAs in submission of financial reports is lack of sufficient and qualified accountants.

Table 20 shows that as at 30<sup>th</sup> June 2017 only 44 DT WSSAs had qualified accountants working full time with the DT WSSAs. Out of the 44 DT WSSA, 57% of them managed to submit draft financial statements with the submissions being made in a timely manner. Only 29% of the DT WSSAs with part time qualified accountants managed to submit draft financial statements while all 16 DT WSSAs that do not have qualified accountants did not submit their draft financial statements. Furthermore, three DT WSSAs namely Mangaka, Mkuranga and Pangani did not have accountants in FY 2016/17.

**Table 20: Presence of Qualified Accountants in DT WSSAs as at 30<sup>th</sup> June 2017**

<b>DT WSSAs with full time Qualified Accountants</b> <i>(with at least diploma in accountancy and dedicated to work full time with the WSSA)</i>		<b>DT WSSAs with part time Qualified Accountants</b> <i>(with at least diploma in accountancy but working part time with the WSSA)</i>		<b>DT WSSAs without Qualified Accountants</b>
<i>Submitted financial statements</i>	<i>Did not submit financial statements</i>	<i>Submitted financial statements</i>	<i>Did not submit financial statements</i>	
1. Bashnet	1. Chamwino	1. Itumba - Isongole	1. Biharamulo	1. Dareda
2. Chunya	2. Dakawa	2. Loliondo	2. Bunda	2. Gallapo
3. Igunga	3. Gairo	3. Lushoto	3. Kasumulu	3. Handeni
4. Katesh	4. Ifakara	4. Mlowo	4. Kibondo	4. Isaka
5. Kibaya	5. Ilula	5. Utete	5. Kiomboi	5. Kilindoni
6. Kilolo	6. Karagwe	6. Vwawa	6. Kyela	6. Kilwa Masoko
7. Korogwe	7. Kasulu		7. Ludewa	7. Kisarawe
8. Liwale	8. Kibaigwa		8. Magu	8. Kishapu
9. Mafinga	9. Kilosa		9. Namanyere	9. Kongwa
10. Magugu	10. Kondoa		10. Ngara	10. Mahenge
11. Makambako	11. Manyoni		11. Orkesumet	11. Misungwi
12. Makete	12. Mbulu		12. Rujewa	12. Mombo
13. Mbalizi	13. Mikumi		13. Songe	13. Muheza
14. Mbinga	14. Mpwapwa		14. Tunduru	14. Ngudu
15. Monduli	15. Mugumu		15. Urambo	15. Sengerema
16. Mwanga	16. Nzega			16. Ushirombo
17. Namtumbo	17. Sikonge			17. Mkuranga
18. Ruangwa	18. Tarime			18. Mangaka
19. Same	19. Turiani			
20. Tukuyu				
21. Tunduma				
22. Usa River				
23. Muleba				
24. Mwanhuzi				
25. Nansio				

### 3.2.3 MajIs Reports

DT WSSAs are obliged to submit Monthly and Annual MajIs reports depicting, technical, administrative, commercial and financial operations conducted during the year. The deadline for the submission of the MajIs report for a particular month is 15<sup>th</sup> day of the following month. Prior to FY 2016/17, DT WSSAs used to report to EWURA through submission of progress reports on quarterly basis, but since the start of reporting year, it has become mandatory to report through MajIs. Out of 83 DT WSSAs 54 achieved to submit at least one monthly report for the FY 2016/17. Among them, 39 DT WSSAs managed to submit all twelve months' reports on time. Also, 18 DT WSSAs submitted their FY 2016/17 annual MajIs report. A DT WSSAs MajIs reports submission list is shown in Table 21 below.

**Table 21: DT WSSAs MajIs Reports Submission List**

DT WSSAs that submitted all 12 monthly MajIs reports		DT WSSAs that submitted at least one monthly MajIs reports	DT WSSAs that submitted Annual MajIs reports for FY 2016/17
1. Biharamulo	21. Lushoto	1. Chamwino	1. Monduli
2. Bunda	22. Magugu	2. Dakawa	2. Makambako
3. Chunya	23. Mbalizi	3. Gairo	3. Muleba
4. Gallapo	24. Mbinga	4. Kilosa	4. Mwanga
5. Handeni	25. Misungwi	5. Kilolo	5. Same
6. Igunga	26. Mombo	6. Kongwa	6. Bashnet
7. Itumba-Isongole	27. Monduli	7. Manyoni	7. Gallapo
8. Karagwe	28. Mpwapwa	8. Makete	8. Katesh
9. Kasulu,	29. Muheza	9. Makambako	9. Kiteto
10. Katesh	30. Muleba	10. Mbulu	10. Magugu
11. Kibaigwa	31. Mwanhuzi	11. Mikumi	11. Chunya
12. Kibaya	32. Ngara	12. Nansio	12. Mbinga
13. Kilwa Masoko	33. Nzega	13. Namtumbo	13. Korogwe
14. Kiomboi	34. Ruangwa	14. Tunduma	14. Mombo
15. Kisarawe	35. Same	15. Tukuyu	15. Songe
16. Kishapu	36. Sikonge		16. Loliondo
17. Kondoa	37. Songe		17. Usa River
18. Korogwe	38. Usa River		18. Orkesumet
19. Liwale	39. Utete.		
20. Loliondo			

### 3.3 Implementation of Recommendations of Previous Performance Report (FY 2015/16)

In the previous year (FY 2015/16) performance report DT WSSAs, the key recommendations that DT WSSAs were required to implement were on the issues of metering, water quality monitoring, review of tariffs, disposal of waste water/sludge and financial audit. A review of implementation status of the recommendations shows that there are slight improvements in the issues of metering, review of tariffs and water quality monitoring.

Details of the evaluation are shown in Appendix 3: Table A3.3. Generally, DT WSSAs have not satisfactorily implemented recommendations of the previous report. Therefore, all WSSAs shall improve in implementation of the recommendations of the previous year report.

## 4.0 PERFORMANCE RANKING

This chapter outlines Performance ranking of DT WSSAs according to the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2014. The overall rank of a WSSA was determined based on the total scores in achievement of Key Performance Indicators (KPIs), achievement of performance targets, evaluation of data reliability and accuracy (confidence grading) and attaining Service Level Benchmarks as shown in the Guidelines.

### 4.1 Key Performance Indicators

Ten Key Performance Indicators (KPIs) for water services were used to rank the performance of DT WSSAs. The ten KPIs together with their assigned weights and Service Level Benchmarks (SLBs) as provided in the Guidelines are shown in Table 22.

**Table 22: Key Performance Indicators**

SN	Description of Indicators	Service Level Benchmark	Weight
1.	Average Hours of Supply	24	5%
2.	Metering Ratio (%)	100	10%
3.	Non Revenue Water	$\leq 20$	15%
4.	Working Ratio	$\leq 0.67$	10%
5.	Personnel/1000 (W&S) connections (ratio)	$\leq 5$	5%
6.	Water Quality Compliance (%)	$\geq 98$	15%
7.	Proportion of population served with water (%)	100	5%
8.	Revenue Collection Efficiency (%)	$\geq 95$	15%
9.	Operating ratio	$\leq 1.0$	10%
10.	Personnel expenditure as % of collection from water services and other related income	$\leq 30$	10%

### 4.2 Procedure for Ranking

The overall rank of a WSSA was determined through the following steps:-

**i. Determining the KPI achievement of a WSSA.**

This is the actual value attained for each of the ten KPIs listed in Table 22.

**ii. Calculating Scores based on Best Performer (SBP).**

In assigning SBPs, the best performer in each of the KPI was given 70 points; the least performer scored a zero mark while a WSSA which attained the average was awarded 50 points. Intermediate performance was allocated scores by interpolating between the minimum average and best performance.

**iii. Calculating Scores based on attaining Performance Targets (SPT)**

The Guidelines requires a WSSA to be awarded a maximum of ten points depending on the progress in achieving performance targets indicated in a WSSA's Business Plan.

**iv. Calculating Scores based on attaining Service Level Benchmarks (SSLB).**

The highest scores allocated for attaining a Service Level Benchmark indicated in Table 15 were 10 points. A WSSA was awarded 10 points for attaining or surpassing a Service Level Benchmark on each performance indicator and zero mark for not attaining the Service Level Benchmark.

**v. Calculating Scores based on Confidence Grading (SCG).**

Each performance indicator was assigned a confidence grade according to the procedure outlined in the Performance Benchmarking Guidelines. Confidence grading includes assessment of data reliability and accuracy for each KPI as per Table 23. A WSSA was awarded 10 points for attaining or surpassing a confidence grading of B2 and a zero mark for not attaining the Confidence Grading of B2 on each performance indicator. A confidence grading of B2 means that the data for calculating the KPI is from a reliable source and has an estimated uncertainty of between 5-20%.

**Table 23: Assessment Data Reliability and Accuracy**

Data Reliability		
Reliability Bands		Definition
A	Highly Reliable	Data based on sound records procedures investigations or analysis that are properly documented and recognized as the best available assessment methods
B	Reliable	Generally, as in “A” but with minor shortcomings for example documentation is missing the assessment is old or some reliance on unconfirmed reports; or there is some extrapolations from such reports/analysis from records that cover less than 30% of the service providers system.
C	Unreliable	Generally, as in “A” or “B” but data is based on extrapolation from records that cover more than 30 percent (but less than 50 percent) of the service provider’s system.
D	Highly unreliable	Data is based on unconfirmed verbal reports and/or inspections or analysis including extrapolations from such reports/inspections/analysis.
Data Accuracy		
Accuracy Band		Associated Uncertainty
1		(0 – 5%): Better than or equal to +/- 5%
2		(5 – 20%):Worse than $\pm 5\%$ but better than or equal to + / -20%
3		(20 – 50%):Worse than $\pm 20\%$ but better than or equal to + / -50%
4		(>50%):Worse than $\pm 50\%$

**vi. Calculating the Total Weighted Score (TWS)**

The weighted score for each KPI was calculated as a sum of the SBP, SPT, SSLB and SCG multiplied by the weight of each KPI indicated in Table 22. Thereafter, the TWS was calculated as sum of the weighted score for all KPIs. The TWS has a weight of 70% in the overall score.

**vii. Calculating the Reporting Score (RS)**

According to the Guidelines, a total of 30 points are allocated for submission of monthly reports through the Water Utilities Information System (MajIs), draft annual report and draft financial statements. Timely submission of monthly MajIs reports was awarded 12 points divided equally



in 12 months (1 point per month). Timely submission of draft annual reports using MajIs reporting system; and draft annual report accompanied by draft financial statements was awarded 18 points divided equally between MajIs report (5 points), annual report (6.5 points) and draft financial statements (6.5 points).

**viii. Calculating the Overall Score and Rank**

The overall score of a WSSA was calculated as a sum of TWS and RS. The rank of a WSSA was established based on the value of their overall score. Further, the overall score of the WSSA was classified, interpreted and given a color code as outlined in the Guidelines.

**ix. Classification of Performance Scores**

The overall score of each WSSA was classified and identified with a distinct colour. The details of the classification color code and interpretation is as shown in Table 24.

**Table 24: 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

**4.3 Results of Performance Ranking**

Based on the procedure outlined above, Mbinga WSSA emerged as the FY 2016/17 overall best performer for provision of water services among 83 DT WSSAs. Mbinga WSSA led by scoring 79.70 points which is interpreted as Very Good performance. On the other hand, the least performer was Namanyere WSSA scoring 15.56 points only. Ranking of all DT WSSAs is summarized in Table 25.

**Table 25: Summary of Ranking for 83 DT WSSAs**

Utility Name	Weighted Score Based on KPIs	Reporting Score	Overall Ranking Score	Classification	Interpretation	Current Rank (2016/17)	Previous Rank (2015/16)	Previous Rank (2014/15)
Mbinga	49.70	30.00	79.70	B	Very Good	1	2	2
Same	46.93	30.00	76.93	B	Very Good	2	8	30
Loliondo	46.36	30.00	76.36	B	Very Good	3	18	16
Muleba	44.49	30.00	74.49	B	Very Good	4	5	1
Mwanga	44.45	30.00	74.45	B	Very Good	5	19	11
Utete	48.32	25.00	73.32	B	Very Good	6	1	20
Chunya	40.51	30.00	70.51	B	Very Good	7	4	15
Monduli	39.73	30.00	69.73	C	Good	8	24	3
Magugu	36.83	30.00	66.83	C	Good	9	20	12
Igunga	41.31	25.00	66.31	C	Good	10	17	51
Tukuyu	41.94	24.00	65.94	C	Good	11	3	7
Makambako	35.55	30.00	65.55	C	Good	12	7	4
Bashnet	34.80	30.00	64.80	C	Good	13	39	49
Mwanhuizi	39.39	25.00	64.39	C	Good	14	6	9
Korogwe	34.17	30.00	64.17	C	Good	15	11	6
Ruangwa	38.94	25.00	63.94	C	Good	16	26	37
Mbalizi	37.76	25.00	62.76	C	Good	17	10	19
Liwale	33.99	25.00	58.99	C	Good	18	9	29
Kibaya	38.26	18.50	56.76	C	Good	19	51	63
Vwawa	36.61	19.00	55.61	C	Good	20	14	21
Kibaigwa	36.87	18.50	55.37	C	Good	21	25	76
Itumba-Isongole	30.07	25.00	55.07	C	Good	22	22	70
Mafinga	39.96	15.00	54.96	D	Fair	23	12	17
USA River	24.74	30.00	54.74	D	Fair	24	47	54
Kilolo	32.87	21.00	53.87	D	Fair	25	34	38
Katesh	23.59	30.00	53.59	D	Fair	26	28	14
Lushoto	34.21	18.50	52.71	D	Fair	27	15	28
Makete	34.19	18.50	52.69	D	Fair	28	31	26
Kasulu	33.34	18.50	51.84	D	Fair	29	27	10
Tunduma	29.77	22.00	51.77	D	Fair	30	36	53
Mlowo	44.69	6.50	51.19	D	Fair	31	37	83
Kilwa Masoko	32.28	18.50	50.78	D	Fair	32	35	24
Mombo	26.73	23.50	50.23	D	Fair	33	46	35
Nansio	41.34	8.00	49.34	D	Fair	34	23	34
Gallapo	25.83	23.50	49.33	D	Fair	35	55	61
Nzega	37.26	12.00	49.26	D	Fair	36	32	8
Kondoa	30.31	18.50	48.81	D	Fair	37	41	66
Mpwapwa	27.84	18.50	46.34	D	Fair	38	65	58
Handeni	27.15	18.50	45.65	D	Fair	39	52	62
Muheza	26.20	18.50	44.70	D	Fair	40	38	41
Songe	21.12	23.50	44.62	D	Fair	41	48	44
Namtumbo	26.49	17.50	43.99	D	Fair	42	49	46
Sengerema	33.41	10.50	43.91	D	Fair	43	63	59
Biharamulo	26.03	17.50	43.53	D	Fair	44	30	18
Misungwi	30.67	10.50	41.17	D	Fair	45	16	5
Sikonge	28.90	12.00	40.90	D	Fair	46	59	55

Utility Name	Weighted Score Based on KPIs	Reporting Score	Overall Ranking Score	Classification	Interpretation	Current Rank (2016/17)	Previous Rank (2015/16)	Previous Rank (2014/15)
Kisarawe	22.12	18.50	40.62	D	Fair	47	78	43
Ngara	23.07	17.50	40.57	D	Fair	48	29	75
Ilula	29.77	10.50	40.27	D	Fair	49	40	45
Turiani	33.03	6.50	39.53	E	Unsatisfactory	50	68	-
Pangani	20.18	18.50	38.68	E	Unsatisfactory	51	58	48
Mbulu	23.75	14.50	38.25	E	Unsatisfactory	52	56	33
Ngudu	31.65	6.50	38.15	E	Unsatisfactory	53	13	23
Kishapu	25.90	12.00	37.90	E	Unsatisfactory	54	42	40
Kiomboi	25.80	12.00	37.80	E	Unsatisfactory	55	33	13
Dakawa	24.85	12.50	37.35	E	Unsatisfactory	56	67	79
Bunda	30.35	6.50	36.85	E	Unsatisfactory	57	60	27
Kilosa	23.58	12.50	36.08	E	Unsatisfactory	58	77	78
Karagwe	25.79	10.00	35.79	E	Unsatisfactory	59	44	68
Orkesumet	22.01	13.50	35.51	E	Unsatisfactory	60	79	25
Tunduru	25.94	6.50	32.44	E	Unsatisfactory	61	57	39
Kongwa	29.73	2.00	31.73	E	Unsatisfactory	62	70	65
Manyoni	30.40	1.00	31.40	E	Unsatisfactory	63	69	71
Mkuranga	24.29	6.50	30.79	E	Unsatisfactory	64	74	36
Isaka	22.52	6.50	29.02	E	Unsatisfactory	65	83	80
Ushirombo	28.97	0.00	28.97	E	Unsatisfactory	66	21	22
Kilindoni	22.00	6.50	28.50	E	Unsatisfactory	67	73	52
Gairo	20.17	7.50	27.67	E	Unsatisfactory	68	80	72
Chamwino	25.18	2.00	27.18	E	Unsatisfactory	69	66	77
Kasumulu	20.07	6.50	26.57	E	Unsatisfactory	70	45	57
Ifakara	25.71	0.00	25.71	E	Unsatisfactory	71	50	69
Tarime	25.58	0.00	25.58	E	Unsatisfactory	72	81	31
Kyela	18.43	6.50	24.93	E	Unsatisfactory	73	43	42
Urambo	23.45	0.00	23.45	E	Unsatisfactory	74	61	60
Kibondo	22.61	0.00	22.61	E	Unsatisfactory	75	62	73
Mangaka	15.57	6.50	22.07	E	Unsatisfactory	76	76	64
Mugumu	21.80	0.00	21.80	E	Unsatisfactory	77	75	32
Rujewa	21.21	0.00	21.21	E	Unsatisfactory	78	54	56
Mikumi	17.46	1.00	18.46	E	Unsatisfactory	79	64	82
Ludewa	16.83	0.00	16.83	E	Unsatisfactory	80	53	47
Magu	16.83	0.00	16.83	E	Unsatisfactory	81	82	67
Mahenge	16.00	0.00	16.00	E	Unsatisfactory	82	71	74
Namanyere	15.56	0.00	15.56	E	Unsatisfactory	83	72	81

Table 26 summarizes the ranking comparison of DT WSSAs over the past three years. It can be seen that, over the past three years there has been an increasing trend in DT WSSAs towards good and very good performance. Also, the number of utilities with unsatisfactory performance has declined.

**Table 26: Performance Ranking Comparison**

Summary of Classification	Number of Utilities		
	2014/15	2015/16	2016/17
Excellent	0	0	0
Very Good	3	4	7
Good	9	13	15
Fair	35	30	27
Unsatisfactory	36	36	34
<b>Total</b>	<b>83</b>	<b>83</b>	<b>83</b>

On the overall individual performance of DT WSSAs, 22 DT WSSAs has shown a significant improvement in performance by rising to ten or more positions in the performance rank compared to previous year's performance. On contrary, 21 DT WSSAs has its overall performance rank deteriorated by 10 or more positions. A list of DT WSSAs with significant improvement or deterioration in the overall performance is shown on Table 27.

**Table 27: List of DT WSSAs with Significant Improvement or Deterioration in the Overall Performance**

List of WSSAs With Significant Improvement in Overall Performance				
SN	Utility Name	Current Rank (2016/17)	Previous Rank (2015/16)	Position Improved/Deteriorated
1	Kibaya	19	51	32
2	Kisarawe	47	78	31
3	Mpwapwa	38	65	27
4	Bashnet	13	39	26
5	USA River	24	47	23
6	Gallapo	35	55	20
7	Sengerema	43	63	20
8	Kilosa	58	77	19
9	Orkesumet	60	79	19
10	Turiani	50	68	18
11	Isaka	65	83	18
12	Monduli	8	24	16
13	Loliondo	3	18	15
14	Mwanga	5	19	14
15	Mombo	33	46	13
16	Handeni	39	52	13

17	Sikonge	46	59	13
18	Gairo	68	80	12
19	Magugu	9	20	11
20	Dakawa	56	67	11
21	Ruangwa	16	26	10
22	Mkuranga	64	74	10
<b>List of WSSAs With Significant Deterioration in Overall Performance</b>				
1	Mafinga	23	12	11
2	Nansio	34	23	11
3	Mahenge	82	71	11
4	Namanyere	83	72	11
5	Lushoto	27	15	12
6	Kishapu	54	42	12
7	Urambo	74	61	13
8	Kibondo	75	62	13
9	Biharamulo	44	30	14
10	Karagwe	59	44	15
11	Mikumi	79	64	15
12	Ngara	48	29	19
13	Ifakara	71	50	21
14	Kiomboi	55	33	22
15	Rujewa	78	54	24
16	Kasumulu	70	45	25
17	Ludewa	80	53	27
18	Misungwi	45	16	29
19	Kyela	73	43	30
20	Ngudu	53	13	40
21	Ushirombo	66	21	45

## 5.0 MAJOR OBSERVATIONS AND RECOMMENDATIONS

In the course of reviewing the performance of water utilities as presented in this Report a number of issues related to sustainability of service provided by DT WSSAs have been disclosed. This section highlights key issues observed and their corresponding recommendations as shown in Table 28.

**Table 28: Major Observations and Recommendations**

SN.	Key issue	Key Observation	Recommendation	Responsible
1.	Inadequate water supply infrastructure.	Average water production in DT WSSAs is only 34% of the water demand which shows that the gap between water production and demand is still large.	MoWI is advised to increase investments in water production and distribution infrastructure in DT WSSAs so as to meet the increasing demand increase water service coverage. This may be done through promotion of Public Private Partnership (PPP) in water supply projects.	MoWI
2.	Water Quality Monitoring	Only 38 out of 83 DT WSSAs performed water quality tests. Further, the number of water quality tests conducted were not compliant to the requirements of TBS (TZS 789:2008).	All DT WSSAs need to prepare and implement water quality monitoring programs in accordance with the Water and Wastewater Quality Monitoring Guidelines for Water Utilities issued by EWURA in December 2014.	DT WSSAs
3.	Disposal of Waste Water/ Sludge	Only 2 out of 83 DT WSSAs have acquired land and wastewater disposal facilities.	(1) DT WSSAs should acquire land for construction of waste water treatment facilities;  (2) DT WSSAs should construct wastewater treatment facilities.	DT WSSAs  MoWI
4.	Metering	Out of the 83 DT WSSAs, only 28 DT WSSAs have attained 100% customer metering. Also, only 32 DT WSSAs have metered all their water production points	WSSAs should install bulk meters in order to determine the actual water produced. This should go in line with ensuring that the DT WSSAs attain 100% customer metering. It is recommended that, metering should be included in the 2016/17 budget for each DT WSSAs.	DT WSSAs



SN.	Key issue	Key Observation	Recommendation	Responsible
5.	Management of Billing and Revenue Collection.	Most DT WSSAs are still using the manual billing and revenue collection system (billing and collection ledgers in hard copy) or semi computerized system. None of the DT WSSAs has started using electronic revenue collection systems that are promoted by the Government.	DT WSSAs should install computerized billing and revenue collection systems and thereafter train staff of the use of the systems.	DT WSSAs
6.	Financial Audit	Only 31 DT WSSAs submitted draft financial reports for 2015/16. Financial reports of most DT WSSAs are not audited.	DT WSSAs have to ensure that every financial year their accounts are audited by the Controller and Auditor General (CAG) separate from their respective LGAs' financial statements.	DT WSSAs
7.	Staffing in DT WSSAs	Most of DT WSSAs do not have sufficient and qualified personnel.	DT WSSAs should be provided with adequate support from PO-RALG to recruit sufficient and qualified staff.	PO-RALG DT WSSAs
8.	Corporate Governance	<p>(1) Nine DT WSSAs do not have Board of Directors since their establishment. The tenure of Boards in 39 out of 83 DT WSSAs has ended.</p> <p>(2) 38 DT WSSAs out of 83 DT WSSAs analysed in this report has submitted to EWURA their customer service charters.</p>	<p>PO-RALG is advised to ensure that at all times the DT WSSAs have Board of Directors in place.</p> <p>DT WSSAs are required to ensure that they prepare and submit to EWURA their customer service charters approval.</p>	<p>PO-RALG</p> <p>DT WSSAs</p>
9.	Revenue Collection Strategies	Most DT WSSAs do not have in place a mechanism for collecting water sales revenue from customers using electronic money transfer.	DT WSSAs need to ensure that electronic money transfer systems are in place in order to encourage customers to pay their water bills.	DT WSSAs

SN.	Key issue	Key Observation	Recommendation	Responsible
10.	High NRW	NRW is still a challenge to most DT WSSAs. Out of 83 DT WSSAs, Only five (5) WSSAs has attained a service level benchmark of NRW (below 20%). The DT WSSAs that has attained service level benchmark for NRW are Bashnet, Ushirombo, Utete, Sikonge and Mwanhuzi.	DT WSSAs should design and implement strategies to ensure the increasing trend of NRW is reversed starting March, 2016. The NRW reduction strategies should be included in their business plans.	DT WSSAs

## **APPENDIX 1:**

# **WATER UTILITIES PROFILES**

BIHARAMULO WSSA PROFILE					2016/17																																	
EWURA LICENSE No. WSSSL/80/12 – Class III																																						
District: Biharamulo, Region: Kagera																																						
General Description About the Utility	Biharamulo Water Supply and Sanitation Authority (Biharamulo WSSA) was declared a fully autonomous public water utility through Government Notice No. 30 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Biharamulo town which is the headquarters of the Biharamulo District, Kagera Region. Biharamulo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 29,964 out of whom 14,383 are served by the utility. The utility draws water from three springs sources, one gravity scheme which draws its water from Runyinya spring and a pumping scheme which draws its water from Kagango and Ruziba springs. The combined installed production capacity is 803m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 2,172.4m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 43.7 km and water is supplied through rationing at an average of six hours per day. The system has seven storage tanks with combined capacity of 790m <sup>3</sup> . The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Biharamulo District Council. The utility has two permanently employed staff seconded from Biharamulo District Council and nine staff employed on contract terms by the utility which makes the utility to have a total number of 11.																																					
General Data About Water Utility	<table><tr><td>Total water connections</td><td>:</td><td>978</td></tr><tr><td>Total active connections</td><td>:</td><td>899</td></tr><tr><td>Total domestic connections</td><td>:</td><td>921</td></tr><tr><td>Total active water Kiosks</td><td>:</td><td></td></tr><tr><td>Metering ratio</td><td>:</td><td>100%</td></tr><tr><td>NRW</td><td>:</td><td>23%</td></tr><tr><td>Total staff</td><td>:</td><td>11</td></tr><tr><td>Staffs/1000 connections</td><td>:</td><td>11</td></tr><tr><td>Annual O&amp;M costs</td><td>:</td><td>TZS 105,751,000</td></tr><tr><td>Annual water collections (arrears included)</td><td>:</td><td>TZS 108,751,000</td></tr><tr><td>Annual water billing</td><td>:</td><td>TZS 113,216,000</td></tr></table>					Total water connections	:	978	Total active connections	:	899	Total domestic connections	:	921	Total active water Kiosks	:		Metering ratio	:	100%	NRW	:	23%	Total staff	:	11	Staffs/1000 connections	:	11	Annual O&M costs	:	TZS 105,751,000	Annual water collections (arrears included)	:	TZS 108,751,000	Annual water billing	:	TZS 113,216,000
Total water connections	:	978																																				
Total active connections	:	899																																				
Total domestic connections	:	921																																				
Total active water Kiosks	:																																					
Metering ratio	:	100%																																				
NRW	:	23%																																				
Total staff	:	11																																				
Staffs/1000 connections	:	11																																				
Annual O&M costs	:	TZS 105,751,000																																				
Annual water collections (arrears included)	:	TZS 108,751,000																																				
Annual water billing	:	TZS 113,216,000																																				
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>800</td><td>1,000</td><td>1,025</td><td>1,500</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,000</td><td>16,500</td><td>16,500</td><td>27,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 30.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,025	1,500	Flat rate charge (TZS/Month)	7,000	16,500	16,500	27,000																		
Category of customer	Domestic	Institutional	Commercial	Industrial																																		
Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,025	1,500																																		
Flat rate charge (TZS/Month)	7,000	16,500	16,500	27,000																																		
Challenges	<ol style="list-style-type: none"><li>1. Low production from the available water sources;</li><li>2. Low network coverage;</li><li>3. Lack of water treatment facilities;</li><li>4. Insufficient storage tanks;</li><li>5. Lack of qualified staffs;</li></ol>																																					

BUNDA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/80/12 – Class III																				
District: Bunda, Region: Mara																				
General Description About the Utility	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 Authority is responsible for the overall operation and management of water supply and sanitation services within Bunda town which is the headquarters of Bunda District, Mara Region. Bunda WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 153,497 out of whom 73,679 are served by the utility. The utility draws water from two intakes; Nyabehu and Guta at Lake Victoria source which are 24.9km away from Bunda town. The combined installed production capacity is 8,000m <sup>3</sup> /day. Water from the two intakes is pumped to 13 water storage tanks with total storage capacity of 2,232m <sup>3</sup> located at Bunda town which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 6,456m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of water distribution system is 102.59km and water is supplied through rationing at an average of 16 hours per day. The Authority has no sewerage system thus onsite sanitary facilities used are under the supervision of Bunda District Council. The utility has three permanently employed staff 2 of whom are seconded from Bunda District Council, and one is seconded from MoWI and 20 staff employed on contract terms by the utility which makes the utility to have a total number of 23																			
	General Data About Water Utility	Total water connections : 1,881 Total active : 1,595 Total domestic connections : 1,579 Total active water kiosks : 22 Metering ratio : 96% NRW : 46% Total staff : 23 Staffs/1000 connections : 12 Annual O&M costs : TZS 290,285,5400 Annual water collections (arrears included) : TZS 331,886,000 Annual water billing : TZS 249,688,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>800</td><td>1,200</td><td>1,200</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>30,000</td><td>16,500</td><td>-</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	800	1,200	1,200	-	Flat rate charge (TZS/Month)	7,500	30,000	16,500	-
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	800	1,200	1,200	-															
	Flat rate charge (TZS/Month)	7,500	30,000	16,500	-															
<b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.																				
Challenges	1. High level of NRW; 2. Low network coverage; 3. Lack of water treatment facilities; 4. Insufficient storage tanks; 5. Vandalism of infrastructure along Nyabehu - Bunda water transmission main;																			

CHAMWINO WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/17/2012 - Class III																				
District: Chamwino, Region: Dodoma																				
<b>General Description About the Utility</b>	Chamwino Water Supply and Sanitation Authority (Chamwino WSSA) was declared a fully autonomous public water utility on 17 <sup>th</sup> June, 2005. The Authority is responsible for the overall operation and management of water supply and sanitation services within Chamwino urban area, which is the headquarters of Chamwino District, Dodoma Region. Chamwino WSSA is classified as Category C water authority. Its area of responsibility has a total population of 27,252 people out of whom 13,081 are served by the utility. The main water sources for Chamwino Town is groundwater, whereby the utility maintains six (6) deep boreholes. The boreholes have combined installed production capacity of 1,440m <sup>3</sup> /day when operating at 24 hours. The present production capacity of 1,180.8m <sup>3</sup> /day is low compared to the estimated daily water demand of 1,677m <sup>3</sup> . The utility has no water quality monitoring plan in place and water quality test has not been conducted. The total length of distribution system is 49km and water is supplied at an average of 14hrs/day. The system has five storage tanks with total capacity of 387.5 m <sup>3</sup> all are functioning. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Chamwino District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 1,182 Total active connections : 1,032 Total domestic connections : 1,106 Total active water kiosk/standpipe : 4 Metering ratio : 74% NRW : 33% Total staff : 17 Staff/1000 connections : 14.4 Annual O&M costs : TZS 76,139,702 Annual water collections (arrears included) : TZS 83,975,829 Annual water billings : TZS 105,915,381																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>625-4,000</td><td>335-21,505</td><td>655-20,000</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>20,500</td><td>21,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	625-4,000	335-21,505	655-20,000	-	Flat rate charge (TZS/Month)	4,500	20,500	21,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	625-4,000	335-21,505	655-20,000	-																
Flat rate charge (TZS/Month)	4,500	20,500	21,500	-																
<b>Challenges</b>	1. Inadequate water production to meet the town’s water demand 2. Insufficient revenue against expenditure 3. Lack of sewerage network 4. Lack of active operating Board of Directors 5. High Non-Revenue Water.																			



CHUNYA WSSA PROFILE		2016/17																																	
EWURA LICENCE No. WSSSL/53/2012 – Class III																																			
District: Chunya, Region: Mbeya																																			
<b>General Description About the Utility</b>	Chunya Water Supply and Sanitation Authority (Chunya WSSA) was declared a fully autonomous public water utility in 2002. Chunya WSSA is responsible for the overall operation and management of water supply and sanitation services in Chunya Township which is the headquarters of Chunya District in Mbeya Region. Chunya WSSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 25,663 people out of whom 15,654 people are directly served with water. The utility draws water from three boreholes namely, BH.2566/2009, NBH2/2014, 2567/2009, NBH/2014 and NBH/2015. The average water production from the sources during the reporting period was 402 m3/day. The source installed production capacity is 631m <sup>3</sup> /day. The present production capacity is not sufficient to meet the estimated water demand of 1,800m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 24.12km and water is supplied at an average of 7hrs/day. The network has 4 storage tanks of different capacities with combined storage volume of 425m <sup>3</sup> . The Township has no sewerage system. Onsite sanitation facilities are in use under the supervision of Chunya District Council. The Utility has a 3 permanently employed staff seconded from the District Council and 6 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 9 staff.																																		
<b>General Data About Water Utility</b>	Total water connections : 1,204 Total active connections : 714 Total domestic connections : 1,133 Total active kiosk/standpipe : 1 Metering ratio : 94% NRW : 35% Total staff : 9 Staff/1000 connections : 7.5 Annual O&M costs : TZS 212,811,210 Annual water collections (arrears included) : TZS 148,964,700 Annual water billings : TZS 191,484,600																																		
<b>Tariff Structure</b>	<table><tr><th colspan="2">Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td rowspan="4">Metered (TZS/M<sup>3</sup>)</td><td>1-20m<sup>3</sup></td><td>1,000</td><td>N/A</td><td>1,500</td><td>2,500</td></tr><tr><td>&gt;20m<sup>3</sup></td><td>1500</td><td>N/A</td><td>1,500</td><td>2,500</td></tr><tr><td>1-50m<sup>3</sup></td><td></td><td>1,500</td><td>1,500</td><td>2,500</td></tr><tr><td>&gt;50m<sup>3</sup></td><td></td><td>2,000</td><td>1,500</td><td>2,500</td></tr><tr><td colspan="2">Flat rate (TZS/Month)</td><td>7,000</td><td>11,500</td><td>19,000</td><td>32,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 50.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>		Category of customer		Domestic	Institutions	Commercial	Industrial	Metered (TZS/M <sup>3</sup> )	1-20m <sup>3</sup>	1,000	N/A	1,500	2,500	>20m <sup>3</sup>	1500	N/A	1,500	2,500	1-50m <sup>3</sup>		1,500	1,500	2,500	>50m <sup>3</sup>		2,000	1,500	2,500	Flat rate (TZS/Month)		7,000	11,500	19,000	32,000
Category of customer		Domestic	Institutions	Commercial	Industrial																														
Metered (TZS/M <sup>3</sup> )	1-20m <sup>3</sup>	1,000	N/A	1,500	2,500																														
	>20m <sup>3</sup>	1500	N/A	1,500	2,500																														
	1-50m <sup>3</sup>		1,500	1,500	2,500																														
	>50m <sup>3</sup>		2,000	1,500	2,500																														
Flat rate (TZS/Month)		7,000	11,500	19,000	32,000																														
<b>Challenges</b>	1. Low water production capacity as compared to the demand 2. High NRW due to old infrastructure network 3. Dilapidated pipe network 4. High electricity bills due to lack of power control devices 5. Inadequate number of qualified staff																																		

DAKAWA WSSA PROFILE					2016/17														
EWURA LICENCE No. WSSSL/25/2012 - Class III																			
District: Mvomero, Region: Morogoro																			
General Description About the Utility	Dakawa Water Supply and Sanitation Authority (Dakawa WSSA) was published as a Water Authority on 17 <sup>th</sup> of June, 2005 by Government notice No.168. The utility is responsible for overall provision of water within the urban area of Dakawa, the headquarters of Mvomero District. Dakawa is located 35km from Morogoro Municipality along Morogoro - Dodoma Highway. Dakawa WSSA services covers two wards namely Dakawa Sokoine East and Dakawa Sokoine West, these two wards comprise of 11 sub-villages. Its area of responsibility has a total population of 42,198 of which only 5,064 people are directly served with water. Dakawa Urban Water and Sanitation Authority acquired borehole sources from the former community based schemes at Wami Dakawa which include three boreholes, all located at Wami Dakawa village. The present production capacity is not sufficient to meet the estimated water demand of 2,933m <sup>3</sup> /day. The total length of the distribution system is 18.1km and water is supplied at an average of 7hrs/day. The Authority has a total of 7 staff (two are seconded from local government office). The utility has no water treatment facilities and all other operational plans are not in place. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Mvomero District Council.																		
General Data About Water Utility	Total water connections : 459 Total active connections : 407 Total domestic connections : 430 Total active water kiosk/standpipe : 3 Metering ratio : 75% NRW : 34% Total staff : 7 Staff/1000 connections : 15.3 Annual O&M costs : TZS 36,088,000 Annual water collections (arrears included) : TZS 47,247,000 Annual water billings : TZS 52,411,860																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>800</td><td>910</td><td>945</td><td>1,080</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>16,500</td><td>16,500</td><td>17,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	800	910	945	1,080	Flat rate charge (TZS/Month)	7,500	16,500	16,500	17,000
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m3)	800	910	945	1,080															
Flat rate charge (TZS/Month)	7,500	16,500	16,500	17,000															
Challenges	1. Inadequate water production to meet the town’s water demand 2. Lack of sewerage services 3. Lack of sufficient qualified staff, 4. High Non-Revenue Water, and 5. Low customer base.																		

GAIRO WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/26/2012 - Class III																				
District: Gairo, Region: Morogoro																				
General Description About the Utility	The Gairo Water Supply and Sanitation Authority (Gairo WSSA) is a Utility under category C and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Gairo township which is the headquarters of Gairo District. The authority was established and gazetted on 17/12/2003 by the then Ministry of Water and Livestock Development. The Authority became operational in August, 2004. The water supply to Gairo township depends on gravity scheme, originating from Ukaguru mountains range. The average water production reported in 2016/17 is 489.1m <sup>3</sup> /day which is 12.8% of the present estimated daily water demand of 1,385m <sup>3</sup> /day. The source also serves 7 villages along transmission mains from Mahelo hills with an estimated population of 37,646.Only 33,505 people are direct served with water. The reported Non-revenue water is 65% while water supply is through rationing at an average of 3 hours per day. Water transmission from Mahelo spring intake to the storage tanks is by gravity system through mains comprising of PVC and Galvanized steel Pipe of 3’’-8’’ diameter range. There are 12 concrete block tanks with total storage capacity of 663m <sup>3</sup> constructed at various locations along the main pipeline from the Mahelo source to Gairo town. The distribution network for water supply at the township is not in very good condition due to age, as it was constructed between 1965 and 1972 thus frequent leakages and bursts are common.																			
General Data About Water Utility	Total water connections : 224 Total active connections : 224 Total domestic connections : 2 Total active water kiosk/standpipe : 168 Metering ratio : 14% NRW : 65% Total staff : 6 Staff/1000 connections : 26.8 Annual O&M costs : TZS 46,685,861 Annual water collections (arrears included) : TZS 76,616,960 Annual water billings : TZS 81,332,160																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>300</td><td>335</td><td>390</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>-</td><td>11,500</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	300	335	390	-	Flat rate charge (TZS/Month)	-	11,500	-	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	300	335	390	-																
Flat rate charge (TZS/Month)	-	11,500	-	-																
Challenges	1. High NRW due to old and dilapidated water distribution infrastructure 2. Low coverage of water distribution network 3. Inadequate water production 4. Low metering rate 5. Low customer base																			

HANDENI WSSA PROFILE					2016/17
EWURA LICENCE No.WSSSL/01/2012- Class III					
District: Handeni, Region: Tanga					
<b>General Description About the Utility</b>	Handeni Water Supply and Sanitation Authority (Handeni WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 30 <sup>th</sup> January, 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the administrative area of Handeni Town Council which is the headquarters of the Handeni District, Tanga Region. Handeni WSSA is classified as Category C water utility. Its area of responsibility (Handeni Town) has a total population of 84,747 people of whom 13,560 are directly served with water. The utility has three types of water sources which are two dams of Kwenkambala and Kideleko, 4 boreholes of Mnazini, Ndelema, Bwawani and Soko la Zamani and Pangani river through bulk supply from the Handeni Trunk Main Water Supply Authority. During the year under review Handeni WSSA supplied water produced from the four boreholes and bulk supply from Pangani River. The water sources have a combined installed production capacity of 1,416 m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for Handeni town of 5,932m <sup>3</sup> /day. The total length of the distribution system is 37.44 km and water is supplied at an average of eight hour per day. There are 12 storage tanks which have combined storage volume of 835 m <sup>3</sup> . Handeni town has no sewerage system and therefore, there are onsite sanitation facilities used which are under the supervision of Handeni Town Council. Handeni WSSA has 9 staff seconded from Handeni Town Council and the utility itself has employed 12 daily working staff in revenue collection and pipe works.				
<b>General Data About Water Utility</b>	Total water connections : 591 Total active connections : 55 Total domestic connections : 458 Total water kiosk/standpipe working : 28 Metering ratio : 100% NRW : 25% Total staff : 21 Staff/1000 connections : 35.5 Annual O&M costs : TZS 100,447,00 Annual water collections (arrears included) : TZS 23,164,000 Annual water billings : TZS 23,163,502				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Kiosk</b>
	Consumption charges (TZS/m <sup>3</sup> )	1,250	1,500	2,000	1,500
	Flat rate charge (TZS/Month)	11,500	12,500	12,500	NA
<b>Note:</b> (i) The charges at water Kiosks are TZS 30.00 per 20 liters container. (ii) Last tariff review effective date: 1 <sup>st</sup> June 2011. (iii) The number of inactive customers was high due to unavailability water caused by failure to cover electricity costs for operating the boreholes.					
<b>Challenges</b>	1. Inadequate water sources and supply; 2. Old and dilapidated water sources and distribution network; 3. Lack of water treatment plant for treating water from the dam; 4. Lack of sufficient and competent staff ; and 5. Lower water supply coverage, only 16% of the population are served with water.				

IFAKARA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/27/2012 - Class III																				
District: Kilombero, Region: Morogoro																				
General Description About the Utility	Ifakara Water Supply and Sanitation Authority (Ifakara WSSA) was established in 2005 by Act No. 8 of 1997. Ifakara WSSA started its operations on 1 <sup>st</sup> July, 2005 and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Ifakara township which is the headquarters of Kilombero District in Morogoro Region. Ifakara WSSA is classified as Category C water authority. Its area of responsibility has a total population of 108,978 of which 23975 people are directly served with water. The utility draws water from only one type of water source comprising seven boreholes which are fairly protected and equipped with submersible pumps that are operational for an average of 4 hours per day. The combined production capacity is approximately 1,920m <sup>3</sup> /day if the pumps were operational for 24hours. This capacity is not fully utilized owing to worn-out pipeline network and power interruptions. The current water production of 1,079m <sup>3</sup> /day is low compared to the estimated water demand of 7,719m <sup>3</sup> /day. Water supply is supplemented by shallow wells fitted with hand pumps, drilled in most of the households around township, although water from these wells is not safe owing to high water table. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 25.7km and water is supplied through rationing at an average of 3.8 hrs /day. The water supply system has six storage tanks with total capacity of 730m <sup>3</sup> . The town has no sewerage system.																			
General Data About Water Utility	Total water connections : 1,306 Total active connections : 1,306 Total domestic connections : 1,199 Total active water kiosk/standpipe : 47 Metering ratio : 25% NRW : 33% Total staff : 18 Staff/1000 connections : 13.8 Annual O&M costs : TZS 62,750,000 Annual water collections (arrears included) : TZS 121,870,000 Annual water billings : TZS 117,505,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>930-1,090</td><td>1,240</td><td>1,410</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>6,300</td><td>14,500</td><td>17,250</td><td>-</td></tr></table> <p><b>Note:</b></p> <p>(i) The charges at water kiosks are TZS 20.00 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1<sup>st</sup> November, 2015</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	930-1,090	1,240	1,410	-	Flat rate charge (TZS/Month)	6,300	14,500	17,250	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	930-1,090	1,240	1,410	-																
Flat rate charge (TZS/Month)	6,300	14,500	17,250	-																
Challenges	1. High NRW due to old and dilapidated water distribution infrastructure 2. Low coverage of water distribution network 3. Inadequate water production against demand 4. Low metering rate 5. Lack of adequate skilled staff																			

IGUNGA WSSA PROFILE						2016/17												
EWURA LICENCE No. WSSSL/56/2012 - Class III																		
District: Igunga, Region: Tabora																		
General Description About the Utility	Igunga Water Supply and Sanitation Authority (Igunga WSSA) was declared a fully autonomous public water utility in 1999, it is responsible for the overall operation and management of water supply and sanitation services within the Igunga Urban area which is the headquarters of Igunga District, Tabora Region. Igunga WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total populations of 59,035 people out of which 21,253 are served (about 36%). The utility draws water from Bulenya earthfill dam. The dam has the production capacity of 4,725m <sup>3</sup> /day which is sufficient compared with the estimated water demand of 4,132 m <sup>3</sup> /day. During the year 2016/2017, Igunga WSSA recorded a total water production of 809,232m <sup>3</sup> The water distribution networks have a total length 49.3km. The system has 12 storage tanks with a combined capacity of 1,850m <sup>3</sup> . Water is supplied through rationing at an average of 12 hrs per day. The township has no sewerage system; onsite sanitary facilities are in use under supervision of the Igunga District Town Council. Igunga WSSA has 16 employees, 2 permanent and 14 on contract																	
General Data About Water Utility	Total water connections : 1,714 Total active connections : 1,372 Total domestic connections : 1,507 Total active water kiosk/standpipe : 31 Metering ratio : 100% NRW : 42% Total staff : 16 Staff/1000 connections : 9.3 Annual O&M costs : TZS 475,421,193 Annual water collections (arrears included) : TZS 499,741,294 Annual water billings : TZS 509,463,450																	
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Bowzer</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>720</td><td>945</td><td>1,190</td><td>1,190</td><td>2,760</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 30.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> October, 2016</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Bowzer	Consumption charge (TZS/m3)	720	945	1,190	1,190	2,760
Category of customer	Domestic	Institutional	Commercial	Industrial	Bowzer													
Consumption charge (TZS/m3)	720	945	1,190	1,190	2,760													
Challenges	1. High NRW due to old and dilapidated water distribution infrastructure 2. Inadequate water service coverage 3. Inadequate water production against demand 4. Inefficient revenue collection rate 5. Lack of sewerage network																	



ITUMBA- ISONGOLE WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/52/2012 – Class III																				
District: Ileje, Region: Songwe																				
General Description About the Utility	Itumba-Isongole Water Supply and Sanitation Authority (Itumba-Isongole WSSA) was declared a fully autonomous public water utility in 2004. Itumba-Isongole WSSA is responsible for the overall operation and management of water supply and sanitation services within the Itumba- Isongole Township which is the headquarters of Ileje District in Songwe Region. Itumba-Isongole WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 22,621 people of whom 17,411 are directly 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. During the reporting period, the sources produced an average of 1,655m <sup>3</sup> /day. The combined installed production capacity is 1,987 m <sup>3</sup> /day. The present production capacity is not sufficient to meet the estimated water demand of 1,900m <sup>3</sup> /day. The total length of the entire pipe network is 57.55km and water is supplied at an average of 17 hrs per day. The network has 7 storage tanks with combined capacity of 465m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Ileje District Council. The Utility has a 2 permanently employed staff seconded from the District Council and 12 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 14 staff.																			
General Data About Water Utility	<div>Total water connections : 1575</div> <div>Total active connections : 1465</div> <div>Total domestic connections : 1425</div> <div>Total active kiosk/standpipe : 11</div> <div>Metering ratio : 32%</div> <div>NRW : 39%</div> <div>Total staff : 14</div> <div>Staff/1000 connections : 8.9</div> <div>Annual O&amp;M costs : TZS 68,629,490</div> <div>Annual water collections (arrears included) : TZS 67,883,400</div> <div>Annual water billings : TZS 90,334,220</div>																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>250</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>12,000</td></tr></table> <p><b>Note:</b></p> <p>(i) The charges at water kiosks are TZS 5.00 per 20 litres.</p> <p>(ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/m <sup>3</sup> )	300	335	390	250	Flat rate (TZS/Month)	4,500	10,000	9,500	12,000
Category of customer	Domestic	Institutions	Commercial	Kiosk																
Metered (TZS/m <sup>3</sup> )	300	335	390	250																
Flat rate (TZS/Month)	4,500	10,000	9,500	12,000																
Challenges	<div>1. Old and dilapidated distribution network</div> <div>2. High turbidity of water during rainy season</div> <div>3. Limited distribution network which do not caver WSSA operational area</div> <div>4. Lack of office building and competent staff</div> <div>5. Low metering ratio (32% only)</div>																			

KARAGWE WSSA PROFILE					2016/17															
EWURA LICENSE No. WSSSL/72/12– Class III																				
District: Karagwe, Region: Kagera																				
General Description About the Utility	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 Kayanga township which is the headquarters of the Karagwe District, Kagera Region. Karagwe WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 86,391 out of whom 9,505 are served by the utility. The utility draws water from three sources, Katoma bore hole, Umururongo springs and Charuhanga stream intake. The combined installed production capacity is 460m <sup>3</sup> /day. Water from the three intakes is pumped to four tanks with total storage capacity of 560m <sup>3</sup> located at Kayanga town center which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 9,742m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 31.5 km and water is supplied by rationing at an average of four hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Karagwe District Council. The utility has eight permanently employed staff seconded from Karagwe District Council and five (5) staff employed on contract terms by the utility which makes the utility to have a total number of 13.																			
	General Data About Water Utility	Total water connections : 533 Total active connections : 468 Total domestic connections : 416 Total active water kiosks : 21 Metering ratio : 80% NRW : 23% Total staff : 13 Staffs/1000 connections : 24.4 Annual O&M costs : TZS 153,137,000. Annual water collections (arrears included) : TZS 146,478,000.00 Annual water billing : TZS 133245,000.00																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>800</td><td>1,000</td><td>1,025</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>6,500</td><td>9,500</td><td>10,000</td><td>NA</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,025	NA	Flat rate charge (TZS/Month)	6,500	9,500	10,000	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,025	NA															
	Flat rate charge (TZS/Month)	6,500	9,500	10,000	NA															
<b>Note:</b> (i) The charges at water kiosks are TZS 50.00 per 20 litres bucket. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.																				
Challenges	1. Inadequate water production capacity 2. Very low service coverage, hence low customer base 3. Poor water quality due to lack of treatment facility. 4. Water sources pollution caused by surface run-off waters especially during rainy season 5. High level of NRW																			

KASULU WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/69/12– Class III					
District: Kasulu, Region: Kigoma					
General Description About the Utility	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 Authority is responsible for the overall operation and management of water supply and sanitation services within the Kasulu town which is the headquarters of the Kasulu District, Kigoma Region. Kasulu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 76,452 out of whom 35,168 are served by the utility. The utility draws water from three sources, one stream at Misemo and two springs at Nyanka and Nyakatoke. The combined installed production capacity is 3,447m <sup>3</sup> /day. Water from sources is gravitated to three tanks with total storage capacity of 452m <sup>3</sup> located at Kasulu town which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 5,054m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 43.634 km and water is supplied through rationing at an average of 15 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Kasulu District Council. The utility has three (3) permanently employed staff seconded from Kasulu District Council and eleven (11) staff employed on contract terms by the utility which makes the utility to have a total number of 14.				
General Data About Water Utility	Total water connections : 3,626 Total active connections : 2,954 Total domestic connections : 3,355 Total active water kiosks : 4 Metering ratio : 36% NRW : 42% Total staff : 14 Staffs/1000 connections : 3.9 Annual O&M costs : TZS 219,325,000 Annual water collections (arrears included) : TZS 191,468,000 Annual water billing : TZS 191,168,000				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m <sup>3</sup> )	300	400	510	NA
	Flat rate charge (TZS/Month)	4,500	-	-	NA
	<b>Note:</b> (i) The charges at water kiosks: Not Applicable (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.				
Challenges	1. Low water production capacity. 2. Old and dilapidated water production and distribution infrastructure. 3. High NRW mainly caused mainly by lack of water meters in most of the water connections. 4. Low metering ratio. 5. Low network coverage.				

KATESH WSSA PROFILE					2016/17																																	
EWURA LICENCE No. WSSSL/12/2012 - Class III																																						
District: Hanang, Region: Manyara																																						
General Description About the Utility	Katesh Water Supply and Sanitation Authority (Katesh WSSA), was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. Katesh WSSA is responsible for the overall operation and management of water supply and sanitation services within the Katesh urban area (Katesh and Ganana wards) which is the headquarters of the Hanang’ District, Manyara Region. Katesh WSSA is classified as Category C water authority. Its area of responsibility has a total population of 18,916 people of whom 9,269 are served. The utility draws water from two sources which are; Himiti streams a gravity scheme, which receive water from several springs originating from the Hanang’ hills and one borehole of Mogitu. The combined installed production capacity is 3,937m <sup>3</sup> /day which is sufficient to meet the present estimated demand for the township which is 2,887m <sup>3</sup> /day. However, the discharge from the water sources has decreased significantly resulting into the average production of 1,893.4 per day. The total length of the distribution system is 46.08 km and water is supplied through rationing at an average of 3hrs/day. The system has 7 storage tanks with combined total storage capacity of 945m <sup>3</sup> . Katesh town has no sewerage system; therefore, onsite sanitary facilities are used and they are under the supervision of Hanang’ District Council. Katesh WSSA has 16 employees, of whom 4 staff are employed by the District Council and seconded to the utility, 12 staff are employed by the utility on contract terms.																																					
General Data About Water Utility	<table><tr><td>Total water connections</td><td>:</td><td>1,898</td></tr><tr><td>Total active connections</td><td>:</td><td>1,720</td></tr><tr><td>Total number of domestic connections</td><td>:</td><td>1,739</td></tr><tr><td>Total active water kiosk/standpipe</td><td>:</td><td>6</td></tr><tr><td>Metering ratio</td><td>:</td><td>29%</td></tr><tr><td>NRW</td><td>:</td><td>54.3%</td></tr><tr><td>Total staff</td><td>:</td><td>16</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>8.4</td></tr><tr><td>Annual O&amp;M costs</td><td>:</td><td>TZS 181,234,516</td></tr><tr><td>Annual water collections (arrears included)</td><td>:</td><td>TZS 83,749,000</td></tr><tr><td>Annual water billings</td><td>:</td><td>TZS 186,774,146</td></tr></table>					Total water connections	:	1,898	Total active connections	:	1,720	Total number of domestic connections	:	1,739	Total active water kiosk/standpipe	:	6	Metering ratio	:	29%	NRW	:	54.3%	Total staff	:	16	Staff/1000 connections	:	8.4	Annual O&M costs	:	TZS 181,234,516	Annual water collections (arrears included)	:	TZS 83,749,000	Annual water billings	:	TZS 186,774,146
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Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>535</td><td>665</td><td>785</td><td>995</td></tr><tr><td>Flat rate TZS/month</td><td>4500</td><td>10,000</td><td>9,500</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 12.00 per 20 litres container and car wash TZS 800/m<sup>3</sup> (ii) Last tariff review effective date: 1<sup>st</sup> June 2017.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	535	665	785	995	Flat rate TZS/month	4500	10,000	9,500	NA																		
Category of customer	Domestic	Institutional	Commercial	Industrial																																		
Consumption charge (TZS/m <sup>3</sup> )	535	665	785	995																																		
Flat rate TZS/month	4500	10,000	9,500	NA																																		
Challenges	<ol style="list-style-type: none"><li>1. Inadequate water sources;</li><li>2. High NRW due to dilapidated pipe network and low metering ratio;</li><li>3. Unwillingness of customers to pay their water bills;</li><li>4. Lack of water treatment facility; and</li><li>5. Lack of sufficient staff.</li></ol>																																					

KIBAYA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/02/2012 - Class III																				
District: Kiteto, Region: Manyara																				
<b>General Description About the Utility</b>	Kibaya Water Supply and Sanitation Authority (Kibaya WSSA) was declared a fully autonomous public water utility through Government Notice No.20 published in 2004 and came into operations in 2007. The Authority is responsible for the overall operation and management of water supply and sanitation services in Kibaya Town which is the head-quarter of Kiteto District, Manyara Region. Kibaya WSSA is classified as Category C water authority. Its area of responsibility has a total population of 23,839 of whom 17,402 are served. The utility draws water from 6 boreholes (Shiuki, Chemchem, Silangaa Juu, Silangaa Chini, Kageze and Kaloleni) and the Chemchem spring source. The spring source contributes about 13% of the total water production. The combined installed production capacity is 859m <sup>3</sup> /day which is low compared to the estimated water demand of 1,625.33m <sup>3</sup> /day. The total length of the distribution system is 32 km and water is supplied at an average of 2hrs per day. There are 9 water storage tanks with combined storage capacity of 619m <sup>3</sup> . The town has no sewerage system; therefore, onsite sanitation facilities are used under the supervision of Kiteto District Council. The authority has 12 staff of whom 2 staff are seconded from Kiteto district council and 10 staff are temporary employed by the utility.																			
<b>General Data About Water Utility</b>	Total water connections : 480 Total active connections : 480 Total domestic connection : 408 Total active water kiosk/standpipe : 28 Metering ratio : 100% NRW : 39% Total staff : 12 Staff/1000 connections : 25 Annual O&M costs : TZS 189,752,058 Annual water collections (arrears included) : TZS 142,508,000 Annual water billings : TZS 154,271,983																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>1000</td><td>1025</td><td>1000</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4500</td><td>11,500</td><td>9,500</td><td>NA</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	1000	1025	1000	NA	Flat rate charge (TZS/month)	4500	11,500	9,500	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	1000	1025	1000	NA															
	Flat rate charge (TZS/month)	4500	11,500	9,500	NA															
<b>Note:</b> (i) The charges at water Kiosks are TZS 50.00 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June 2011.																				
<b>Challenges</b>	1. Inadequate reliable water sources and supply to meet the demand 2. Low coverage of the pipe network 3. Dilapidated water infrastructure which needs replacement 4. Lack of office building and transport 5. Inadequate working tools and technical equipment																			

KIBONDO WSSA PROFILE					2016/17														
EWURA LICENSE No. WSSL/70/2012– Class III																			
District: Kibondo, Region: Kigoma																			
General Description About the Utility	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 Authority is responsible for the overall operation and management of water supply and sanitation services within the Kibondo town which is the headquarters of the Kibondo District, Kigoma Region. Kibondo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 44,900 out of whom 11,674 are served by the utility. The utility draws water from one stream, five springs and five boreholes. The combined installed production capacity is 3,400m³/day. Water from sources is pumped into nine tanks with total storage capacity of 894.5m³ located at Kibondo town center which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 4,051.7m³/day. The utility has no water treatment facilities. The total length of the distribution system is 29.4km and water is supplied through rationing at an average of 5 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Kibondo District Council. The utility has seven (7) permanently employed staff seconded from Kibondo District Council and thirty one (31) staff employed on contract terms by the utility which makes the utility to have a total number of 38.																		
General Data About Water Utility	Total water connections : 1,925 Total active connections : 1,471 Total domestic connections : 1,186 Total active water kiosks : 6 Metering ratio : 38% NRW : 34% Total staff : 38 Staffs/1000 connections : 19.7 Annual O&M costs : TZS 75,295,000.00 Annual water collections (arrears included) : TZS 92,594,000.00 Annual water billing : TZS 109,343,000.00																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>850</td><td>860</td><td>890</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>11,500</td><td>11,500</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is 20.00 per 20litres (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	850	860	890	NA	Flat rate charge (TZS/Month)	7,500	11,500	11,500	NA
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m³)	850	860	890	NA															
Flat rate charge (TZS/Month)	7,500	11,500	11,500	NA															
Challenges	1. Inadequate water production capacity 2. Low water service coverage 3. Low metering ratio. 4. High NRW 5. Lack of water treatment facilities																		



KILINDONI WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/ 03/2015–Class III					
District: Mafia, Region: Coast					
General Description About the Utility	Kilindoni Water supply and Sanitation Authority (Kilindoni WSSA) was declared as a fully autonomous public water utility through Government notice no. 168 published in 2005. The authority is responsible for the overall operation and management of water supply and sanitation services within Kilindoni Township. Kilindoni WSSA is located at headquarter of Mafia District in Coast Region. Kilindoni WSSA is classified as Category C water authority and started its operation in 2008. Its area of responsibility has a total population of 19,382 people out of whom 5,620 people are served with water. The Kilindoni town gets water from natural springs and boreholes. There are four sources at Bomani, Kigamboni Kulungeni and Kilimahewa with total installed production capacity of 497m3/day. The estimated average water produced from the sources during the reporting period was 134.9m³/day. Water supplied to Kilindoni WSSA is not sufficient to meet the estimated water demand of 1360.4m³/day. The utility has no water treatment facilities. The total length of the main pipe network is 7.2km and water is supplied at an average of 3 hrs per day. The network has 4 storage tanks with a total storage capacity of 140m³. The town has no sewerage system; onsite sanitation facilities are in use under supervision of the Kilindoni township Authority. The Utility has 7 total staff whereby 2 are permanent staff seconded from Mafia District Council and 5 staff on contract terms by utility.				
General Data About Water Utility	Total Water Connections : 429 Total Active Connections : 330 Total Domestic Connections : 386 Total active water kiosks / standpipe : 8 Metering Ratio : 35.9% NRW : 39.2% Total Staff : 7 Staff/1000 connections : 16.3 Annual O&M Costs : TZS 31,609,000 Annual Water Collections (Arrears included) : TZS 19,188,000 Annual Water Billings : TZS 30,240,000				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Metered (TZS/m³)	300	335	390	500
	Flat rate charge (TZS/month)	5500-15,000	10,000	11,500-13,500	NA
	Note: (i) Kiosk Tariff is TZS 20.00 for 20 litres (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011				
Challenges	1. Insufficient water production as compared to the current water demand 2. Low metering ratio 3. Lack of sufficient and qualified staff. 4. Lack of water treatment facilities 5. Limited water network coverage				

KILOLO WSSA PROFILE						2016/17																	
EWURA LICENCE No. WSSSL/38/2012 – Class III																							
District: Kilolo, Region: Iringa																							
General Description About the Utility	Kilolo Water Supply and Sanitation Authority (Kilolo WSSA) was declared as a fully autonomous public water utility in 2005 for provision of water supply and sanitation services within the Kilolo Township area which is the headquarters of Kilolo District in Iringa region. Kilolo WSSA is classified as Category C water authority and started its operation in July, 2009. Its area of responsibility has a total population of 28,394 people out of whom 19,876 are directly served with water. The total water demand for the Township is estimated at 2,261m <sup>3</sup> /day while water produced is estimated at 750m <sup>3</sup> /day. The utility draws water from four protected springs located in Lusinga village about 25km from the Township center and Lulanzi source, with capacity of 120 m <sup>3</sup> /day. The water supply network is 87.6km long with eleven storage tanks of total capacity 575m <sup>3</sup> . The source installed production capacity is 520m <sup>3</sup> /day. The utility has no water treatment facilities. Water is supplied for 12hrs/day. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Kilolo District Council. The Utility has 1 permanently employed staff seconded from the District Council and 5 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 6 staff.																						
General Data About Water Utility	Total water connections : 647 Total active connections : 604 Total domestic connections : 560 Total active kiosk/standpipe : 50 Metering ratio : 55% NRW : 32% Total staff : 6 Staff/1000 connections : 9.3 Annual O&M costs : TZS 63,591,000 Annual water collections (arrears included) : TZS 35,151,000 Annual water billings : TZS 78,619,580																						
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>445 - 505</td><td>450 - 510</td><td>475 - 520</td><td>500</td><td>1,000</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4,500 – 5,500</td><td>12,000 – 22,000</td><td>9,400 – 17,000</td><td>13,000 – 22,500</td><td></td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Metered (TZS/m <sup>3</sup> )	445 - 505	450 - 510	475 - 520	500	1,000	Flat rate charge (TZS/month)	4,500 – 5,500	12,000 – 22,000	9,400 – 17,000	13,000 – 22,500	
Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk																		
Metered (TZS/m <sup>3</sup> )	445 - 505	450 - 510	475 - 520	500	1,000																		
Flat rate charge (TZS/month)	4,500 – 5,500	12,000 – 22,000	9,400 – 17,000	13,000 – 22,500																			
Challenges	1. Low water production as compared to demand 2. High NRW due to unmetered customers and leakages 3. Lack of transport, working tools, equipment and communication facilities 4. Low billing and collection efficiency due to unmetered customers 5. Shortage of investment funds on new water supply projects																						

KILOSA WSSA PROFILE					2016/17														
EWURA LICENCE No. WSSSL/28/2012 - Class III																			
District: Kilosa, Region: Morogoro																			
General Description About the Utility	Kilosa Water Supply and Sanitation Authority (Kilosa-WSSA) was established by Act No. 8 of 1997 and was declared a water supply Authority in February 2001. Kilosa-WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kilosa township which is the headquarters of Kilosa District in Morogoro Region. Kilosa-WSSA is classified as Category C water authority. Its area of responsibility has a total population of 38,909 based on projections from the 2012 census of whom 10,116 are served. The town water requirements are catered through supply from four boreholes, namely, Azimio, Manzese, Njiapanda/Kwachaeka and Bandabichi. Water from Azimio boreholes on the other hand, is pumped directly, into the distribution system, while that from other remaining boreholes is pumped into the storage for distribution. The present production capacity of 996 m <sup>3</sup> /day is very low compared to the estimated water demand of 2,308m <sup>3</sup> /day while the actual production is 822.6m <sup>3</sup> /day. The utility has no water treatment facilities and does not chlorinate the water it produces. The total length of distribution system is 73km and water is supplied at an average of 4.5hrs/day. The system has seven storage tanks with total capacity of 3,510 m <sup>3</sup> that are functioning. The water supply authority has no sewerage network.																		
General Data About Water Utility	Total water connections : 1,654 Total active connections : 683 Total domestic connections : 1,585 Total active water kiosk/standpipe : 2 Metering ratio : 24% NRW : 35% Total staff : 26 Staff/1000 connections : 15.7 Annual O&M costs : TZS 55,261,857.71 Annual water collections (arrears included) : TZS 46,949,000 Annual water billings : TZS 46,949,300																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>395</td><td>500</td><td>655</td><td>500</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>-</td><td>9,500</td><td>290,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	395	500	655	500	Flat rate charge (TZS/Month)	4,500	-	9,500	290,000
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m3)	395	500	655	500															
Flat rate charge (TZS/Month)	4,500	-	9,500	290,000															
Challenges	1. Inadequate water production against demand 2. Lack of sufficient skilled and qualified staff 3. Inadequate customer metering ratio 4. Inadequate water service coverage 5. Lack of sewerage services																		

KILWA MASOKO WSSA PROFILE		2016/17												
EWURA LICENCE No. WSSSL/ 21/2012– Class III														
District: Kilwa, Region: Lindi														
<b>General Description About the Utility</b>	Kilwa Masoko Water Supply and Sanitation Authority (Kilwa Masoko WSSA) was established by Act No. 8 of 1997. The utility was declared as public water utility through Government Notice no. 29 published in 2004 and came into operation on 28 <sup>th</sup> November, 2004. Kilwa Masoko WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Masoko township which is the headquarters of Kilwa District in Lindi Region. Its area of responsibility has a total population of 18,992 people out of whom 10,825 people are served. The utility draws water from two main types of water sources, two boreholes located at Mkapa garden area at the centre of Masoko town which contributing 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 production capacity is approximately 2,688m <sup>3</sup> /day. The present production is 980.1 m <sup>3</sup> /day which is very low compared with the estimated water demand of 2,308m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 46.1km and water is supplied through rationing at an average of 4hrs/day. The system has three (3) functioning storage tanks with total capacity of 477m <sup>3</sup> . The town has no sewerage system; onsite sanitation is used under the monitoring of the Kilwa District Council.  The Utility has 26 total staff whereby six (6) are permanent staff seconded from Kilwa District Council and eighteen (20) staff on contract terms by utility.													
<b>General Data About Water Utility</b>	Total Water Connections : 1,738 Total Active : 1,738 Total Domestic Connections : 1,611 Total Active Kiosk/Standpipe : 11 Metering Ratio : 95% NRW : 35% Total Staff : 26 Staff/1000 connections : 15 Annual O&M Costs : TZS 243,266,637 Annual Water Collections (Arrears included) : TZS 245,048,492 Annual Water Billings : TZS 214,986,479													
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th></tr><tr><td>Metered customers (TZS/m<sup>3</sup>)</td><td>850</td><td>1,090</td><td>1,090</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,600</td><td>9,700</td><td>10,200</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> September, 2016</p>		Category of customer	Domestic	Commercial	Institutions	Metered customers (TZS/m <sup>3</sup> )	850	1,090	1,090	Flat rate (TZS/month)	4,600	9,700	10,200
Category of customer	Domestic	Commercial	Institutions											
Metered customers (TZS/m <sup>3</sup> )	850	1,090	1,090											
Flat rate (TZS/month)	4,600	9,700	10,200											
<b>Challenges</b>	1. Low production against demand 2. Low coverage of distribution network 3. No water treatment facilities for removal of iron and manganese 4. Low capacity of storage													

KIOMBOI WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/55/2012 - Class III																				
District: Iramba, Region: Singida																				
General Description About the Utility	Kiomboi Water Supply and Sewerage Authority (Kiomboi WSSA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Kiomboi Urban area which is the headquarters of Iramba District, Singida Region. Kiomboi WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 17,208 out of which 5,988 people are served (equivalent to 34.8%). The utility draws water from three operating boreholes, the total present production capacity from the boreholes is 720m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 1,332m <sup>3</sup> /day. In 2016/2017 an average of 332m <sup>3</sup> /day was produced. The total length of the distribution system is 45km. Water is supplied through rationing at an average of 4 hrs per day. The distribution system has 3 storage tanks with total storage capacity of 485m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Iramba District Town Council. Kiomboi WSSA has 7 employees, all seconded from the District Council on permanent terms.																			
General Data About Water Utility	Total water connections : 817 Total active connections : 793 Total domestic connections : 749 Total active water kiosk/standpipe : 6 Metering ratio : 100% NRW : 25% Total staff : 7 Staff/1000 connections : 8.6 Annual O&M costs : TZS 118,305,947 Annual water collections (arrears included) : TZS 81,140,035 Annual water billings : TZS 77,186,136																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>1,045</td><td>1,095</td><td>1,075</td><td>1,095</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>10,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> September, 2015</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	1,045	1,095	1,075	1,095	Flat rate charge (TZS/Month)	4,500	10,000	9,500	10,000
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	1,045	1,095	1,075	1,095																
Flat rate charge (TZS/Month)	4,500	10,000	9,500	10,000																
Challenges	1. Inadequate water production against demand 2. Insufficient revenue to meet expenditures 3. Inadequate water service coverage 4. Lack of sewerage services 5. Lack of sufficient skilled staff																			

KISARAWA WSSA PROFILE					2016/17																						
EWURA LICENCE No. WSSSL/02/2017- Class III																											
District: Kisarawe, Region: Coast																											
General Description About the Utility	Kisarawe Water Supply and Sanitation Authority (Kisarwe WSSA) was declared an area of Urban Water Supply Authority through Government notice No. 29 published in 2004, charged with the overall responsibility of provision of water supply and sanitation services to the population of Kisarawe Township. The utility started its operation in July, 2007. Kisarawe WSSA is located at headquarter of Kisarawe district in Coast Region. Kisarawe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 12,600 out of whom 3,528 has direct access to water services provided by the utility. The total water demand for the town is estimated at 1,260 m <sup>3</sup> /day while water produced is estimated at 153.3m <sup>3</sup> /day. The Authority depends on two water sources i.e Kimani borehole and Minaki dam. The length of water supply network is 6.64km with five storage tanks of total capacity 877.5 m <sup>3</sup> . Total installed production capacity is 630 m <sup>3</sup> /day i.e 495m <sup>3</sup> /day and 135 m <sup>3</sup> /year for Kimani and Minaki dam respectively. The present production capacity is not sufficient to meet the estimated water demand. Water is supplied for at an average of 1 hour per day. The utility has two mini water treatment plants one for water from Minaki dam with capacity of 10m <sup>3</sup> /day. Another new water treatment plant started on June 2016 with the capacity of treating 150m <sup>3</sup> /day which serves to four (4) domestic points. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Kisarawe District Council. The Utility has eleven (12) total staff whereby ten (10) are permanent staff seconded from Kisarawe District Council and two (2) staff on contract terms by utility.																										
General Data About Water Utility	<table><tr><td>Total Water Connections</td><td>: 468</td></tr><tr><td>Active Water Connections</td><td>: 460</td></tr><tr><td>Total Domestic Connections</td><td>: 424</td></tr><tr><td>Total active Kiosk/Standpipe</td><td>: 4</td></tr><tr><td>Metering Ratio</td><td>: 79%</td></tr><tr><td>NRW</td><td>: 37%</td></tr><tr><td>Total Staff</td><td>: 12</td></tr><tr><td>Staff per 1000 connections</td><td>: 25.6</td></tr><tr><td>Annual O&amp;M costs</td><td>: TZS 127,410,000</td></tr><tr><td>Annual collection from water sales</td><td>: TZS 26,421,015</td></tr><tr><td>Annual water billing</td><td>: TZS 45,685,308</td></tr></table>					Total Water Connections	: 468	Active Water Connections	: 460	Total Domestic Connections	: 424	Total active Kiosk/Standpipe	: 4	Metering Ratio	: 79%	NRW	: 37%	Total Staff	: 12	Staff per 1000 connections	: 25.6	Annual O&M costs	: TZS 127,410,000	Annual collection from water sales	: TZS 26,421,015	Annual water billing	: TZS 45,685,308
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Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>1,800</td><td>2,500</td><td>2,000</td><td>1000</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>8,900</td><td></td><td></td><td></td></tr></table> <p><b>Note:</b></p> <p>(i) The Charges at water Kiosks are TZS. 30/= per 20 litres.</p> <p>(ii) Last tariff review effective date : 1<sup>st</sup> September, 2016</p>					Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/m <sup>3</sup> )	1,800	2,500	2,000	1000	Flat rate charge (TZS/month)	8,900										
Category of customer	Domestic	Institutions	Commercial	Kiosk																							
Metered (TZS/m <sup>3</sup> )	1,800	2,500	2,000	1000																							
Flat rate charge (TZS/month)	8,900																										
Challenges	<ol style="list-style-type: none"><li>1. Insufficient water production to meet the water demand</li><li>2. Lack of enough water treatment facilities</li><li>3. Lack of qualified and sufficient staff</li><li>4. Unreliable electricity</li><li>5. Insufficient distribution network to meet available production</li></ol>																										



KISHAPU WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/58/2012 – Class III					
District: Kishapu, Region: Shinyanga					
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services within the Kishapu town which is the headquarters of the Kishapu District, Shinyanga Region. Kishapu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 21,150 out of whom 2,766 are served by the utility. The utility draws water from stream source at Tungu intake and purchase from KASHWASA after completion of water supply project on December, 2016. The installed production capacity is 1,340m <sup>3</sup> /day. Water from sources is pumped to nine tanks with total storage capacity of 1,290m <sup>3</sup> located at Kishapu town center which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 1,590.6m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 6.5 km and water is supplied through rationing at an average of 5 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Kishapu District Council. The utility has three (3) permanently employed staff seconded from Kishapu District Council and two (2) staff employed on contract terms by the utility which makes the utility to have a total number of 5.				
<b>General Data About Water Utility</b>	Total water connections :139 Total active connections :127 Total domestic connections :109 Total active water kiosks : 7 Metering ratio :100% NRW : 22% Total staff : 5 Staffs/1000 connections : 36 Annual O&M costs : TZS 7,166,000 Annual water collections (arrears included) : TZS 18,077,700 Annual water billing : TZS 21,594,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	540 - 665	820 - 900	845 - 935	540 - 665
	Flat rate charge (TZS/Month)	22,000	22,500	22,500	22,000
	<b>Note:</b> (i) The charges at water kiosks is 30.00 per 20 litres. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.				
<b>Challenges</b>	1. Unreliable water source 2. Low water network coverage 3. High level of NRW 4. Lack of water treatment facilities 5. Lack of water treatment plant				

KONDOA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/18/2012 - Class III																				
District: Kondoa, Region: Dodoma																				
General Description About the Utility	Kondoa Water Supply and Sanitation Authority (Kondoa-WSSA) was established by Act No. 8 of 1997 and came into operation in November, 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kondoa township which is the headquarters of the Kondoa District in Dodoma Region. Its area of responsibility has an approximate total population of 32,767 people out of whom 16,056 are served. The utility draws water from two main types of water sources, Chemchem spring contributing about 88% of the daily water production and two boreholes at Bicha (in which only one BH is operated) contributing the remaining 12%. The combined installed production capacity is approximately 3,446m <sup>3</sup> /day which does not meet the daily demand of the Kondoa township and Bicha, village of 6,190m <sup>3</sup> /day; while the annual production during the reporting period was 1,885 m <sup>3</sup> /day. The total length of the distribution system is 56km and water is supplied through rationing at an average of 3hrs/day. The utility has eight storage tanks with total capacity of 1,200m <sup>3</sup> in which seven tanks are working. The town has no sewerage system and onsite sanitation is monitored by Kondoa District Council.																			
General Data About Water Utility	Total water connections : 3,500 Total active connections : 3,455 Total domestic connections : 3,361 Total active water kiosk/standpipe : 3 Metering ratio : 68% NRW : 38% Total staff : 22 Staff/1000 connections : 6.3 Annual O&M costs : TZS 240,817,460.85 Annual water collections (arrears included) : TZS 235,157,242.00 Annual water billings : TZS 278,860,000.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>800</td><td>1,200</td><td>1,200</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>30,000</td><td>16,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	800	1,200	1,200	-	Flat rate charge (TZS/Month)	7,500	30,000	16,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	800	1,200	1,200	-																
Flat rate charge (TZS/Month)	7,500	30,000	16,500	-																
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Inadequate customer metering rate 4. High NRW 5. Lack of sewerage services																			

KONGWA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/19/2012 - Class III																				
District: Kongwa, Region: Dodoma																				
General Description About the Utility	Kongwa Water Supply and Sanitation Authority (Kongwa WSSA) was established by Act No. 8 of 1997 and came into operation on 30 <sup>th</sup> January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kongwa township which is the headquarters of Kongwa District in Dodoma Region. Its area of responsibility has an approximate total population 33,938 people of whom 7,806 persons are served with water. The utility draws water from two main types of water sources, Sagara hills spring (gravity scheme) contributing about 45% of the daily water production and three boreholes contributing the remaining 55%. The combined annual production capacity is 868m <sup>3</sup> /day which does not meet the daily demand for Kongwa township plus four villages in the areas along the transmission line from Sagara hills, which is estimated at 2,541m <sup>3</sup> /day. The utility has no water quality monitoring plan and water treatment facilities. The total length of the distribution system is 86.2km and water is supplied through rationing at an average of 4hrs/day. The system has two storage tanks with total capacity of 335m <sup>3</sup> . The town has no sewerage system, thus, onsite sanitation is monitored by Kongwa District Council.																			
General Data About Water Utility	Total water connections : 1,020 Total active connections : 763 Total domestic connections : 872 Total active water kiosk/standpipe : 13 Metering ratio : 98% NRW : 29% Total staff : 12 Staff/1000 connections : 11.8 Annual O&M costs : TZS 215,520,802.85 Annual water collections (arrears included) : TZS 93,354,480.00 Annual water billings : TZS 93,354,480.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>930</td><td>960</td><td>990</td><td>990</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>10,500</td><td>30,000</td><td>30,000</td><td>32,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 30.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> April, 2016</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	930	960	990	990	Flat rate charge (TZS/Month)	10,500	30,000	30,000	32,000
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	930	960	990	990																
Flat rate charge (TZS/Month)	10,500	30,000	30,000	32,000																
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Lack of sufficient skilled staff 4. Lack of sewerage services																			

KOROGWE WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/03/2012 - Class III					
District: Korogwe, Region: Tanga					
<b>General Description About the Utility</b>	Korogwe Water Supply and Sanitation Authority (Korogwe WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. Korogwe WSSA is responsible for the overall operation and management of water supply and sanitation services in the administrative area of Korogwe Town Council which is the headquarter of the Korogwe District in Tanga Region. Korogwe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 77,662 people of whom 38,831 are served with water. The utility draws water from two main types of water sources, namely Mbeza Stream (gravity scheme) contributing about 64% of the daily water production, and five boreholes (Kilole I and II, Old Korogwe, Mbeza Mawe and Mtonga) contributing about 36% during the reporting period. The combined installed production capacity is 3,451m <sup>3</sup> /day, however the present average production is 1464m <sup>3</sup> /day. The installed production capacity is low compared with the estimated water demand of 5,532m <sup>3</sup> /day. The utility has no water treatment facility for water drawn from Mbeza Stream. The total length of the distribution system is 54.74 km and water is supplied through rationing at an average of 5hrs/day. The system has 7 storage tanks with combined capacity of 1,820m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under supervision of Korogwe Town Council. Korogwe WSSA has 36 employees of which 13 are employed by Korogwe Town Council and seconded to the utility and 23 are contract employed staff by the utility.				
<b>General Data About Water Utility</b>	Total water connections : 3,210 Total active connections : 2,644 Total domestic connections : 2,978 Total active water kiosk/standpipe : 35 Metering ratio : 100% NRW : 34.9% Total staffs : 36 Staff/1000 connections : 11.2 Annual O&M costs : TZS 476,506,693 Annual water collections (arrears included) : TZS 321,562,000 Annual water billings : TZS 326,199,140				
<b>Tariff Structure</b>	<b>Consumption Band (m<sup>3</sup>)</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Water Tanker</b>
0-7	960			2,180	
>7	1,070				
0-14		1,150			
>14		1,200			
1-10			1,300		
>10			1350		
<b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date: 1 <sup>st</sup> November 2016.					
<b>Challenges</b>	1. Funds for development and rehabilitation of infrastructure; 2. Lack of water treatment plant at Mbeza River Source; 3. Deterioration of borehole yield capacity. 4. Lack of office building and transport; 5. Lack of sufficient staff.				

KYELA WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/43/2012 – Class III					
District: Kyela, Region: Mbeya					
General Description About the Utility	Kyela Water Supply and Sanitation Authority (Kyela WSSA) was declared a fully autonomous public water utility in 2004. Kyela WSSA is responsible for the overall operation and management of water supply and sanitation services within Kyela Township which is the headquarters of Kyela District in Mbeya Region. Kyela WSSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 73,299 people of whom 37,383 are directly served with water. The main water source for Kyela Township is Mambwe River (Kanga group gravity scheme) located in Mbambo Village, Busokelo District, about 30km from Kyela Township. Other water sources for Kyela Township are two boreholes located at the Police area and Kyela District Hospital in Kyela Township. The combined water sources produced an average of 2660m <sup>3</sup> /day. The present production capacity does not meet the estimated water demand for Ipinda and Kyela Townships of 5,514m <sup>3</sup> /day. Additionally, the production capacity from sources does not serve Ipinda and Kyela Township only, since water from Kanga group also serves other villages in Busokelo District that were designated to be served by the scheme. The combined installed production capacity of the scheme is 4,330m <sup>3</sup> /day. The total length of the entire pipe network is 53.64 km and water is supplied at an average of 6hrs/day. The network has five (5) storage tanks with combined storage volume of 450m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Kyela District Council. The Utility has a 2 permanently employed staff seconded from the District Council and 17 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 19 staff.				
General Data About Water Utility	Total water connections : 3608 Total active connections : 2168 Total domestic connections : 3432 Total active kiosk/standpipe : 12 Metering ratio : 20% NRW : 36% Total staff : 19 Staff/1000 connections : 5.9 Annual O&M costs : TZS 74,513,260 Annual water collections (arrears included) : TZS 45,488,100 Annual water billings : TZS 135,652,440				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Metered (TZS/m3)	300	335	390	500
	Flat rate (TZS/Month)	4,500	10,000	9,500	13,000
	Note: (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011				
Challenges	1. Irrigation activities by farmers at Mbambo (Busokelo) that diverts water for main line to the farming areas; 2. Leakages due to Pipe damages on ongoing Kikusya - Matema road & Township road construction 3. Low metering ratio (20%) 4. Insufficient number of qualified staff 5. Poor maintenance of distribution line due to low revenue collection from customers				

LIWALE WSSA PROFILE					2016/17																																	
EWURA LICENCE No. WSSSL/ 22/2012– Class III																																						
District: Liwale, Region: Lindi																																						
General Description About the Utility	Liwale Water Supply and Sanitation Authority (Liwale WSSA) was established by Act No. 8 of 1997. The utility was declared as public water utility through Government Notice no. 29 published in 2004 and came into operation on November, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Liwale Township which is the headquarters of the Liwale District in Lindi Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 32,534 people of whom 15,291 people are served with water. The utility draws water from the only currently available stream water source, Liwale river (pumping scheme). The installed production capacity is approximately 1,440m <sup>3</sup> /day. The present water production of 797m <sup>3</sup> /day is low compared with the estimated water demand of 2,275m <sup>3</sup> /day. The total length of the distribution system is 31.9 km and the daily average hours of service water is 6 hrs. The system has three storage tanks with a total capacity of 405m <sup>3</sup> . The town has no sewerage system and onsite sanitation is monitored by Liwale District Council. The Utility has twenty six (25) total staff whereby ten (9) are permanent staff seconded from Liwale District Council and sixteen (16) staff on contract terms by utility.																																					
General Data About Water Utility	<table><tr><td>Total Water Connections</td><td>:</td><td>1,932</td></tr><tr><td>Total Active Connections</td><td>:</td><td>1,791</td></tr><tr><td>Total Domestic Connections</td><td>:</td><td>1,816</td></tr><tr><td>Total Active Kiosk/Standpipe</td><td>:</td><td>3</td></tr><tr><td>Metering Ratio</td><td>:</td><td>91%</td></tr><tr><td>NRW</td><td>:</td><td>45%</td></tr><tr><td>Total Staff</td><td>:</td><td>25</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>12.9</td></tr><tr><td>Annual O&amp;M Costs</td><td>:</td><td>TZS 186,841,112</td></tr><tr><td>Annual Water Collections (Arrears included)</td><td>:</td><td>TZS 84,384,000</td></tr><tr><td>Annual Water Billings</td><td>:</td><td>TZS 88,508,000</td></tr></table>					Total Water Connections	:	1,932	Total Active Connections	:	1,791	Total Domestic Connections	:	1,816	Total Active Kiosk/Standpipe	:	3	Metering Ratio	:	91%	NRW	:	45%	Total Staff	:	25	Staff/1000 connections	:	12.9	Annual O&M Costs	:	TZS 186,841,112	Annual Water Collections (Arrears included)	:	TZS 84,384,000	Annual Water Billings	:	TZS 88,508,000
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Flat rate (TZS/month)	4500 - 6000	16,500	10000 - 11500	17,000																																		
Challenges	<ol style="list-style-type: none"><li>1. Inadequate and unreliable water supply from Liwale River as a main source of water</li><li>2. Low storage capacity</li><li>3. Aged water infrastructure</li><li>4. Low network coverage</li></ol>																																					



LOLIONDO WSSA PROFILE					2016/17																																	
EWURA LICENCE No. WSSSL/04/2014 - Class III																																						
District: Ngorongoro, Region: Arusha																																						
General Description About the Utility	Loliondo Water Supply and Sanitation Authority (Loliondo WSSA) was established 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 urban area of Loliondo Township which is the headquarters of the Ngorongoro District in Arusha Region. The utility is classified as Category C water authority. Its area of responsibility has a total population of 15,746 people of whom 11,495 are served with water by the utility. The utility depends on water from one borehole located at Loliondo area. The installed production capacity of the borehole is 480m <sup>3</sup> /day. The present water production capacity is low compared to the estimated water demand of 1,268m <sup>3</sup> /day. The total length of the distribution system is 27.43 km and water is supplied through rationing at an average of 11hrs/day. The system has seven storage tanks with a total capacity of 510m <sup>3</sup> . The town has no sewerage system and onsite sanitation is supervised by Ngorongoro District Council. Loliondo WSSA has 14 employees of which 6 are employed by Loliondo District Council and seconded to the utility and 8 are contract staff employed by the utility.																																					
General Data About Water Utility	<table><tr><td>Total Water Connections</td><td>:</td><td>579</td></tr><tr><td>Total Active Connections</td><td>:</td><td>571</td></tr><tr><td>Total domestic connections</td><td>:</td><td>504</td></tr><tr><td>Total active Water Kiosk/Standpipe</td><td>:</td><td>20</td></tr><tr><td>Metering Ratio</td><td>:</td><td>97 %</td></tr><tr><td>NRW</td><td>:</td><td>35%</td></tr><tr><td>Total Staff</td><td>:</td><td>14</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>24.2</td></tr><tr><td>Annual O&amp;M Costs</td><td>:</td><td>TZS 141,681,928</td></tr><tr><td>Annual Water Collections (arrears included)</td><td>:</td><td>TZS 123,493,000</td></tr><tr><td>Annual Water Billings</td><td>:</td><td>TZS 138,194,739</td></tr></table>					Total Water Connections	:	579	Total Active Connections	:	571	Total domestic connections	:	504	Total active Water Kiosk/Standpipe	:	20	Metering Ratio	:	97 %	NRW	:	35%	Total Staff	:	14	Staff/1000 connections	:	24.2	Annual O&M Costs	:	TZS 141,681,928	Annual Water Collections (arrears included)	:	TZS 123,493,000	Annual Water Billings	:	TZS 138,194,739
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Category of customer	Domestic	Commercial	Institutions	Industrial																																		
Metered customers (TZS/m <sup>3</sup> )	2,500	2,500	2,500	2,500																																		
Flat rate (TZS/month)	5,000	-	20,000	-																																		
Challenges	<ol style="list-style-type: none"><li>1. Inadequate and unreliable water supply</li><li>2. Lack of sufficient and qualified staff to run the Utility</li><li>3. Low water distribution network resulting into low customer base.</li><li>4. Old and dilapidated water distribution network</li><li>5. Lack of wastewater collection and disposal infrastructure.</li></ol>																																					

LUDEWA WSSA PROFILE		2016/17													
EWURA LICENCE No. WSSSL/41/2012 – Class III															
District: Ludewa, Region: Njombe															
<b>General Description About the Utility</b>	Ludewa Water Supply and Sanitation Authority (Ludewa WSSA) was declared a fully autonomous public water utility in 2004. Ludewa WSSA is responsible for the overall operation and management of water supply and sanitation services within the Ludewa Township which is the headquarters of Ludewa District in Njombe Region. LudewaWSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 12,446 people in whom 5476 are directly served with water. The water sources for Ludewa Township are from four gravity stream sources, abstracted by concrete intake weirs which are Mkondachi and Mapetu streams. The production decreased from 180,000 to 169,782 due to improved estimates on water production and also Ludewa WSSA are no longer using two sources (Lwisa A and B sources) that serves the village. The estimated average water production from the sources during the reporting period was 465m <sup>3</sup> /day. The combined installed production capacity is 695m <sup>3</sup> /day while the estimated water demand is 1,045m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 32.1km and water is supplied at an average of 7hrs/day. The Township has 3 storage tanks with combined storage volume of 490m <sup>3</sup> . The Township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Ludewa District Council. The Utility has a 2 permanently employed staff seconded from the District Council and 5 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 7 staff.														
<b>General Data About Water Utility</b>	Total water connections : 523 Total active connections : 480 Total domestic connections : 469 Total active water kiosk/standpipe : 3 Metering ratio : 11% NRW : 52% Total staff : 7 Staff/1000 connections : 13.4 Annual O&M costs : TZS 17,108,000 Annual water collections (arrears included) : TZS 21,422,000 Annual water billings : TZS 30,828,000														
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered (TZS/m3)</td><td>77</td><td>8</td><td>3</td></tr><tr><td>Flat rate (TZS/Month)</td><td>443</td><td>0</td><td>0</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres bucket. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>			Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m3)	77	8	3	Flat rate (TZS/Month)	443	0	0
Category of customer	Domestic	Institutions	Commercial												
Metered (TZS/m3)	77	8	3												
Flat rate (TZS/Month)	443	0	0												
<b>Challenges</b>	1. Inadequate number of qualified staff. 2. Water production is inadequate due to insufficient source capacity 3. High NRW due to high loss of water from leakages and wastage by the people. 4. Leakages due to dilapidated distribution network constructed in 1975 5. Inadequate water sources due to human activities such as agriculture and livestock keeping														

LUSHOTO WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/04/2012 - Class III					
District: Lushoto, Region: Tanga					
General Description About the Utility	Lushoto Water Supply and Sanitation Authority (Lushoto WSSA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the Lushoto urban area which is the headquarters of the Lushoto District, Tanga Region. Lushoto WSSA is classified as Category C water authority. Its area of responsibility has a total population of 30,219 out of whom 16,318 are served by the utility. The utility draws water from three (3) water streams namely Kwembago, Kibohelo and Kamfa. Both streams supply water by gravity to the Lushoto town and originate from the Lushoto mountain catchment area. The installed water production capacity is 2450m <sup>3</sup> /day. The production capacity is below the estimated demand requirement for the township which is 2,806m <sup>3</sup> /day. The total length of the distribution system is 66.7 km and water is supplied at an average of 7hrs/day. There is no water treatment plant in place. The distribution system has 5 storage tanks with a total capacity of 517.5m <sup>3</sup> . The water infrastructure in place is old and requires immediate rehabilitation. The township has no sewerage system; thus, onsite sanitary facilities are used under the supervision of Lushoto District Town Council. Lushoto WSSA has 14 staff of which 5 are employees seconded from the District Council while 9 employees have been employed on contract by the utility.				
General Data About Water Utility	Total water connections : 1,757 Total active connections : 1,635 Total domestic connections : 1,542 Total active water kiosk/standpipe : 4 Metering ratio : 51% NRW : 42 % Total staff : 14 Staff/1000 connections : 8 Annual O&M costs : TZS 146,415,722 Annual water collections (Arrears included) : TZS 97,259,000 Annual water billings : TZS 112,660,352				
Tariff Structure	Category of	Band	Domestic	Institutional	Commercial
	Minimum charge (TZS/month)	1-15m <sup>3</sup>	3000	NA	NA
		1-20m <sup>3</sup>	NA	8000	8000
	Consumption charge (TZS/m <sup>3</sup> )	16-30m <sup>3</sup>	300	NA	NA
		31-50m <sup>3</sup>	300	NA	NA
		≥51m <sup>3</sup>	395	NA	NA
		21- 100	NA	450	455
		≥100	NA	550	550
	Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June 2011				
	Challenges	1. Inadequate transmission and distribution pipeline to meet water demand 2. Lack of water treatment facilities 3. Fund for rehabilitation of existing infrastructure 4. Expansion of the distribution network 5. Lack of office building and transport for the authority			

MAFINGA WSSA PROFILE					2016/17														
EWURA LICENCE No. WSSSL/39/2012 – Class III																			
District: Mafinga, Region: Iringa																			
General Description About the Utility	Mafinga Water Supply and Sanitation Authority (Mafinga WSSA) was declared a fully autonomous public water utility in 1999. Mafinga WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mafinga Township which is the headquarters of Mufindi District in Iringa Region. The utility became operational since May, 2001. Mafinga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 71,641 people in which 38,686 people are directly served with water. The utility draws water from two stream sources, namely the Ikangafu pumping scheme and Mkombwe gravity scheme. The average water production from the sources during the reporting period was 1,848m <sup>3</sup> /day. The combined installed production capacity is 2,250m <sup>3</sup> /day. The present production capacity is not sufficient to meet the estimated water demand of 6287.5m <sup>3</sup> /day. Water treatment is done by chlorination; water testing is done quarterly. The total length of the entire pipe network is 204.94 km and water is supplied through rationing at an average of 7hrs/day. The network has 8 storage tanks with combined storage volume of 2,195m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities in use are under supervision of Mufindi District Council. The Utility has 10 permanently employed staff seconded from the District Council and 11 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 21 staff.																		
General Data About Water Utility	Total water connections : 3439 Total active connections : 2718 Total domestic connections : 3175 Total active water kiosk/standpipe : 1 Metering ratio : 85% NRW : 48% Total staff : 21 Staff/1000 connections : 6.1 Annual O&M costs : TZS 338,475,870 Annual water collections (arrears included) : TZS 364,918,370 Annual water billings : TZS 431,874,750																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>790</td><td>880</td><td>830</td><td>930</td></tr><tr><td>Flat rate (TZS/Month)</td><td>8,000</td><td>40,850</td><td>40,850</td><td>60,800</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m <sup>3</sup> )	790	880	830	930	Flat rate (TZS/Month)	8,000	40,850	40,850	60,800
Category of customer	Domestic	Institutions	Commercial	Industrial															
Metered (TZS/m <sup>3</sup> )	790	880	830	930															
Flat rate (TZS/Month)	8,000	40,850	40,850	60,800															
Challenges	1. Low pipe network coverage after expansion of Mafinga township 2. Lack of office building to accommodate its staff 3. Moderate metering ration; only 85% are metered 4. High amount of electricity bills 5. Worn-out steel tanks with total capacity of 1700m <sup>3</sup> that lead to decrease in total storage capacity from 2195m3 to 495m <sup>3</sup>																		

MAGU WSSA PROFILE					2016/17														
EWURA LICENCE No. WSSL/83/2012– Class III																			
District: Magu, Region: Mwanza																			
General Description About the Utility	Magu Water Supply and Sanitation Authority (Magu 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 Magu town which is the headquarters of the Magu District, Mwanza Region. Magu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 44,050 out of whom 11,013 are served by the utility. Raw water is drawn from the Lake Victoria and conveyed to the storage tanks via two rising mains of 250mm diameter size. There are three storage tanks with combined capacity of 450m <sup>3</sup> located at Magu town center which distribute water to customers by gravity. The installed production capacity is 4,500m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 2,721m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 27 km and water is supplied through rationing at an average of 6 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Magu District Council. The utility has nine (8) permanently employed staff all seconded from Magu District Council.																		
General Data About Water Utility	Total water connections : 1,230 Total active connections : 1,038 Total domestic connections : 1,080 Total active water kiosks : 15 Metering ratio : 14% NRW : 46% Total staff : 8 Staffs/1000 connections : 6.5 Annual O&M costs : TZS 102,258,000.00 Annual water collections (arrears included) : TZS 74,593,000.00 Annual water billing : TZS 74,595,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>11,500</td><td>11,500</td><td>100,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 50.00 per 20litres (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	300	335	390	500	Flat rate charge (TZS/Month)	4,500	11,500	11,500	100,000
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m <sup>3</sup> )	300	335	390	500															
Flat rate charge (TZS/Month)	4,500	11,500	11,500	100,000															
Challenges	1. Old and dilapidated water supply and distribution infrastructure 2. Low water distribution network coverage 3. Low metering ratio 4. High NRW due to leakages in the distribution system 5. Lack of water treatment facilities																		

MAHENG WSSA PROFILE					2016/17														
EWURA LICENCE No. WSSSL/29/2012 - Class III																			
District: Ulanga, Region: Morogoro																			
General Description About the Utility	Mahenge Water Supply and Sanitation Authority (Mahenge-WSSA) was established by Act No. 8 of 1997 on 13 <sup>th</sup> October, 2003. Mahenge-WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mahenge township which is the headquarters of Ulanga District in Morogoro Region. Mahenge-WSSA is classified as Category C water authority. Its area of responsibility has an approximate total population of 24,897 people out of which 7,460 are served with water. Mahenge-WSSA depends on 6 spring intakes and one newly constructed borehole. Most of these schemes were constructed in the late 70's. The present water production capacity of 675.83m <sup>3</sup> /day is low compared with the estimated water demand of 1,701.9m <sup>3</sup> /day. Water is supplied through rationing at an average of 7hrs/day. The utility has no water treatment facilities and water quality is monitored occasionally through the Rufiji-Wami Basin Office. The total length of the transmission and distribution mains is 45km. There are five (5) storage tanks in place located at Nawenge, Vigoi, Mirwatu and Mzenga areas with a total capacity of 675m <sup>3</sup> . The town has no sewerage system and onsite sanitation is monitored by Mahenge District Council.																		
General Data About Water Utility	Total water connections : 921 Total active connections : 626 Total domestic connections : 696 Total active water kiosk/standpipe : 2 Metering ratio : 27% NRW : 31% Total staff : 11 Staff/1000 connections : 11.9 Annual O&M costs : TZS 42,394,500.00 Annual water collections (arrears included) : TZS 32,394,500.00 Annual water billings : TZS 49,560,000.00																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>800</td><td>1,200</td><td>1,200</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>30,000</td><td>16,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	800	1,200	1,200	-	Flat rate charge (TZS/Month)	7,500	30,000	16,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m3)	800	1,200	1,200	-															
Flat rate charge (TZS/Month)	7,500	30,000	16,500	-															
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. High NRW 4. Lack of sufficient skilled staff 5. Lack of sewerage services																		



MAKETE WSSA PROFILE								2016/17																																																																											
EWURA LICENCE No. WSSSL/45/2012 – Class III																																																																																			
District: Makete, Region: Njombe																																																																																			
General Description About the Utility	Makete Water Supply and Sanitation Authority (Makete WSSA) was declared a fully autonomous public water utility in 2002. Makete WSSA is responsible for the overall operation and management of water supply and sanitation services within Makete Township which is the headquarters of Makete District in Njombe Region. Makete WSSA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 14,182 people of whom 9,786 are directly 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 average water production from the sources during the reporting period was estimated to be 588m <sup>3</sup> /day. The combined installed production capacity is 2,047m <sup>3</sup> /day. The water demand for the Township is estimated as 1,648m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 51 km and water is supplied at an average of 20hrs per day. The network has three (3) storage tanks with combined storage volume of 425m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Makete District Council. The Utility has a 3 permanently employed staff seconded from the District Council and 10 staff employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 13 staff.																																																																																		
General Data About Water Utility	Total water connections : 1416 Total active connections : 1185 Total domestic connections : 1332 Total active kiosk/standpipe : - Metering ratio : 60% NRW : 27% Total staff : 13 Staff/1000 connections : 9.2 Annual O&M costs : TZS 81,382,220 Annual water collections (arrears included) : TZS 85,036,320 Annual water billings : TZS 117,965,560																																																																																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td rowspan="5">Minimum tariff (TZS/month)</td><td>0-10m<sup>3</sup></td><td>3,000</td><td></td><td></td><td></td><td></td></tr><tr><td>0-20m<sup>3</sup></td><td></td><td></td><td>7,500</td><td></td><td></td></tr><tr><td>0-50m<sup>3</sup></td><td></td><td>15,000</td><td></td><td>15,000</td><td></td></tr><tr><td>0-60m<sup>3</sup></td><td></td><td></td><td></td><td></td><td>22,500</td></tr><tr><td>0-100m<sup>3</sup></td><td></td><td>30,000</td><td></td><td></td><td></td></tr><tr><td rowspan="5">Consumption rate (TZS/m<sup>3</sup>)</td><td>&gt;10m<sup>3</sup></td><td>345</td><td></td><td></td><td></td><td></td></tr><tr><td>&gt;20m<sup>3</sup></td><td></td><td></td><td>390</td><td></td><td></td></tr><tr><td>&gt;50m<sup>3</sup></td><td></td><td>335</td><td></td><td>500</td><td></td></tr><tr><td>&gt;60m<sup>3</sup></td><td></td><td></td><td></td><td></td><td>300</td></tr><tr><td>&gt;100m<sup>3</sup></td><td></td><td>335</td><td></td><td></td><td></td></tr><tr><td>Flat rate (TZS/month)</td><td></td><td>4,500</td><td>15,000</td><td>7,500</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>							Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk	Minimum tariff (TZS/month)	0-10m <sup>3</sup>	3,000					0-20m <sup>3</sup>			7,500			0-50m <sup>3</sup>		15,000		15,000		0-60m <sup>3</sup>					22,500	0-100m <sup>3</sup>		30,000				Consumption rate (TZS/m <sup>3</sup> )	>10m <sup>3</sup>	345					>20m <sup>3</sup>			390			>50m <sup>3</sup>		335		500		>60m <sup>3</sup>					300	>100m <sup>3</sup>		335				Flat rate (TZS/month)		4,500	15,000	7,500	-	-
Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk																																																																													
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Flat rate (TZS/month)		4,500	15,000	7,500	-	-																																																																													
Challenges	1. Low water tariffs 2. Inadequate water production as compared to the demand 3. Low network coverage 4. Shortage of qualified staffs 5. Lack of office building for office works																																																																																		

MANGAKA WSSA PROFILE				2016/17												
EWURA LICENCE No. WSSSL/ 31/2012– Class III																
District: Nanyumbu, Region: Mtwara																
General Description About the Utility	Mangaka Water supply and Sanitation Authority (Mangaka WSSA) was gazetted in 2008 (GN. 163 of 2008) and became operational in 2009. Mangaka WSSA is located at headquarter of Nanyumbu District in Mtwara Region. Mangaka WSSA is classified as Category C water authority. Mangaka Township is responsible to serve population of 12,007 people. The available water sources are able to serve 3,482 people which is 29% of total population. The Authority has twelve shallow wells fitted with hand pumps and two boreholes with capacity of 96m <sup>3</sup> /day. Total storage capacity is 100m <sup>3</sup> . Most of the wells usually dry-out during dry season. Total length of pipe network is 4.5km. Average daily water demand is 845.5m <sup>3</sup> . The Authority is not capable of serving its population as the demand is high compared to current production of 5.9m <sup>3</sup> /day. The town has no sewerage system and onsite sanitation is monitored by Nanyumbu District Council.															
	The utility has a problem of water source as it depends mainly on 12 hand pumps and 10 water kiosk from boreholes with capacity 4m <sup>3</sup> /hr only which are operated by diesel whereby the collected amount of money is not enough to meet diesel cost. Apart from the fact that boreholes yield is low (4m <sup>3</sup> /hr), this yield decreases during dry season. Also the utility has inadequate staffing, the Authority has only two staff who are working with Mangaka WSSA for part time. The utility does not have its own office and working facilities like computer.															
General Data About Water Utility	Total Water Connections (Kiosk)	:	22													
	Total active connections	:	14													
	Total domestic connections	:	-													
	Total Active kiosk /Standpipe	:	14													
	Metering Ratio	:	45%													
	NRW	:	na													
	Total Staff	:	2													
	Staff/1000 connections	:	90.9													
	Annual O&M Costs	:	TZS 11,997,000													
	Annual Water Collections (Arrears included)	:	TZS 2,252,369													
Annual Water Billings	:	na														
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered customers (TZS/month)</td><td>none</td><td>none</td><td>none</td></tr><tr><td>Flat rate (TZS/month)</td><td>none</td><td>none</td><td>none</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Metered customers (TZS/month)	none	none	none	Flat rate (TZS/month)	none	none	none
	Category of customer	Domestic	Institutions	Commercial												
	Metered customers (TZS/month)	none	none	none												
	Flat rate (TZS/month)	none	none	none												
	<b>Note:</b>															
(i) The Charges at water Kiosks are TZS. 50.00 to TZS 100.00 per 20 litres.																
(ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																
Challenges	<div>1. Insufficient and unreliable water sources</div> <div>2. No network for house connections</div> <div>3. No management staff</div> <div>4. No office and office facilities</div> <div>5. The Authority has no Board for more than 3 years</div>															

MANYONI WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/67/2012 - Class III																				
District: Manyoni, Region: Singida																				
General Description About the Utility	Manyoni Water Supply and Sanitation Authority (Manyoni-WSSA) was declared fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Manyoni township, Manyoni District, Singida Region. Manyoni-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 28,930 out of whom 17,068 are served. The utility draws water from eight boreholes, of which, five boreholes are currently operating. The five operating boreholes have a total installed production capacity of 1,728m <sup>3</sup> /day which is almost adequate to cater for the town water demand of 1,894.5m <sup>3</sup> /day, but unfortunately the rising main capacity is inadequate, and production is limited to 1,180m <sup>3</sup> /day. The boreholes and the main pipeline up to the booster station were jointly constructed by the Government (through WSDP) and the Roman Catholic Mission (CPPS). Manyoni WSSA entered into bulk water purchase agreement with CPPS, who took the responsibility of water production, while Manyoni WSSA is liable for water distribution activities. Water produced in the year 2016/2017 was at an average of 793.7m <sup>3</sup> /day. The total length of the distribution pipeline system is 59.5km. Water is supplied through rationing at an average of 13 hrs. The system has 4 storage tanks with a storage capacity of about 455m <sup>3</sup> . Manyoni WSSA has no sewerage system; onsite sanitary facilities in use are under the Manyoni District Council. The utility is served by 9 staff seconded from the Manyoni District Council.																			
General Data About Water Utility	Total water connections : 1,947 Total active connections : 1,854 Total domestic connections : 1,818 Total active water kiosk/standpipe : 25 Metering ratio : 100% NRW : 22% Total staff : 9 Staff/1000 connections : 4.6 Annual O&M costs : TZS 156,642,265.00 Annual water collections (arrears included) : TZS 118,369,240.00 Annual water billings : TZS 124,386,026.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>540</td><td>550</td><td>795</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>6,500</td><td>10,000</td><td>9,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	540	550	795	-	Flat rate charge (TZS/Month)	6,500	10,000	9,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	540	550	795	-																
Flat rate charge (TZS/Month)	6,500	10,000	9,500	-																
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Lack of sufficient skilled staff 4. Insufficient revenue generated against expenditure 5. Lack of sewerage services																			

MBINGA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/33/2012 – Class III																				
District: Mbinga, Region: Songea																				
General Description About the Utility	Mbinga Water Supply and Sanitation Authority (Mbinga WSSA) was declared a fully autonomous public water utility and started its operations when its first Board was established on 1 <sup>st</sup> November, 2002. It is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mbinga which is the headquarters of the Mbinga District in Ruvuma Region. Mbinga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 62,518 people in whom 22,506 are directly served with water. The utility draws water from one main source Ndengu river stream; The installed production capacity is approximately 2,200m <sup>3</sup> /day. The present production of 1,999m <sup>3</sup> /day is very low compared to the estimated water demand of 5,210m <sup>3</sup> /day. The utility has no proper water treatment facilities; the chlorination is just done to storage tanks by calibrating dosage depending on quantity of water flowing in. The total length of the distribution system is 25 km and water is supplied through rationing at an average of 13 hrs/ day. The system has four storage tanks with total capacity of 700m <sup>3</sup> . The Township has no sewerage system and onsite sanitation is monitored by Mbinga Township Council. The Utility has 1 permanently employed staff seconded from the MoWI and 19 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 20 staff.																			
	General Data About Water Utility	Total water connections : 2428 Total active connections : 2368 Total domestic connections : 2228 Total active kiosk/standpipe : 3 Metering ratio : 100% NRW : 34% Total staff : 20 Staff/1000 connections : 8.2 Annual O&M costs : TZS 291,576,680 Annual water collections (arrears included) : TZS 297,494,680 Annual water billings : TZS 291,468,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Cons: 0 – 10m<sup>3</sup> (TZS/m<sup>3</sup>)</td><td>570</td><td>640</td><td>550</td><td>640</td></tr><tr><td>Above 10 m<sup>3</sup> (TZS/m<sup>3</sup>)</td><td>650</td><td>640</td><td>660</td><td>770</td></tr></table>					Category of customer	Domestic	Commercial	Institutions	Industrial	Cons: 0 – 10m <sup>3</sup> (TZS/m <sup>3</sup> )	570	640	550	640	Above 10 m <sup>3</sup> (TZS/m <sup>3</sup> )	650	640	660	770
	Category of customer	Domestic	Commercial	Institutions	Industrial															
	Cons: 0 – 10m <sup>3</sup> (TZS/m <sup>3</sup> )	570	640	550	640															
	Above 10 m <sup>3</sup> (TZS/m <sup>3</sup> )	650	640	660	770															
<b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres. (ii) Last tariff review effective date : 1 <sup>st</sup> April, 2016																				
Challenges	1. Low water production capacity 2. Dilapidated infrastructures (distribution network) 3. Lack of sanitation facilities 4. Lack of office building for office works 5. Lack of conventional treatment plant																			

MBULU WSSA PROFILE					2016/17																																	
EWURA LICENCE No. WSSSL/05/2012 - Class III																																						
District: Mbulu, Region: Manyara																																						
<b>General Description About the Utility</b>	Mbulu Water Supply and Sanitation Authority (Mbulu WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. It is responsible for the overall operation and management of water supply and sanitation services within the administrative area of Mbulu Township Council. Mbulu WSSA is classified as Category C water authority. Its area of responsibility has a total population of 141,730 out of whom 18,860 receive water services from the utility. The utility draws water from four water sources, namely Enderer and Indirim springs, Endagikoti borehole and Endagikot river which is seasonal. The first two springs supply water by gravity to the Mbulu town and originate from the Mbulu mountain catchment area. The combined installed production capacity is 1,785m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 11,409m <sup>3</sup> /day. The total length of the distribution system is 69.477 km and water is supplied at an average of 9.89 hrs per day. There are 7 storage tanks which have combined storage volume of 630m <sup>3</sup> . The township has no sewerage system; therefore, onsite sanitary facilities are used under the supervision of Mbulu Township Council. Mbulu WSSA has 24 employees of which one is seconded from the Town Council and others are contract and casual laborers employed by the utility.																																					
<b>General Data About Water Utility</b>	<table><tr><td>Total water connections</td><td>:</td><td>1,936</td></tr><tr><td>Total active connections</td><td>:</td><td>1,890</td></tr><tr><td>Total domestic connection</td><td>:</td><td>1606</td></tr><tr><td>Total active water kiosk/standpipe</td><td>:</td><td>28</td></tr><tr><td>Metering ratio</td><td>:</td><td>90%</td></tr><tr><td>NRW</td><td>:</td><td>45%</td></tr><tr><td>Total staff</td><td>:</td><td>24</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>12.4</td></tr><tr><td>Annual O&amp;M costs</td><td>:</td><td>TZS 131,593,000</td></tr><tr><td>Annual water collections (arrears included)</td><td>:</td><td>TZS 107,557,000</td></tr><tr><td>Annual water billings</td><td>:</td><td>TZS 150,678,000</td></tr></table>					Total water connections	:	1,936	Total active connections	:	1,890	Total domestic connection	:	1606	Total active water kiosk/standpipe	:	28	Metering ratio	:	90%	NRW	:	45%	Total staff	:	24	Staff/1000 connections	:	12.4	Annual O&M costs	:	TZS 131,593,000	Annual water collections (arrears included)	:	TZS 107,557,000	Annual water billings	:	TZS 150,678,000
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<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charges (TZS/m<sup>3</sup>)</td><td>540</td><td>560</td><td>550</td><td>570</td></tr><tr><td>Flat rate(TZS/month)</td><td>4500</td><td>9500</td><td>10,000</td><td>NA</td></tr></table> <p><b>Note:</b></p> <p>(i) The Charges at water Kiosks are TZS 10.00 per 20 litres container.</p> <p>(ii) Last tariff review effective date: 1st June, 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charges (TZS/m <sup>3</sup> )	540	560	550	570	Flat rate(TZS/month)	4500	9500	10,000	NA																		
Category of customer	Domestic	Institutional	Commercial	Industrial																																		
Consumption charges (TZS/m <sup>3</sup> )	540	560	550	570																																		
Flat rate(TZS/month)	4500	9500	10,000	NA																																		
<b>Challenges</b>	<ol style="list-style-type: none"><li>1. Lack of capital fund for major rehabilitation of old and dilapidated distribution network</li><li>2. Inadequate water sources</li><li>3. High NRW</li><li>4. Lack of transport facilities for operation and maintenance activities</li></ol>																																					

MKURANGA WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/02/2015– Class III					
District: Mkuranga, Region: Coast					
<b>General Description About the Utility</b>	Mkuranga Water Supply and Sanitation Authority (Mkuranga WSSA) was declared a fully autonomous public water utility through Government notice no. 168 published in 2005. Mkuranga WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mkuranga Town which is the headquarters of Mkuranga District in Coast Region. Mkuranga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 27,887 of whom 1,952 are served with water. The utility draws water from one borehole located at Kulungu area with installed capacity of 408m <sup>3</sup> /day. The present average water production of 179.6m <sup>3</sup> /day is low compared with the estimated water demand of 1,971.2m <sup>3</sup> /day. The water is pumped into storage tank with total capacity of 135m <sup>3</sup> located at the District hospital. The present production is not sufficient to meet the estimated water demand, it can only caters for 7.2% of the demand. The total length of the distribution network covers 8.9km and the daily average hours of service water is 6hrs. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mkuranga District Council. The Utility has four (4) total staff whereby two (2) are permanent staff seconded from Mkuranga District Council and two (2) staff on contract terms by utility.				
<b>General Data About Water Utility</b>	Total Water Connections : 218 Total Active Connections :194 Total Domestic Connections :185 Total active Water Kiosk/Standpipe : 0 Metering Ratio : 98% NRW : 50% Total Staff : 4 Staff/1000 connections : 18.3 Annual O&M Costs : TZS 42,752,450 Annual Water Collections (Arrears included) : TZS 14,795,300 Annual water billing : TZS 17,865834				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Kiosk</b>
	Metered (TZS/m <sup>3</sup> )	300	335	390	NA
	Flat rate (TZS/Month)	4,500	10,000- 20,000	9,500	
	<b>Note:</b> (i) Kiosk tariff is TZS 20.00 per 20 litres. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011				
<b>Challenges</b>	1. Lack of adequate water storage facilities 2. Low network coverage 3. Lack of sufficient and qualified staff 4. Lack of office building.				



MISUNGWI WSSA PROFILE					2016/17									
EWURA LICENSE No. WSSL/75/2012– Class III														
District: Misungwi, Region: Mwanza														
General Description About the Utility	Misungwi Water Supply and Sanitation Authority (Misungwi WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Misungwi town which is the headquarters of Misungwi District, Mwanza Region. Misungwi WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 45,509 out of whom 15,018 are served by the utility. The utility draws water from three types of water sources; Mitindo dam, Nyahiti intake from Lake Victoria and 66 shallow wells with combined capacity of 1,012m³/day. The present production capacity is low compared with the estimated water demand of 3,282 m³/day. There are three storage tanks with combined capacity of 450m³ located at Misungwi town center which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 41.8 km and water is supplied through rationing at an average of 14 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Misungwi District Council. The Authority has 11 permanent staff seconded from the District Council and five (5) staff employed under contract terms by the utility which makes the utility to have a total number of 16 employees.													
General Data About Water Utility	Total water connections : 1,475 Total active connections : 1,475 Total domestic connections : 1,379 Total active water kiosks : 5 Metering ratio : 100% NRW : 34% Total staff : 16 Staffs/1000 connections : 10.8 Annual O&M costs : TZS 213,585,000.00 Annual water collections (arrears included) : TZS 137,276,000.00 Annual water billing : TZS 154,476,000.00													
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>800</td><td>1,000</td><td>1,025</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 30.00 per 20 litre (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	800	1,000	1,025	-
Category of customer	Domestic	Institutional	Commercial	Industrial										
Consumption charge (TZS/m³)	800	1,000	1,025	-										
Challenges	1. Old and dilapidated water supply and distribution infrastructure 2. Low water distribution network coverage 3. Low water storage facilities 4. Lack of qualified and competent staff 5. Lack of water treatment facilities													

MONDULI WSSA PROFILE		2016/17												
EWURA LICENCE No. WSSSL/09/2012 - Class III														
District: Monduli, Region: Arusha														
General Description About the Utility	Monduli Water Supply and Sanitation Authority (Monduli WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. It is responsible for the overall operation and management of water supply and sanitation services in the Monduli Town, which is the headquarters of Monduli District, Arusha Region. Monduli WSSA is classified as Category C water authority. Its area of responsibility has a total population of 24,631 out of whom 19,951 are currently served by the utility. The utility draws water from two sources; namely, Lolomsikio stream which originates from a spring source within the Monduli mountain forest reserve; and two boreholes situated at Ngaramtoni well field. The combined production capacity is 6,353m <sup>3</sup> /day, however, during the reporting period average water production was 1,018m <sup>3</sup> /day. Water from the boreholes sources contain high fluoride above standard which is therefore blended with water from the spring source. The borehole sources are not fully utilized due to fluoride contents. The installed production capacity if fully utilized is sufficient to meet the estimated water demand of 1,857m <sup>3</sup> /day. The total length of the distribution system is 179.65 km and water is supplied at an average of 2.1hrs/day. There are 10 water storage tanks with combined storage capacity 1,905 m <sup>3</sup> . The town has no sewerage system; thus, onsite sanitary facilities are used under the supervision of Monduli District Council. Monduli WSSA has 26 staff of which 7 are seconded employees from the District Council and 19 are employed on contract by the Utility.													
General Data About Water Utility	Total water connections : 2,027 Total active connections : 1,977 Total domestic connections : 1,867 Total active water kiosk/standpipe : 16 Metering ratio : 100% NRW : 29% Total staff : 26 Staff/1000 connections : 12.8 Annual O&M costs : TZS 438,712,814 Annual water collections (arrears included) : TZS 312,220,000 Annual water billings : TZS 387,439,400													
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>1,500</td><td>1,500</td><td>2,000</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>10,500</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 50.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>		Category of customer	Domestic	Institutional	Commercial	Metered (TZS/m <sup>3</sup> )	1,500	1,500	2,000	Flat rate charge (TZS/month)	10,500	-	-
Category of customer	Domestic	Institutional	Commercial											
Metered (TZS/m <sup>3</sup> )	1,500	1,500	2,000											
Flat rate charge (TZS/month)	10,500	-	-											
Challenges	1. Lack of capital fund for expansion of distribution network and replacement of dilapidated pipes. 2. Lack of office building and transport; 3. Insufficient and unqualified staff; 4. Low water supply coverage. 5. High electricity charges due to water pumping													

MPWAPWA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/20/2012 - Class III																				
District: Mpwapwa, Region: Dodoma																				
<b>General Description About the Utility</b>	Mpwapwa Water Supply and Sanitation Authority (Mpwapwa WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21 <sup>st</sup> June, 2002. Mpwapwa WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mpwapwa, which is the headquarters of Mpwapwa District in Dodoma Region. Its area of operation has a total population of 47,715 as projected from the 2012 census out of whom 17,886 are directly served. The utility draws water from two main types of water sources, Mayawile Stream (gravity scheme) contributing about 19% of the daily water production and 3 boreholes located at Kikombo and Mjimpya areas contributing 81%. The combined installed production capacity is approximately 5,784m <sup>3</sup> /day. The present annual production of 2,703m <sup>3</sup> /day is insufficient to meet the estimated water demand of 3,523.6m <sup>3</sup> /day. The utility has no proper water treatment facilities, apart from de-silting tank at Mayawile stream intake. The total length of the distribution system is 53.7km and water is supplied through rationing at an average of 12 hrs /day. The system has three storage tanks with capacity of 2,225m <sup>3</sup> . The town has no sewerage system, and therefore onsite sanitation is monitored by Mpwapwa District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 2,947 Total active connections : 2,554 Total domestic connections : 2,862 Total active water kiosk/standpipe : 15 Metering ratio : 100% NRW : 30% Total staff : 33 Staff/1000 connections : 11.2 Annual O&M costs : TZS 158,329,000 Annual water collections (arrears included) : TZS 320,999,228.50 Annual water billings : TZS 382,241,953																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Worship Houses</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>590-975</td><td>1,205-1,470</td><td>1,240-1,505</td><td>1,205</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>5,900</td><td>14,700</td><td>15,050</td><td>5,900</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 15.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> February, 2016</p>					Category of customer	Domestic	Institutional	Commercial	Worship Houses	Consumption charge (TZS/m3)	590-975	1,205-1,470	1,240-1,505	1,205	Flat rate charge (TZS/Month)	5,900	14,700	15,050	5,900
Category of customer	Domestic	Institutional	Commercial	Worship Houses																
Consumption charge (TZS/m3)	590-975	1,205-1,470	1,240-1,505	1,205																
Flat rate charge (TZS/Month)	5,900	14,700	15,050	5,900																
<b>Challenges</b>	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Inefficient revenue collection rate 4. Lack of sewerage services																			

MUGUMU WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/74/2012					
District: Serengeti, Region: Mara					
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services within the Mugumu township which is the headquarters of the Serengeti District, Mara Region. Mugumu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 22,791 out of whom 8,889 are served by the utility. The utility draws water from Manchira Dam. The installed water production capacity is 2,400m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 2,093.8m <sup>3</sup> /day. Raw water is sucked by a submersible pump with a capacity of 100m <sup>3</sup> /day through a 6” diameter and 7km rising main to a 675m <sup>3</sup> storage tank which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 50.8km and water is supplied through rationing at an average of 16 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Serengeti District Council. The Authority has 12 permanent staff seconded from the Serengeti District Council.				
<b>General Data About Water Utility</b>	Total water connections : 1,632 Total active connections : 1,539 Total domestic connections : 1,463 Total active water kiosk/standpipe : 4 Metering Ratio : 47% NRW : 32% Total Staff : 12 Staffs/1000 connection : 7.4 Annual O&M Costs : TZS 192,230,000 Annual Water Collections (arrears included) : TZS 127,374,000 Annual Water Billings : TZS 207,304,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	540	550	560-580	NA
	Flat rate charge (TZS/Month)	7,500	11,000	16,000	NA
	<b>Note:</b> (i) The charges at water kiosks is TZS 20.00 per 20 litres (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.				
<b>Challenges</b>	1. Low capacity of the installed water production infrastructure 2. Lack of water treatment facility 3. Low coverage of water distribution network 4. High level of NRW 5. Low metering ratio				

MUHEZA WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/09/2012 - Class III					
District: Muheza, Region: Tanga					
<b>General Description About the Utility</b>	Muheza Water Supply and Sanitation Authority (Muheza WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. It is responsible for the overall operation and management of water supply and sanitation services within the Muheza township area, which is the head-quarter of Muheza District, Tanga Region. Muheza WSSA is classified as Category C water authority. Its area of responsibility has a total population of 35,739, out of whom 23,945 are served with water by the utility. The utility draws water from two types of water sources; the Mkulumuzi stream, which collects water from several springs originating from the Manga and Magoroto hills and five boreholes. The installed production capacity of the sources is 1,786m <sup>3</sup> /day. During the reporting period the utility produced on average 1176.7 m <sup>3</sup> /day due to low yield from the boreholes and significant decrease of water production from the stream due to prolonged dry period. The installed production capacity is insufficient to meet the present estimated demand for the township which is 5,240.2m <sup>3</sup> /day. The total length of the distribution system is 45.4 km and water is supplied through rationing at an average of 6hrs/day. There is no treatment plant in place. The network has 7 storage tanks with storage capacity of 420m <sup>3</sup> . The township has no sewerage system; thus, onsite sanitary facilities are used under the supervision of the Muheza District Council. Muheza WSSA has 16 staff of which 8 are employees seconded from the District Council and 8 are employed on contract terms by the Utility.				
<b>General Data About Water Utility</b>	Total water connections : 2,179 Total active connections : 1,891 Total domestic connections : 2062 Total active water kiosk/standpipe : 21 Metering ratio : 27% NRW : 68% Total staff : 16 Staff/1000 connections : 7.3 Annual O&M costs : TZS 121,521,196 Annual water collections (arrears included) : TZS 67,090,600 Annual water billings : TZS 73,037,379				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	495	500	510	500
	Flat rate (TZS/month)	4500	10,000	9500	13,000
	<b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011				
<b>Challenges</b>	1. Lack of reliable water sources to meet the growing population and increasing water demand; 2. Lack of water treatment facility 3. Old and dilapidated infrastructure which requires immediate intervention; 4. Lack of office building and transport for the authority; 5. Lack of qualified staff; and				

MULEBA WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/73/2012– Class III					
District: Muleba, Region: Kagera					
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services within the Muleba town which is the headquarters of the Muleba District, Kagera Region. Muleba WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 22,462 out of whom 17,745 are served by the utility. The utility draws water from three types of water sources; Kaigara water stream, Nyamwala and Ihaka gravity protected water schemes with combined capacity of 1,200m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 1,521 m <sup>3</sup> /day. There are three storage tanks with combined capacity of 1,347m <sup>3</sup> located at Muleba town center which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 62.6 km and water is supplied at an average of 23 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Muleba District Council. The Authority has 5 permanent staff seconded from the District Council and five (5) staff employed under contract terms by the utility which makes the utility to have a total number of 10 employees.				
<b>General Data About Water Utility</b>	Total water connections : 1,806 Total active connections : 1,793 Total domestic connections : 1,595 Total active water kiosks : 17 Metering ratio : 100% NRW : 24% Total staff : 10 Staffs/1000 connections : 5.5 Annual O&M costs : TZS 262,979,00.00 Annual water collections (arrears included) : TZS 215,834,168.00 Annual water billing : TZS 219,423,100.00				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,200	1,200
	Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000
<b>Note:</b> (i) The charges at water kiosks is TZS 20.00 per 20 litres (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.					
<b>Challenges</b>	1. Water production capacity is insufficient to cater for the town's demand 2. The discharge of the existing water sources is decreasing 3. Low coverage of the water distribution network 4. Obsolete Old and dilapidated water distribution network 5. Insufficient storage capacity				



MWANGA WSSA PROFILE						2016/17
EWURA LICENCE No. WSSSL/13/2012 - Class III						
District: Mwanga, Region: Kilimanjaro						
<b>General Description About the Utility</b>	Mwanga Water Supply and Sanitation Authority (Mwanga WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. It is responsible for the overall operation and management of water supply and sanitation services within the Mwanga urban area which is the headquarters of Mwanga District, Kilimanjaro Region. Mwanga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 18,032 people out of whom 15,688 are served by the utility. The utility draws water from two operational boreholes and the third borehole is not operational. The combined installed production capacity for the boreholes stood at 3,240m <sup>3</sup> /day with average production of 2,001m <sup>3</sup> /day. The installed water production capacity if fully utilized is sufficient to meet the estimated demand for the township which is 2,876m <sup>3</sup> /day. The total length of the distribution system is 73km and water is supplied at an average of 6 hrs /day. There are eight storage tanks which have combined storage volume of 1,058m <sup>3</sup> . The township has no sewerage system; thus, onsite sanitary facilities are used under supervision of the Mwanga District Council. The utility has 27 staff of which nine are from Mwanga District Council and one is from Moshi Water Supply and Sanitation Authority. The other 17 staff are employed by the utility on contract basis.					
<b>General Data About Water Utility</b>	Total water connections : 2,167 Total active connections : 1,835 Total domestic connections : 1,990 Total active water kiosk/Standpipe : 15 Metering ratio : 100% NRW : 54.7% Total staff : 27 Staff/1000 connections : 12.5 Annual O&M costs : TZS 403,689,618 Annual water collections (arrears included) : TZS 285,003,000 Annual water billings : TZS 323,656,662					
<b>Tariff Structure</b>	<b>Consumption Band (m<sup>3</sup>)</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Car Wash</b>
	<3m	900			1,445	1,500
	>3≤10	1,060				
	≤10		1,200	1,300		
	>10	1,115	1,300	1,400		
<b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> October 2016						
<b>Challenges</b>	1. Underutilization of installed capacities. 2. Lack of capital fund for expansion and major rehabilitation of old and dilapidated distribution network; 3. Lack of office building and transport; 4. High Non Revenue Water					

MWANHUZI WSSA PROFILE					2016/17																																			
EWURA LICENSE No. WSSL/59/2012– Class III																																								
District: Meatu, Region: Simiyu																																								
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services within the Mwanhuzi town which is the headquarters of the Meatu District, Simiyu Region. Mwanhuzi WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 40,757 out of whom 13,042 are served by the utility. 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 785m <sup>3</sup> which distributes water to customers by gravity. The present production capacity is low compared with the estimated water demand of 2,144.7m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 35.5km and water is supplied at an average of 22 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Meatu District Council. The Authority has 1 permanently staff seconded from the District Council and seventeen (17) staff employed permanent by the utility which makes the utility to have a total of 18.																																							
<b>General Data About Water Utility</b>	Total Water Connections : 1,970 Total Active Connections : 1, 724 Total domestic connections : 1,809 Total active water kiosk/standpipe : 22 Metering Ratio : 100% NRW : 19% Total Staff : 18 Staffs/1000 connection : 9 Annual O&M Costs : TZS 246,115,000 Annual Water Collections (arrears included) : TZS 233,287,000 Annual Water Billings : TZS 283,897,000																																							
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered Customers (TZS/m<sup>3</sup>)</td><td>1,000</td><td>1,250</td><td>1,500</td><td>1,500</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>-</td><td>-</td><td>-</td></tr><tr><td>New Connection Charges (TZS/connection)</td><td>42,000</td><td>42,500</td><td>42,500</td><td>43,500</td></tr><tr><td>Reconnection Charges (TZS/connection)</td><td>10,500</td><td>11,000</td><td>11,000</td><td>11,000</td></tr><tr><td>Service Charges (TZS/Month)</td><td>500</td><td>500</td><td>1,000</td><td>1,500</td></tr><tr><td>Application Forms</td><td>2,000</td><td>2,000</td><td>2,000</td><td>2,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 20.00 per 20 litres (ii) Last tariff review effective date: 1st June, 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Metered Customers (TZS/m <sup>3</sup> )	1,000	1,250	1,500	1,500	Flat rate (TZS/month)	4,500	-	-	-	New Connection Charges (TZS/connection)	42,000	42,500	42,500	43,500	Reconnection Charges (TZS/connection)	10,500	11,000	11,000	11,000	Service Charges (TZS/Month)	500	500	1,000	1,500	Application Forms	2,000	2,000	2,000	2,000
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Service Charges (TZS/Month)	500	500	1,000	1,500																																				
Application Forms	2,000	2,000	2,000	2,000																																				
<b>Challenges</b>	1. Low coverage of water distribution network 2. Intermittent power supply with frequent cut-offs 3. High debts for institutional billings 4. Insufficient water storage capacity 5. Insufficient office space offered by the District Water Engineer																																							

NAMANYERE WSSA PROFILE					2016/17														
EWURA LICENCE No. WSSSL/36/2012 – Class III																			
District: Nkasi, Region: Rukwa																			
<b>General Description About the Utility</b>	Namanyere Water Supply and Sanitation Authority (Namanyere WSSA) was declared a fully autonomous public water utility in 2004. Namanyere WSSA is responsible for the overall operation and management of water supply and sanitation services within Namanyere Township which is the headquarters of Nkasi District in Rukwa Region. Namanyere WSSA is classified as Category C water authority which started its operation in 2005 Its area of responsibility has a total population of 22,493 people of whom 5,623 are directly served with water. The main water sources for Namanyere Township are Mfili dam, 4 medium depth boreholes fitted with motorized pumps and eleven boreholes operated with hand-pumps. There is a diesel generator and surface pump that are installed at Mfili dam source. The transmission main to the tanks is in bad condition requiring major rehabilitation. During the reporting period the average water production was 65.47m <sup>3</sup> /day. The installed water pump production capacity of Mfili dam, which is rarely used, is 360m <sup>3</sup> /hour while the combined installed capacity for the 4 motorized borehole pumps is 50m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of entire pipe network is 29.7 km and water is supplied at an average of 5hrs/day. The network has 2 storage tanks with combined storage volume of 360m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Nkasi District Council. The Utility has a 2 permanently employed staff seconded from the District Council and currently there are 2 staff employed by the Utility (on contract basis) which makes the utility to have a total of just 4.																		
<b>General Data About Water Utility</b>	Total water connections : 222 Total active connections : 222 Total domestic connections : 181 Total active kiosk/standpipe : 15 Metering ratio : 100% NRW : 37% Total staff : 4 Staff/1000 connections : 18 Annual O&M costs : TZS 13,035,670 Annual water collections (arrears included) : TZS 13,050,350 Annual water billings : TZS 18,738,880																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption Rate (TZS/m3)</td><td>720</td><td>900</td><td>1,170</td><td>1,260</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,500</td><td>10,000</td><td>11,500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 25.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Consumption Rate (TZS/m3)	720	900	1,170	1,260	Flat rate (TZS/month)	5,500	10,000	11,500	13,000
Category of customer	Domestic	Institutions	Commercial	Industrial															
Consumption Rate (TZS/m3)	720	900	1,170	1,260															
Flat rate (TZS/month)	5,500	10,000	11,500	13,000															
<b>Challenges</b>	1. Inadequate number of qualified staff. 2. Lack of funds for rehabilitation and extension of the existing water supply infrastructure 3. Lack of working tools including office building and transport facilities 4. Water distribution is a problem due to insufficient storage capacities 5. Low pipeline network coverage not matching with the population growth																		

NAMTUMBO WSSA PROFILE		2016/17																						
EWURA LICENCE No. WSSSL/34/2012 – Class III																								
District: Namtumbo, Region: Ruvuma																								
General Description About the Utility	Namtumbo Water Supply and Sanitation Authority (Namtumbo WSSA) was established by Act No. 8 of 1997 and came into operation on 8 <sup>th</sup> September, 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Namtumbo Township which is the headquarters of Namtumbo District in Ruvuma Region. Its area of responsibility has a total population of 34,911 people of whom 10,822 are directly served with water. The utility draws water from one main water source of Namikiga stream located at Libango village (gravity scheme). The total installed production capacity of Namikiga stream is approximately 1,600m <sup>3</sup> /day which does not meet the daily demand of the Namtumbo Township (comprising of three sub-villages) and four other villages along the transmission line from Namikiga stream. The production (water reaching Namtumbo - input into distribution network at Namtumbo Township) of 462.3m <sup>3</sup> /day is very low compared with the estimated water demand (for Namtumbo Township only) of 2,291.4m <sup>3</sup> /day. The utility has no water treatment facilities and water is supplied directly. The total length of the transmission and distribution system is 64km and water is supplied through rationing at an average of 7hrs/day. The system has three storage tanks with a total capacity of 225m <sup>3</sup> . The Township has no sewerage system and onsite sanitation is monitored by Namtumbo District Council. The Utility has 2 permanently employed staff, seconded from the District Council and 9 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 11 staff.																							
General Data About Water Utility	<table><tr><td>Total water connections</td><td>: 1,188</td></tr><tr><td>Total active connections</td><td>: 739</td></tr><tr><td>Total domestic connections</td><td>: 825</td></tr><tr><td>Total active kiosk/standpipe</td><td>: -</td></tr><tr><td>Metering ratio</td><td>: 45%</td></tr><tr><td>NRW</td><td>: 35%</td></tr><tr><td>Total staff</td><td>: 11</td></tr><tr><td>Staff/1000 connections</td><td>: 9.3</td></tr><tr><td>Annual O&amp;M costs</td><td>: TZS 45,296,370</td></tr><tr><td>Annual water collections (arrears included)</td><td>: TZS 44,707,690</td></tr><tr><td>Annual water billings</td><td>: TZS 63,184,560</td></tr></table>		Total water connections	: 1,188	Total active connections	: 739	Total domestic connections	: 825	Total active kiosk/standpipe	: -	Metering ratio	: 45%	NRW	: 35%	Total staff	: 11	Staff/1000 connections	: 9.3	Annual O&M costs	: TZS 45,296,370	Annual water collections (arrears included)	: TZS 44,707,690	Annual water billings	: TZS 63,184,560
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Annual water collections (arrears included)	: TZS 44,707,690																							
Annual water billings	: TZS 63,184,560																							
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m<sup>3</sup>)</td><td>540</td><td>1,025</td><td>1,000</td><td>-</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>21,500</td><td>21,500</td><td>-</td></tr></table> <p><b>Note:</b></p> <p>(i) The charges at water kiosks are TZS 20.00 per 20 litres.</p> <p>(ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>		Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m <sup>3</sup> )	540	1,025	1,000	-	Flat rate (TZS/month)	4,500	21,500	21,500	-							
Category of customer	Domestic	Commercial	Institutions	Industrial																				
Metered customers (TZS/m <sup>3</sup> )	540	1,025	1,000	-																				
Flat rate (TZS/month)	4,500	21,500	21,500	-																				
Challenges	<ol style="list-style-type: none"><li>1. Inadequate number of qualified staff.</li><li>2. Old age and dilapidated water infrastructure; C</li><li>3. High Non-Revenue water (NRW) due to lack of enough Water meters to control</li><li>4. Low water production as compared to water demand</li><li>5. Lack of office building and office facilities such as Computer, printer etc.</li></ol>																							

NANSIO WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/76/2012– Class III					
<b>District: Ukerewe, Region: Mwanza</b>					
<b>General Description About the Utility</b>	Nansio Water Supply and Sanitation Authority (Nansio WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Nansio WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 79,980 out of whom 27,193 are served by the utility. The utility draws water from Lake Victoria which gravitates to a sump where chlorination is done. The present production capacity is low compared with the estimated water demand of 2,508m <sup>3</sup> /day. The utility has full conventional water treatment facilities. The total length of the distribution system is 81.5km and water is supplied through rationing at an average of 16 hours per day. The system has two storage tanks of total capacity of 3,680m <sup>3</sup> . The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Ukerewe District Council. The Authority has 6 permanent staff seconded from the District Council, 2 staff seconded from Mwanza WSSA and six (6) staff employed by the utility on contract terms which makes the utility to have a total of 14.				
<b>General Data About Water Utility</b>	Total water connections : 1,685 Total active connections : 1,657 Total domestic connections : 1,558 Total active water kiosk : 39 Metering ratio : 100% NRW : 38% Total staff : 14 Staffs/1000 connection : 8.3 Annual O&M costs : TZS 17,304,000 Annual water collections (arrears included) : TZS 100,660,000 Annual water billings : TZS 144,670,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	345	400	560	670
	Flat rate charge (TZS/Month)	5,000	10,000	15,000	NA
<b>Note:</b> (i) The charges at water kiosks is TZS 20.00 per 20litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.					
<b>Challenges</b>	1. Inadequate water production capacity 2. High NRW 3. Inadequate service coverage. 4. Inadequate storage capacity 5. Obsolete old and dilapidated water supply infrastructure				

NGARA WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/71/2012– Class III					
District: Ngara, Region: Kagera					
General Description About the Utility	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 Authority is responsible for the overall operation and management of water supply and sanitation services within the Ngara township which is the headquarters of the Ngara District, Kagera Region. Ngara WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 37,485 people of whom 32,237 are currently served. The utility draws water from three (3) boreholes located at Mukidyama village in Ngara town. The boreholes have a combined installed production capacity of 1,389m³/day. The present production capacity is insufficient compared with the estimated water demand of 2,465.8m³/day. The total length of the distribution system is 50.3km and water is supplied through rationing at an average of 8hrs per day. The system has 5 storage tanks with a combined capacity of 691m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Ngara District Town Council. The utility has 3 permanently employed staff seconded from the District Council and 15 staff employed by the utility on contract terms which makes the utility to have a total of 18.				
General Data About Water Utility	Total water connections : 2,554 Total active connections : 2,554 Total domestic connections : 2,361 Total active water kiosk : 29 Metering ratio : 100% NRW : 49% Total staff : 18 Staffs/1000 connection : 7 Annual O&M costs : TZS 172,446,000 Annual water collections (arrears included) : TZS 154,498,000 Annual water billings : TZS 202,261,000				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m³)	570	740	755	NA
	Note: (i) The charges at water kiosks is TZS 20.00 per 20litres container (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.				
Challenges	1. High level of NRW. 2. Inadequate water distribution network. 3. Insufficient water production capacity. 4. Inadequate water storage facility				



NGUDU WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/82/2012– Class III					
District: Kwimba, Region: Mwanza					
<b>General Description About the Utility</b>	Ngudu Water Supply and Sanitation Authority (Ngudu WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within Ngudu town which is the headquarters of Kwimba District in Mwanza Region. Ngudu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 26,968 people out of whom 12,945 are currently served. Ngudu WSSA's water supply is dependent on purchased bulk water from the Kahama-Shinyanga Water Supply and Sanitation Authority (KASHWASA). The estimated water demand of Ngudu town is 1,352.1m <sup>3</sup> /day. Water supply from KASHWASA is conveyed through 250 km gravity main to water tanks in Ngudu town. The total length of the distribution system is 20.8km and water is supplied through an average of 24hrs per day. There are three storage tanks with a combined capacity of 240m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Kwimba District Town Council. The Authority has 7 permanent staff seconded from the District Council and seven (7) staff employed under contract terms by the utility which makes the utility to have a total number of 14 employees.				
<b>General Data About Water Utility</b>	Total water connections : 1,159 Total active connections : 1,159 Total domestic connections : 1,074 Total active water kiosk : 7 Metering ratio : 100% NRW : 34% Total staff : 14 Staffs/1000 connection : 12.1 Annual O&M costs : TZS 261,195,000 Annual water collections (arrears included) : TZS 170,140,000 Annual water billings : TZS 189,913,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Car Wash</b>
	Consumption charge (TZS/m <sup>3</sup> )	1,137	1,275	1,928	2,274
	Flat rate charge (TZS/Month)	-	-	-	-
<b>Note:</b> (i) The charges at water kiosks is TZS 20.00 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> September, 2015.					
<b>Challenges</b>	1. Inadequate storage capacity. 2. Low distribution network coverage 3. High NRW 4. Obsolete old and dilapidated distribution network 5. Lack of qualified and competent staff				

NZEGA WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/57/2012 - Class III					
District: Nzega, Region: Tabora					
General Description About the Utility	Nzega Water Supply and Sanitation Authority (Nzega WSSA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Nzega town which is the headquarters of Nzega District, Tabora Region. Nzega WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 40,536 out of whom 21,079 people equivalent to 52% are currently served. Currently, Nzega WSSA depends solely on Uchama dam for its water abstraction. This is because; water from Kilimi dam has high Iron content. Water produced from Uchama dam during the reporting period amounted to 1,578.1 m <sup>3</sup> /day, this is 50.36% of the estimated daily water demand of Nzega town which is 3,133.5 m <sup>3</sup> /day. The total length of the pipeline system is 63.8km. Water is supplied through rationing at an average of 6 hrs. The system has 4 storage tanks with a combined capacity of 595m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Nzega District Town Council. Nzega-WSSA has 26 employees.				
General Data About Water Utility	Total water connections : 2,752 Total active connections : 2,708 Total domestic connections : 2,481 Total active water kiosk/standpipe : 24 Metering ratio : 100% NRW : 24% Total staff : 26 Staff/1000 connections : 9.4 Annual O&M costs : TZS 571,622,000 Annual water collections (arrears included) : TZS 265,326,000 Annual water billings : TZS 369,764,000				
Tariff Structure					
	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m3)	750	860	935	-
	Flat rate charge (TZS/Month)	-	-	-	-
	Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011				
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Insufficient revenue generation to meet expenditure 4. Inefficient revenue collection rate 5. Lack of sewerage services				

ORKESUMET WSSA PROFILE				2016/17								
EWURA LICENCE No. WSSSL/13/2012 - Class III												
District: Simanjiro, Region: Manyara												
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services in the Orkesumet Town which is the headquarters of the Simanjiro District, Manyara Region. Orkesumet town is comprised of three wards which are Orkesumet, Langai and Endonyongijape. Orkesumet is classified as Category C water authority and its area of responsibility has a total population of 17,392 out of whom 5,565 are served by the utility. However, most of people fetch water at the kiosks. The utility depends on 3 operational borehole sources for water production which are Narosoito, Simanjiro Secondary and Water department boreholes. The three boreholes have a combined installed capacity of 486m <sup>3</sup> /day. The production is extremely low due to low borehole yield to meet the estimated water demand of 1,400m <sup>3</sup> /day. There are few household connections also due to the low water production and limited distribution network which has a total length of 23.91km. The town has no sewerage system thus onsite sanitary facilities are in use under supervision of the Simanjiro District Council. Orkesumet WSSA has 8 staff who are employees seconded from the District Council (Water and Works department).											
<b>General Data About Water Utility</b>	Total water connections : 132 Total active connections : 91 Total domestic connections : 63 Total active kiosks : 20 Metering ratio : 100% NRW : 31% Total staff : 8 Staff/1000 connections : 60.6 Annual O&M costs : TZS 79,796,000 Annual water collections (arrears included) : TZS 101,406,240 Annual water billings : TZS 102,033,840											
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td></tr></table>				Category of customer	Domestic	Institutional	Commercial	Consumption charge (TZS/m <sup>3</sup> )	300	335	390
	Category of customer	Domestic	Institutional	Commercial								
	Consumption charge (TZS/m <sup>3</sup> )	300	335	390								
<b>Note:</b> (i) The charges at kiosk are TZS 50.00 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June 2011.												
<b>Challenges</b>	1. Inadequate water sources and water supply to meet the demand; 2. Lack of capital fund for development of new water sources and construction of water supply network 3. Low customer base; 4. Insufficient number of staff; 5. Lack of adequate storage tanks;											

PANGANI WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/08/2012 - Class III					
District: Pangani, Region: Tanga					
<b>General Description About the Utility</b>	Pangani Water Supply and Sanitation Authority (Pangani WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published on 30 <sup>th</sup> January 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Pangani urban area which is the headquarters of the Pangani District, Tanga Region. Pangani WSSA is classified as Category C water authority. Its area of responsibility has a total population of 18,297 people out of whom 13,174 are served by the utility. The utility draws water from four boreholes located at Boza well field with a combined installed production capacity of 1,144m <sup>3</sup> /day, however, average water production is 822.99m <sup>3</sup> /day. The present installed production capacity is not sufficient to meet the estimated water demand of 1661m <sup>3</sup> /day. The total length of the distribution system is 62 km and water is supplied through rationing at an average of 7.6 hrs per day. The system has 7 storage tanks with combined capacity of 987.5m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of the Pangani District Council. Pangani WSSA has 17 staff of whom 9 are employed by Pangani District Executive Director and the utility has employed 8 temporarily as casual laborers to support some of the activities.				
<b>General Data About Water Utility</b>	Total water connections : 1,378 Total active connections : 847 Total domestic connections : 1,316 Total active water kiosk/Standpipe : 0 Metering ratio : 35% NRW : 73% Total staff : 17 Staff/1000 connections : 12.3 Annual O&M costs : TZS 152,211,685 Annual water collections (arrears included) : TZS 74,432,620 Annual water billings : TZS 102,460,999				
<b>Tariff Structure</b>	Consumption Band	Domestic	Institutional	Commercial	
	1-5	1000	-	-	
	6-10	1180	-	-	
	11-30	1280	-	-	
	1-30	-	1200	1300	
	>30	1375	1500	1500	
<b>Note:</b> (i) The charges at water kiosks are TZS 30.00 per 20 litres. (ii) Last tariff review effective date: 1 <sup>st</sup> November 2016.					
<b>Challenges</b>	1. Dilapidated distribution network and low coverage; 2. Low metering ratio 3. Lack of authority's office building and transport; 4. Lack of sufficient and qualified staff. 5. The number of inactive customers are high due to unreliability of water supply				

RUANGWA WSSA PROFILE				2016/17												
EWURA LICENCE No. WSSSL/ 24/2012– Class III																
District: Ruangwa, Region: Lindi																
<b>General Description About the Utility</b>	Ruangwa Water Supply and Sanitation Authority (Ruangwa WSSA) was established by Act No. 8 of 1997, was declared a fully autonomous public water utility through Government notice no. 168 published in 2005 and came into operation in 2007. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Ruangwa township which is headquarters of Ruangwa District in Lindi Region. Ruangwa town has a current population of about 14,513 out of whom 7,111 are served by the utility. The water supply scheme for Ruangwa town comprises of two boreholes that pump its water into two storage tanks with a total capacity of 225m <sup>3</sup> . From these storage tanks water is supplied to the township through a distribution network with total length of 22.6km and water is supplied at an average of 3.5hrs/day. The current installed capacity is 516m <sup>3</sup> /day while the actual water production is 365m <sup>3</sup> /day which does not meet daily estimated water demand that stands at 1,058.6m <sup>3</sup> /day. Although the reported low level daily water production is strongly associated to insufficient infrastructure (storage capacity). The utility has no water treatment facilities. The town has no sewerage system and onsite sanitation is monitored by Ruangwa District Council. The Utility has fourteen (14) total staff whereby three (3) are permanent staff seconded from Ruangwa District Council and eleven (11) staff are on contract terms by utility.															
<b>General Data About Water Utility</b>	Total Water Connections : 922 Total Active Connections : 833 Total Domestic connections : 866 Active water kiosk : 11 Metering Ratio : 90% NRW : 33% Total Staff : 14 Staff/1000 connections : 15.2 Annual O&M Costs : TZS 102,385,772 Annual Water Collections (Arrears included) : TZS 87,605,000 Annual Water Billings : TZS 93,637,237															
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th></tr><tr><td>Metered customers (TShs/m<sup>3</sup>)</td><td>1,260</td><td>1,650</td><td>1,800</td></tr><tr><td>Flat rate (TShs/month)</td><td>4,500</td><td>9,500</td><td>10,000</td></tr></table>				Category of customer	Domestic	Commercial	Institutions	Metered customers (TShs/m <sup>3</sup> )	1,260	1,650	1,800	Flat rate (TShs/month)	4,500	9,500	10,000
	Category of customer	Domestic	Commercial	Institutions												
	Metered customers (TShs/m <sup>3</sup> )	1,260	1,650	1,800												
	Flat rate (TShs/month)	4,500	9,500	10,000												
<b>Note:</b> (i) The Charges at water Kiosks are TZS. 20.00 per 20 litres. (ii) Last tariff review effective date : 1 <sup>st</sup> December, 2016																
<b>Challenges</b>	1. Lack of adequate storage capacity 2. Insufficient water sources 3. Low network coverage 4. No water treatment facilities for removal iron and Manganese 5. Fluctuation of power															

RUJEWAWSSA PROFILE						2016/17																											
EWURA LICENCE No. WSSSL/47/2012 – Class III																																	
District: Mbarali, Region: Mbeya																																	
General Description About the Utility	Rujewa Water Supply and Sanitation Authority (Rujewa WSSA) was declared a fully autonomous public water utility in 2004. Rujewa WSSA is responsible for the overall operation and management of water supply and sanitation services for the Rujewa and Igawa Townships. Rujewa is the headquarter Township of Mbarali District, in Mbeya Region. Rujewa WSSA is classified as Category C water authority and it started its operation in 2005. Its area of responsibility has a total population of 57,405 people of whom 14,351 are directly 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, Ihanga, Isisi and Bomani area, in Rujewa Township. During the reporting period the sources produced an average of 1,980.5m³/day. The estimated daily water demand for the Township is 7,770.1m³/day. Water supply is through rationing and the average hours of service are 5hrs/day. The source installed production capacity is 2,752m³/day. The utility has no water treatment facilities. The total length of the pipe network including the main and distribution lines is 45km. The Rujewa WSSA has 9 storage tanks with total water storage capacity of 725m³. The Township has no sewerage system; onsite sanitary facilities are in use under supervision of the Rujewa Township Authority. The Utility has 2 permanently employed staff seconded from the District Council and 9 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 11 staff.																																
General Data About Water Utility	Total water connections : 1635 Total active connections : 989 Total domestic connections : 1384 Total active kiosk/standpipe : 50 Metering ratio : 9% NRW : 38% Total staff : 11 Staff/1000 connections : 6.7 Annual O&M costs : TZS 48,542,500 Annual water collections (arrears included) : TZS 59,759,190 Annual water billings : TZS 89,864,020																																
Tariff Structure	<table><tr><th>Category of</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td rowspan="3">Consumption rate (TZS/m³)</td><td>1– 4.5</td><td>300</td><td>550</td><td>560</td><td>250</td></tr><tr><td>4.5-11</td><td>345</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>&gt;11</td><td>540</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>Flat rate (TZS/month)</td><td>NA</td><td>4,500</td><td>11,500</td><td>11,500</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 50.00 per 20 litres bucket. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>					Category of	Band	Domestic	Institutions	Commercial	Kiosk	Consumption rate (TZS/m³)	1– 4.5	300	550	560	250	4.5-11	345	NA	NA	NA	>11	540	NA	NA	NA	Flat rate (TZS/month)	NA	4,500	11,500	11,500	NA
Category of	Band	Domestic	Institutions	Commercial	Kiosk																												
Consumption rate (TZS/m³)	1– 4.5	300	550	560	250																												
	4.5-11	345	NA	NA	NA																												
	>11	540	NA	NA	NA																												
Flat rate (TZS/month)	NA	4,500	11,500	11,500	NA																												
Challenges	1. Old and inadequate infrastructure 2. Insufficient storage capacity 3. Inadequate authority office and office equipment 4. Low water production capacity compared to demand 5. Low metering ration (9% only)																																



SAME WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/07/2012 - Class III					
District: Same, Region: Kilimanjaro					
General Description About the Utility	Same Water Supply and Sanitation Authority (Same WSSA) was declared a fully autonomous public water utility in 2003. The Authority is responsible for the overall operation and management of water supply and sanitation services within Same urban area, which is the headquarters of Same District, Kilimanjaro Region. Same WSSA is classified as Category C water authority. Its area of responsibility has a total population of 27,515 people out of whom 15,959 are served by the utility. The main water sources for Same town is from groundwater, whereby the utility maintain six (6) deep boreholes of which four are working. The spring water sources of Mahuu and Same dried over the past three years, however, Mahuu spring recharged during the reporting period and there was small amount of water produced. The water sources have combined installed production capacity of 1,752m <sup>3</sup> /day when operating at 24 hours. Generally, the boreholes have low yield and the average daily water production during the reporting period is 1,018.6m <sup>3</sup> /day				
	The installed production capacity is not sufficient to meet the estimated water demand of 2,565.4m <sup>3</sup> /day for the township. The total length of the distribution system is 178.8 km and water is supplied at an average of 7.3hrs per day. The distribution system has 10 storage tanks of various capacities with a combined volume of 1,024m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Same District Town Council. Same WSSA has a total of 19 staff of whom 7 are staff seconded from Same District Council and 12 are employed by Same WSSA on contract terms.				
General Data About Water Utility	Total water connections				: 1,546
	Total active connections				: 1,252
	Total domestic connections				: 1,371
	Total active water kiosk/standpipe				: 43
	Metering ratio				: 91%
	NRW				: 45 %
	Total staff				: 19
	Staff/1000 connections				: 12.3
	Annual O&M costs				: TZS 279,143,935
	Annual water collections (arrears included)				: TZS 177,877,000
Annual water billings				: TZS 197,879,000	
Tariff Structure					
	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption (TZS/m <sup>3</sup> )	750	1,500	1025	1,500
	Flat rate TZS/month	5,500	NA	NA	NA
Challenges	Note:				
	(i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June 2011				
Challenges	1. Low water production to meet demand				
	2. Unreliable water sources				
	3. Old and dilapidated water distribution network				
	4. Lack of capital fund for development of new water sources, and rehabilitation of pipe networks				
	5. Lack of office building and transport for the authority				
	6. Insufficient number of staff.				

SENGEREMA WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/84/2012- Class III					
District: Sengerema, Region: Mwanza					
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services within Sengerema town which is the headquarters of Sengerema District in Mwanza Region. Sengerema WSSA is classified as a class C Water Authority. Its area of responsibility has a total population of 97,345 people out of whom 68,142 are currently served. The utility draws water from Lake Victoria source at Nyamazugo treatment plant and pumped to Nyamazugo hill water storage tank. Water from Nyamazugo hill water tank gravitates to 4 storage tanks located at Sengerema town center. Water from tanks is supplied to the distribution system by gravity. The utility has a treatment facility with capacity of treating 9,000m3/day. The present production capacity is insufficient to meet the water demand of 7,000m3/day. The total length of the distribution system is 98.2km and water is supplied through rationing at an average of 20hrs per day. The system has 10 storage tanks with a combined capacity of 4,860m3. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Sengerema District Town Council. The Authority has 4 permanent staff seconded from the District Council and sixteen (16) staff employed by the utility on contract terms which makes the utility to have a total of 27.				
<b>General Data About Water Utility</b>	Total water connections : 3,724 Total active connections : 3,724 Total domestic connections : 3,579 Total operational water kiosk/standpipe : 108 Metering ratio : 84% NRW : 40% Total staff : 27 Staffs/1000 connections : 7.3 Annual O&M costs : TZS 290,811,000 Annual water collections (Arrears included) : TZS 271,239,000 Annual water billings : TZS 280,694,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m³)	540	550	560	NA
	Flat rate charge (TZS/Month)	5,500	35,000	35,000	NA
	<b>Note:</b> (i) The charges at water kiosks is TZS 10.00 per 20 litres (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.				
<b>Challenges</b>	1. Old and dilapidated water supply and distribution infrastructure 2. High NRW 3. Lack of sewerage network 4. Low water network coverage 5. Fluctuation of power supply at Nyamazugo intake				

SIKONGE WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/64/2012 - Class III																				
District: Sikonge, Region: Tabora																				
General Description About the Utility	Sikonge Water Supply and Sanitation Authority (Sikonge-WSSA) was declared fully autonomous public water utility in 2004 and is responsible for overall operation and management of water supply and sanitation services within the Sikonge township, Sikonge District, Tabora Region. Sikonge-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 26,354 of whom only 3,690 people are served by the Sikonge WSSA. The utility draws water from an earth fill dam called Utyatya dam. In the year 2016/2017, the total water production averaged at 152.4m <sup>3</sup> /day, which is insufficient as compared to the town water demand of 1,844.8m <sup>3</sup> /day. Water is supplied through rationing at an average of 10 hrs per day. The system has 3 storage tanks, but only two tanks are in use, the capacity of which is 180m <sup>3</sup> . The town has no sewerage system thus onsite sanitary facilities are in use under the Sikonge District Council supervision. The utility is served by 9 employees; 4 permanent and 5 on contract.																			
	General Data About Water Utility	Total water connections : 424 Total active connections : 423 Total domestic connections : 310 Total active water kiosk/standpipe : 6 Metering ratio : 100% NRW : 17% Total staff : 9 Staff/1000 connections : 21.2 Annual O&M costs : TZS 30,597,830 Annual water collections (arrears included) : TZS 22,635,000 Annual water billings : TZS 26,630,250																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>800</td><td>900</td><td>935</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>6,000</td><td>26,000</td><td>9,500</td><td>-</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	800	900	935	-	Flat rate charge (TZS/Month)	6,000	26,000	9,500	-
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m3)	800	900	935	-															
	Flat rate charge (TZS/Month)	6,000	26,000	9,500	-															
	<b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011																			
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Insufficient revenue generation to meet O&M expenditures 4. Low customer base 5. Insufficient water storage capacity																			

SONGE WSSA PROFILE		2016/17													
EWURA LICENCE No.WSSSL/14/2012 - Class III															
District: Kilindi, Region: Tanga															
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services in the Songe Township which is the headquarters of the Kilindi District, Tanga Region. Songe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 29,561 out of whom 6,503 are served by the utility. The utility draws water from two ring wells, located near the Songe River valley and one deep borehole. Both sources have combined installed production capacity of 1,958m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township which is 2,069m <sup>3</sup> /day. The total length of the pipe network is 20.503 km and water is supplied at an average of one hrs per day. There are 3 storage tanks which have combined storage volume of 215m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of Kilindi District Council. Songe WSSA has 9 staff of whom 3 are employees seconded from the Kilindi District Council and 6 casual laborers employed by the Utility.														
<b>General Data About Water Utility</b>	Total water connections : 348 Total active connections : 242 Total domestic connections : 290 Total active water kiosk/standpipe : 9 Metering ratio : 10% NRW : 27% Total staff : 9 Staff/1000 connections : 25.9 Annual O&M costs : TZS 49,732,000 Annual water collections (arrears included) : TZS 25,513,000 Annual water billings : TZS 32,474,000														
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Consumption rate (TZS/m<sup>3</sup>)</td><td>1,500</td><td>1,600</td><td>2,080</td></tr><tr><td>Flat rate(TZS/month)</td><td>6,700</td><td>29,000</td><td>37,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 30.00 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> January 2017.</p>			Category of customer	Domestic	Institutional	Commercial	Consumption rate (TZS/m <sup>3</sup> )	1,500	1,600	2,080	Flat rate(TZS/month)	6,700	29,000	37,000
Category of customer	Domestic	Institutional	Commercial												
Consumption rate (TZS/m <sup>3</sup> )	1,500	1,600	2,080												
Flat rate(TZS/month)	6,700	29,000	37,000												
<b>Challenges</b>	1. Lack of sufficient water sources and production to meet demand; 2. Lack of capital fund for extension of the distribution network; 3. Insufficient water storage tanks 4. Lack of qualified and competent staff; 5. Lack of transport facilities for operation and maintenance activities.														

TARIME WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/77/2012- Class III					
<b>District: Tarime, Region: Mara</b>					
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services within Tarime town which is the headquarters of Tarime District in Mara Region. Tarime WSSA is classified as a class C Water Authority. Its area of responsibility has a total population of 87,106 people out of whom 13,066 are currently served. The utility draws water from two sources, Nyandurumo spring and Tagota dam pumped directly to the distribution system. The utility has no treatment facility. The present water production is 1,083m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 3,552.2m <sup>3</sup> /day. The total length of the distribution system is 49km and water is supplied through rationing at an average of 10hrs per day. The system has 4 storage tanks with a combined capacity of 800m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Tarime District Town Council. The Authority has 1 permanent staff seconded from the District Council and twenty three (23) staff employed by the utility on contract terms which makes the utility to have a total of 24.				
<b>General Data About Water Utility</b>	Total water connections : 1,570 Total active connections : 1,570 Total domestic connections : 1,449 Total active water kiosk/standpipe : 5 Metering ratio : 50% NRW : 48% Total staff : 24 Staffs/1000 connections : 15.3 Annual O&M costs : TZS 50,657,000.00 Annual water collections (Arrears included) : TZS 118,481,000.00 Annual water billings : TZS 117,248,000.00				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	540	550	560	570
	Flat rate charge (TZS/Month)	4,500	10,000	9,500	NA
<b>Note:</b> (i) The charges at water kiosks is TZS 10.00 per 20 litres (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.					
<b>Challenges</b>	1. Low coverage of water distribution network 2. High NRW 3. Low Metering Ratio 4. Obsolete old and dilapidated water distribution network 5. Lack of water treatment facility				

TUKUYU WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/44/2012 – Class III																				
District: Rungwe, Region: Mbeya																				
General Description About the Utility		Tukuyu Water Supply and Sanitation Authority (Tukuyu WSSA) was declared a fully autonomous public water utility in 2002. Tukuyu WSSA is responsible for the overall operation and management of water supply and sanitation services within Tukuyu Township which is the headquarters of Rungwe District in Mbeya Region. Tukuyu WSSA is classified as Category C water authority which started its operation in 2004. Its area of responsibility has a total population of 45,657 people out of whom 14,610 people are directly served with water. The main water sources for Tukuyu ship are Masalala spring and Mlagala stream (gravity schemes) located about 9km and 12km from the Township respectively. During the reporting period the average daily water production was 4,958.6m <sup>3</sup> /day which is below the estimated daily water demand of 6,154.1m <sup>3</sup> /day. The current production does not meet the demand of Tukuyu Township. Tukuyu WSSA does not have sufficient storage facilities, and there are leakages in the network as well as direct tapping from the gravity main. The combined installed production capacity is 5,619m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 55.4km and water is supplied through rationing at an average of 17 hrs/day. The network has 4 storage tanks with combined storage volume of 810m <sup>3</sup> . The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Rungwe District Council. The Utility has 5 permanently employed staff seconded from the District Council and 16 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 21 staff.																		
General Data About Water Utility		Total water connections : 4061 Total active connections : 3729 Total domestic connections : 3857 Total active kiosk/standpipe : 2 Metering ratio : 62% NRW : 38% Total staff : 21 Staff/1000 connections : 5.2 Annual O&M costs : TZS 281,083,880 Annual water collections (arrears included) : TZS 227,126,880 Annual water billings : TZS 287,234,360																		
Tariff Structure		<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m3)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate (TZS/month)</td><td>3,000</td><td>10,000</td><td>9,500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres. (ii) Last tariff review effective date : JANUARY 2012 but, effectively the tariff has been used from July, 2016</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m3)	300	335	390	500	Flat rate (TZS/month)	3,000	10,000	9,500	13,000
Category of customer	Domestic	Institutions	Commercial	Industrial																
Metered (TZS/m3)	300	335	390	500																
Flat rate (TZS/month)	3,000	10,000	9,500	13,000																
Challenges		1. High NRW values 2. Inadequate storage capacity, available capacity 810m <sup>3</sup> while requirement is 2160m <sup>3</sup> 3. Low water tariff as compared to the current operational costs 4. Low metering ratio 5. Delay of bills payment especially by Government Institutions resulting to low collection efficiency																		



TUNDURU WSSA PROFILE					2016/17																									
EWURA LICENCE No. WSSSL/35/2012 – Class III																														
District: Tunduru, Region: Ruvuma																														
General Description About the Utility	Tunduru Water Supply and Sanitation Authority (Tunduru WSSA) was established by Act No. 8 of 1997 on 30th January 2004. Tunduru WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Tunduru Township which is the headquarters of Tunduru District, in Ruvuma Region. Its area of responsibility has a total population of 45,657 people of which 14,610 people are directly served with water. The water sources for Tunduru WSSA water supply scheme are springs, streams and boreholes. The first scheme was constructed in the year 1953 with water from the Mlingoti pumping station which is still in use. Later, new sources were constructed to meet the growing demand of the Township. Currently the scheme has three types of water sources, which are Nanjoka Spring, seven boreholes, and Mlingoti Stream sources. The average water demand is estimated to be 2,532.1m <sup>3</sup> per day while the total water production was 815.5m <sup>3</sup> /day from all its sources. The production capacity of 1,600m <sup>3</sup> /day is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes. The utility does not have its own office, but it is using Distrtic Water Engineer’s office building. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 23.1km and water is supplied at an average of 7hrs/day. The utility has 11 storage tanks with a total capacity of 435m <sup>3</sup> . There is no water quality monitoring done and the Township has no sewerage system. The Utility has a 3 permanently employed staff seconded from the District Council and 15 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 18 staff.																													
General Data About Water Utility	Total water connections : 1114 Total active connections : 1114 Total domestic connections : 1073 Total active kiosk/standpipe : 5 Metering ratio : 82% NRW : 45% Total staff : 18 Staff/1000 connections : 16.2 Annual O&M costs : TZS 117,089,800 Annual water collections (arrears included) : TZS 100,044,690 Annual water billings : TZS 147,126,750																													
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered: 0 – 5m<sup>3</sup> (TZS/m<sup>3</sup>)</td><td>540</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: 5 – 10m<sup>3</sup> (TZS/m<sup>3</sup>)</td><td>585</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: above 10m<sup>3</sup> (TZS/m<sup>3</sup>)</td><td>625</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>9,500</td><td>16,500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered: 0 – 5m <sup>3</sup> (TZS/m <sup>3</sup> )	540	605	550	760	Metered: 5 – 10m <sup>3</sup> (TZS/m <sup>3</sup> )	585	605	550	760	Metered: above 10m <sup>3</sup> (TZS/m <sup>3</sup> )	625	605	550	760	Flat rate (TZS/month)	4,500	9,500	16,500	13,000
Category of customer	Domestic	Commercial	Institutions	Industrial																										
Metered: 0 – 5m <sup>3</sup> (TZS/m <sup>3</sup> )	540	605	550	760																										
Metered: 5 – 10m <sup>3</sup> (TZS/m <sup>3</sup> )	585	605	550	760																										
Metered: above 10m <sup>3</sup> (TZS/m <sup>3</sup> )	625	605	550	760																										
Flat rate (TZS/month)	4,500	9,500	16,500	13,000																										
Challenges	1. Old and dilapidated infrastructures (constructed in 1953) 2. High electricity cost (used at pumping stations) 3. Low network coverage (only 32km) 4. Lack of adequate skilled personnel 5. Non payment of electricity bills especially by institution customers																													

URAMBO WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/63/2012 - Class III																				
District: Urambo, Region: Tabora																				
General Description About the Utility	Urambo Water Supply and Sanitation Authority (Urambo WSSA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Urambo Urban area which is the headquarters of Urambo District, Tabora Region. Urambo is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 42,274 out of whom 9,300 people are currently served. The utility draws water from seven deep boreholes, with a total production capacity of 366m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 3,170.6m <sup>3</sup> /day. During the year 2016/2017, Urambo WSSA produced a total 133,590m <sup>3</sup> of water. The total length of the pipeline system is 48.7km. Water is supplied through rationing at an average of 2hrs. The system has 4 storage tanks with a combined storage capacity of 570m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Urambo District Town Council. Urambo WSSA has a total of 14 staff; three of them are permanent employees and the rest are either temporary or contract employees.																			
General Data About Water Utility	Total water connections : 276 Total active connections : 271 Total domestic connections : 157 Total active water kiosk/standpipe : 22 Metering ratio : 86% NRW : 23% Total staff : 14 Staff/1000 connections : 50.7 Annual O&M costs : TZS 40,800,000.00 Annual water collections (arrears included) : TZS 32,240,000.00 Annual water billings : TZS 34,800,000.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>705</td><td>735</td><td>750</td><td>760</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>5,500</td><td>11,500</td><td>11,500</td><td>22,000</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	705	735	750	760	Flat rate charge (TZS/Month)	5,500	11,500	11,500	22,000
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m3)	705	735	750	760															
	Flat rate charge (TZS/Month)	5,500	11,500	11,500	22,000															
<b>Note:</b> (i) The charges at water kiosks are TZS 25.00 per 20 litres. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																				
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Insufficient revenue generation to meet O&M expenditure 4. Lack of sufficient skilled staff 5. Lack of sewerage services																			

USHIROMBO WSSA PROFILE							2016/17
EWURA LICENSE No. WSSL/68/2012- Class III							
District: Bukombe, Region: Geita							
<b>General Description About the Utility</b>	Ushirombo Water Supply and Sanitation Authority (Ushirombo WSSA) was declared a fully autonomous public water utility through Government Notice No. 30 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Ushirombo township which is the headquarters of the Bukombe District, Geita Region. Ushirombo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 54,419 people of whom 11,972 are currently served. The utility draws water from two (2) boreholes located at 1.8km western of Ushirombo town. The boreholes have a combined installed production capacity of 720m <sup>3</sup> /day. The present production capacity is insufficient compared with the estimated water demand of 3,575.2m <sup>3</sup> /day. The total length of the distribution system is 12.55km and water is supplied through rationing at an average of 16 hrs per day. The system has 2 storage tanks with a capacity of 90m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Bukombe District Town Council. The Authority has 3 permanent staff seconded from the District Council and 3 staff employed by the utility on contract terms which makes the utility to have a total of 6.						
<b>General Data About Water Utility</b>	Total Water Connections : 393 Total Active Connections : 371 Total domestic connections : 361 Total active water kiosk/Standpipe - Operational : 7 Metering Ratio : 100% NRW : 17% Total Staff : 6 Staff/1000 connections : 15.3 Annual O&M Costs : TZS 72,305,000 Annual Water Collections (arrears included) : TZS 49,721,000 Annual Water Billings : TZS 49,564,000						
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Others</b>	
	Consumption charge (TZS/m <sup>3</sup> )	1,500	1,500	-	-	-	
	New Connection Fees (TZS/connection)	15,000	15,000	-	-	-	
<b>Note:</b> (i) The charges at water kiosks is TZS 30.00 per 20 litres (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011							
<b>Challenges</b>	1. Low water production capacity 2. Low water distribution network coverage leading to very low customer base 3. Lack of Authority's office building and transport 4. Lack of competent and qualified staff 5. Insufficient storage capacity						

UTETE WSSA PROFILES					2016/17										
EWURA LICENCE No. WSSSL/05/2014– Class III															
District: Rufiji, Region: Coast															
General Description About the Utility	The Utete Water Supply and Sanitation Authority (Utete WSSA) was declared a fully autonomous public water utility through Government notice no. 258 published in 2002. Utete WSSA is responsible for the overall operation and management of water supply and sanitation services for Utete Town which is located in Rufiji District, Coast Region. Utete WSSA is classified under Category C water authority and started its operation in December, 2003. Its area of responsibility has a total population of 14,010 people out of whom 6,024 are accessing water services provided by the utility. The total water demand for the town is estimated at 844.6m <sup>3</sup> /day while water production is estimated as 435.9m <sup>3</sup> /day. Utete WSSA draws water from a borehole namely Rugongwe borehole that has installed production capacity of 1,560m <sup>3</sup> /day. The water network has 25.1km with a total storage capacity of 550m <sup>3</sup> . Utete WSSA supplies water to its customers for 24hours in a day. The town has no sewerage system; onsite sanitary facilities are in use under the support of Utete District Council. The Utility has 21 staff whereby 17 are permanent staff seconded from Rufiji District Council and one (1) from MoWI.														
	General Data About Water Utility	Total Water Connections : 759 Total Active Connections : 683 Total Domestic Connections : 719 Total active Kiosk/Standpipe : 4 Metering Ratio : 100% NRW : 17% Total Staff : 21 Staff per 1000 connections : 27.7 Annual O&M costs : TZS 180,738,960 Annual collection from water sales : TZS 90,117,687 Annual water billing : TZS 98,364,000													
Tariff Structure	<table><tr><th>Category of Customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered Customers (TZS/m<sup>3</sup>)</td><td>830-1,200</td><td>1500</td><td>1600</td><td>1,000</td></tr></table>					Category of Customer	Domestic	Institutions	Commercial	Kiosk	Metered Customers (TZS/m <sup>3</sup> )	830-1,200	1500	1600	1,000
	Category of Customer	Domestic	Institutions	Commercial	Kiosk										
	Metered Customers (TZS/m <sup>3</sup> )	830-1,200	1500	1600	1,000										
<b>Note:</b> (i) Last tariff review effective date : 1 <sup>st</sup> January, 2017															
Challenges	1. Low network coverage														

USA RIVER WSSA					2016/17												
EWURA LICENCE No. WSSSL/03/2014 - Class III																	
District: Arumeru, Region: Arusha																	
General Description About the Utility	Usa River Water Supply and Sanitation Authority (Usa River WSSA) is a fully autonomous public water utility which started its operation in 2009. Usa River WSSA is responsible for the overall operation and management of water supply and sanitation services within Usa River Town which is the headquarters of Meru District in Arusha Region. Usa River WSSA is classified as Category C water authority. Its area of responsibility has a total population of 26,777 people out of whom 14,192 are served with water by the utility. The main water sources for Usa River town are five springs which are Kibola, Kigeri, Ngarasero, Ndurumanga and Kiliflora. During the reporting period the estimated average daily water production was 4,568m <sup>3</sup> /day which is sufficient to cater for the estimated daily water demand of 2,945m <sup>3</sup> /day. The estimated combined installed production capacity is 5000m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 56.178km and water is supplied through rationing at an average of 16 hrs/day. The network has 6 storage tanks with combined storage volume of 410m <sup>3</sup> . The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Meru District Council. The Utility has a total number of 4 staff seconded from the Meru District Council and 14 staff employed on contract terms by the utility which makes the utility to have a total number of 18 staff.																
	General Data About Water Utility	Total Water Connections : 1,713 Total Active Connections : 1,215 Total domestic connections : 1,543 Total Water Kiosk/Standpipe : 23 Metering Ratio : 42 % NRW : 79% Total Staff : 18 Staff/1000 connections : 10.5 Annual O&M Costs : TZS 150,473,375 Annual Water Collections (arrears included) : TZS 134,709,000 Annual Water Billings : TZS 180,076,759															
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutional</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>300</td><td>900</td><td>900</td></tr><tr><td>Flat rate (TZS/month)</td><td>3,000</td><td>10,000</td><td>10,000</td></tr></table>					Category of customer	Domestic	Commercial	Institutional	Metered (TZS/m <sup>3</sup> )	300	900	900	Flat rate (TZS/month)	3,000	10,000	10,000
	Category of customer	Domestic	Commercial	Institutional													
	Metered (TZS/m <sup>3</sup> )	300	900	900													
	Flat rate (TZS/month)	3,000	10,000	10,000													
<b>Note:</b> (i) Kiosk Tariff is TZS 10.00 per 20 liters (ii) Last tariff review effective date: 2009 (iii) Most of the inactive customers are connected in the old network which has no water supply																	
Challenges	1. Low metering ratio resulting into high NRW 2. Fund for rehabilitation of existing water sources and infrastructure 3. High number of inactive customers 4. Lack of transport facilities. 5. Lack of sufficient and qualified staff.																

VWAWA WSSA PROFILE						2016/17																		
EWURA LICENCE No. WSSSL/50/2012 – Class III																								
District: Mbozi, Region: Mbeya																								
General Description About the Utility	Vwawa Water Supply and Sanitation Authority (Vwawa WSSA) was declared fully autonomous public water utility in 2004. Vwawa WSSA is responsible for the overall operation and management of water supply and sanitation services for Vwawa Township which is the headquarters of Mbozi District in Mbeya Region. Vwawa WSSA is classified as Category C water authority. Its area of responsibility has a total population of 62,672 people of whom 29,456 are directly served with water. The utility draws water from three river/stream sources, Haloli pumping scheme, Mantengu pumping scheme, Mgombezi/Nalaba gravity scheme and Ichenjezya borehole. The average water production from the sources during the reporting period was 2,890m <sup>3</sup> /day. The combined installed production capacity is 4086m <sup>3</sup> /day. The present production capacity is not sufficient to meet the estimated water demand of 5,264m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 107.54km and water is supplied through rationing at an average of 6hrs/day. The network has 9 storage tanks with combined capacity of 762m <sup>3</sup> . The Township has no sewerage system. Onsite sanitation facilities are in use under the supervision of the Mbozi District Council. The Utility has 4 permanently employed staff seconded from the District Council and 14 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 18 staff.																							
General Data About Water Utility	Total water connections : 1683 Total active connections : 1657 Total domestic connections : 1606 Total active kiosk/standpipe : 1 Metering ratio : 16% NRW : 35% Total staff : 18 Staff/1000 connections : 10.7 Annual O&M costs : TZS 94,946,000 Annual water collections (arrears included) : TZS 56,134,890 Annual water billings : TZS 59,284,000																							
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosks</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>395</td><td>400</td><td>390</td><td>500</td><td></td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500 – 12,500</td><td>11,500</td><td>11,500</td><td>13,000</td><td>12,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>						Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosks	Metered (TZS/m <sup>3</sup> )	395	400	390	500		Flat rate (TZS/month)	4,500 – 12,500	11,500	11,500	13,000	12,000
Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosks																			
Metered (TZS/m <sup>3</sup> )	395	400	390	500																				
Flat rate (TZS/month)	4,500 – 12,500	11,500	11,500	13,000	12,000																			
Challenges	1. Inadequate water production / distribution 2. Limited pipe network coverage, old infrastructures with limited carrying capacity 3. Poor water quality as there is no conventional treatment plant 4. Environmental degradation due to human activities 5. Inadequate skilled staff and inadequate working tools/facilities																							



BASHNET WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/01/2015 - Class III					
District: Babati, Region: Manyara					
General Description About the Utility	Bashnet Water Supply and Sanitation Authority (Bashnet WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Bashnet town is one of the small towns located in Babati district council about 47km from the Babati Town along the Babati-Mbulu Road. The water supply area covers four wards namely Bashanet, Nar, Secheda and Ufana which have a population of 55,727 people of whom 10,031 are served with the utility.				
	Bashnet WSSA is supplied with water from four sources which include Bashnet Saria, Dawite, Tlagami and Walahu spring sources. The combined installed water production is 411m <sup>3</sup> /day. The installed capacity is not sufficient to meet the daily demand of 3,901m <sup>3</sup> . Average production varies depending on the season. The daily average water production from the four sources during the reporting period is 167.44m <sup>3</sup> /day. The length of the gravity main and distribution lines is estimated at 53km and average service hours is 5 per day. The town has 14 storage tanks with combined capacity of 806m <sup>3</sup> .				
	The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Babati District Council. The Utility has one (1) staff seconded from the Babati District Council and seven (7) employed on contract terms by the utility which makes a total of 8 staff.				
General Data About Water Utility	Total water connections : 4002				
	Total active connections : 335				
	Total domestic connections : 317				
	Total active water kiosk/standpipe : 47				
	Metering ratio : 100%				
	NRW : 11%				
	Total staff : 8				
	Staff/1000 connections : 19.9				
	Annual expenditure : TZS 53,988,380				
	Annual collections : TZS 54,158,000				
Annual Billing : TZS 51,262,400					
Tariff Structure					
	Category of customer	Domestic	Institutional	Kiosk	
	Consumption charge (TZS/m <sup>3</sup> )	1000	1000	1000	
Note: Last tariff review effective date : 1 <sup>st</sup> June 2011					
Challenges	1. Low water production to meet water demand				
	2. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of services to uncovered areas.				
	3. Insufficient staff				

GALLAPO WSSA PROFILE					2016/17
EWURA LICENCE No. WSSSL/01/2014 - Class III					
District: Babati, Region: Manyara					
General Description About the Utility	Gallapo Water Supply and Sanitation Authority (Gallapo WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Gallapo is a small town located in Babati district council about 22km from the Babati Town. The water supply area covers two wards which are Gallapo and Qash. The total population of the township is projected at 41,532 of whom 18,689 people are receiving water services from the utility. The first Board of Directors was appointed and became operational in 2012 and its tenure expired February 2015.				
	Gallapo WSSA depends on four water sources, namely the Halla, Gedamara, Yaernas and Endanoga streams. The combined installed production capacity of the sources is estimated at 2158m <sup>3</sup> /day. The average water production during the reporting period is 1,519m <sup>3</sup> /day. The installed water production capacity is not sufficient to meet the estimated water demand of 2,740m <sup>3</sup> /day. The entire water supply network has approximately 40.5km comprising G.S, uPVC and HDPE pipes. Gallapo Water Supply network has ten storage tanks with combined storage volume of 750m <sup>3</sup> . Water is available at an average of 3.96 hours per day. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Babati District Council. Gallapo WSSA has one employed staff seconded from the Babati District Council and eight staff employed on contract terms by the utility which makes the utility to have a total number of 9 employees.				
General Data About Water Utility	Total water connections : 896				
	Total active connection : 879				
	Total domestic connections : 805				
	Total active kiosk : 43				
	Metering Ratio : 59%				
	NRW : 72%				
	Total Staff : 9				
	Staff per 1000 connections : 10				
	Annual water collection : TZS 53,278,000				
	Annual Operation and Maintenance : TZS 39,758,000				
Annual water billing revenue : TZS 44,229,683					
Tariff Structure	Category	Domestic	Institutional	Commercial	Kiosk
		300	335	390	TZS 10.00 per 20 litres
	Flat rate charge (TZS/month)	4,500	10,000	9,500	
Note: Last tariff review effective date: 1 <sup>st</sup> June 2011.					
Challenges	1. Lack of funds for rehabilitation of existing water infrastructure; 2. Protection of catchment areas for water sources; 3. Low water production to meet demand; 4. High Non Revenue Water; and 5. Low metering ratio				

ILULA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/37/2012 – Class III																				
District: Kilolo, Region: Iringa																				
<b>General Description About the Utility</b>	Ilula Water Supply and Sanitation Authority (Ilula WSSA) was declared fully autonomous public water utility in 2002. Ilula WSSA is responsible for the overall operation and management of water supply and sanitation services for Ilula Township which is located in Kilolo District, Iringa region. Ilula WSSA is classified as Category C water authority and started its operation in August, 2009. Its area of responsibility has a total population of 39,534 people of whom 18,796 are directly served with water. The total water demand for the Township is estimated at 2,767.4m <sup>3</sup> /day while water produced was estimated as 1,201.4m <sup>3</sup> /day. Ilula WSSA draws water from two water sources, namely Idemule and Ilomba, both being stream. Idemule stream intake is located in Mazombe Village which is about 15kms from Ilula Township, while Ilomba stream intake is located in Imalutwa Village which is about 11kms from Ilula Township. The combined installed production capacity is 1230m <sup>3</sup> /day. There are six (6) storage tanks for Ilula Township Water Supply with total storage capacity of 357m <sup>3</sup> . Water from Idemule and Ilomba intake is transmitted by gravity to the storage tanks. The length of the water network is 51.35km and water is supplied for an average of 10hours a day. The Township has no sewerage system; onsite sanitary facilities are in use under the support of Kilolo District Council. The Utility has a 1 permanently employed staff seconded from the District Council and 9 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 10 staff.																			
<b>General Data About Water Utility</b>	Total water connections : 1167 Total active connections : 1157 Total domestic connections : 1038 Total active kiosk/standpipe : 70 Metering ratio : 32% NRW : 43% Total staff : 10 Staff/1000 connections : 8.6 Annual O&M costs : TZS 87,060,690 Annual water collections (arrears included) : TZS 72,474,490 Annual water billings : TZS 121,701,080																			
<b>Tariff Structure</b>	<table><tr><th>Category of Customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered Customers (TZS/m<sup>3</sup>)</td><td>395 - 495</td><td>450 - 550</td><td>455 - 560</td><td>1,000</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>10,000 – 21,500</td><td>9,500 – 30,000</td><td></td></tr></table>					Category of Customer	Domestic	Institutions	Commercial	Kiosk	Metered Customers (TZS/m <sup>3</sup> )	395 - 495	450 - 550	455 - 560	1,000	Flat rate (TZS/Month)	4,500	10,000 – 21,500	9,500 – 30,000	
	Category of Customer	Domestic	Institutions	Commercial	Kiosk															
	Metered Customers (TZS/m <sup>3</sup> )	395 - 495	450 - 550	455 - 560	1,000															
	Flat rate (TZS/Month)	4,500	10,000 – 21,500	9,500 – 30,000																
<b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011																				
<b>Challenges</b>	1. Unreliable water sources that do not meet demand of growing Ilula township 2. Lack of working facilities and transport (vehicle) 3. Degradation of water sources due to human activities upstream of sources 4. High NRW due to dilapidated network 5. Low pipe network coverage																			

ISAKA WSSA PROFILE					2016/17
EWURA LICENSE No. WSSL/60/2012					
District: Kahama, Region: Shinyanga					
<b>General Description About the Utility</b>	Isaka Water Supply and Sanitation Authority (Isaka WSSA) was declared a fully autonomous public water utility through Government Notice No 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Isaka Township area located in the Kahama District, Shinyanga Region. Isaka WSSA is classified as Category C water authority. Its area of responsibility has a total population of 2,482 people out of whom 2,890 are served by the utility. The utility draws water from one borehole source at Numbi village. Water from the borehole is pumped through the transmission main to a storage tank located at Bandari area in Isaka town center. The installed production capacity is 480m <sup>3</sup> /day. The present production capacity is very low compared with the estimated water demand of 234.4m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 11.5 km and water is supplied through rationing at an average of 9hrs per day. The system has one storage tank with capacity of 45m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Msalala District Council. The Utility has a one (1) permanently employed staff seconded from the Msalala District Council and two (2) staff employed on contract terms by the utility which makes the utility to have a total number of 3.				
<b>General Data About Water Utility</b>	Total Water Connections : 93 Total Active Connections : 93 Total domestic connections : 77 Total active water Kiosk/Standpipe - Operational : 7 Metering Ratio : 100% NRW : 45% Total Staff : 3 Staff/1000 connections : 32.3 Annual O&M Costs : TZS 173,000,000 Annual Water Collections (arrears included) : TZS 2,952,000 Annual Water Billings : TZS 3,018,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	1,000	1,000	-	-
	Reconnection charge (TZS/connection)	5,500	5,500	-	-
	Meter Rental Fee (TZS/Month)	1,000	1,000		
<b>Note:</b> (i) The charges at water kiosks is TZS 30.00 per 20 litres (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011					
<b>Challenges</b>	1. Insufficient water production capacity – only one borehole is available for water production 2. Inadequate water distribution network, leading to very low customer base. 3. Insufficient storage capacity, leading to very low hours of service. 4. Lack of sufficient qualified personnel to run the scheme. 5. High NRW				

KASUMULU WSSA PROFILE						2016/17																	
EWURA LICENCE No. WSSSL/42/2012 – Class III																							
District: Kyela, Region: Mbeya																							
General Description About the Utility	Kasumulu Water Supply and Sanitation Authority (Kasumulu WSSA) was declared a fully autonomous public water utility in 2005. Kasumulu WSSA is responsible for the overall operation and management of water supply and sanitation services within the Kasumulu Township area which is a Township in Kyela District in Mbeya Region. Kasumulu WSSA is classified as Category C water authority. Its area of responsibility has a total population of 19,141 people of whom 8,039 are directly served with water. The utility draws water from a gravity scheme - Mwega intake located at Landani village in Ileje District about 15kms from Kasumulu Township. The same scheme also serves other several villages which are located along transmission main before reaching Kasumulu Township. Lubele I borehole started operations in September 2016; The BH operates on daily basis; Capacity of BH is 259m3/day. The total estimated average water produced from the sources during the reporting period was 1015m3/day. The installed production capacity is 1,461 m3/day. Water supplied to Kasumulu Township is not sufficient to meet the estimated water demand of 2,477m3/day. There are neither water treatment facilities nor a water quality monitoring programme. The total length of the entire pipe network is 28 km and water is supplied at an average of 4 hrs per day. The network at Kasumulu has 1 storage tank with storage volume of 90m3. The Township has no sewerage system; onsite sanitation facilities are in use under supervision of the Kasumulu Township Authority. The Utility has a 2 permanently employed staff seconded from the District Council and 8 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 10 staff.																						
General Data About Water Utility	Total water connections : 852 Total active connections : 316 Total domestic connections : 795 Total active kiosk/standpipe : - Metering ratio : 8% NRW : 45% Total staff : 10 Staff/1000 connections : 11.7 Annual O&M costs : TZS 5,391,000 Annual water collections (arrears included) : TZS 9,386,000 Annual water billings : TZS 18,930,000																						
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m³)</td><td>395</td><td>450</td><td>560</td><td>670</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>13,000</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Metered (TZS/m³)	395	450	560	670	NA	Flat rate charge (TZS/month)	4,500	10,000	9,500	13,000	NA
Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk																		
Metered (TZS/m³)	395	450	560	670	NA																		
Flat rate charge (TZS/month)	4,500	10,000	9,500	13,000	NA																		
Challenges	1. Low water production as compared to water demand 2. Lack of adequate infrastructure for provision of services 3. Low metering ratio as customers are reluctant to accept meter installation 4. Low pipeline network coverage not matching with the population growth 5. Insufficient number of qualified staff																						

KIBAIGWA WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/02/2016- Class III																				
District:Kongwa, Region: Dodoma																				
General Description About the Utility	Kibaigwa Water Supply and Sanitation Authority (Kibaigwa WSSA) was declared a fully autonomous public water utility in May, 2015. It is responsible for the overall operation and management of water supply and sanitation services within the Kibaigwa Urban area which is a small town of Kongwa District, Dodoma Region. Kibaigwa WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 27,983 out of whom 26,864 people are currently served. The utility draws water from four deep boreholes, with a total production capacity of 3,552m <sup>3</sup> /day which is sufficient compared with the estimated water demand of 1,327.6m <sup>3</sup> /day. There are other two boreholes of capacity, 11m <sup>3</sup> /hr and 18m <sup>3</sup> /hr respectively, which are currently considered as standby sources. During the year 2016/2017, Kibaigwa WSSA produced a total 433,444m <sup>3</sup> of water. The total length of the pipeline system is 51.13km. Water is supplied for 24hrs in a day. The system has three storage tanks with a combined storage capacity of 1,156m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Kongwa District Council. Kibaigwa WSSA has a total of 21 staff; 15 of them are permanent employees and the rest are contract employees...																			
General Data About Water Utility	Total water connections : 1,693 Total active connections : 1,402 Total domestic connections : 1,335 Total active water kiosk/standpipe : 67 Metering ratio : 100% NRW : 21% Total staff : 15 Staff/1000 connections : 8.9 Annual O&M costs : TZS 415,457,942 Annual water collections (arrears included) : TZS 377,443,517.00 Annual water billings : TZS 421,826,434.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>1,500</td><td>1,500</td><td>1,500</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>N/A</td><td>N/A</td><td>N/A</td><td>-</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	1,500	1,500	1,500	-	Flat rate charge (TZS/Month)	N/A	N/A	N/A	-
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m3)	1,500	1,500	1,500	-															
	Flat rate charge (TZS/Month)	N/A	N/A	N/A	-															
<p><b>Note:</b></p> <p>(i) The charges at water kiosks are TZS 20.00 per 20 litres.</p> <p>(ii) The tariff have not approved by EWURA, Kibaigwa WSSA is yet to apply for tariff review</p>																				
Challenges	1. Inadequate water production against demand 2. Inefficient revenue collection ratio 3. Lack of sufficient skilled staff 4. Lack of sewerage services 5. Inefficient staff to connection ratio																			



MAGUGU WSSA PROFILE					2016/17														
EWURA LICENCE No. WSSSL/11/2012 - Class III																			
District: Babati, Region: Manyara																			
General Description About the Utility	Magugu Water Supply and Sanitation Authority (Magugu WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. Magugu WSSA is responsible for the overall operation and management of water supply and sanitation services to the Magugu township located in the Babati District, Manyara Region. Magugu WSSA is classified as Category C water utility. Its area of responsibility has a total population of 55,883 people out of whom 31,295 are served by the utility. The utility draws water from the Darakuta intake at the Kou River formed by the springs originating from the Haysali hills in the Mbulu District. The utility also draws water from Chemchem spring and two boreholes. Pre-treatment of water from Darakuta river is done through simple sedimentation tank and gravitates to the Magugu town. The combined installed production capacity is 1,858m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand of the township of 3,912m <sup>3</sup> /day. The total length of the pipe network is 122 km and water is supplied at an average of 14.5hrs/day. There are 8 storage tanks which have combined storage volume of 485m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Babati District Town Council. Magugu WSSA has a total of 15 employees, one seconded from Babati District Council and 14 are employed by the utility.																		
General Data About Water Utility	Total water connections : 1,346 Total active connections : 1,294 Total domestic connectins : 1,205 Total active water kiosk/standpipe : 68 Metering ratio : 83% NRW : 60 % Total staff : 15 Staff/1000 connections : 11.1 Annual O&M costs : TZS 152,487,784 Annual water collections (arrears included) : TZS 122,753,000 Annual water billings : TZS 124,216,750																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charges (TZS/m<sup>3</sup>)</td><td>540</td><td>550</td><td>560</td><td>570</td></tr><tr><td>Flat rates (TZS/month)</td><td>5,500</td><td>12,000 –22,500</td><td>9500 – 24,000</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosksare TZS 25.00 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charges (TZS/m <sup>3</sup> )	540	550	560	570	Flat rates (TZS/month)	5,500	12,000 –22,500	9500 – 24,000	NA
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charges (TZS/m <sup>3</sup> )	540	550	560	570															
Flat rates (TZS/month)	5,500	12,000 –22,500	9500 – 24,000	NA															
Challenges	1. Old and worn out existing water infrastructure; 2. Fund for construction of conventional water treatment plants; 3. Lack of office building and transport; 4. Lack of sufficient staff.																		

MAKAMBAKO WSSA PROFILE		2016/17																																												
EWURA LICENCE No. WSSSL/40/2012 – Class III																																														
District: Njombe, Region: Njombe																																														
General Description About the Utility	Makambako Water Supply and Sanitation Authority (Makambako WSSA)) was declared a fully autonomous public water utility in June/2002. Makambako WSSA is responsible for the overall operation and management of water supply and sanitation services for the Makambako Urban area situated in Njombe District, Njombe Region. Makambako WSSA is classified as Category “C” water authority. It started its operation in January/ 2004. Its area of responsibility has a total population of 83,115 people of whom 34,077 people are directly served with water. The average water production from the sources during the reporting period was 2,983m <sup>3</sup> /day. The source installed production capacity is 3,500m <sup>3</sup> /day. The reported present production capacity is not sufficient to meet the estimated water demand of 6,859m <sup>3</sup> /day. The utility has no water treatment facilities and water quality testing is done quarterly. The total length of the entire pipe network is 64.18km and water is supplied at an average of 11hrs/day. The network has 7 storage tanks of different storage capacities which amount to 990m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under supervision of the Makambako Township Council. The Utility has a 2 permanently employed staff seconded from the Township Council and 29 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 31 staff.																																													
General Data About Water Utility	Total water connections : 4625 Total active connections : 4624 Total domestic connections : 4295 Total active water kiosk/standpipe : 27 Metering ratio : 97% NRW : 30% Total staff : 31 Staff/1000 connections : 6.7 Annual O&M costs : TZS 373,181,850 Annual water collections (arrears included) : TZS 300,041,460 Annual water billings : TZS 275,600,210																																													
Tariff Structure	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td rowspan="3">Minimum tariff (TZS/month)</td><td>0-10m<sup>3</sup></td><td>3,000</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>0-20m<sup>3</sup></td><td>NA</td><td>NA</td><td>8,000</td><td>NA</td></tr><tr><td>0-25m<sup>3</sup></td><td>NA</td><td>10,000</td><td>NA</td><td>15,000</td></tr><tr><td rowspan="3">Consumption rate (TZS/m<sup>3</sup>)</td><td>&gt;10m3</td><td>395</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>&gt;20m3</td><td>NA</td><td>NA</td><td>510</td><td>NA</td></tr><tr><td>&gt;25m3</td><td>NA</td><td>500</td><td>NA</td><td>715</td></tr><tr><td>Flat rate (TZS/month)</td><td>NA</td><td>4,500</td><td>13,500</td><td>11,500</td><td>17,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>		Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Minimum tariff (TZS/month)	0-10m <sup>3</sup>	3,000	NA	NA	NA	0-20m <sup>3</sup>	NA	NA	8,000	NA	0-25m <sup>3</sup>	NA	10,000	NA	15,000	Consumption rate (TZS/m <sup>3</sup> )	>10m3	395	NA	NA	NA	>20m3	NA	NA	510	NA	>25m3	NA	500	NA	715	Flat rate (TZS/month)	NA	4,500	13,500	11,500	17,000
Category of customer	Band	Domestic	Institutions	Commercial	Industrial																																									
Minimum tariff (TZS/month)	0-10m <sup>3</sup>	3,000	NA	NA	NA																																									
	0-20m <sup>3</sup>	NA	NA	8,000	NA																																									
	0-25m <sup>3</sup>	NA	10,000	NA	15,000																																									
Consumption rate (TZS/m <sup>3</sup> )	>10m3	395	NA	NA	NA																																									
	>20m3	NA	NA	510	NA																																									
	>25m3	NA	500	NA	715																																									
Flat rate (TZS/month)	NA	4,500	13,500	11,500	17,000																																									
Challenges	1. Low water production as compared to demand 2. Lack of conventional treatment plant 3. High NRW values due to old network 4. Old and inadequate infrastructures for water supply including office building 5. Lack of adequate number of skilled personnel																																													

MBALIZI WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/48/2012 – Class III																				
District: Mbalizi, Region: Mbeya																				
<b>General Description About the Utility</b>	Mbalizi Water Supply and Sanitation Authority (Mbalizi WSSA) was declared a fully autonomous public water utility in 2005. Mbalizi WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mbalizi Township area in Mbeya Rural District, Mbeya Region. Mbalizi WSSA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 69,353 people of whom 42,305 people are directly served with water. The utility draws water from two gravity streams, namely Mfwizimo and Sawala originating from Mbeya Peak Mountain with a capacity of 412.79m <sup>3</sup> /day and 1229.6m <sup>3</sup> /day respectively. The utility also purchases water in bulk from Mbeya WSSA through a gravity stream sources of Nzovwe. The average water production (input into distribution network) from all the sources, including Mbeya WSSA, during the reporting period was 2,315m <sup>3</sup> /day. The sources installed production capacity is 2,420 m <sup>3</sup> /day (own sources). The overall present capacity is not sufficient to meet the estimated water demand of 4,545m <sup>3</sup> /day. The total length of the entire pipe network is 104 km and water is supplied at an average of 11 hrs/day. The distribution network has 5 storage tanks of different sizes and combined storage volume of 352.5m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Mbalizi Township Authority. The Utility has a 2 permanently employed staff seconded from the District Council and 26 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 28 staff.																			
<b>General Data About Water Utility</b>	Total water connections : 5291 Total active connections : 4420 Total domestic connections : 4949 Total active kiosk/standpipe : 127 Metering ratio : 70% NRW : 29% Total staff : 28 Staff/1000 connections : 5.3 Annual O&M costs : TZS 358,225,000 Annual water collections (arrears included) : TZS 243,883,530 Annual water billings : TZS 402,227,330																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/M<sup>3</sup>)</td><td>345 - 440</td><td>450</td><td>510</td><td>NA</td></tr><tr><td>Flat rate (TZS/Month)</td><td>5,500 – 8,000</td><td>11,500</td><td>19,000</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/M <sup>3</sup> )	345 - 440	450	510	NA	Flat rate (TZS/Month)	5,500 – 8,000	11,500	19,000	NA
Category of customer	Domestic	Institutions	Commercial	Kiosk																
Metered (TZS/M <sup>3</sup> )	345 - 440	450	510	NA																
Flat rate (TZS/Month)	5,500 – 8,000	11,500	19,000	NA																
<b>Challenges</b>	1. Low water production capacity from available sources 2. Shortage of qualified staff 3. High debt of water bill to MBEYA-UWSA due to low tariff at Mbalizi WSSA 4. High NRW due to old infrastructures and also flat rate customers 5. Low metering ration																			

MIKUMI WSSA PROFILE					2016/17															
EWURA LICENCE No. -UNLICENSED																				
District:Kilosa, Region: Morogoro																				
General Description About the Utility	Mikumi Water Supply and Sanitation Authority (Mikumi WSSA) was declared a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services within the Mikumi Urban area which is a small town of Kilosa District, Morogoro Region. Mikumi WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 22,580 out of whom 2,560 people are currently served. In 2016/17, Mikumi WSSA produced a total of 682.5m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 1,133m <sup>3</sup> /day. The total length of the pipeline system is 31km. Water is supplied through rationing at an average of 4hrs. The system has 2 storage tanks with a combined storage capacity of 360m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Kilosa District Council. Mikumi WSSA has a total of 6 staff; 2 of them are permanent employees and the rest are contract employees.																			
General Data About Water Utility	Total water connections : 205 Total active connections : 180 Total domestic connection : 180 Total active water kiosk/standpipe : 26 Metering ratio : 55% NRW : 57% Total staff : 6 Staff/1000 connections : 29.3 Annual O&M costs : TZS 12,902,000 Annual water collections (arrears included) : TZS 19,271,000 Annual water billings : TZS 29,010,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>N/A</td><td>N/A</td><td>N/A</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>30,000-200,000</td><td>30,000-200,000</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	N/A	N/A	N/A	-	Flat rate charge (TZS/Month)	7,500	30,000-200,000	30,000-200,000	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	N/A	N/A	N/A	-																
Flat rate charge (TZS/Month)	7,500	30,000-200,000	30,000-200,000	-																
Challenges	1. Inadequate water production against demand 2. Inadequate customer metering ratio 3. Inadequate water service coverage 4. Lack of sufficient skilled staff 5. Lack of sewerage services																			

MLOWO WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/54/2012 – Class III																				
District: Mbozi, Region: Mbeya																				
General Description About the Utility	Mlowo Water Supply and Sanitation Authority (Mlowo WSSA) was established on 17 <sup>th</sup> June, 2005. Mlowo WSSA is responsible for provision of water supply and sanitation services within Mlowo Township located in Mbozi District, Mbeya Region. Its area of responsibility has a total projected population of 32,463 people of whom 2,597 people are directly served with water. The main water sources at Mlowo Township is Mlowo River and Lutumbi springs. Water from Mlowo river is abstracted from a weir intake and gravitates through a 6” pipe to the treatment plant. Water from Lutumbi springs is also collected and gravitates through a 4” pipe to the treatment plant. From the plant water is pumped to the storage tank. The average water production from the sources during the reporting period was 112m <sup>3</sup> /day. The source installed production capacity is 1,400m <sup>3</sup> /day while demand is 2,727m <sup>3</sup> /day. The Township has a distribution network with a total length of approximately 9.25km. Mlowo WSSA has a semi-conventional treatment plant which includes the processes of flocculation, sedimentation and chlorination. However, due to lack of funds for the purchase of chemicals, the water treatment process was not effective since there were no chemicals applied to facilitate coagulation. The distribution network consists of only one storage tank whose capacity is 90m <sup>3</sup> . Mlowo Township has no sewerage network. The sanitation facilities in this Township are mainly pit latrines and septic tanks under the supervision of Mbozi District Council. The Utility has a 1 permanently employed staff seconded from the District Council and 4 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 5 staff.																			
General Data About Water Utility	Total water connections : 138 Total active connections : 138 Total domestic connections : 106 Total active kiosk/standpipe : 2 Metering ratio : 100% NRW : 30% Total staff : 5 Staff/1000 connections : 36.2 Annual O&M costs : TZS 5,953,300 Annual water collections (arrears included) : TZS 5,907,400 Annual water billings : TZS 6,262,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>395</td><td>450</td><td>560</td><td>670</td></tr><tr><td>Flat rate (TZS/Month)</td><td>5,500</td><td>11,500</td><td>16,500</td><td>22,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m <sup>3</sup> )	395	450	560	670	Flat rate (TZS/Month)	5,500	11,500	16,500	22,000
Category of customer	Domestic	Institutions	Commercial	Industrial																
Metered (TZS/m <sup>3</sup> )	395	450	560	670																
Flat rate (TZS/Month)	5,500	11,500	16,500	22,000																
Challenges	1. Inadequate water production/distributed 2. Inadequate staff 3. Degradation of water sources due to human activities 4. Limited pipe network coverage and low capacity of storage tank 5. Inadequate working tools/equipment																			

MOMBO WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/06/2012 - Class III																				
District: Korogwe, Region: Tanga																				
<b>General Description About the Utility</b>	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 Authority is responsible for the overall operation and management of water supply and sanitation services within the Mombo Township area located in the Korogwe District, Tanga Region. Mombo WSSA is classified as Category C water authority. Its area of responsibility has a total population of 18,872 people out of whom 8,870 are served by the utility. The utility draws water from two intake river sources, the Mbokoi and Soni which are collectively connected to gravity main supplying water direct to customers. The combined installed production capacity is 620m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 1,515m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 12.32 km and water is supplied through rationing at an average of 16hrs per day. The system has 2 storage tanks with combined capacity of 135m <sup>3</sup> but presently not in use owing to location problems. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Mombo Township Authority. The Utility has a two (2) staff seconded from the Korogwe District Council and seven (7) staff employed on contract terms by the utility which makes the utility to have a total number of 9.																			
<b>General Data About Water Utility</b>	Total water connections : 643 Total active connections : 556 Total domestic connections : 508 Total active kiosk/standpipe : 15 Metering ratio : 90% NRW : 36% Total staff : 9 Staff/1000 connections : 14 Annual O&M costs : TZS 93,996,691 Annual water collections (arrears included) : TZS 38,295,000 Annual water billings : TZS 51,267,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>395</td><td>400</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4500</td><td>16,500</td><td>9,500</td><td>NA</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	395	400	390	500	Flat rate charge (TZS/month)	4500	16,500	9,500	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	395	400	390	500															
	Flat rate charge (TZS/month)	4500	16,500	9,500	NA															
<b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres container. (ii) Last tariff effective date: 1 <sup>st</sup> June 2011																				
<b>Challenges</b>	1. Low production from the available water sources; 2. Low network coverage; 3. Lack of water treatment facilities; 4. Insufficient storage tanks; 5. Lack of authority’s office building and transport;																			



TUNDUMA WSSA PROFILE		2016/17													
EWURA LICENCE No. WSSSL/49/2012 – Class III															
District: Momba, Region: Songwe															
General Description About the Utility	Tunduma Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004.Tunduma WSSA is responsible for the overall operation and management of water supply and sanitation services for the Tunduma Township area in Momba District, Songwe Region. Tunduma WSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 102,666 people of whom 13,347 people are directly served with water. The utility draws water from five WSSAs operational boreholes of MB.No.250/03, MB.No.264/08, MB.No.5/4/2014, MB.No.265/08 and MB No. 158/10. It also manages five boreholes drilled by Town-council. The average water production from the sources during the reporting period was 345m <sup>3</sup> /day. The source installed water production capacity in the reporting period is 468.8m <sup>3</sup> /day. The present production capacity is not sufficient to meet the estimated water demand of 6,930m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 32.24 km and water is supplied at an average of 2hrs/day. The distribution network has 3 storage tanks of different sizes and 2 simtanks of 10m3 each which sum up to a storage volume of 295m <sup>3</sup> . The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Tunduma Township Authority. The Utility has a 7 permanently employed staff seconded from the District Council and 8 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 15staff.														
General Data About Water Utility	Total water connections : 673 Total active connections : 657 Total domestic connections : 544 Total active kiosk/standpipe : 25 Metering ratio : 77% NRW : 30% Total staff : 15 Staff/1000 connections : 22.3 Annual O&M costs : TZS 124,857,340 Annual water collections (arrears included) : TZS 9,849,230 Annual water billings : TZS 10,985,330														
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>420</td><td>500</td><td>655</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,500</td><td>10,000</td><td>11,500 – 17,500</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 50.00 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>			Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m <sup>3</sup> )	420	500	655	Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500
Category of customer	Domestic	Institutions	Commercial												
Metered (TZS/m <sup>3</sup> )	420	500	655												
Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500												
Challenges	1. Inadequate yield from water sources within Tunduma WSSA service area 2. Inadequate qualified staff 3. Very minimal support from LGA of funds for electricity 4. High electricity costs with frequent interrup tions due to Low voltage on power supplied 5. Low metering ratio														

TURIANI WSSA PROFILE					2016/17															
EWURA LICENCE No. WSSSL/03/2017- Class III																				
District:Mvomero, Region: Morogoro																				
General Description About the Utility	Turiani Water Supply and Sanitation Authority (Turiani WSSA) was declared a fully autonomous public water utility in 30 <sup>th</sup> December, 2016 responsible for the overall operation and management of water supply and sanitation services within the Turiani Urban area which is a small town of Mvomero District, Morogoro Region. Turiani WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 52,397 out of whom 20,435 people are currently served. The utility draws water from Mvaji River, with a total production capacity of 3,500m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 3,673m <sup>3</sup> /day. During the year 2016/2017, Turiani WSSA produced a total 1,277,500m <sup>3</sup> of water. The total length of the pipeline system is 65km. Water is supplied at an average of 24hrs. The system has four storage tanks and 20 poly tanks with a combined storage capacity of 675m <sup>3</sup> . The township has no sewerage system; Turiani WSSA has a total of 16 staff; two of them are permanent employees and the rest are contract employees.																			
General Data About Water Utility	Total water connections : 1,782 Total active connections : 1,622 Total domestic connections : 1,568 Total active water kiosk/standpipe : 20 Metering ratio : 70% NRW : 27% Total staff : 16 Staff/1000 connections : 13.3 Annual O&M costs : TZS 122,335,729.00 Annual water collections (arrears included) : TZS 125,840,326.00 Annual water billings : TZS 116,040,326.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>800</td><td>845</td><td>935</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>3,600</td><td>18,500</td><td>20,500</td><td>-</td></tr></table> <p><b>Note:</b></p> <p>(i) The charges at water kiosks are TZS 20.00 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	800	845	935	-	Flat rate charge (TZS/Month)	3,600	18,500	20,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	800	845	935	-																
Flat rate charge (TZS/Month)	3,600	18,500	20,500	-																
Challenges	1. Inadequate water service coverage 2. Lack of sewerage services 3. High NRW 4. Inadequate customer metering ratio 5. Inefficient staff to connection ratio																			

## **APPENDIX 2:**

### **KEY PERFORMANCE DATA AND INDICATORS (2014/15 to 2016/17)**

**Table A2.1: Amount of Water Abstraction from Various Sources**

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers (m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
District Water Supply and Sanitation Authorities																
1	Biharamulo													201,796	262,182.0	185,572
2	Bunda											288,311	254,252	768,600		
3	Chamwino	300,830	330,660	431,000												
4	Chunya	104,970	154,754	181,267												
5	Dakawa	243,000	145,080	148,680												
6	Gairo		13,987											549,900	559,288.0	164,250
7	Handeni	29,153	16,767	18,623	10,583				1,450.0	1,780.0						
8	Ifakara	380,113	248,160	253,675										24,300	138,400.0	140,160
9	Igunga				713,628	677,273	828,954									
10	Itumba-Isongole								547,093	547,500.0	603,965.0					
11	Karagwe	17,009	45,360	30,583						22,151.0				28,189	38,820.0	30,334
12	Kasulu								970,422	961,332.0	892,656.7			107,825	115,785.0	
13	Katesh	24,413	19,350	22,780										529,830	539,984.0	668,326
14	Kibaya	80,363	119,221	118,623										21,149	3,010.8	16,987
15	Kibondo	11,520	80,980	77,741				555,360	481,440.0	361,080.0				113,400	89,880.0	85,386
16	Kilindoni	57,488	51,240	13,160										51,100	43,800.0	35,590
17	Kilolo													188,828	185,040.0	273,594
18	Kilosa	324,000	408,800	300,240												
19	Kilwa Masoko	447,438	483,902	357,721												
20	Kiomboi	92,308	106,756	121,101												
21	Kisarawe	55,421	36,944	31,579	49,270	61,490	24,362		21,446	23,433.0	20,237.4		3,196			
22	Kishapu															
23	Kondoa	26,208	49,320	49,130										501,552	637,820.0	638,750
24	Kongwa	272,227	64,800	99,050										53,370	54,000.0	34,325
25	Korogwe	147,332	128,602	194,686										585,934	514,123.0	339,658
26	Kyela	519,930	623,496	636,440				548,646	623,370.0	334,350.0						
27	Liwale							315,393	240,671.7	290,907.0						
28	Loliondo	23,145	53,575	84,940										7,200		
29	Ludewa													176025	180,000.0	169,783
30	Lushoto							730,320	856,522.0	739,435.0						
31	Mafinga							577,059	589,480.0	674,583.0						
32	Magu											349,600	326,000			
33	Mahenge	28,800	49,000	49,000										183,600	183,600.0	183,600
34	Makete													306,000	290,470.0	214,472
35	Mangaka	2,958	4,542	2,160												
36	Manvoni	333,606	300,210	289,696												

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers (m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
37	Mbinga															
38	Mbulu	138,240	108,364	110,765												
39	Misungwi	4,944	21,600		6,432	9,000										
40	Mkuranga	35,112	50,580	65,553												
41	Monduli	140,071	152,701	230,137												
42	Mpwapwa	1,077,528	788,370	800,112												
43	Mugumu				437,400	437,400	475,000									
44	Muheza	11,028	35,509	31,866				207,986	495,053.0	397,625.0						
45	Muleba							45,117	57,563.0	86,826.0						
46	Mwanga	528,155	701,899	730,256												
47	Mwanhuzi				370,589	271,129	301,340									
48	Namanyere	2,569	9,535	10,870	22040	24,425	13,028									
49	Namtumbo															
50	Nansio															
51	Ngara	457,103	445,873	479,363												
52	Ngudu	21,700	9,294	0												
53	Nzega				648,000	566,430	669,405									
54	Orkesumet	137,020	57,778	172,645												
55	Pangani	288,735	250,516	300,392												
56	Ruangwa	124,627	139,268	133,238												
57	Rujewa	31,392	32,410	48,600				700,800.0	700,800.0	674,280						
58	Same	362,109	343,220	364,458												7330
59	Sengerema										810,930	862,260	871,690			
60	Sikonge				43,143	41,592	55,623									
61	Songe	56,430	59,400	23,374												
62	Tarime			51,840	340,802	79,200	73,656									
63	Tukuyu							1,421,079.0	1,472,452.0	1,384,006						
64	Tunduru	165,568	166,175	181,680												
65	Urambo	76,299	86,208	133,590												
66	Usa River				192,450								106,820.1	1,671,700	1667237	
67	Ushiroambo	39,585	42,161	44,474												
68	Utete	99,244	131,474	160,437												
69	Vwawa	16,215	20,914	17,280												
	TOTAL 1	7,335,906	7,174,768	7,616,792	2,834,337	2,167,939	2,441,368	7,434,531.5	7,760,459.7	7,213,523	1,837,802	1,945,201	3,089,087	6,407,932.3	8,529,256	7548915
Township Water Supply and Sanitation Authorities																
70	Bashnet														126,636.0	70,480
71	Dareda	23,848						39,484.4		getdata				31,474.3		
72	Gallapo													486,453.0	482,133	554443
73	Ilula							391,189.0	437,708.0	438,527						

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers (m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
74	Isaka	4,473	9,873	10,585												
75	Kasumulu			96,876												
76	Kibaigwa	1,208,880	383,269	433,444				275,940.0	275,184.0	273,672						
77	Magugu	21,600	13,473	12,178				345,600.0	545,487.0	512,737				64,800.0	17,640	18496
78	Makambako	29,323	41,429	79,856				1,089,800.0	928,617.4	1,008,767						
79	Mbalizi													838,553.0	883,367	844819
80	Mikumi							231,120.0	216,000.0	249,120						
81	Mlowo							465.0	5,707.0	21,610				NA	9,190	19204
82	Mombo							207,360.0	207,360.0	185,760						
83	Tunduma	441,237	117,690	125,862												
84	Turiani							592,212.5	1,277,500.0							
	<b>TOTAL 2</b>	<b>1,729,361</b>	<b>565,734</b>	<b>758,801</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,580,958</b>	<b>3,208,275.9</b>	<b>3,967,693.4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,547,916</b>	<b>1,462,809.7</b>	<b>1,498,076</b>
	<b>TOTAL (1+2)</b>	<b>9,065,267</b>	<b>7,740,502</b>	<b>8,375,593</b>	<b>2,834,337</b>	<b>2,167,939</b>	<b>2,441,368</b>	<b>10,015,490</b>	<b>10,968,735.6</b>	<b>11,181,216.5</b>	<b>1,837,802</b>	<b>1,945,201</b>	<b>3,089,087</b>	<b>7,955,849</b>	<b>9,992,065.5</b>	<b>9,046,991</b>

**Table A2.2: Analysis of Amount of Water Produced, Billed and Demand**

S/N	Name of WSSA	Annual Water Production [m³/year]			Annual Water Demand [m³/year]			Annual Billed Volume [m³/year]			Ratio of Production to Demand (%)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
District Water Supply and Sanitation Authorities													
1	Biharamulo	201,796	262,182	185,572	627,800	619,200	792,908	134,475	168,231	142,519	32	42	23
2	Bunda	288,311	254,252	768,600	2,214,151	3,612,040	2,356,445	155,115	131,247	418,311	13	7	33
3	Chamwino	300,830	330,660	431,000	597,592	609,372	612,102	184,310	224,849	286,940	50	54	70
4	Chunya	104,970	154,754	146,910	449885	525,016	657,000	71,099	108,328	95,538	23	30	22
5	Dakawa	243,000	145,080	148,680	2,764,228	1,058,051	1,070,688	80,190	101,556	98,129	9	14	14
6	Gairo	200,400	559,288	178,237	1,255,380	999,571	1,394,719	139,840	245,480	61,560	16	56	13
7	Handeni	39,736	18,217	22,099	2,149,824	2,135,250	2,165,144	19,284	9,062	16,648	2	1	1
8	Ifakara	380,113	386,560	393,835	2,180,640	2,751,363	2,817,395	258,997	192,024	263,410	17	14	14
9	Igunga	713,628	677,273	809,232	1,314,000	1,465,829	1,508,338	393,956	400,429	473,164	54	46	54
10	Itumba-Isongole	547,093	547,500	603,965	675,980	668,695	693,560	355,610	361,350	369,996	81	82	87
11	Karagwe	45,198	58,864	83,001	2,154,184	3,455,600	3,555,812	33,262	39,670	64,005	2	2	2
12	Kasulu	1,078,247	1,077,117	1,017,217	1,819,440	1,829,620	1,844,710	545,593	585,622	590,999	59	59	55
13	Katesh	554,243	559,334	691,106	993,085	1,022,885	1,053,571	263,753	301,608	315,926	56	55	66
14	Kibaya	101,512	122,232	135,610	556,745	569,334	593,246	66,036	72,660	82,416	18	21	23
15	Kibondo	547,200	571,420	524,207	1,087,664	1,440,000	1,478,880	332,143	365,709	347,425	50	40	35
16	Kilindoni	98,475	95,040	49,238	896,889	910,342	496,539	53,880	59,282	32,343	11	10	10
17	Kilolo	188,828	185,040	273,594	843,515	924,120	825,287	122,680	97,400	185,595	22	20	33



S/N	Name of WSSA	Annual Water Production [m³/year]			Annual Water Demand [m³/year]			Annual Billed Volume [m³/year]			Ratio of Production to Demand (%)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
18	Kilosa	324,000	408,800	300,240	849,179	862,800	842,428	226,800	286,160	194,180	38	47	36
19	Kilwa Masoko	447,852	483,902	357,721	808,130	828,334	842,428	321,438	258,913	234,138	55	58	42
20	Kiombi	92,308	106,756	121,101	576,335	438,602	486,180	59,593	72,653	91,198	16	24	25
21	Kisarawe	104,691	98,434	55,941	441,176	450,441	459,900	56,952	53,894	35,395	24	22	12
22	Kishapu	21,446	23,433	22,150	526,116	525,240	580,558	17,187	19,015	17,277	4	4	4
23	Kondoa	527,760	637,820	687,880	1,297,779	2,190,000	2,259,350	327,320	433,718	424,150	41	29	30
24	Kongwa	272,227	118,800	133,375	831,296	909,671	927,519	187,274	84,348	95,149	33	13	14
25	Korogwe	733,266	642,725	534,344	1,933,282	1,968,081	2,019,251	520,859	469,757	347,796	38	33	26
26	Kyela	1,068,576	1,246,866	970,790	2,553,603	1,908,720	2,012,756	718,599	872,806	617,315	42	65	48
27	Liwale	315,393	240,672	290,902	796,618	813,340	830,420	191,706	146,559	158,992	40	30	35
28	Loliondo	30,345	53,575	84,940	427,750	444,860	462,655	17,340	30,849	54,823	7	12	18
29	Ludewa	139,755	152,155	169,783	451,870	442,440	381,496	894,25	85,000	81,558	31	34	45
30	Lushoto	730,320	856,522	739,435	993,195	1,010,079	1,024,220	346,193	384,665	427,617	74	85	72
31	Mafinga	577,059	589,480	674,583	1,359,073	1,340,973	2,294,932	372,854	387,453	354,084	42	44	29
32	Magu	337,219	337,500	339,188	983,556	988,300	993,242	182,098	183,000	184,830	34	34	34
33	Mahenge	212,400	232,600	246,656	612,612	621,197	621,197	144,432	158,168	170,212	35	37	40
34	Makete	306,000	290,470	214,472	525,600	532,900	601,520	192,780	162,381	157,085	58	55	36
35	Mangaka	2,958	4,542	2,160	303,439	308,597	313,844	no data	na	na	1	1	1
36	Manyoni	333,606	300,210	289,696	656,936	677,955	691,499	301,906	227,305	227,089	51	44	42
37	Mbinga	793,811	709,393	729,641	1,328,600	1,915,373	1,901,650	511,584	465,910	483,093	60	37	38
38	Mbulu	514,728	533,144	497,146	1,196,403	4,011,917	4,164,370	262,847	253,996	275,777	43	13	12
39	Misungwi	206,419	208,230	225,763	1,160,952	1,178,280	1,197,918	144,512	149,419	149,429	18	18	19
40	Mkuranga	14,100	50,580	65,553	674,259	697,858	719,492	107,68	237,47	32,987	2	7	9
41	Monduli	336,204	362,425	371,425	637,469	652,221	677,658	200,731	207,837	264,011	53	56	55
42	Mpwapwa	1,059,996	1,111,046	986,682	1,131,856	1,155,984	1,286,110	576,988	781,651	685,924	94	96	77
43	Mugumu	437,400	324,000	475,000	729,000	758,420	764,250	332,424	226,800	323,145	60	43	62
44	Muheza	219,014	364,314	429,491	1,792,410	1,851,559	1,912,661	156,973	183,812	138,805	12	20	22
45	Muleba	241,684	317,738	373,306	530,660	544,320	555,181	181,571	240,428	283,713	46	58	67
46	Mwanga	528,155	686,456	730,256	1,012,109	1,022,000	1,049,594	235,874	315,965	330,867	52	67	70
47	Mwanhuzi	370,589	271,129	301,340	720,000	761,476	782,798	278,540	217,798	245,592	51	36	38
48	Namanyere	24,609	33,960	23,898	644,955	668,682	689,485	134,24	211,13.8	15,132	4	5	3
49	Nantumbo	173,033	174,763	168,752	822,579	833,370	836,892	98,929	92,527	108,848	21	21	20
50	Nansio	70,734	52,150	849,720	252,000	262,800	915,480	44,209	37,500	526,826	28	20	93
51	Ngara	457,103	499,770	479,363	601,200	898,920	900,000	215,763	247,152	244,475	76	56	53
52	Ngudu	131,808	251,603	236,327	468,329	468,329	493,514	98,937	152,893	155,566	28	54	48
53	Nzega	562,991	566,430	576,000	1,080,000	1,088,978	1,143,717	423,438	426,981	437,073	52	52	50
54	Orkesumet	137,020	57,778	172,645	482,619	499,247	511,026	92,044	22,522	119,000	28	12	34
55	Pangani	288,735	250,516	300,392	429,690	593,250	606,301	120,203	81,870	82,473	67	55	50

S/N	Name of WSSA	Annual Water Production [m³/year]				Annual Water Demand [m³/year]				Annual Billed Volume [m³/year]				Ratio of Production to Demand (%)	
		2014/15	2015/16	2016/17		2014/15	2015/16	2016/17		2014/15	2015/16	2016/17		2014/15	2015/16
56	Ruangwa	124,627	139,268	133,238		371,690	378,975	386,403		84,746	87,739	89,270		34	37
57	Rujewa	732,192	732,928	722,880		2,873,280	2,881,640	2,836,089		511,174	526,764	448,186		25	25
58	Same	362,109	343,220	371,788		912,500	924,363	936,379		186,787	186,052	206,126		40	37
59	Sengerema	810,930	862,260	871,690		2,683,480	2,445,500	2,555,000		429,793	525,978	522,143		30	35
60	Sikonge	33,143	40,512	55,623		632,869	697,734	673,352		20,116	22,282	46,057		5	6
61	Songe	56,430	59,400	23,374		456,250	740,220	755,024.4		358,571	305,000	17,022		12	8
62	Tarime	577,630	402,480	396,000		1,735,622	1,266,000	1,296,540		298,890	244,385	207,356		33	32
63	Tukuyu	1,847,600	1,905,661	1,809,878		2,086,098	2,076,081	2,246,263		1,043,481	1,069,672	1,118,505		89	92
64	Tunduru	293,800	278,495	297,654		1,202,423	903,602	924,213		200,477	183,156	162,880		24	31
65	Urambo	73,999	86,208	133,590		1,082,590	1,117,037	1,157,251		56,952	63,875	102,985		7	8
66	USA River	299,270	1,671,700	1,667,237		640,575	1,046,814	1,075,078		104,640	255,972	350,853		47	160
67	Ushirombo	39,585	42,161	43,847		123,363	127,064	130,949		32,858	358,543	36,576		3	3
68	Utete	99,244	131,474	159,114		295,730	301,940	308,281		79,464	105,502	132,450		34	44
69	Vwawa	703,328	735,348	783,362		1,870,260	1,870,260	1,921,360		444,905	475,035	511,535		38	39
	<b>TOTAL/AVG. 1</b>	<b>24,302,765</b>	<b>27,086,614</b>	<b>28,159,434</b>		<b>73,280,637</b>	<b>79,642,610</b>	<b>82,046,017</b>		<b>15,015,239</b>	<b>15,743,837</b>	<b>16,572,492</b>		<b>33</b>	<b>34</b>
<b>Township Water Supply and Sanitation Authorities</b>															
70	Bashnet	95,432	70,480	61,114		429,175	1,379,687	1,423,837		21,550	30,297	54,227		0.03	5
71	Dareda	94,807				382,183.198				35,380				0.3	0
72	Gallapo	486,453	482,133	554,443		813,950	988,223	1,000,082		116,922	105,897	152,778		0.4	49
73	Ilula	391,189	437,708	438,527		952,285	980,755	1,010,094		197,434	192,592	249,960		41	45
74	Isaka	4,473	9,873	10,585		415,005	83,220	85,550		1,746	5,160	5,822		1	12
75	Kasumulu	275,940	275,184	370,548		496,983	862,130	904,105		151,767	151,767	204,087		56	32
76	Kibagwa	445,161	383,269	433,444		438,000	432,000	484,567		356,129	283,428	342,013		101	89
77	Magugu	432,000	576,600	543,412		907,050.954	931,541.33	1,427,800		263,088	247,514.37	215,907		48	62
78	Makambako	1,098,460	970,046	1,088,623		2,265,362	2,405,861	2,503,535		747,958	671,719	757,961		48	40
79	Mbalizi	838,553	883,367	844,819		1,638,850	1,642,500	1,658,925		616,988	627,190	598,235		51	54
80	Mikumi	231,120	216,000	249,120		583,328	601,292	413,545		no data	108,048	108,048		40	36
81	Mlowo	465	14,897	40,814		804,262	969,075	995,355		no data	7,661	28,489		0.1	2
82	Mombo	207,360	207,360	185,760		531,457	537,834	552,927		108,985	101,340	118,498		39	39
83	Tunduma	441,237	117,690	125,862		1,609,140	223,581	252,9450		297,174	855,08	88,103		27	5
84	Turtiani		584,100	1,277,500.0			1,218,370	1,340,640			385,506	934,400		48	95
	<b>TOTAL/AVG. 2</b>	<b>4,460,765</b>	<b>4,676,094</b>	<b>5,609,014</b>		<b>12,267,031</b>	<b>15,266,069</b>	<b>16,330,412</b>		<b>2,915,121</b>	<b>3,003,627</b>	<b>3,858,528</b>		<b>36</b>	<b>31</b>
	<b>TOTAL / AVERAGE 3</b>	<b>28,763,530</b>	<b>31,762,709</b>	<b>33,768,448</b>		<b>85,547,668</b>	<b>94,908,679</b>	<b>98,376,429</b>		<b>17,930,360</b>	<b>18,747,465</b>	<b>20,431,020</b>		<b>34</b>	<b>33</b>

**Table A2.3: Analysis of Non Revenue Water**

S/N	WSSA	NRW (%)			NRW (m³/conn/day)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
District Water Supply and Sanitation Authorities							
1	Biharamulo	33	36	23	0.21	0.27	0.12
2	Bunda	46	48	46	0.26	0.22	0.51
3	Chamwino	39	32	33	0.30	0.27	0.33
4	Chunya	32	30	35	0.09	0.12	0.12
5	Dakawa	67	30	34	0.99	0.27	0.30
6	Gairo	30	56	65	0.74	3.96	1.43
7	Handeni	51	50	25	0.09	0.04	0.03
8	Ifakara	32	50	33	0.41	0.48	0.27
9	Igunga	45	41	42	0.76	0.52	0.54
10	Itumba-Isongole	35	34	39	0.41	0.34	0.41
11	Karagwe	26	33	23	0.07	0.10	0.10
12	Kasulu	49	46	42	0.45	0.39	0.32
13	Katesh	52	46	54	0.52	0.39	0.54
14	Kibaya	35	41	39	0.25	0.36	0.30
15	Kibondo	39	36	34	0.44	0.36	0.25
16	Kilindoni	45	38	34	0.31	0.24	0.11
17	Kilolo	35	47	32	0.39	0.49	0.37
18	Kilosa	30	30	35	0.50	0.23	0.18
19	Kilwa Masoko	28	46	35	0.22	0.38	0.19
20	Kiomboi	35	32	25	0.12	0.12	0.10
21	Kisarawe	46	45	37	0.29	0.26	0.12
22	Kishapu	20	19	22	0.09	0.09	0.10
23	Kondoa	38	32	38	0.16	0.18	0.21
24	Kongwa	31	29	29	0.24	0.09	0.10
25	Korogwe	29	27	35	0.19	0.15	0.16
26	Kyela	33	30	36	0.28	0.29	0.27
27	Liwale	39	39	45	0.20	0.14	0.19
28	Loliondo	43	42	35	0.14	0.15	0.14
29	Ludewa	36	44	52	0.27	0.34	0.46
30	Lushoto	53	55	42	0.67	0.80	0.49
31	Mafinga	35	34	48	0.17	0.17	0.26
32	Magu	46	46	46	0.35	0.34	0.34
33	Mahenge	32	32	31	0.20	0.29	0.23
34	Makete	37	44	27	0.24	0.26	0.11
35	Mangaka	no data	no data	no data	no data	no data	no data
36	Manyoni	10	24	22	0.05	0.11	0.09
37	Mbinga	36	34	34	0.36	0.29	0.28
38	Mbulu	49	52	45	0.41	0.42	0.31
39	Misungwi	30	28	34	0.14	0.12	0.14
40	Mkuranga	24	53	50	0.08	0.55	0.41
41	Monduli	40	43	29	0.22	0.23	0.15
42	Mpwapwa	46	30	30	0.51	0.33	0.28
43	Mugumu	24	30	32.0	0.24	0.22	0.3
44	Muheza	28	50	68	0.08	0.23	0.37
45	Muleba	25	24	24	0.12	0.13	0.14
46	Mwanga	55.0	54.0	54.7	0.46	0.53	0.5
47	Mwanhuzi	25	20	19	0.15	0.08	0.08
48	Namanyere	45	38	37	0	0.21	0.11

S/N	WSSA	NRW (%)			NRW (m <sup>3</sup> /conn/day)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
49	Namtumbo	43	47	35	0.18	0.19	0.14
50	Nansio	37	28	38	0.08	0.04	0.53
51	Ngara	53	51	49	0.30	0.29	0.25
52	Ngudu	25	39	34	0.12	0.29	0.19
53	Nzega	25	25	24	0.14	0.13	0.14
54	Orkesumet	33	61	31	1.67	0.75	1.11
55	Pangani	58	67	73	0.38	0.34	0.43
56	Ruangwa	32	37	33	0.14	0.17	0.13
57	Rujewa	30	28	38	0.38	0.35	0.46
58	Same	48	46	45	0.34	0.29	0.29
59	Sengerema	47	39	40	0.32	0.27	0.26
60	Sikonge	39	45	17	0.11	0.15	0.06
61	Songe	36	49	27	0.18	0.22	0.05
62	Tarime	48	39	48	0.13	0.29	0.33
63	Tukuyu	44	44	38	0.51	0.61	0.47
64	Tunduru	32	34	45	0.23	0.30	0.33
65	Urambo	23	26	23	0.16	0.20	0.30
66	USA River	65	85	79	0.27	1.90	2.11
67	Ushirombo	17	15	17	0.06	0.05	0.05
68	Utete	20	20	17	0.09	0.10	0.10
69	Vwawa	37	35	35	0.58	0.52	0.44
	<b>TOTAL/AVG. 1</b>	<b>38</b>	<b>42</b>	<b>41</b>	<b>0.56</b>	<b>0.63</b>	<b>0.60</b>
<b>Township Water Supply and Sanitation Authorities</b>							
70	Bashnet	77	57	11	0.89	0.31	0.05
71	Dareda	63	no data	no data	0.47	no data	no data
72	Gallapo	76	78	72	1.45	1.26	1.23
73	Ilula	50	56	43	0.64	0.71	0.44
74	Isaka	61	48	45	0.07	0.14	0.14
75	Kasumulu	45	45	45	0.4	0.40	0.54
76	Kibaigwa	20	26	21	0.19	0.19	0.15
77	Magugu	39	57	60	0.58	0.83	0.67
78	Makambako	32	31	30	0.22	0.18	0.20
79	Mbalizi	26	29	29	0.14	0.15	0.13
80	Mikumi	no data	50	57	no data	1.47	1.89
81	Mlowo	no data	49	30	no data	0.23	0.24
82	Mombo	47	51	36	0.39	0.46	0.29
83	Tunduma	33	27	30	0.60	0.13	0.15
84	Turiani	no data	34	27		0.45	0.78
	<b>TOTAL/AVG. 2</b>	<b>35</b>	<b>36</b>	<b>31</b>	<b>1.93</b>	<b>2.08</b>	<b>1.87</b>
	<b>TOTAL / AVERAGE</b>	<b>38</b>	<b>41</b>	<b>39</b>	<b>0.62</b>	<b>0.70</b>	<b>0.66</b>

**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)
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	
District Water Supply and Sanitation Authorities																	
1	Biharamulo	887	938	978	887	802	899	810	860	921	6	7	6	5	6	67	
2	Bunda	1,426	1,515	1,881	1,173	1,262	1,595	1,254	1,333	1,579	25	34	40	18	27	22	
3	Chamwino	1,052	1,068	1,182	846	934	1,032	997	998	1,106	-	18	19	-	3	4	
4	Chunya	1,003	1,090	1,204	706	727	714	943	1,022	1,133	5	4	1	1	2	1	
5	Dakawa	450	437	459	287	365	407	405	396	430	3	18	18	3	3	3	
6	Gairo	223	217	224	215	217	224	3	3	2	176	168	168	168	168	168	
7	Handeni	590	590	591	249	249	55	457	457	458	52	52	52	22	22	28	
8	Ifakara	802	1,116	1,306	770	1,116	1,306	767	1,021	1,199	20	36	47	18	23	47	
9	Igunga	1,147	1,469	1,714	1,126	1,263	1,372	1,019	1,252	1,507	42	42	34	15	27	31	
10	Itumba-Isongole	1,294	1,519	1,575	1,266	1,261	1,465	1,146	1,369	1,425	67	69	69	13	13	11	
11	Karagwe	503	516	533	416	439	468	427	440	416	16	18	23	11	18	21	
12	Kasulu	3,241	3,470	3,626	2,623	2,929	2,954	3,018	3,218	3,355	3	4	4	3	4	4	
13	Katesh	1,535	1,811	1,898	1,505	1,681	1,720	1,415	1,673	1,739	25	25	27	7	7	6	
14	Kibaya	394	374	480	291	348	480	333	304	408	19	27	28	18	27	28	
15	Kibondo	1,353	1,559	1,925	1,078	1,284	1,471	989	1,183	1,186	8	8	11	8	8	9	
16	Kilindoni	396	404	429	270	278	330	355	363	386	4	4	8	2	2	7	
17	Kilolo	462	494	647	437	451	604	432	459	560	53	53	63	45	32	50	
18	Kilosa	531	1,450	1,654	531	570	683	504	1,418	1,585	-	32	47	-	2	2	
19	Kilwa Masoko	1,564	1,602	1,738	1,564	1,602	1,738	1,448	1,486	1,611	10	12	12	10	11	11	
20	Kiomboi	749	767	817	735	709	793	686	699	749	18	18	18	4	7	6	
21	Kisarawe	445	462	468	436	453	460	415	432	424	7	7	7	4	4	4	
22	Kishapu	130	133	139	127	126	127	102	105	109	10	10	10	10	8	7	
23	Kondoa	3,352	3,125	3,500	2,882	2,700	3,455	2,742	2,955	3,361	11	13	11	3	4	3	
24	Kongwa	983	1,000	1,020	727	573	763	835	851	872	30	30	30	20	11	13	
25	Korogwe	3,026	3,104	3,210	2,538	2,600	2,644	2,793	2,870	2,978	54	53	50	36	36	35	
26	Kyela	3,471	3,548	3,608	2,405	2,546	2,168	3,237	3,314	3,432	70	-	-	4	0	12	
27	Liwale	1,689	1,821	1,932	1,595	1,717	1,791	1,581	1,713	1,816	5	5	5	3	3	3	
28	Loliondo	259	419	579	250	411	571	231	386	504	9	11	21	9	11	20	
29	Ludewa	520	538	523	477	508	480	465	477	469	7	9	7	7	7	3	
30	Lushoto	1,563	1,625	1,757	1,485	1,585	1,635	1,390	1,436	1,542	7	6	6	6	3	4	
31	Mafinga	3,253	3,343	3,439	2,797	3,207	2,718	3,036	3,091	3,175	-	-	1	-	-	1	
32	Magu	1,230	1,230	1,230	1,009	1,050	1,038	1,070	1,080	1,080	30	30	30	15	15	15	
33	Mahenge	945	700	921	680	626	626	921	798	696	2	2	4	2	2	2	
34	Makete	1,282	1,364	1,416	1,070	1,232	1,185	951	1,033	1,332	-	-	-	-	-	0	

S/N	Name of WSSA	Total Connections (Nos)			Active Connections(Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
35	Mangaka	17	17	22	12	11	14	-	-	-	17	17	22	12	11	14
36	Manyoni	1,700	1,821	1,947	1,690	1,821	1,854	1,571	1,682	1,818	43	43	41	39	42	25
37	Mbinga	2,150	2,288	2,428	2,127	2,247	2,368	1,955	2,087	2,228	2	4	4	1	4	3
38	Mbulu	1,691	1,814	1,936	1,508	1,725	1,890	1,406	1,522	1,606	33	33	34	32	27	28
39	Misingwi	1,230	1,357	1,475	1,230	1,357	1,475	1,151	1,269	1,379	12	10	10	9	10	5
40	Mkuranga	110	134	218	79	100	194	105	109	185	-	-	-	-	0	0
41	Monduli	1,667	1,872	2,027	1,653	1,865	1,977	1,511	1,716	1,867	26	21	21	12	16	16
42	Mpwapwa	2,603	2,712	2,947	2,347	2,341	2,554	2,507	2,632	2,862	16	18	25	8	8	15
43	Mugumu	1,202	1,218	1,632	1,202	1,116	1,539	1,122	1,096	1,463	4	4	4	2	2	1
44	Muheza	2,140	2,179	2,179	1,676	2,002	1,891	2,052	2,062	2,062	20	21	21	12	21	21
45	Muleba	1,407	1,637	1,806	1,407	1,602	1,793	1,296	1,467	1,595	21	21	20	20	17	17
46	Mwanga	1,731	1,926	2,167	1,338	1,599	1,835	1,554	1,752	1,990	13	13	15	11	13	15
47	Mwanhuzi	1,704	1,811	1,970	1,654	1,614	1,724	1,559	1,658	1,809	27	26	26	22	21	22
48	Namanyere	128	171	222	116	171	222	115	131	181	6	15	15	6	15	15
49	Namtumbo	1,142	1,193	1,188	914	961	739	1,005	1,058	825	52	52	-	-	1	0
50	Nansio	929	929	1,685	650	527	1,657	874	880	1,558	3	5	39	1	5	39
51	Ngara	2,202	2,414	2,554	2,113	2,414	2,554	2,009	2,198	2,361	34	29	33	28	29	29
52	Ngudu	726	940	1,159	652	940	1,159	531	864	1,074	3	5	7	3	5	7
53	Nzega	2,705	2,925	2,752	2,573	2,925	2,708	2,494	2,674	2,481	30	30	30	24	24	24
54	Orkesumet	74	128	132	74	124	91	16	63	63	41	41	41	41	37	20
55	Pangani	1,209	1,354	1,378	801	704	847	1,100	1,263	1,316	8	8	8	2	1	0
56	Ruangwa	769	839	922	615	790	833	705	775	866	16	13	12	10	9	11
57	Rujewa	1,606	1,620	1,635	958	975	989	1,407	1,421	1,384	148	148	148	55	50	50
58	Same	1,420	1,482	1,546	1,086	1,185	1,252	1,243	1,311	1,371	46	46	48	43	41	43
59	Sengerema	3,261	3,448	3,724	2,685	2,826	3,724	3,072	3,194	3,579	96	96	108	42	42	108
60	Sikonge	318	328	424	286	290	423	224	282	310	6	6	7	5	6	6
61	Songe	321	364	348	215	254	242	265	308	290	25	25	25	19	9	9
62	Tarime	1,351	1,501	1,570	1,211	1,453	1,570	1,256	1,260	1,449	4	5	5	4	5	5
63	Tukuyu	4,298	3,767	4,061	3,524	3,602	3,729	4,094	3,561	3,857	1	2	2	1	2	2
64	Tunduru	1,110	876	1,114	649	874	1,114	1,043	819	1,073	8	6	5	8	4	5
65	Urambo	292	310	276	290	305	270	206	225	157	21	21	39	18	18	32
66	USA River	1,971	2,046	1,713	1,361	1,245	1,215	1,805	1,876	1,543	33	33	33	23	23	23
67	Ushiroambo	289	328	393	253	285	371	260	299	361	14	14	14	8	8	7
68	Urete	623	703	759	558	638	683	560	640	719	4	4	4	4	4	4
69	Vwawa	1,218	1,361	1,683	1,164	1,287	1,657	1,119	1,275	1,606	40	27	4	40	27	4
	<b>TOTAL 1</b>	<b>89,064</b>	<b>94,631</b>	<b>102,595</b>	<b>76,124</b>	<b>81,996</b>	<b>89,128</b>	<b>80,369</b>	<b>85,924</b>	<b>92,833</b>	<b>1,667</b>	<b>1,687</b>	<b>1,747</b>	<b>1,055</b>	<b>1,073</b>	<b>1,213</b>
Township Water Supply and Sanitation Authorities																



S/N	Name of WSSA	Total Connections (Nos)				Active Connections(Nos)				Domestic connections (Nos)				Total Kiosks (Nos)				Total Active Kiosks			
		2014/15	2015/16	2016/17	2016/17	2014/15	2015/16	2016/17	2016/17	2014/15	2015/16	2016/17	2016/17	2014/15	2015/16	2016/17	2016/17	2014/15	2015/16	2016/17	2016/17
70	Bashnet	227	352	402		215	335	335		151	277	317		59	51	59		55	47	47	
71	Dareda	346				283				301				30				31			
72	Gallapo	698	819	896		540	655	879		624	746	805		49	48	60		33	22	43	
73	Ilula	824	942	1,167		722	908	1,157		736	896	1,038		63	68	70		49	54	70	
74	Isaka	103	90	93		90	72	93		72	65	77		7	7	7		6	7	7	
75	Kasumulu	848	848	852		125	125	316		767	792	795		-	-	-		-	-	-	
76	Kibaigwa	1,277	1,443	1,693		1,069	1,175	1,402		968	1,364	1,335		63	72	76		58	65	67	
77	Magugu	802	1,084	1,346		720	946	1,294		676	956	1,205		66	68	83		66	67	68	
78	Makambako	4,327	4,453	4,625		4,177	4,278	4,624		3,949	4,058	4,295		58	46	50		58	24	27	
79	Mbalizi	4,226	4,657	5,291		3,588	3,881	4,420		3,940	4,324	4,949		119	125	127		116	120	127	
80	Mikumi	202	201	205		161	175	180		181	156	180		32	45	40		11	24	26	
81	Mlowo	67	86	138		66	74	138		25	45	106		15	2	2		15	2	2	
82	Mombo	688	627	643		546	508	556		612	540	508		22	23	23		15	15	15	
83	Tunduma	656	668	673		584	574	657		503	524	544		42	45	25		28	12	25	
84	Turiani		1,738	1,782			1,203	1,622			1,162	1,568			20	20			2	20	
	<b>TOTAL 2</b>	<b>15,291</b>	<b>18,008</b>	<b>19,806</b>		<b>12,886</b>	<b>14,909</b>	<b>17,673</b>		<b>13,505</b>	<b>15,905</b>	<b>17,722</b>		<b>625</b>	<b>620</b>	<b>642</b>		<b>541</b>	<b>461</b>	<b>544</b>	
	<b>TOTAL</b>	<b>104,355</b>	<b>112,639</b>	<b>122,401</b>		<b>89,010</b>	<b>96,905</b>	<b>106,801</b>		<b>93,874</b>	<b>101,829</b>	<b>110,555</b>		<b>2,292</b>	<b>2,307</b>	<b>2,389</b>		<b>1,596</b>	<b>1,534</b>	<b>1,757</b>	

**Table A2.5: Analysis of Water Supply Coverage and Service Hours**

S/N	Name of WSSA	Total Population in the service area [Nos]			Proportion of Population Living in the area with water network[%]			Population Directly Served (%)			Average Service Hours [hrs]		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
District Water Supply and Sanitation Authorities													
1	Biharamulo	28,284	29,644	29,964	65	67	68	33	34	48	2	6	6
2	Bunda	122,725	127,634	153,497	50	55	56	19	21	48	9	12	16
3	Chamwino	27,756	26,484	27,252	58	73	75	40	44	48	14	12	14
4	Chunya	24,717	25,434	25,663	73	73	74	39	59	61	8	9	7
5	Dakawa	39,489	41,411	42,198	58	42	42	12	11	12	6	7	7
6	Gairo	48,968	36,514	37,646	40	50	30	86	92	89	3	3	3
7	Handeni	84,142	83,577	84,747	50	50	49	14	14	16	6	1	8
8	Ifakara	122,688	106,424	108,978	32	55	47	10	15	22	3	4.5	3.8
9	Igunga	55,752	57,371	59,035	66	62	60	23	31	36	12	12	12
10	Itumba-Isongole	21,177	21,810	22,612	80	82	80	68	78	77	19	19	17
11	Karagwe	84,312	86,391	86,391	15	35	38	9	10	11	2	4	4
12	Kasulu	70,993	74,442	76,452	70	70	69	44	45	45	15	15	15
13	Katesh	17,830	18,508	18,916	45	50	51	44	49	49	3.0	3	3
14	Kibaya	20,753	21,284	23,839	66	73	73	59	72	73	6	2	2
15	Kibondo	42,570	39,300	44,900	57	65	62	23	29	26	6	6	5
16	Kilindoni	18869	19152	19382	34	48	49	21	20	29	4	4	3
17	Kilolo	24351	27567	28394	64	60	52	64	52	70	6	6	12
18	Kilosa	36962	37849	38909	66	59	93	14	24	26	8	6	4.5
19	Kilwa Masoko	18148	18602	18992	72	72	72	54	55	57	5	4	4
20	Kiomboi	27177	16022	17208	60	60	62	18	34	34.8	4	4	4
21	Kisarawe	12087	12341	12600	70	70	70	29	29	28	4	4	1
22	Kishapu	20592	20655	21275	39	24	26	17	15	13	5	5	8
23	Kondoa	50794	32093	32767	69	50	70	55	49	49	7	3	3
24	Kongwa	32536	33230	33938	55	66	63	27	23	23	6	3	4
25	Korogwe	72063	73071	77662	72	72	72	51	52	50	6	6	5
26	Kyela	70,078	73,236	73,299	54	52	60	48	45	51	8	8	6
27	Liwale	31,295	31,908	32534	50	50	50	43	45	47	5	4	6
28	Loliondo	14,558	15,140	15746	62	68	73	36	53	73	7	14	11
29	Ludewa	14,749	15,760	12446	57	61	63	43	41	44	6	12	7
30	Lushoto	30,321	30,321	30219	76	79	74	51	50	54	9	7	7
31	Mafinga	53,634	54,224	71641	74	76	59	68	68	54	7	7	7
32	Magu	39,030	39,050	44,050	32	23	23	28	28	25	6	6	6
33	Mahenge	23,977	24,313	24,897	75	75	75	40	35	no data	5	5	7
34	Makete	13,889	13,989	14,182	64	65	67	48	52	69	22	22	19.5

S/N	Name of WSSA	Total Population in the service area [Nos]			Proportion of Population Living in the area with water network[%]				Population Directly Served (%)				Average Service Hours [hrs]			
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2014/15	2015/16	2016/17	2016/17
35	Mangaka	11806	12007	12007	no data	5	5	30	23	29	4	4	4	4	8	8
36	Manyoni	26,692	27,546	28,930	70	72	60	95	75	59	13	13	13	13	13	13
37	Mbinga	43674	59655	62518	60	46	46	41	33	36	18	14	14	14	13	13
38	Mbulu	40,718	136,541	141,730	59	18	18	42	13	13	9	10	10	10	10	10
39	Misungwi	44269	44269	45509	49	47	50	31	34	33	12	14	14	14	14	14
40	Mkuranga	26,390	27,314	27,887	8	8	12	4	4	7	4	6	6	6	6	6
41	Monduli	21,696	23,706	24,631	78	80	83	74	78	81	8	2.1	8	2.1	2.1	2.1
42	Mpwapa	44,300	45,244	44,715	76	64	78	33	34	40	8	10	8	10	12	12
43	Mugumu	27,525	22,170	22,791	27	25	29	25	31	39	12	16	12	16	16	16
44	Muheza	33,492	34,598	35,739	75	73	71	70	69	67	6	6	6	6	6	6
45	Muleba	20,769	21,600	22,462	75	75	75	72	76	79	22	23.4	22	23.4	23	23
46	Mwanga	17,096	17,558	18,032	76	81	78	71	78	87	6	6	6	6	6	6
47	Mwanhuzi	40,757	40,757	40,757	37	46	52	34	35	37	22	22	22	22	22	22
48	Namanyere	21,038	21,752	22,493	40	40	40	13	23	25	6	6	6	6	5	5
49	Namitumbo	32,633	33,448	34,911	63	59	55	31	32	31	10	9	10	9	7	7
50	Nansio	48,510	69,219	79980	81	83	86	19	15	34	7	7.5	7	7.5	16	16
51	Ngara	36,333	36,499	37485	44	63	62	78	84	86	12	8	12	8	8	8
52	Nguvu	25,473	25,473	26968	54	70	71	24	40	48	8	24	8	24	24	24
53	Nzega	38,678	39,780	40,536	54	58	58	55	55	52	20	20	20	20	18	18
54	Orkesmet	16,425	16,991	17,392	64	63	61	63	58	32	12	3	12	3	3	3
55	Pangani	15,152	15,515	18,297	79	81	78	76	83	72	4.1	4.5	4.1	4.5	7.6	7.6
56	Ruangwa	13,960	14,234	14,513	45	45	55	43	43	49	4	4	4	4	3.5	3.5
57	Rujewa	56,837	56,837	57,405	58	58	53	26	25	25	6	6	6	6	5	5
58	Same	26,813	27,162	27,515	70	72	73	54	56	58	5.3	5.5	5.3	5.5	7.3	7.3
59	Sengerema	89,030	92,235	97,345	52	49	63	49	48	70	12	14	12	14	20	20
60	Sikonge	24,770	25,488	26,354	78.6	34.3	46.0	11	14	14	6	6	6	6	10	10
61	Songe	15,707	28,981	29,561	68	39	34	56	24	22	5	5	5	5	1	1
62	Tarime	84,675	84,546	87,106	14	14	40	16	14	15	14	12	14	12	10	10
63	Tukuyu	47,456	48,480	49,788	92	87	82	78	78	80	16	16	16	16	17	17
64	Tunduru	43,798	43,798	45,657	71	75	70	34	25	32	8	7	8	7	7	7
65	Urambo	37,019	40,805	42,274	49	52	56	16	15	22	4	4	4	4	2	2
66	USA River	24,099	26,073	26,777	81	81	80	68	65	53	15	17	15	17	16	16
67	Ushirombo	45,954	52,988		22	23	23	11	10	no data	16	16	16	16	16	16
68	Utete	13,559	13,844	14,010	88	88	88	36	40	43	24	24	24	24	24	24
69	Vwawa	59,377	61,002	62,672	58	64	62	31	54	47	5	5.2	5	5.2	6	6
TOTAL/AVG. 1		2,633,745	2,772,864	2,848,977	58.6	57.5	58.5	40	41	44.4	8.8	8.9	8.8	8.9	9.2	9.2
Township Water Supply and Sanitation Authorities																

S/N	Name of WSSA	Total Population in the service area [Nos]			Proportion of Population Living in the area with water network[%]			Population Directly Served (%)			Average Service Hours [hrs]		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
70	Bashnet	14,759	53,999	55,727	78	55	55	66	18	18	17.75	4.85	5
71	Dareda	10,738	no data	no data	71	no data	no data	71	no data	no data	13	no data	no data
72	Gallapo	31,843	41,039	41,532	54	45	45	46	32	45	2.5	2.5	4.0
73	Ilula	37,265	38,383	39,534	62	62	62	46	51	48	8	8	10
74	Isaka	22,558	23,426	24,082	24	24	24	11	12	12	2	8	9
75	Kusumulu	17,813	18,686	19,141	55	64	64	43	42	42	4	2	4
76	Kibaigwa	26,512	26,907	27,983	75	92	99	91	96	96	20	20	24
77	Magugu	35,501	36,460	55,883	71	78	57	69	77	56	6	12	14.5
78	Makambako	73,886	79,384	83,115	64	65	66	39	38	41	9	7	11
79	Mbalizi	62,953	66,011	69,353	58	61	65	56	57	61	7	7	7
80	Mikumi	19,977	21,965	22,580	no data	no data	47	9	10	11	10	11	4
81	Mlowo	29,979	31,609	32,463	30	28	28	13	3	8	2	5	6
82	Mombo	18,139	18,357	18,872	84	83	81	54	50	47	16	16	16
83	Tunduma	59,981	87,420	102,666	35	35	34	14	9	13	4	2	2
84	Turiani	0	47,691	52,397	no data	90	92	25	25	39	24	24	24
	<b>TOTAL/AVG. 2</b>	<b>461,904</b>	<b>591,337</b>	<b>645,327</b>	<b>58.5</b>	<b>57.7</b>	<b>56.0</b>	<b>45</b>	<b>37</b>	<b>38.3</b>	<b>8.7</b>	<b>8.1</b>	<b>8.9</b>
	<b>TOTAL / AVERAGE (1+2)</b>	<b>3,095,649</b>	<b>3,364,201</b>	<b>3,494,305</b>	<b>58.6</b>	<b>57.5</b>	<b>58.1</b>	<b>41.2</b>	<b>40.9</b>	<b>43.4</b>	<b>8.8</b>	<b>8.8</b>	<b>9.1</b>

**Table A2.6: Analysis of Metering and Staff Levels**

S/N	Name WSSA	Metering ratio (%)			Total Staff (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)			
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	
District Water Supply and Sanitation Authorities														
1	Biharamulo		89	92	100	16	12	11	18	13	11	3	3	3
2	Bunda		92	95	96	24	19	23	17	1	12	3	3	4
3	Chamwino		34	81	74	17.0	18.0	17.0	16.2	16.9	14.4	2	2	2
4	Chunya		92	98	94	11	10	9	11	9.2	7.5	2	1	1
5	Dakawa		40	71	75	7	7	7	15.6	16.0	15.3	1	2	2
6	Gairo		9	23	14	20	19	6	89.7	87.6	26.8	1	1	1
7	Handeni		100	92	100	21.0	13.0	21.0	35.6	22.0	35.5	0	1	0
8	Ifakara		27	23	25	13.0	13.0	18.0	16.2	11.6	13.8	0	0	1
9	Igunga		100	100	100	18	16	16	15.7	10.9	9.3	2	2	4
10	Itumba-Isongole		31	27	32	14.0	14.0	14.0	11.0	9.2	8.9	2	2	2

S/N	Name WSSA	Metering ratio (%)			Total Staff (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
11	Karagwe	100	65	80	16.0	14.0	13.0	31.8	27.1	24.4	2	1	1
12	Kasulu	27	30	36	16	14	14	4.9	4.0	3.9	2	2	2
13	Katesh	28	29	29	15.0	15.0	16.0	9.8	8.3	8.4	1	1	3
14	Kibaya	95	89	100	21.0	21.0	12.0	53.3	56.1	25.0	5	6	2
15	Kibondo	42	38	38	36	36	38	26.6	23.1	19.7	13	14	16
16	Kilindoni	40	36	39	9.0	9.0	7.0	22.7	22.3	16.3	0	0	0
17	Kilolo	42	41	55	6.0	6.0	6.0	13.0	12.1	9.3	1	1	1
18	Kilosa	0	6	24	24	20	26	45.2	13.8	15.7	4	1	3
19	Kilwa Masoko	94	94	95	25.0	24.0	26.0	16.0	15.0	15.0	6	6	5
20	Kiomboi	94	97	100	8.0	8.0	7.0	10.7	10.4	8.6	1	1	1
21	Kisarawe	33	34	79	11	11	12	24.7	23.8	25.6	0	0	0
22	Kishapu	100	100	100	7.0	9.0	5.0	53.8	67.7	36.0	3	4	2
23	Kondoa	57	54	68	23.0	21.0	22.0	6.9	6.7	6.3	4	3	4
24	Kongwa	96	98	98	18	17	12	18.3	17.0	11.8	3	3	2
25	Korogwe	100	100	100	34.0	34.0	36.0	11.2	11.0	11.2	12	12	12
26	Kyela	21	21	20	25.0	21.0	19.0	7.0	7.2	5.9	8	5	8
27	Liwale	92	90	91	26	26	25	15.4	14.3	12.9	3	3	3
28	Loliondo	95	100	97	14.0	12.0	14.0	54.1	28.6	24.2	2	1	5
29	Ludewa	15	10	11	6.0	6.0	7.0	11.5	11.2	13.4	0	0	0
30	Lushoto	44	46	51	14	14	14	9.0	8.6	8.0	4	4	4
31	Mafinga	78	84	85	28.0	23.0	21.0	9.0	6.8	6.1	10	7	7
32	Magu	11	11	14	9.0	9.0	8.0	7.3	7.3	6.5	2	2	2
33	Mahenge	13	14	27	12	14	11	12.7	20.0	11.9	2	2	1
34	Makete	70	62	60	14.0	13.0	13.0	10.9	9.5	9.2	3	3	2
35	Mangaka	0	35	45	4.0	1.0	2.0	235.3	58.8	90.9	0	0	0
36	Manyoni	100	100	100	13	9	9	7.6	4.9	4.6	3	3	3
37	Mbinga	100	100	100	21.0	19.0	20.0	10.0	8.3	8.2	8	8	7
38	Mbulu	90	88	90	23.0	24.0	24.0	13.6	13.2	12.4	7	4	4
39	Misungwi	100	100	100	14	15	16	11.4	11.1	10.8	4	4	4
40	Mkuranga	97	91	98	3.0	5.0	4.0	27.3	37.3	18.3	0	0	0
41	Monduli	100	100	100	25.0	26.0	26.0	15.0	13.9	12.8	2	2	2
42	Mpwapa	100	100	100	37	38	33	14.2	14.0	11.2	6	6	6
43	Mugumu	17	17	47	12.0	7.0	12.0	10.0	5.7	7.4	4	1	3
44	Muheza	21	18	27	16.0	16.0	16.0	7.5	7.3	7.3	4	4	3
45	Muleba	100	100	100	10	10	10	7.1	6.1	5.5	1	1	1
46	Mwanga	100	100	100	26.0	27.0	27.0	15.0	14.0	12.5	10	9	8

S/N	Name WSSA	Metering ratio (%)			Total Staff (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
47	Mwanhuzi	100	100	100	17.0	17.0	18.0	10.0	9.4	9.1	4	4	4
48	Namanyere	100	100	100	2	4	4	5.6	23.4	18.0	0	0	0
49	Namtumbo	46	42	45	11	12	11	9.6	10.1	9.3	1	2	2
50	Nansio	11	57	100	12.0	12.0	14.0	12.9	12.9	8.3	4	3	4
51	Ngara	94	100	100	19.0	19.0	18.0	8.6	7.9	7.0	4	4	4
52	Ngudu	96	100	100	17.0	14.0	14.0	23.4	14.9	12.1	3	3	4
53	Nzega	100	100	100	27.0	30.0	26.0	10.0	10.3	9.4	6	6	6
54	Orkesumet	100	100	100	7.0	7.0	8.0	94.6	54.7	60.6	0	0	0
55	Pangani	49	43	35	14.0	14.0	17.0	11.6	10.3	12.3	4	4	2
56	Ruangwa	43	62	90	14.0	14.0	14.0	18.6	16.7	15.2	1	3	4
57	Rujewa	3	7	9	10.0	9.0	11.0	6.0	5.6	6.7	4	3	3
58	Same	93	91	91	17	17	19	12.0	11.5	12.3	5	4	3
59	Sengerema	55	78	85	21.0	20.0	27.0	6.4	5.8	7.3	6	2	4
60	Sikonge	76	72	100	11	12	9	34.6	36.6	21.2	2	1	1
61	Songe	21	21	10	9.0	8.0	9.0	28.0	22.0	25.9	1	0	0
62	Tarine	65	44	50	20.0	25.0	24.0	14.8	16.7	15.3	4	7	7
63	Tukuyu	54	55	62	22.0	23.0	21.0	5.0	6.1	5.2	9	9	8
64	Tunduru	33	66	82	14	9	18	12.6	10.3	16.2	2	2	2
65	Urambo	69	79	86	15.0	11.0	14.0	51.4	35.5	50.7	2	2	3
66	USA River	24	32	42	19.0	16.0	18.0	9.6	7.8	10.5	5	5	6
67	Ushirombo	100	100	100	12.0	12.0	6.0	41.5	36.6	15.3	9	8	1
68	Utete	100	100	100	18.0	18.0	21.0	28.9	25.6	27.7	2	2	4
69	Vwawa	26	15	16	16.0	19.0	18.0	13.1	14.0	10.7	6	5	3
	<b>TOTAL/AVG. 1</b>	<b>64</b>	<b>66</b>	<b>71</b>	<b>1,126</b>	<b>1,077</b>	<b>1,084</b>	<b>23</b>	<b>18</b>	<b>16</b>	<b>240</b>	<b>220</b>	<b>222</b>
<b>Township Water Supply and Sanitation Authorities</b>													
70	Bashnet	100	100	100	8.0	5.0	8.0	35.2	14.2	19.9	2	2	2
71	Dareida	71			8.0			23.1	no data	no data	0		
72	Gallapo	32	30	59	12.0	9.0	9.0	17.2	11.0	10.0	2	1	1
73	Ilula	36	33	32	10	10	10	12.1	10.6	8.6	3	3	4
74	Isaka	100	100	100	11.0	9.0	3.0	106.8	100.0	32.3	5	5	1
75	Kasumulu	0	0	8	6	8	10	7.1	9.4	11.7	1	3	4
76	Kibaigwa	100	100	100	19.0	19.0	15.0	14.9	13.2	8.9	4	4	3
77	Magugu	71	54	83	20.0	19.0	15.0	24.9	17.5	11.1	3	3	3
78	Makambako	96	97	97	28.0	28.0	31.0	6.5	6.3	6.7	5	5	5
79	Mbalizi	57	60	70	29.0	29.0	28.0	6.9	6.2	5.3	15	15	13



S/N	Name WSSA	Metering ratio (%)				Total Staff (Nos)				Staff per 1000 connections (Nos)				Female Staff (Nos)			
		2014/15	2015/16	2016/17		2014/15	2015/16	2016/17		2014/15	2015/16	2016/17		2014/15	2015/16	2016/17	
80	Mikumi	0	0	55		6.0	6.0	6.0		29.7	29.9	29.3		1	1	1	
81	Mlowo	10	83	100		3.0	4.0	5.0		44.8	46.5	36.2		0	0	1	
82	Mombo	78	90	90		11.0	11.0	9.0		16.0	17.5	14.0		2	2	3	
83	Tunduma	69	76	77		15.0	14.0	15.0		22.9	21.0	22.3		0	2	3	
84	Turiani		69	70			20.0	16.0			16.6	13.3			6	6	
TOTAL/AVG. 2		58.6	63.3	75		186	171	164		85	78	64		43	46	44	
TOTAL /AVERAGE (1+2)		63	66	72		1,312	1,248	1,248		28	25	22		283	266	266	

Table A2.7: Analysis of Revenue Collection

S/N	Name of WSSA	Water Sales Revenues			Other operating income	Total operating income (Thousand TZS/year)	Capital Grants	Revenue Collection from Water Sales			Total Collections	Collection Efficiency		
		2014/15	2015/16	2016/17				2014/15	2015/16	2016/17		2014/15	2015/16	2016/17
District Water Supply and Sanitation Authorities														
1	Biharamulo	93,152	70,291	113,216	-	113,216	35,000	87,838	76,205	108,751				
2	Bunda	113,927	124,813	249,688	92,685	342,373		123,288	128,637	331,886	108,751	94.4	108.4	96.1
3	Chamwino	50,286	86,369	105,915	4,148	110,063		63,413	54,628	83,976	424,571	92.4	103.1	132.9
4	Chunya	107,759	112,518	191,485	8,000	199,485		193,302	112,517	148,965	88,124	126.1	63.2	79.3
5	Dakawa	48,000	40,800	52,412	1,874	54,286		44,400	38,421	47,247	156,965	70.0	100.0	77.8
6	Gairo	80,229	33,335	81,332	5,189	86,521		76,915	28,254	76,617	49,121	92.5	94.2	90.1
7	Handeni	27,505	17,098	23,164	1,422	24,585	5,000	17,940	9,540	23,164	81,805	95.9	84.8	94.2
8	Ifakara	56,337	96,130	117,505	2,719	120,224		69,077	78,002	121,870	24,585	65.2	55.8	100.0
9	Igunga	317,187	323,465	509,463	50,950	560,414	166,302	276,645	288,374	499,741	124,589	94.4	81.1	103.7
10	Itumba-Isongole	75,108	84,273	90,334		90,334		48,623	66,790	67,883	550,692	87.2	89.2	98.1
11	Karagwe	37,911	61,893	133,245	15,063	148,308		41,175	65,152	146,478	67,883	60.0	79.3	75.1
12	Kasulu	212,260	173,076	191,168	26,965	218,133		224,754	188,995	191,468	161,541	108.6	105.3	109.9
13	Katesh	78,183	141,471	186,774	21,783	208,557		59,753	75,028	83,749	218,433	84.3	109.2	100.2
14	Kibaya	128,706	147,980	154,272	14,843	169,114	33,865	119,637	127,123	142,508	105,532	76.6	53.0	44.8
15	Kibondo	115,535	105,002	109,343	10,467	119,810		115,535	103,902	92,594	157,351	93.0	85.9	92.4
16	Kilindoni	34,746	33,705	30,240	564	30,804		26,054	22,167	19,188	103,061	84.7	99.0	84.7
17	Kilolo	74,054	60,009	78,620	15,000	93,620		50,993	45,397	35,151	19,752	75.0	65.8	63.5
18	Kilosa	51,721	54,470	46,949	8,776	55,725		58,072	47,547	46,949	50,151	68.9	75.7	44.7
19	Kilwa Masoko	293,361	204,134	214,986		214,986		193,635	150,465	245,048	55,725	112.3	87.3	100.0
20	Kiomboi	51,154	74,730	77,186		77,186		64,679	62,983	81,140	245,048	66.0	73.7	114.0
21	Kisarawe	67,206	57,726	45,685		45,685		22,839	21,311	26,421	81,140	126.4	84.3	105.1
											26,421	34.0	36.9	57.8

S/N	Name of WSSA	Water Sales Revenues				Other operating income	Total operating income (Thousand TZS/year)	Capital Grants	Revenue Collection from Water Sales				Total Collections	Collection Efficiency (%)			
		2014/15	2015/16	2016/17	2016/17				2014/15	2015/16	2016/17	2016/17		2014/15	2015/16	2016/17	2016/17
22	Kishapu	22,378	17,984	21,594	183		21,777		13,428	15,660	18,078	18,261		60.0	87.1	83.7	83.7
23	Kondoa	172,534	240,450	278,860	15,566		294,426		185,468	182,350	235,157	250,723		88.2	75.8	84.3	84.3
24	Kongwa	179,894	104,203	93,354	206,694		300,049		171,723	61,895	93,354	300,049		95.0	59.4	100.0	100.0
25	Korogwe	265,087	242,077	326,199	43,376		369,575	600,000	257,152	231,019	321,562	364,938		88.0	95.4	98.6	98.6
26	Kyela	150,761	90,477	135,652			135,652		101,024	50,250	45,488	45,488		62.0	55.5	33.5	33.5
27	Liwale	111,655	84,087	88,508	4,145		92,653		90,843	78,848	84,384	88,529		81	94	95	95
28	Loliondo	25,873	73,160	138,195	4,390		142,585		21,503	61,269	123,493	127,883		87	84	89	89
29	Ludewa	22,057	25,000	30,829			30,829		23,501	25,500	21,422	21,422		80	102	69	69
30	Lushoto	100,659	105,378	112,660	8,098		120,758		95,759	92,708	97,259	105,356		95	88	86	86
31	Mafinga	261,298	333,596	431,875			431,875		356,246	296,624	364,918	364,918		54	89	84	84
32	Magu	93,600	85,140	74,595	90,746		165,341		68,923	67,900	74,593	165,339		74	80	100	100
33	Mahenge	35,504	45,000	49,560			49,560		15,954	37,718	32,395	32,395		45	84	65	65
34	Makete	58,748	88,162	117,966			117,966		70,059	64,567	85,036	85,036		79	73	72	72
35	Mangaka	3,254	3,600	2,253			2,253		3,600	3,600	2,253	2,253		100	100	100	100
36	Manyoni	168,146	156,023	124,386	6,175		130,561		147,391	137,300	118,369	124,544		88	88	95	95
37	Mbinga	208,575	200,091	291,468	1,683		293,151		197,813	171,201	297,495	299,178		95	86	102	102
38	Mbulu	141,937	123,115	150,678	8,788		159,465		141,881	107,251	107,557	116,344		86	87	71	71
39	Misungwi	113,377	111,356	154,476			154,476		155,594	151,302	137,276	137,276		137	136	89	89
40	Mkuranga	13,549	26,441	17,866			17,866		10,368	17,866	14,795	14,795		77	68	83	83
41	Monduli	304,455	355,807	387,439	63,806		451,246		290,007	277,210	312,220	376,026		96	78	81	81
42	Mpwapwa	264,678	264,000	382,242	7,821		390,063		235,558	159,423	320,999	328,820		89	60	84	84
43	Mugumu	81,384	74,927	207,304	672		207,976		81,600	78,120	127,374	128,046		100.3	104.3	61.4	61.4
44	Muheza	78,949	85,593	73,037	993		74,030		58,989	63,112	67,091	68,084		75.0	73.7	91.9	91.9
45	Muleba	170,919	201,123	219,423	269,096		488,519	230,000	217,924	204,159	215,834	484,930		127.5	101.5	98.4	98.4
46	Mwanga	119,669	170,130	323,657	44,434		368,090		78,108	140,834	285,003	329,437		65.3	82.8	88.1	88.1
47	Mwanhuzi	278,540	267,851	283,897	31,535		315,432		250,506	222,095	233,287	264,823		89.9	82.9	82.2	82.2
48	Namanyere	16,780	27,620	18,739			18,739		11,092	18,169	13,050	13,050		79.4	65.8	69.6	69.6
49	Namtumbo	74,841	65,297	63,185			63,185		46,245	38,634	44,708	44,708		56.0	59.2	70.8	70.8
50	Nansio	17,506	17,987	144,670	7,614		152,284		40,190	21,724	100,660	108,274		229.6	120.8	69.6	69.6
51	Ngara	119,855	144,352	202,261	25,871		228,132		158,691	180,440	154,498	180,369		132.4	125.0	76.4	76.4
52	Ngudu	63,988	125,775	189,913	34,589		224,502		65,172	150,554	170,140	204,729		101.9	119.7	89.6	89.6
53	Nzega	420,090	437,060	369,764	38,775		408,539		310,865	227,676	265,326	304,101		74.0	52.1	71.8	71.8
54	Orkesumet	53,786	55,131	102,034	4,667		106,701		58,791	52,869	101,406	106,073		100.0	95.9	99.4	99.4
55	Pangani	87,584	60,748	102,461			102,461	200,000	70,033	47,472	74,433	74,433		80.0	78.1	72.6	72.6
56	Ruangwa	90,348	92,942	93,637			93,637	400,000	66,856	74,995	87,605	102,923		74.0	80.7	93.6	93.6
57	Rujewa	133,386	134,166	89,864			89,864		59,527	54,983	59,759	59,759		41.6	41.0	66.5	66.5
58	Same	151,024	153,019	197,879	56,782		254,662		120,790	130,896	177,877	234,659		80.0	85.5	89.9	89.9

S/N	Name of WSSA	Water Sales Revenues				Other operating income	Total operating income (Thousand TZS/year)	Capital Grants	Revenue Collection from Water Sales				Total Collections	Collection Efficiency (%)		
		2014/15	2015/16	2016/17	2016/17				2014/15	2015/16	2016/17	2016/17		2014/15	2015/16	2016/17
59	Sengerema	215,405	304,266	280,694	27,000	3,453	30,083	302,000	182,222	242,817	271,239	271,239	298,239	84.6	79.8	96.6
60	Sikonge	23,898	11,399	26,630	3,453	153	32,627	322,000	14,968	9,519	22,635	22,635	26,088	62.6	83.5	85.0
61	Songe	38,720	73,267	32,474	6,170	6,170	123,418		25,787	62,667	25,513	25,513	25,666	67.0	85.5	78.6
62	Tarime	167,335	125,370	117,248	6,170	6,170	355,231		131,596	83,778	118,481	118,481	124,651	78.6	66.8	101.1
63	Tukuyu	195,974	191,155	287,234	67,997	28,043	175,170		159,474	180,884	227,127	227,127	295,123	46.0	94.6	79.1
64	Tunduru	75,456	139,131	147,127	28,043	142	34,942		82,818	95,039	100,045	100,045	128,088	69.0	68.3	68.0
65	Urambo	63,477	45,032	34,800	15,283	142	195,359		59,978	65,910	32,240	32,240	32,382	94.5	146.4	92.6
66	USA River	86,739	106,950	180,077	2,609	2,609	52,173		101,640	90,501	134,709	134,709	149,992	97.0	84.6	74.8
67	Ushirombo	44,427	46,956	49,564	11,400	11,400	109,764		45,112	53,373	49,721	49,721	52,330	101.5	113.7	100.3
68	Ute	63,571	82,170	98,364	4,006	4,006	63,290		50,555	81,577	90,117	90,117	101,517	79.5	99.3	91.6
69	Vwawa	65,292	35,017	59,284	1,423,200	1,423,200	11,632,058	1,992,167	7,229,102	6,779,583	8,834,912	8,834,912	10,273,430	85.8	85.0	85.3
<b>TOTAL/AVG. 1</b>																
<b>Township Water Supply and Sanitation Authorities</b>																
70	Bashnet	21,550	30,297	51,262	6,970	0	58,232		26,562	29,266	54,158	54,158	61,128	100.0	96.6	105.6
71	Dareda	8,576		0			0		7,644				0	87.8	nodata	no data
72	Gallapo	39,825	35,020	44,230	14,771		59,000		32,440	23,918	39,758	39,758	54,529	75.5	68.3	89.9
73	Ilula	78,651	84,476	121,701	163		121,701		57,613	75,953	72,474	72,474	72,474	73.3	89.9	59.6
74	Isaka	1,747	1,863	3,018			3,181	0	1,261	650	2,952	2,952	3,115	72.2	34.9	97.8
75	Kasumulu	12,631	9,570	18,930	57,271		18,930		10,146	8,134	9,386	9,386	9,386	80.0	85.0	49.6
76	Kibaigwa	350,436	351,858	421,826	34,691		479,097		304,871	351,858	377,444	377,444	434,715	87.0	100.0	89.5
77	Magugu	102,966	103,317	124,217	45,996		158,908		101,457	101,564	122,753	122,753	157,444	99.0	98.3	98.8
78	Makambako	237,468	251,264	275,600			321,596		294,991	224,447	300,041	300,041	346,037	100.0	89.3	108.9
79	Mbalizi	274,576	240,916	402,227			402,227		227,640	252,460	243,884	243,884	243,884	83.0	104.8	60.6
80	Mikumi	35,476	75,412	29,010			29,010		26,548	21,232	19,271	19,271	19,271	74.8	28.2	66.4
81	Mlowo	0	1442.5	6,262			6,262		0	723	5,907	5,907	5,907	0.0	50.1	94.3
82	Mombo	65,148	51,267	51,267	19,343		70,610		47,546	30,058	38,295	38,295	57,638	65.0	58.6	74.7
83	Tunduma	20,040	19,784	10,985	11,580		10,985		14,636	9,985	9,849	9,849	9,849	69.0	50.5	89.7
84	Turiani		78,090	116,040			127,620			47,170	125,840	125,840	137,420		60.4	108.4
<b>TOTAL/AVG. 2</b>		<b>1,249,089</b>	<b>1,334,577</b>	<b>1,676,576</b>	<b>190,784</b>	<b>1,867,361</b>	<b>13,499,418</b>	<b>0</b>	<b>1,153,354</b>	<b>1,177,417</b>	<b>1,422,013</b>	<b>1,422,013</b>	<b>1,612,798</b>	<b>76.2</b>	<b>72.5</b>	<b>85.3</b>
<b>TOTAL / AVERAGE (1+2)</b>		<b>9,080,378</b>	<b>9,487,446</b>	<b>11,885,434</b>	<b>1,613,985</b>	<b>1,613,985</b>	<b>13,499,418</b>	<b>1,992,167</b>	<b>8,382,457</b>	<b>7,957,000</b>	<b>10,256,925</b>	<b>10,256,925</b>	<b>11,870,910</b>	<b>84.1</b>	<b>83.1</b>	<b>85.3</b>

**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 (Thousand TZS/ year)		
		2015/16	2016/17	2015/16	2016/17	2014/15	2015/16	2016/17
District Water Supply and Sanitation Authorities								
1	Biharamulo	86,954	25,714	nodata	nodata	115,569	96,876	105,751
2	Bunda	85,586	130,683	nodata	nodata	268,292	118,592	290,286
3	Chamwino	11,718	27,900	nodata	nodata	85,875	121,261	76,140
4	Chunya	47,747	52,411	15,548	nodata	211,003	308,166	212,811
5	Dakawa	9,875	12,839	nodata	nodata	46,567	39,024	36,088
6	Gairo	15,769	29,896	nodata	nodata	73,115	27,316	46,686
7	Handeni	75,775	82,389	nodata	nodata	144,135	119,876	100,447
8	Ifakara	15,169	34,109	nodata	nodata	53,865	64,656	62,750
9	Igunga	131,669	120,196	nodata	nodata	276,645	359,588	475,421
10	Itumba-Isongole	38,228	36,187	nodata	nodata	65,278	58,064	68,629
11	Karagwe	35,512	61,405	nodata	nodata	135,779	88,529	153,137
12	Kasulu	97,911	149,646	nodata	nodata	224,990	176,192	219,325
13	Katesh	107,220	114,210	nodata	nodata	123,133	168,730	181,235
14	Kibaya	95,278	89,377	nodata	nodata	144,711	163,530	189,752
15	Kibondo	64,460	59,671	nodata	nodata	83,745	110,540	75,295
16	Kilindoni	7,803	6,953	nodata	nodata	45,300	46,964	31,609
17	Kilolo	22,424	26,450	nodata	nodata	46,974	43,043	63,591
18	Kilosa	50,320	25,355	nodata	nodata	57,005	56,466	55,261
19	Kilwa Masoko	68,248	82,162	18,126	56,380	153,129	181,980	243,267
20	Kiomboi	6,928	nodata	nodata	nodata	52,546	80,169	118,306
21	Kisarawe	5,915	75,395	59,802	nodata	30,551	78,491	127,410
22	Kishapu	10,880	11,149	nodata	nodata	7,855	13,650	7,166
23	Kondoa	54,544	56,507	nodata	nodata	182,672	212,854	240,817
24	Kongwa	56,396	51,650	nodata	nodata	164,229	66,287	215,521
25	Korogwe	112,838	245,190	nodata	nodata	344,786	341,769	476,507
26	Kyela	nodata	30,454	nodata	nodata	101,421	92,492	74,531
27	Liwale	51,922	38,227	68,438	nodata	93,564	96,895	186,841
28	Loliondo	59,872	71,252	nodata	30,852	67,528	110,545	141,682
29	Ludewa	2,400	nodata	5,600	nodata	15,785	22,000	17,108
30	Lushoto	91,876	104,017	nodata	nodata	151,063	143,677	146,416
31	Mafinga	90,241	61,060	nodata	nodata	291,833	409,008	338,476
32	Magu	64,279	nodata	nodata	nodata	120,331	131,779	102,258
33	Mahenge	78,328	nodata	nodata	nodata	19,159	38,402	42,395
34	Makete	29,832	36,405	nodata	nodata	68,560	80,820	81,382
35	Mangaka	1,900	nodata	nodata	nodata	1,550	2,520	11,997
36	Manyoni	16,169	67,782	nodata	nodata	190,091	129,239	156,642
37	Mbinga	99,378	114,754	37,402	198,953	186,521	188,129	291,577
38	Mbulu	77,057	65,785	nodata	nodata	204,164	145,615	131,593
39	Misungwi	30,422	105,611	57,321	nodata	263,427	453,384	213,585
40	Mkuranga	22,440	8,193	nodata	nodata	11,157	38,481	42,752
41	Monduli	131,764	202,853	3,249	nodata	329,163	374,300	438,713
42	Mpwapwa	94,422	136,781	nodata	nodata	228,571	225,362	158,329
43	Mugumu	20,236	21,600	nodata	nodata	191,232	182,050	193,230
44	Muheza	66,604	75,618	nodata	nodata	103,179	85,264	121,521
45	Muleba	148,644	85,071	11,794	nodata	267,436	266,294	262,979
46	Mwanga	151,579	178,146	50,638	54,390	277,309	376,541	403,690
47	Mwanhuzi	52,030	90,001	nodata	nodata	239,527	221,831	246,115
48	Namanyere	nodata	nodata	nodata	nodata	9,498	18,169	13,036
49	Namtumbo	25,959	21,347	0	nodata	55,226	58,282	45,296
50	Nansio	6,533	39,436	nodata	nodata	40,190	21,724	17,304
51	Ngara	11,950	28,097	nodata	nodata	134,717	152,858	172,446
52	Ngudu	86,954	80,946	32,645	32,645	139,174	205,487	261,195
53	Nzega	95,736	79,979	nodata	nodata	318,097	765,925	571,622
54	Orkesumet	38,423	43,810	nodata	nodata	66,814	64,656	79,796

S/N	Name of WSSA	Personel Costs (Thousand TZS/year)		Depreciation Costs (Thousand TZS/year)		Total O&M Expenditure (Thousand TZS/ year)		
		2015/16	2016/17	2015/16	2016/17	2014/15	2015/16	2016/17
55	Pangani	194,095	91,974	nodata	nodata	264,180	223,764	152,212
56	Ruangwa	30,228	62,725	nodata	nodata	93,256	112,901	102,385
57	Rujewa	36,300	29,890	nodata	nodata	63,928	72,659	48,543
58	Same	95,811	87,234	33,027	46,615	275,927	327,139	279,144
59	Sengerema	65,174	63,240	nodata	21,539	278,222	232,177	290,811
60	Sikonge	33,827	19,509	nodata	nodata	56,745	50,280	30,598
61	Songe	53,070	30,096	nodata	nodata	65,680	64,099	49,732
62	Tarime	59,848	67,824	nodata	nodata	126,851	137,056	50,657
63	Tukuyu	101,677	124,111	73,896	nodata	285,858	281,958	281,084
64	Tunduru	10,000	60,733	nodata	nodata	39,308	88,644	117,090
65	Urambo	22,764	24,000	nodata	nodata	76,228	76,244	40,800
66	USA River	33,262	55,155	nodata	nodata	123,245	132,835	150,473
67	Ushirombo	11,622	13,890	nodata	nodata	68,228	75,097	72,305
68	Utete	107,445	115,018	73,449	73,449	107,319	159,733	180,739
69	Vwawa	56,322	33,021	5,761	nodata	114,290	88,249	94,946
<b>TOTAL/AVG. 1</b>		<b>3,873,561</b>	<b>4,273,092</b>	<b>546,696</b>	<b>514,823</b>	<b>9,363,300</b>	<b>10,367,174</b>	<b>10,779,233</b>
<b>Township Water Supply and Sanitation Authorities</b>								
70	Bashnet	15,424.0	23,374	nodata	nodata	30,215	31,635	53,988
71	Dareda	nodata	nodata	nodata	nodata	13,547	nodata	
72	Gallapo	29,220.4	28,063	nodata	nodata	50,445	39,077	53,278
73	Ilula	34555	36,835	nodata	nodata	56,035	74,463	87,061
74	Isaka	nodata	2,100	nodata	nodata	515	506	173
75	Kasumulu	1359	2700	nodata	nodata	9,966	12,906	5,391
76	Kibaigwa	nodata	132,377.9	nodata	nodata	311,400	381,739	415,458
77	Magugu	91,816.6	74,304	nodata	nodata	153,810	155,057	152,488
78	Makambako	209,876.0	214,226.1	26,821	nodata	315,906	296,164	373,182
79	Mbalizi	121,820.0	110,683.7	18,208	289,805	360,783	367,008	358,225
80	Mikumi	nodata	6,000.0	nodata	nodata	35,810	23,107	12,902
81	Mlowo	3,678.0	4,146.0	289,805	3,930.71	2,003	7,304	5,953
82	Mombo	43,497.7	53,092.0	nodata	nodata	89,984	79,054	93,997
83	Tunduma	5,760.9	47,985.0	258,855	492,688.29	293,962	30,946	124,857
84	Turiani	19,234.3	46,349.9	nodata	nodata		27,936	116,040
<b>TOTAL/AVG. 2</b>		<b>576,242</b>	<b>782,237</b>	<b>593,689</b>	<b>786,424</b>	<b>1,724,380</b>	<b>1,526,902</b>	<b>1,852,993</b>
<b>TOTAL / AVERAGE (1+2)</b>		<b>4,449,802</b>	<b>5,055,329</b>	<b>1,140,385</b>	<b>1,301,247</b>	<b>11,087,680</b>	<b>11,894,076</b>	<b>12,632,226</b>

**APPENDIX 3:**

**COMPLIANCE WITH REGULATORY  
OBLIGATIONS**

**(Tariff Conditions, Reporting and  
Implementataion of Recommendations of  
Previous Perfomance Report – FY 2015/16 )**



**Table A3.1: DT WSSAs Board of Directors Status as at June, 2017 and Status of Report Submission**

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2016/17 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
District Water Supply and Sanitation Authorities						
1	Biharamulo	Yes	Yes		The Board has been appointed since 23 <sup>rd</sup> May, 2017.	Submitted annual report
2	Bunda	Yes	Yes		The Board has been appointed since 1 <sup>st</sup> July, 2015.	Submitted annual report
3	Chamwino	Yes	No		The tenure of the Board expired in May 2016. Has advertised for interested people to apply for membership.	Submitted annual report
4	Chunya	Yes	No		Tenure of the Board expired on March, 2016 (Corrected Names sent to RAS Mbeya in August, 2015)	Submitted data sheet
5	Dakawa – Mvomero	Yes	Yes		The Board has been appointed since August,2015	Submitted annual report
6	Handeni	Yes	No		Tenure of the Board expired since 30 <sup>th</sup> August 2011. In the FY 2016/17 Handeni Town Council submitted the list of proposed names for New Board Members to PO-RALG, however, it was observed by PO-RALG that the list does not meet the required criteria of proposing three names for each category and also the issue of gender. Handeni WSSA is currently working on the observations made by PO-RALG.	Submitted annual report
7	Gairo	Yes	Yes		Board in place since, February,2015	Submitted annual report
8	Ifakara	Yes	No		The Board has expired since September, 2016	Submitted data sheet
9	Igunga	Yes	Yes		The Board is in place Since August, 2016	Submitted annual report
10	Isikizya (Uyui)	No	No		Board has not been appointed	Not Submitted
11	Itumba-Isongole	Yes	Yes		The Board was appointed on September, 2016	Submitted annual report
12	Karagwe	Yes	Yes		The Board was appointed in September 2016.	Submitted annual report
13	Kasulu	Yes	Yes		Board established on July, 2016	Submitted annual report
14	Karatu	No	No		Management is in place, effort to establish Board of directors is ongoing	
15	Katesh	Yes	Yes		Board is in place since September 2015	Submitted annual report
16	Kibaya	Yes	Yes		Board is in place since October 2015	Submitted annual report
17	Kibondo	Yes	No		Tenure of the Board expired since December, 2014. Proposed names submitted to PO-RALG for consideration and approval.	Submitted annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status Active (YES) or Not Active (NO)	Progress in Formulating the Board	Report Submission for 2016/17 or Annual Data Sheet
18	Kilindoni	Yes	No	The Board has expired since February, 2017	Submitted annual report
19	Kilolo	Yes	Yes	New Board in place since June, 2016	Submitted annual report
20	Kilosa	Yes	Yes	The board has been established since August. 2016.	Submitted data sheet
21	Kilwa Masoko	Yes	Yes	The Board is in place since September 2016	Not submitted
22	Kiomboi	Yes	Yes	The Board established on September, 2016	Submitted annual report
23	Kisarawe	Yes	Yes	The Board is in place since September 2016	Submitted
24	Kishapu	Yes	Yes	Board was appointed in September, 2016	Submitted annual report
25	Kondoa	Yes	No	The board has expired since June, 2017, the names has already been proposed and submitted to PO-RALG	Submitted annual report
26	Kongwa	Yes	No	The board has expired since June, 2017	Submitted datasheet
27	Korogwe	Yes	Yes	The Board is in place since 13 <sup>th</sup> April 2017	Submitted annual report
28	Kyela	Yes	No	Tenure of the Board expired since June, 2010. New proposed names for Board members for consideration and approval are in preparation	Submitted annual report
29	Liwale	Yes	No	The tenure of the Board expired since 24 <sup>th</sup> June 2016. New nominated Board members submitted to PO-RALG for consideration and approval	Submitted annual report
30	Loliondo	Yes	Yes	Board in place since September, 2016	Submitted annual report
31	Longido	Yes	No	The tenure of the Board came to an end in May 2017. However, the expired Board was not operational due to the fact that the process for handing over of the Water Supply project from the Village Water Committee to the Authority is not finalized.	
32	Ludewa	Yes	No	The Board was in place since July, 2014 to June, 2017 NB: Expired on 30/06/2017	Submitted data sheet
33	Lushoto	Yes	No	The tenure of the Board came to an end in November, 2016	Submitted annual report
34	Mafinga	Yes	Yes	The Board is in place since August, 2015	Submitted annual report
35	Magu	Yes	No	Tenure of the Board expired since May 2017. New nominated Board members submitted to PO-RALG for consideration and approval	Submitted data sheet
36	Mahenge	Yes	Yes	The Board is in place since 2015	Submitted data sheet
37	Makete	Yes	No	The Board was in place since April, 2014 to March, 2017 NB: Expired on 30/03/2017	Submitted annual report
38	Mangaka	Yes	Yes	The Board is in Place since September 2016	Not submitted
39	Manyoni	Yes	Yes	The Board was appointed in September, 2016	Submitted data sheet
40	Mbinga	Yes	No	The Board was in place since April, 2014 to March, 2017 NB: Expired on 30/03/2017	Submitted annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status Active (YES) or Not Active (NO)	Progress in Formulating the Board	Report Submission for 2016/17 or Annual Data Sheet
41	Mbulu	Yes	Yes	The Board is in place since 22 <sup>nd</sup> November, 2015.	Submitted annual report
42	Misungwi	Yes	No	The Board tenure has expired since May 2017. Proposed names have been sent to PO-RALG for consideration and approval	Submitted data sheet
43	Mkuranga	Yes	No	The tenure of the Board expired since January 2016. New nominated submitted to PO-RALG for consideration and approval	Submitted
44	Monduli	Yes	No	The board tenure period ended on 23 <sup>rd</sup> February 2017. The proposed names for new board member have been sent to the region level	Submitted annual report
45	Mpwapwa	Yes	Yes	The board is in place since 1 <sup>st</sup> February 2015.	Submitted annual report
46	Mugumu	Yes	Yes	Board appointed on July, 2016	Submitted data sheet
47	Muheza	Yes	No	The tenure of the Board expired in April 2016. The proposed names for new board have been sent to the Appointing Authority.	Submitted annual report
48	Muleba	Yes	Yes	Board established since September, 2016	Submitted annual report and draft Financial Statements
49	Mwanga	Yes	No	The tenure of the board came to an end on 23 February 2017.	Submitted annual report
50	Mwanhuzi	Yes	No	Tenure of the Board expired 30 <sup>th</sup> June, 2016 Proposed names submitted to RAS for consideration and approval by PO-RALG	Submitted annual report and draft Financial Statements
51	Namanyere	Yes	No	The Board was in place since June, 2014 to June, 2017 NB: Expired on 19/06/2017	Submitted data sheet
52	Namtumbo	Yes	Yes	The Board is in place since September, 2015	Submitted annual report
53	Nansio	Yes	No	The Board expired in May, 2017. Proposed names have been sent to PO-RALG for consideration and approval	Submitted annual report
54	Ngara	Yes	Yes	Board in place since October 2014.	Submitted annual report
55	Ngudu	Yes	No	The Board has expired in May 2017	Submitted data sheet
56	Nzega	Yes	Yes	The Board was appointed in January, 2017.	Submitted data sheet
57	Orkesumet	Yes	Yes	The Board was appointed in September, 2016	Submitted data sheet
58	Pangani	Yes	Yes	The Board was established since October, 2015.	Submitted annual report
59	Ruangwa	Yes	Yes	The Board is in place since September 2016	Submitted
60	Rujewa	Yes	No	Tenure of the Board expired since March, 2008. New proposed names for Board members for consideration and approval are in preparation	Submitted annual report
61	Same	Yes	Yes	The Board is in place since 23 <sup>rd</sup> of February 2017	Submitted annual report
62	Sengerema	Yes	No	The Board tenure expired in May, 2017. Proposed names have been sent to PO-RALG for consideration and approval	Submitted annual report
63	Sikonge	Yes	Yes	The Board is in place since September, 2016	Submitted data sheet

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status Active (YES) or Not Active (NO)	Progress in Formulating the Board	Report Submission for 2016/17 or Annual Data Sheet
64	Songe	Yes	No	The tenure of the Board came to an end in April 2016.	Submitted annual report
65	Tarime	Yes	No	The Board tenure expired since 2012. The names have been submitted to PO-RALG for consideration. No response yet	Submitted data sheet
66	Tukuyu	Yes	Yes	The Board is in place since July, 2015	Submitted annual report
67	Tunduru	Yes	No	The Board is in place since March, 2016. New proposed names for Board members for consideration and approval are in preparation	Submitted annual report
68	Urambo	Yes	Yes	The Board is in place since 30 <sup>th</sup> July, 2016.	Submitted data sheet
69	USA River	Yes	Yes	The Board was appointed in July 2015.	Submitted annual report
70	Ushirombo	Yes	Yes	New Board appointed on September, 2016.	Submitted data sheet
71	Utete	Yes	Yes	New Board appointed in January, 2017.	Submitted
72	Vwawa	Yes	No	Tenure of the Board expired in May, 2016. The WSSA has been clustered to form new Regional WSSA (VWAWA-MLOWO WSSA)	Submitted annual report
<b>Township Water Supply and Sanitation Authorities</b>					
73	Bashnet	Yes	Yes	The Board was established since September, 2016	Submitted annual report
74	Bonga	No	No	No Board and Management of WSSA	
75	Chala	Yes	Yes	The Board was appointed by PO-RALG in September, 2015. Chala WSSA has not been able to operate due to non-agreement with DIOCESE on how to operate infrastructures that were constructed by DIOCESE before WSSA was formed	Not submitted
76	Dareda	Yes	No	Tenure of the Board expired February 2015. The utility is not operational since December 2014 due to the existing conflict of which the community is opposing the existence Water Board. Currently operational issues are under Village Water Committee.	
77	Didia	No	No	No Board and Management of WSSA	Not submitted
78	Gallapo	Yes	No	Tenure of the Board has expired in February 2015.	
79	Ilula	Yes	Yes	The Board is in place since June, 2015	Submitted annual report
80	Isaka	Yes	Yes	The new Board is in place since October, 2016.	Submitted annual report
81	Iselamagazi	No	No	Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not submitted

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2016/17 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
82	Jomu (Tinde)	No	No		Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	
83	Kasumulu	Yes	No		Tenure of the Board expired since March, 2016. New proposed names for Board members for consideration and approval are in preparation	Submitted data sheet
84	Kibaigwa	Yes	No		The Board expired on 30 <sup>th</sup> June, 2017. Proposed names have been forwarded to PO-RALG	Submitted annual report
85	Laela	No	No		There has not established a Board since 2012 (Names sent to RAS in April, 2015 for consideration and approval)	Not submitted
86	Lalago	No	No		Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not submitted
87	Maganzo	Yes	Yes		Board was appointed on September 2016; Management is in place since January, 2017. Water Supply services are managed by Maganzo WSSA after completion of the water supply project financed by ICS, which draws bulk water from KASHWASA	New Management, No Report
88	Magugu	Yes	Yes		Board appointed in July, 2016	Submitted annual report
89	Makambako	Yes	Yes		New Board in place since September, 2016	Submitted annual report
90	Malampaka	No	No		Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not submitted
91	Mbalizi	Yes	Yes		New Board in place since September, 2016	Submitted annual report
92	Mikumi	Yes	Yes		New Board is in place since 20 <sup>th</sup> August, 2016.	Submitted data sheet
93	Mlowo	Yes	No		Tenure of the Board expired in May, 2016. The WSSA has been clustered to form new Regional WSSA (VVAWA-MLOWO WSSA)	Submitted annual report
94	Mombo	Yes	Yes		The Board is in place since September, 2016.	Submitted annual report
95	San-gang'walugsha	No	No		Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not submitted
96	Tunduma	Yes	No		Tenure of the Board ended in February, 2016. Proposed names has been submitted to PO-RALG	Submitted annual report
97	Turiani	Yes	Yes		New Board has started since February, 2015.	Submitted annual report

**Table A3.2: Evaluation of DT WSSAs Compliance with Tariff Order Conditions**

A3.2(i): Ifakara WSSA (Order No 15-016 of 1 <sup>st</sup> November, 2015)				
Condition	Due Date	Compliance	Remarks	
1. On or before 30 <sup>th</sup> June, 2017, IFAUWASA shall extend water distribution network in Lipangalala area	30 <sup>th</sup> June, 2017	0%	By 30 <sup>th</sup> June, 2017, Ifakara WSSA is yet to start implementing the project.	
2. Ifakara WSSA shall ensure that they prepare financial reports and the same shall be audited by CAG		0%	Not submitted Draft Financial Statements.	
3. Ifakara WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA		0%	Did not submit any progress report during the year.	
OVERALL COMPLIANCE		0%		
A3.29(ii): Igunga WSSA (Order No 16-017 of 1 <sup>st</sup> October, 2016)				
Condition	Due Date	Compliance	Remarks	
1. On or before 31 <sup>st</sup> January, 2017, Igunga WSSA shall submit to EWURA a revised Business Plan, incorporating the approved tariff and implementation of the conditions contained in this order	31 <sup>st</sup> January, 2017	100%	Implemented.	
2. Igunga WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariff	30 <sup>th</sup> June, 2019	100%	Igunga WSSA, has implemented all but one of the six required projects,	
i. Replacement of defect/aged water meters and procurement of water meters for new customers (128 meters in 2016/17, 80 in 2017/18 and 128 in 2018/19).		100%	Procured and installed 250 meters, out of that 50 meters were replacing defective/aged meters.	
ii. Procure and install bulk meters 8", 6", 4" and 1.5" .		100%	Igunga WSSA has procured and installed 3 meters of 8" diameter, 4 meters of 4" diameter and 4 meters of 3" diameters; to the outlet main line from Igogo storage tanks, main distribution lines to Zone A, B and C as well as main line to Ibutamisuzi, Mbutu and Bunjiri villages	
iii. Procure generator with capacity 440kW.	30 <sup>th</sup> June, 2019	0%	Not implemented.	
iv. Procure motor and its fittings with capacity 30kW.	30 <sup>th</sup> June, 2019	100%	Procured a motor with a rated capacity of 45kW, and a pump with capacity of 220m <sup>3</sup> /hr.	
v. Procure pipes for extension of networks to areas of Hanihani Primary and Secondary Schools, Sakao and areas within Igunga town	30 <sup>th</sup> June, 2019	100%	Procured and laid 0.3km of PVC pipes, 3" diameter to Mahakamani area; 0.3km of polypipe 1.5" diameter to Hanihani Primary School; 0.2km, polypipe, 2" diameter to Masanga area; and 0.52km, of 2" diameter polypipe, TRA to TANESCO Area	



vi. Replace aged infrastructure at Uarabuni, Stoo, Polisi and Mahakamani areas	30 <sup>th</sup> June, 2019	100%	Procured and laid 0.2km, 1.5" diameter and 0.15km, 2" diameter polypipes at Stoo area; and 0.1km, polypipe, 1.5" diameter to Mwayunge area
3. IGUWASA shall, after the end of each financial year, ensure that their financial statements are audited by the Controller and Auditor General		100%	Submitted Draft Financial Statement for the Financial year 2016/17.
4. On or before 30 <sup>th</sup> June, 2017, IGUWASA shall submit to EWURA, a Customer Outreach Program, which among other things will include stakeholders participation in preparation of a strategy to protect water sources and other infrastructures and water rationing program	30 <sup>th</sup> June, 2017	0%	Not submitted
5. On or before 30 <sup>th</sup> June, 2019, IGUWASA shall pay all debt owed to JUNACO Ltd amounting to 196Million	30 <sup>th</sup> June, 2019	0%	Not implemented.
6. IGUWASA shall attain the Key Performance Indicators as shown in the Third Schedule		75%	
7. IGUWASA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA		100%	Submitted timely MajIs monthly reports, Annual Progress Report and Draft Financial Statements for the 2016/17 financial year.
<b>OVERALL COMPLIANCE</b>	<b>7 Conditions</b>	<b>84.4%</b>	

<b>A3.2(iii): Kiomboi WSSA (Order No 2015-008 of 3<sup>rd</sup> August, 2015)</b>			
Condition	Due Date	Compliance	Remarks
1. Construction of water distribution network to connect prospected customers at Lulumba area.	30 <sup>th</sup> June, 2017	50%	A branch of about 400m to connect unserved customers has been constructed. Currently, only ten customers have been connected.
2. Procurement of water meters for new connections and unmetered customers (50 in 2016/17).	30 <sup>th</sup> June, 2017	100%	38 water meters have been installed from July, 2016 to December, 2016. Currently, Kiomboi WSSA is 100% metered
3. Procurement of a new motor cycle for water meter readers.	30 <sup>th</sup> June, 2017	0%	Not implemented
4. Replacement of 40 default water meters	30 <sup>th</sup> June, 2017	0%	Not implemented
5. Replacement of 2 default bulk meters	30 <sup>th</sup> June, 2017	0%	Not implemented
<b>OVERALL COMPLIANCE</b>	<b>5 Conditions</b>	<b>30%</b>	

<b>A 3.2(iv): Kongwa WSSA (Order No 2016-008 of 1<sup>st</sup> April, 2016)</b>				
<b>Condition</b>	<b>Due Date</b>	<b>Compliance</b>	<b>Remarks</b>	
1. On or before, 30 <sup>th</sup> June, 2016, Kongwa WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order	30 <sup>th</sup> June, 2016	0%	Not submitted	
2. On or before 30 <sup>th</sup> September, 2016, Kongwa WSSA shall submit to EWURA a Client Service Charter	30 <sup>th</sup> September, 2016	0%	Not submitted	
3. Kongwa WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariff		59%		
i. Replacement of the broken down motor at B/H N0 260/2014, at Mnyakongo	30 <sup>th</sup> June, 2016	100%	Fully implemented	
ii. Construct B/Hs at Mlanga, Mlima Gata, and Igwaze	31 <sup>st</sup> March, 2017	77%	Implemented, three boreholes have been drilled. However, only one borehole at Ugogoni is completed to the level of panel house construction.	
iii. Design of water distribution network in areas of Kongwa Mjini (Chimlata and Mlanga)	30 <sup>th</sup> June, 2016	0%	Not implemented	
4. Kongwa WSSA shall attain the Key Performance Indicators as shown in the Third Schedule to this order	30 <sup>th</sup> June, 2016	36%		
i. New Connections (water)	30 <sup>th</sup> June, 2016	7.6%	Not fully implemented. only 20 new connections were added, Kongwa WSSA was supposed to connect 264 customers for FY 2016/17	
ii. Non Revenue Water	30 <sup>th</sup> June, 2016	100%	Implemented, NRW averaged at 29% by the end of FY 2016/17 against the target of 30%.	
iii. Revenue Collection Efficiency	30 <sup>th</sup> June, 2016	0%	The reported efficiency of 91% include arrears, if arrears are excluded the efficiency becomes less than 90%. Therefore, the target was not achieved.	
iv. Response to written complaints				
<b>OVERALL COMPLIANCE</b>	<b>4 Conditions</b>	<b>47.4%</b>		

**A 3.2(v): Mpwapwa WSSA (Order No 2016-004 of 1<sup>st</sup> February, 2016)**

<b>Condition</b>	<b>Due Date</b>	<b>Compliance</b>	<b>Remarks</b>	
1. Installation of customer meters to all Institution, Commercial and Worship houses customer by 30 <sup>th</sup> June, 2017	30 <sup>th</sup> June, 2017	100%	Implemented, as stipulated in the Second Quarter Progress Report, 2016/17	
2. Within 120 days after the starting of a new financial year, Mpwapwa WSSA should submit to EWURA and Audited Financial Report		0%	Not implemented	

3. Rehabilitation of water supply infrastructures at Mjini Kati, Mwanakityanga, Igovu, Ng'ambo, NHC, Kikombo, Majengo and Hazina	30 <sup>th</sup> June, 2017	0%	Not implemented
4. Extension of water supply network to Mazae Ving'hawe, Chinyika and Ilolo Mbuyuni, 2km	30 <sup>th</sup> June, 2017	25%	Implemented extension of network to 2 kiosks to Ving'hawe, a distance of 50m; procurement of pipes equivalent to 1km, PVC of 3" -4" diameter; and 200m, trench excavation to Mazae.
5. Procurement of customer water meters, 118 in 2015/16 and 334 in 2016/17		100%	Implemented.
<b>OVERALL COMPLIANCE</b>	<b>5 Conditions</b>	<b>45%</b>	

#### A3.2 (vi): Mwanga WSSA (Order No 19-016 of 1<sup>st</sup> October, 2016)

Condition	Due Date	Compliance	Remarks
1. On or before 31 <sup>st</sup> December 2016, Mwanga WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this order.	31 <sup>st</sup> December, 2016	100%	Submitted a reviewed Business Plan.
2. Construction of pump house for one borehole at Mikuyuni.	30 <sup>th</sup> June, 2017	100%	Implemented.
3. Replacement of 3.9km of pipelines at Relijuu	30 <sup>th</sup> June 2017	12%	Mwanga WSSA managed to replace 0.49km by June 2017.
4. Mwanga WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA	Continues	100%	Submitted all monthly Majls reports and annual. Also, the utility submitted Annual Performance Report and Financial Statements for FY 2016/17
<b>OVERALL PERFORMANCE</b>	<b>4 Conditions</b>	<b>78%</b>	

#### A3.2(vii): Korogwe WSSA (Order No 21-016 of 1<sup>st</sup> November, 2016)

Condition	Due Date	Compliance	Remarks
1. On or before 31 <sup>st</sup> December 2016, Korogwe WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this order	31 <sup>st</sup> December, 2016	100%	Submitted a reviewed Business Plan
2. Korogwe WSSA shall undertake valuation of their assets and submit to EWURA an Asset Valuation Report certified by registered Valuer on or before 30 <sup>th</sup> June 2017	30 <sup>th</sup> June, 2017	0%	The activity has not been done. The Utility reported that registered Valuer has already submitted the proposed costs for Valuation and expected to be done in October 2017.
3. Connecting 216 new customers by June 2017	30 <sup>th</sup> June 2017	49%	The Utility managed to connect only 106 new customers by June 2017
4. Korogwe WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA		100%	Submitted all monthly Majls reports and annual. Also the utility submitted Annual Performance Report and Financial Statements for FY 2016/17

Condition	Due Date	Compliance	Remarks
<b>OVERALL PERFORMANCE</b>	<b>4 Conditions</b>	<b>62%</b>	

#### A3.2(viii): Pangani WSSA (Order No 20-016 of 1<sup>st</sup> November, 2016)

Condition	Due Date	Compliance	Remarks
1. On or before 31 <sup>st</sup> December 2016, Pangani WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this order.	31 <sup>st</sup> December, 2016	100%	Submitted a revised Business Plan
2. Pangani WSSA shall undertake valuation of their assets and submit to EWURA an Asset Valuation Report certified by registered Valuer or before 30 <sup>th</sup> June 2017.	30 <sup>th</sup> June, 2017	50%	Valuation of the assets was done by Valuer from Pangani District Council. However, the report has not been finalized and submitted
3. Pangani WSSA shall conduct a test on quality of water supplies and report to EWURA as per EWURA Water and Wastewater Quality Monitoring Guidelines of 2014.	30 <sup>th</sup> June 2017	0%	Water quality tests for the financial year 2016/17 were not conducted.
4. On or before 31 <sup>st</sup> December 2016, Pangani WSSA shall prepare an awareness program for stakeholders and customers and submit to EWURA for review and monitoring its implementation.	31 <sup>st</sup> December 2016	0%	Awareness Program has not been prepared
1. Pangani WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA.	Continues	100%	Submitted all monthly MajIs reports and annual. Also the utility submitted Annual Performance Report and Financial Statements for FY 2016/17.
<b>OVERALL PERFORMANCE</b>	<b>5 Conditions</b>	<b>50%</b>	

#### A3.2 (ix): Songe WSSA (Order No 24-016 of 1<sup>st</sup> January, 2017)

Condition	Due Date	Compliance	Remarks
1. On or before 28 <sup>th</sup> February 2017, Songe WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this order.	28 <sup>th</sup> February 2017	100%	Submitted a revised Business Plan
2. Songe WSSA shall undertake water quality monitoring in compliance to EWURA Water and Wastewater Quality Monitoring Guidelines of 2014.	30 <sup>th</sup> June, 2017	0%	Water quality tests for the financial year 2016/17 were not conducted
3. Connecting 10 new customers by June 2017	30 <sup>th</sup> June 2017	30%	The Utility managed to connect 3 new customers by June 2017.
4. Songe WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA.	Continues	95%	Submitted all monthly MajIs reports and annual. Also the utility submitted Annual Performance Report for FY 2016/17. Financial Statements report has not been submitted.
<b>OVERALL PERFORMANCE</b>	<b>4 Conditions</b>	<b>56%</b>	

**A3.2(x): Katesh WSSA - 1<sup>st</sup> June 2017)**

Condition	Due Date	Compliance	Remarks
1. Connecting 100 new customers by June 2017	30 <sup>th</sup> June 2017	42%	The Utility managed to connect only 42 new customers by June 2017.
2. Katesh WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA.		100%	Submitted all monthly Majls reports and annual. Also, the utility submitted Annual Performance Report and Financial Statements for FY 2016/17.
<b>OVERALL PERFORMANCE</b>	<b>2 Conditions</b>	<b>71%</b>	

**A3.2(xi): Kilwa Masoko WSSA (Order No 16-015 of 1<sup>st</sup> September, 2016)**

Condition	Date due	Compliance	Remarks
1. Regular submission of reports	30 <sup>th</sup> June. 2017	50%	Annual report was not submitted
2. Drilling of new BH at Mpara	30 <sup>th</sup> June. 2017	100%	
3. Replacement of 4" PVC pipe, 4 km	30 <sup>th</sup> June. 2017	50%	Only 2km was replaced
4. Increase 200 new water connections	30 <sup>th</sup> June. 2017	75%	
5. Reduction of NRW to 28.2%	30 <sup>th</sup> June. 2017	0%	NRW was at 34.5%
6. Increase collection efficiency to 98%	30 <sup>th</sup> June. 2017	100%	Collection efficiency is 110% including arrears
<b>OVERALL COMPLIANCE</b>	<b>6 Conditions</b>	<b>63%</b>	

**A3.2 (xii): Kisarawe WSSA (Order No 16-016 of 1<sup>st</sup> September, 2016)**

Condition	Date due	Compliance	Remarks
1. Regular submission of reports	30 <sup>th</sup> June. 2017	100%	
2. Reduction of NRW to 35%	30 <sup>th</sup> June. 2017	50%	NRW was at 36.7%
3. Increase metering ratio to 60%	30 <sup>th</sup> June. 2017	100%	
4. Increase collection efficiency to 75%	30 <sup>th</sup> June. 2017	15%	Collection efficiency is 57.8% including arrears
5. Increase 48 new connection	30 <sup>th</sup> June. 2017	0%	
<b>OVERALL COMPLIANCE</b>	<b>5 Conditions</b>	<b>53%</b>	

**A3.2 (xiii): Liwale WSSA (Order No 16-022 of 1<sup>st</sup> November, 2016)**

Condition	Date due	Compliance	Remarks
1. Regular submission of reports	30 <sup>th</sup> June. 2017	100%	
2. Increase 150 water connection	30 <sup>th</sup> June. 2017	75%	
3. Reduce NRW to 35%	30 <sup>th</sup> June. 2017	0%	NRW has increased from 39% to 49.7%.
4. Improve collections to 85%	30 <sup>th</sup> June. 2017	100%	
5. Increase metering ratio to 100%	30 <sup>th</sup> June. 2017	50%	Metering ratio has increased from 89.7% to 91%.
6. Purchase and installation of 2 bulkwater meter at storage tank and pumping station	30 <sup>th</sup> June. 2017	100%	
<b>OVERALL COMPLIANCE</b>	<b>6 Conditions</b>	<b>71%</b>	

**A3.2 (xiv): Ruangwa WSSA (Order No 16-023 of 1<sup>st</sup> December, 2016)**

Condition	Date due	Compliance	Remarks
1. Regular submission of reports	30 <sup>th</sup> June. 2017	100%	
2. Increase 200 water connection	30 <sup>th</sup> June. 2017	15%	
3. Increase metering ratio to 80%	30 <sup>th</sup> June. 2017	100%	
4. Reduce NRW to 40%	30 <sup>th</sup> June. 2017	100%	
5. Increase collection efficiency to 80%	30 <sup>th</sup> June. 2017	100%	
<b>OVERALL COMPLIANCE</b>	<b>5 Conditions</b>	<b>83%</b>	

**A3.2 (xiv): Utete WSSA (Order No 16-025 of 1<sup>st</sup> January, 2017)**

Condition	Date due	Compliance	Remarks
1. Increase 400 connections	30 <sup>th</sup> June. 2017	25%	
2. Increase collection efficiency to 83%	30 <sup>th</sup> June. 2017	90%	
3. Reduce NRW to 18%	30 <sup>th</sup> June. 2017	100%	
4. Regular submission of reports	30 <sup>th</sup> June. 2017	100%	
<b>OVERALL COMPLIANCE</b>	<b>4 Conditions</b>	<b>79%</b>	



**A3.2 (xv): Biharamulo WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. Biharamulo 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 Biharamulo 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%	Biharamulo WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A 3.2(xvi): Bunda WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. 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 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%	Bunda WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A 3.2(xvii): Karagwe WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. Karagwe 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 Karagwe 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%	Karagwe WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A3.2 (xviii): Tarime WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	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	25%	Tarime WSSA continued providing information to EWURA through other means when required. Reports via Majlis were not submitted as required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>25%</b>	

**A3.2 (xix): Ushirombo WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	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	25%	Ushirombo WSSA continued providing information to EWURA through other means when required. Reports via Majlis were not submitted as required
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>25%</b>	

**A3.2 (xx): Magu WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. Magu 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 Magu 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	25%	Magu WSSA continued providing information to EWURA through other means when required. Reports via Majlis were not submitted as required
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>25%</b>	

**A3.2 (xxi): Mugumu WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. 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 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	25%	Mugumu WSSA continued providing information to EWURA through other means when required. Reports via Majlis were not submitted as required
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>25%</b>	

**A 3.2 (xxii): Kishapu WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Due Date	Compliance	Remarks
1. Kishapu 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 Kishapu 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%	Kishapu WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A 3.2 (xxiii): Misungwi WSSA (Order No 11- 014 of 1st June, 2011)**

Condition	Date due	Compliance	Remarks
1. Misungwi 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 Misungwi 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%	Misungwi WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A3.2 (xxiv): Sengerema WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. 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 Sengerema 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%	Sengerema WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A 3.2 (xxv): Ngara WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. 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 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%	Ngara WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A3.2 (xxvi): Ngudu WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. Ngudu shall use revenue from service charge for maintenance of customer service connections from the main distribution line to the customer water meter, bills processing and delivery, meter reading and meter service in accordance to Section 43 (1) of Water Supply Regulations, 2013.	Continuous	100%	Ngudu WSSA continued to use revenues from service charge for maintenance of customer service connections from the main distribution line to the customer water meter, bills processing and delivery, meter reading and meter service in accordance to Section 43 (1) of Water Supply Regulations, 2013.
2. Ngudu 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 Ngudu 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	25%	Ngudu WSSA continued providing information to EWURA through other means when required. Reports via Majlis were not submitted as required
<b>OVERALL COMPLIANCE</b>	<b>2 Condition</b>	<b>62.5%</b>	



**A 3.2(xxvii): Nansio WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. Nansio 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 Nansio 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%	Nansio WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A 3.2 (xxviii): Kasulu WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	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	100%	Kasulu WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A 3.2 (xxix): Mwanhuzi WSSA (Order No 11-014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	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	100%	Mwanhuzi WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A 3.2 (xxx): Isaka WSSA (Order No 11-014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. Isaka 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 Isaka 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	25%	Isaka WSSA continued providing information to EWURA through other means when required. Reports via Majlis were not submitted as required
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>25%</b>	

**A 3.2 (xxxi): Karagwe WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	Compliance	Remarks
1. Karagwe 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 Karagwe 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%	Karagwe WSSA continued providing information to EWURA through Majlis and other means when required.
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>100%</b>	

**A 3.2(xxvii): Kibondo WSSA (Order No 11- 014 of 1<sup>st</sup> June, 2011)**

Condition	Date due	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	25%	Kibondo WSSA continued providing information to EWURA through other means when required. Reports via Majlis were not submitted as required
<b>OVERALL COMPLIANCE</b>	<b>1 Condition</b>	<b>25%</b>	

**A 3.2 (xxxiii): Mbinga WSSA (Order № 2016 – 009, of 29<sup>th</sup> February, 2016)**

Condition	Date due	Compliance	Remarks
1. On or before 30 <sup>th</sup> June, 2016, Mbinga WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order	30 June, 2016	50%	The revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order was submitted to EWURA
2. Mbinga WSSA shall implement projects detailed in the second schedule by using funds generated from the approved tariffs	30 June, 2018	85%	
3. On or before 30 <sup>th</sup> June, 2016, Mbinga WSSA shall submit to EWURA the Client Service Charter	30 June, 2016	50%	Client Service Charter was submitted (implementation is ongoing)
4. On or before 30 <sup>th</sup> June, 2016, Mbinga WSSA shall submit to EWURA the Water Quality Monitoring Plan	30 June, 2016	75%	Water Quality Monitoring Plan was submitted but delayed
5. Mbinga WSSA shall attain the key performance indicators as shown in the Third Schedule.	Annually	74%	
6. Mbinga 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 Mbinga 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.	Annually	100%	Mbinga WSSA has continued to provide required information / data through Majlis where 10 reports were submitted timely as required.  Mbinga WSSA submitted both Annual Technical and draft Financial Statement reports on time.
<b>OVERALL COMPLIANCE</b>	<b>6 Condition</b>	<b>72%</b>	

### A3.2 (XXXiv): Evaluation Criteria for Compliance with Tariff Order Conditions

(1) For those conditions requiring submission of plans, and due date is within the reporting period but the actual implementation of the those 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 plan in time	25%
Late submission	15%
Implementation of a plan (Full compliance).	75%
If it involves 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 implementation of an activity	
If fully implemented in time	100%
If implementation is ongoing	50%
If not implemented	0%
If fully implemented but delayed	75%

### A3.3: Implementation of Recommendations Previous Performance Report (FY 2015/16)

SN.	Key issue	Key Observation	Recommendation	Implementation Status
	Metering	Out of the 83 DT WSSAs, only 22 DT WSSAs have attained 100% customer metering. Also, only 28 DT WSSAs have metered all their water production points.	WSSAs should install bulk meters in order to determine the actual water produced. This should go in line with ensuring that the DT WSSAs attain 100% customer metering. It is recommended that, metering should be included in the 2016/17 budget for each DT WSSAs.	Out of 83 DT WSSAs, only 28 have attained 100% customer metering. Also, only 31 DT WSSAs have metered all their water production points.
	Water Quality Monitoring	Only 21 out of 83 DT WSSAs performed water quality tests. However, they did not comply to the number of samples to be tested as required by TBS.	All WSSAs have to test the quality of water supplied in accordance to TBS Standards. DT WSSAs need to prepare and implement water quality monitoring programs. The programs prepared have to be in accordance to the Water and Wastewater Quality Monitoring Guidelines for Water Utilities issued by EWURA in December 2014. DT WSSAs should plan for construction of water treatment facilities.	Only 47 out of 83 DT WSSAs performed water quality monitoring test. However, they did not comply with the number of samples to be tested as required by TBS. Also only 35 have Water Quality Monitoring Plan, 7 have water treatment plant. However out of 75 DT WSSAs which has no treatment plant only 23 has acquired land for construction of water treatment plant.
	Cost Recovery	Only 12 WSSAs have applied for tariff reviews since 2011. DT WSSAs are dependent on Local / Central government for subsidies and personnel. Also, only 5 DT WSSAs have prepared and submitted to EWURA their business plans	DT WSSAs have to regularly review their tariff	Only 16 WSSAs applied for tariff review during FY 2016/17. Also, only 28 DT WSSAs out of 83 were operating with business plans that have been reviewed by EWURA and approved by their boards. In addition a total 33 DT WSSAs submitted their business plans for review during FY 2016/17.
	Disposal of Waste Water/ Sludge	All DT WSSAs do not have wastewater disposal systems. Eight DT WSSAs have acquired land for construction of water treatment facilities.	DT WSSAs should acquire land for construction of waste water treatment facilities and thereafter construct wastewater treatment facilities.	Out of 83 DT WSSAs, only 2 have waste water treatment facilities. Also, out of 81 remaining DT WSSAs only 1 DT WSSA has acquired land for construction of waste water treatment facilities.
	Financial Audit	Only 21 DT WSSAs submitted draft financial reports for 2015/16. Financial reports of most DT WSSAs are not audited.	DT WSSAs have to ensure every financial year their accounts are audited by the Controller and Auditor General (CAG) separate from Councils financial statement.	Out of 83 DT WSSAs only 31 submitted draft financial statements. Also, only two DT WSSA (Makambako and Namumbo) have submitted Audited financial statement for FY 2015/16.



**APPENDIX 4:**

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

**Table A4.1: List of WSSAs not submitted Annual Report or Data for FY 2016/17**

S/N	Name of WSSA	Region	Explanations	Remarks
1	Bonga	Manyara	The Board of Directors has not yet been appointed. The area is within Babati WSSA water supply and sanitation service area. Currently water supply services has been extended to Bonga by Babati WSSA	No Board nor Management of WSSA
2	Chala	Rukwa	Chala WSSA has not been able to operate for FY 2015/16 due to the fact that handing over part of infrastructure constructed by Roman Catholic Church, Diocese of Sumbawanga, has not been concluded.	Board and Management of WSSA in place
3	Didia	Shinyanga	Water supply services are under community owned organization (water committee).	No Board nor Management of WSSA
4	Iselemagazi	Shinyanga	Water supply services are under community owned organization (water committee).	No Board and Management of WSSA
5	Isikizya (Uyui)	Tabora	The town has neither a Water Authority nor a Water Board in place, though it was gazetted in 2005 as a water board. The management of the shallow wells is through the Water User Groups (WUG's) which operate as commercial entities. The WUG's are responsible for collection and management of revenue from the water sales.	No Board nor Management of WSSA
6	Karatu	Arusha	Declared as WSSA in Government gazette notice No. 29 on 30 <sup>th</sup> January 2004. The Board of Directors and Management has not been established. Water supply services are provided by the legally established Board of Trustee which is Karatu Village Water Supply (KAVIWASU).	Board of Directors not yet established.
7	Laela	Rukwa	Declared as WSSA in Government gazette notice No. 353 on 17th September 2004. The Board of Directors and Management has not been established.	No Board nor Management of WSSA
8	Lalago	Shinyanga	Water supply services are under community owned organization (water committee).	No Board and Management of WSSA
9	Longido	Arusha	The Board of Directors has been appointed. However, handing over of the water supply scheme from the village committee to the Water Authority has not been concluded. Water supply services are under community owned organization (water committee).	The Board nor Management of WSSA are in place
10	Maganzo	Shinyanga	There are no Technical, Commercial and Financial operations because there are no public water schemes in Maganzo. Vendors sell water from Songwa dam at TZS 150.00 and TZS 200.00 per 20litres bucket during wet and dry season respectively.	No Board nor Management of WSSA
11	Malampaka	Shinyanga	Water supply services are under community owned organization (water committee).	No Board nor Management of WSSA
12	Sangang' walugesha	Shinyanga	Water supply services are under community owned organization (water committee).	No Board nor Management of WSSA
13	Tinde	Shinyanga	Water supply services are under community owned organization (water committee).	No Board nor Management of WSSA
14	Dareda	Manyara	Dareda WSSA had ownership conflicts that led the utility to operate as a community water scheme.	No Board

## **APPENDIX 5:**

### **WATER QUALITY ANALYTICAL RESULTS**

## Appendix 5: Water Quality Analysis Data

WSSAs	Parameter	Sampling points								MIN	MAX	Average
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8			
Kilwa Masoko	pH.	5.45	4.95	5.05	4.37	4.93	4.98			4.37	5.45	4.96
	Turbidity	15.00	4.00	2.00	3.00	5.00	0.00			0.00	15.00	4.83
	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00
	Resid. Chlorine	0.03	0.04	0.09	0.06	Not Tested	0.51			0.03	0.51	0.15
Ruangwa	pH.	6.17	6.89	7.05	6.85					6.17	7.05	6.74
	Turbidity	3.00	4.00	1.00	3.00					1.00	4.00	2.75
	E. Coli	0.00	0.00	0.00	0.00					0.00	0.00	0.00
	Resid. Chlorine	0.02	0.07	0.07	0.05					0.02	0.07	0.05
Itumba-Isongole	pH.	6.94	6.68	6.50	6.60	6.76	6.97	6.98		6.50	6.98	6.78
	Turbidity	163.00	26.90	60.10	46.30	43.20	64.70	114.00		26.90	163.00	74.03
	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00
	Resid. Chlorine	0.43	0.23	0.60	1.24	1.59	0.42	1.50		0.23	1.59	0.86
Ludewa	pH.	7.68	7.90	7.88	7.89	8.11	8.09	8.09		7.68	8.11	7.95
	Turbidity	14.90	12.20	17.00	8.90	24.90	27.50	13.90		8.90	27.50	17.04
	E. Coli	3.00	1.00	9.00	7.00	3.00	4.00	5.00		1.00	9.00	4.57
	Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00
Namtumbo	pH.	6.99	6.88	6.64	6.11	6.00	4.72	5.55		4.72	6.99	6.13
	Turbidity	1.80	12.60	17.20	6.99	5.07	6.42	11.80		1.80	17.20	8.84
	E. Coli	13.00	16.00	116.00	13.00	1.00	5.00	3.00		1.00	116.00	23.86
	Resid. Chlorine	0.05	0.00	0.07	0.04	0.12	0.01	0.03		0.00	0.12	0.05
Mbinga	pH.	7.08	6.79	6.55	6.34	6.17	6.49	5.65		5.65	7.08	6.44
	Turbidity	7.46	7.83	17.60	6.10	5.57	0.53	11.50		0.53	17.60	8.08
	E. Coli	2.00	0.00	0.00	10.00	0.00	0.00	7.00		0.00	10.00	2.71
	Resid. Chlorine	0.00	0.02	0.10	0.04	0.09	0.05	0.16		0.00	0.16	0.07
Mlowo	pH.	6.31	5.85	5.30	5.61	5.19	5.55	5.40		5.19	6.31	5.60
	Turbidity	8.50	6.00	4.83	5.19	5.30	7.02	5.61		4.83	8.50	6.06
	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00
	Resid. Chlorine	0.22	0.25	0.22	0.47	0.45	0.13	0.23		0.13	0.47	0.28
Namanyere	pH.	5.31	6.45	5.92	6.43	6.27	6.10	5.84		5.31	6.45	6.05
	Turbidity	16.20	0.26	0.77	0.13	0.07	3.38	1.46		0.07	16.20	3.18
	E. Coli	60.00	0.00	0.00	0.00	0.00	20.00	12.00		0.00	60.00	13.14
	Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00

WSSAs	Parameter	Sampling points								MIN	MAX	Average
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8			
Vwawa	pH.	7.74	6.77	6.67	6.58	6.50	6.52			6.50	7.74	6.80
	Turbidity	88.00	75.70	90.00	74.80	76.70	10.60			10.60	90.00	69.30
	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00
	Resid. Chlorine	0.50	1.26	1.12	0.22	0.99	0.40			0.22	1.26	0.75
Bashinet	pH.	7.86	7.81	7.94	7.92	7.30	7.78	7.76		7.30	7.94	7.77
	Turbidity	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00
	E. Coli	0	0	0	0	0	0	0		0.00	0.00	0
	Resid. Chlorine	0.23	0.20	0.31	0.48	0.28	0.21	2.20		0.20	2.20	0.56
Gallapo	pH.	8.17	8.24	8.54	8.42	8.58	8.36	8.45		8.17	8.58	8.39
	Turbidity	0	0	0	0	0	0	0		0.00	0.00	0.00
	E. Coli	0	0	0	0	0	0	0		0.00	0.00	0
	Resid. Chlorine	2.20	2.20	0.37	0.50	0.57	0.25	0.25		0.25	2.20	0.91
Korogwe	pH.	7.33	6.86	6.36	7.02	7.11	7.19	7.42	7.75	6.36	7.75	7.13
	Turbidity	24.50	23.60	18.60	8.38	36.50	2.58	2.05	2.07	2.05	36.50	14.79
	E. Coli	5	4	0	0	4	0	2	4	0.00	5.00	2
	Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Loliondo	pH.	5.75	6.50	6.75	6.53	6.64	6.53	6.62	6.95	5.75	6.95	6.53
	Turbidity	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	E. Coli	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	Resid. Chlorine	untreated	0.25	0.24	0.30	0.76	0.31	0.88	0.47	0.24	0.88	0.46
Lushoto	pH.	7.30	6.71	6.68	6.74	6.58	6.73	6.69	6.72	6.58	7.30	6.77
	Turbidity	286.00	42.00	18.00	25.00	9.00	18.00	291.00	110.00	9.00	291.00	99.88
	E. Coli	60	40	10	20	40	60	80	120	10.00	120.00	53.75
	Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Muheza	pH.	7.41	7.66	7.72	7.16	7.49	7.72			7.16	7.72	7.53
	Turbidity	1	1	25	0	0	0			0.00	25.00	4.50
	E. Coli	30	0	3	10	7	0			0.00	30.00	8.33
	Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00
Mwanga	pH.	7.10	6.95	6.95	7.79	7.15	7.17	7.45	7.23	6.95	7.79	7.22
	Turbidity	0.32	0.30	0.30	0.29	0.45	0.39	0.40	0.37	0.29	0.45	0.35
	E. Coli	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	Resid. Chlorine	0.05	0.03	0.03	0.05	0.03	0.02	0.06	0.05	0.02	0.06	0.04
Same	pH.	8.21	7.64	7.54	7.79	7.15	7.17	7.14	7.23	7.14	8.21	7.48
	Turbidity	0.13	0.19	0.19	0.12	0.25	0.28	0.20	0.17	0.12	0.28	0.19
	E. Coli	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	Resid. Chlorine	0.04	0.09	0.09	0.09	0.05	0.05	0.04	0.05	0.04	0.09	0.06

WSSAs	Parameter	Sampling points								MIN	MAX	Average
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8			
Kiomboi	pH.	7.79	7.97	7.3	7.45	7.38	7.38	7.38	7.38	7.30	7.97	7.52
	Turbidity	1.46	3.07	2.92	1.27	1.63	1.54	2.13	2.13	1.27	3.07	2.00
	E. Coli	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	Resid. Chlorine	0.1	0.5	0.3	0.1	0.7	0.8	0.9	0.9	0.10	0.90	0.49
Sikonge	pH.	6.71	6.29	6.40	6.24	6.96	7.83	7.09	7.00	6.24	7.83	6.82
	Turbidity	6.45	6.11	7.56	6.04	5.97	3.31	2.54	1.47	1.47	7.56	4.93
	E. Coli	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	Resid. Chlorine	0.0	0.5	0.2	0.5	0.1	0.1	0.1	0.2	0.00	0.50	0.21
Chamwino	pH.	6.73	7.05	6.80	6.58	6.93	6.65	6.65	6.65	6.58	7.05	6.77
	Turbidity	0.69	0.15	0.26	0.25	0.93	0.33	0.14	0.14	0.14	0.93	0.39
	E. Coli	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	Resid. Chlorine	0.00	0.07	0.09	0.08	1.31	0.00	0.00	0.00	0.00	1.31	0.22
Kibagwa	pH.	7.00	6.99	6.79	6.86	6.70	6.98	6.83	6.83	6.70	7.00	6.88
	Turbidity	0.58	0.87	0.37	0.69	0.11	0.20	0.49	0.49	0.11	0.87	0.47
	E. Coli	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	Resid. Chlorine	0.02	0.20	0.00	2.20	0.00	0.00	0.00	0.00	0.00	2.20	0.35
Mahenge	pH.	8.20	8.19	8.31	7.62	7.91	7.89	6.91	6.91	7.62	8.31	8.02
	Turbidity	2.97	3.77	3.33	3.60	2.38	3.15	9.28	9.28	2.38	3.77	3.20
	E. Coli	0	0	10	0	0	0	0	0	0.00	10.00	1.67
	Resid. Chlorine	1.34	1.07	0.00	nd	0.72	0.39	0.08	0.08	0.00	1.34	0.70
Turiani	pH.	7.01	6.57	6.95	6.59	6.84	6.84	6.91	6.91	6.57	7.01	6.82
	Turbidity	9.12	15.40	12.20	35.90	29.70	77.90	9.28	9.28	9.12	77.90	27.07
	E. Coli	2	0	0	0	0	0	0	0	0.00	2.00	0.29
	Resid. Chlorine	undected	0.03	0.08	0.12	0.06	0.08	0.08	0.08	0.03	0.12	0.08
Ngara	pH.	4.36	4.36	5.32	4.42	4.92	3.94	5.53	5.53	3.94	5.53	4.69
	Turbidity	1.10	0.12	0.34	0.41	0.35	0.62	1.03	1.03	0.12	1.10	0.57
	E. Coli	0	1	0	0	3	1	0	0	0.00	3.00	0.71
	Resid. Chlorine	0.10	0.00	Rw	Rw	Rw	Rw	0.30	0.30	0.00	0.30	0.13
Biharamulo	pH.	5.38	5.79	6.96	6.35	5.91	5.42	5.91	5.91	5.38	6.96	5.96
	Turbidity	32.10	9.87	1.63	5.15	3.82	3.96	4.02	4.02	1.63	32.10	8.65
	E. Coli	3	20	5	0	102	86	0	0	0.00	102.00	30.86
	Resid. Chlorine	untreated	untreated	untreated	untreated	0.00	0.00	0.20	0.20	0.00	0.20	0.07
Nansio	pH.	6.40	6.30	7.00	7.30	7.00	6.90	7.30	7.30	6.30	7.30	6.89
	Turbidity	3.30	2.80	2.80	3.00	3.40	3.10	2.70	2.70	2.70	3.40	3.01
	E. Coli	0	0	0	0	0	0	0	0	0.00	0.00	0.00
	Resid. Chlorine	0.28	0.05	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.28	0.07



Drinking Water Quality Standards	
Parameter	WHO Standards 3 <sup>rd</sup> Edition (2008) Guideline Value
pH	6.5-8.5
Turbidity	0-5 NTU
E. Coli	0 cfu/100 ml
Residual Chlorine	0.2-0.5 mg/l

Allowable limit (TZS 789:2008)

6.5-9.2  
 0-25 NTU  
 0 cfu/100 ml  
 NM





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