

THE UNITED REPUBLIC OF TANZANIA



WATER UTILITIES PERFORMANCE REVIEW REPORT FOR THE FY 2017/2018

DISTRICT AND TOWNSHIP WATER UTILITIES



December 2018

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CHAIRMAN'S STATEMENT

On behalf of the Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA), I have the pleasure to present the 10th Water Utilities Performance Review Report for regulated District and Township water utilities for the FY 2017/18. This Report is the 10th in a period of 12 years of EWURA operations and it has been prepared and submitted as per the requirements of governing laws and sector policy.

In these 12 years, EWURA has contributed to the country's economic development by ensuring quality and availability of water and sanitation services through enhanced regulatory interventions. This being the third water utilities performance report under my Chairmanship of the Board of Directors of EWURA, I am pleased to be part of a reputable institution that has continued to implement its regulatory best practices to champion the delivery of quality water supply and sanitation services. Further, EWURA has continued to build the capacity of District and Township water utilities to ensure that they deliver services to the acceptable standards.

My sincere appreciation should go to the Government of the United Republic of Tanzania; and specifically, His Excellency, President, Dr. John Pombe Joseph Magufuli; the Minister for Water, Hon. Professor Makame M. Mbarawa (MP); the Minister for Regional Administration and Local Government, Hon. Selemani S. Jaffo (MP); the Permanent Secretary of the Ministry of Water, Professor Kitila Mkumbo, the Permanent Secretary President's Office Regional Administration and Local Government, Eng. Mussa Iyombe and other stakeholders for creating a conducive environment which enabled EWURA to conduct its functions effectively and efficiently.

I also thank the 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. Finally, I take this opportunity to congratulate my colleagues, the EWURA Board members, Management and Staff for their undivided commitment, dedication and hardwork during the year under review.



Eng. Prof. Jamidu H. Y. Katima
Board Chairman

December, 2018

FOREWORD

In accordance with the Energy and Water Utilities Regulatory Authority (EWURA) Act Cap. 414 and Water Supply and Sanitation Act, No. 12 of 2009, EWURA has been mandated to undertake technical and economic regulation of Water Supply and Sanitation Authorities (WSSAs). The regulatory functions of EWURA include preparation of a report that shows annual comparative analysis of the performance of WSSAs.

The District and Township Water Utilities Performance Review Report for Financial Year 2017/18 provides a comparative analysis of the performance of 82 District and Township WSSAs (DT WSSAs). This Report shows the achievements of the DT WSSAs by considering key performance data and indicators for provision of water and sanitation services. In addition, the report ranks the WSSAs' performance; and provides key observations and recommendations for improving water and sanitation services in the DT WSSAs' operational areas.

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. Further, the report is an important tool for evaluating progress towards achieving the Sustainable Development Goals (SDGs); National Development Vision 2025; and National Five Year Development Plan (FYDP), 2016/17 - 2020/21; which, among other things, 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 effective allocation of resources for achievement of the national and international targets.

EWURA appreciates the invaluable comments and inputs received from the Ministry of Water, President's Office - Regional Administration and Local Government and DT WSSAs. Finally, EWURA congratulates DT WSSAs that have shown improvement in performance and urge other DT WSSAs to work hard to improve their performance.



Nzinyangwa Mchany
ACTING DIRECTOR GENERAL

December, 2018

ABBREVIATIONS AND ACRONYMS

DT WSSA	District and Township Water Supply and Sanitation Authority
EWURA	Energy and Water Utilities Regulatory Authority
FY	Financial Year
KASHWASA	Kahama Shinyanga Water Supply and Sanitation Authority
KPI	Key Performance Indicator
MoW	Ministry of Water ¹
SDGs	Sustainable Development Goals
NRW	Non Revenue Water
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 ³	cubic metre
m ³ /day	cubic metre per day
m ³ /conn/ day	cubic metre per connection per day
mg/L	milligram per litre
NTU	Nephelometric Turbidity Unit
%	Percent
TZS	Tanzanian Shillings

¹ Previously Ministry of Water and Irrigation

DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
i.	Average hours of service	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.	Hours
ii.	Metering ratio	The number of connections that have operating meters as a percentage of the total number of active connections.	%
iii.	Non- Revenue Water	The amount of water produced (or purchased), minus the amount that is sold to consumers presented as a percentage of water produced.	%
iv.	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.	
v.	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.	%
vi.	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.	(%)
vii.	Revenue collection efficiency	Revenue collection expressed as percentage of total billings during the year.	(%)
viii.	Staff per 1000 water connections	The ratio of total staff to total water connections multiplied by 1000.	Ratio
ix.	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.	%
x.	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.	Ratio

EXECUTIVE SUMMARY

INTRODUCTION

This is the 10th annual report on the performance of DT WSSAs. The report details the performance of 82 DT WSSAs, which includes 68 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. This report has included the performance of Karatu and Maganzo WSSAs for the first time after the utilities have started operations as WSSAs. However, this report has not included the analysis of performance of Dareda, Mangaka, Vwawa and Mlowo WSSAs. Dareda WSSA had ownership challenges that led the utility to operate as a community water scheme while Mangaka WSSA was not included due to incapacity to prepare annual report. Vwawa and Mlowo WSSAs have been excluded following declaration of Vwawa as the headquarters of Songwe Region, a new region in Tanzania and clustering of Vwawa and Mlowo WSSAs. The performance of Vwawa-Mlowo WSSA has been discussed in the Regional and National Projects Water Utilities Performance Report.

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, annual data questionnaire and consultative meetings that involved DT WSSAs, PO-RALG, MoW and EWURA. Also, clarifications sought from DT WSSAs on their performance trend and findings during performance inspections conducted by EWURA, provided input to the report.

Performance Highlights

In order to enlighten the performance of DT WSSAs during 2015/16 to 2017/18, the summary of performance of DT WSSAs in terms of: (a) water abstraction; (b) water production; (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.

i. Water Abstraction

There has been a continuous increase of Water abstraction over the past three years. Water abstraction has increased from 32.8 million m³ in FY 2015/16 to 34.4 million m³ in FY 2017/18. Generally, the main factors that contributed to the increase in water abstraction is addition of new water sources.



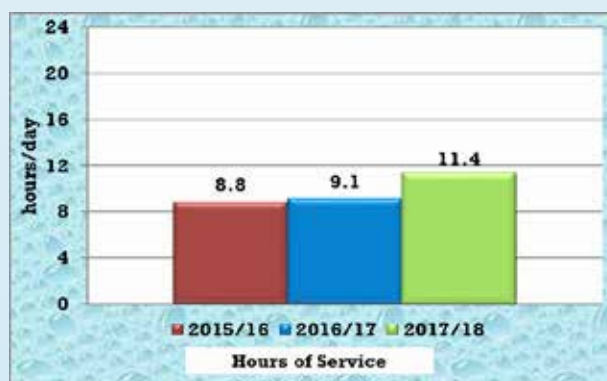
ii. Water Production

Total water production in DT WSSAs increased from 31.8 million m³ in FY 2015/16 to 33.8 million m³ in the FY 2016/17 and thereafter slightly decreased to 33.7 million m³ in FY 2017/18. The decrease for FY 2017/18 in water production was due to shift of Vwawa and Mlowo WSSAs from DT report after they have been clustered and upgraded as regional WSSA. In FY 2016/17 Vwawa and Mlowo WSSAs water production was 2.4% of the total water production by all DT WSSAs.



iii. Hours of Service

Over the past three years, there has been a continuous increase of average hours of service from 9 hours per day in FY 2015/16 to 11 hours per day in FY 2017/18. Hours of service are still far below the service level benchmark of 24 hours per day.



iv. Metering Ratio (%)

There has been a continuous improvement in metering ratio over the past three years. Average metering ratio for DT WSSAs increased from 66% in FY 2015/16 to 79% in FY 2017/18. However, metering ratio is still low as compared to the service level benchmark, which requires water utilities to meter all their customers.



v. 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 25 in FY 2015/16 to 16 in FY 2017/18. Despite the overall improvement, the DT WSSAs have not managed to attain the service level benchmark of 5 staff per 1000 connections. The main reason for not attaining is the increase in the number of connections by 6.4%, which has also been amplified by decrease of staff by 3.4%.



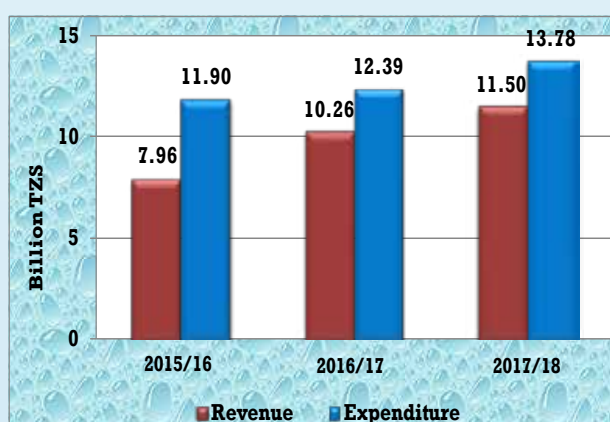
vi. Non-Revenue Water (%)

The NRW for DT WSSAs has decreased from 41% in FY 2015/16 to 36% in FY 2017/18. However, DT WSSAs have not managed to attain a service level benchmark of NRW of less than 20%. The high level of non-revenue water is accelerated by the existence of high number of unmetered connections and dilapidated water infrastructure.



vii. Revenue Collection and Expenditure

Total revenue collection for DT WSSAs increased by 12% from FY 2016/17 to FY 2017/18 compared with 29% increase in FY 2015/16 to FY 2017/18. Operation and maintenance expenses for DT WSSAs increased annually by 11% from FY 2015/16 to FY 2017/18 compared to increase of 4% FY 2015/16 to FY 2016/17.



viii. Institutional Status of DT WSSAs

By June 2018, out of 97 declared DT WSSAs, 29 DT WSSAs had no Board of Directors in place. Out of 29 DT WSSAs without Board of Directors, nine DT WSSAs do not have Boards of Directors since their establishment. The DT WSSAs whose Board of Directors was appointed for the first time were Maganzo and Karatu WSSAs and these are currently fully operational. In nine DT WSSAs that have not established Boards of Directors, water supply services are mainly operated by Village Water Committees, Community owned organizations or Trustees. The declared DT WSSAs that have not established Boards of Directors are Bonga, Didia, Iselamagazi, Jomu (Tinde), Laela, Uyui (Isikizya), Lalago, Malampaka and Sangang' walugesha. On the other hand, the tenure of 19 DT WSSAs Boards had expired.

ix. Submission of Reports

(a) Submission of Annual Technical Report

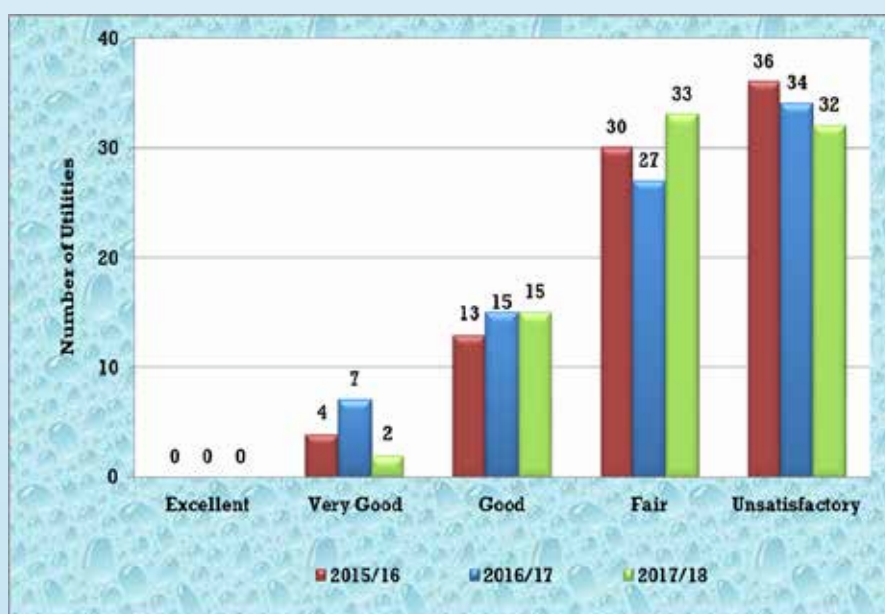
Out of 97 declared DT WSSAs, 82 submitted either their 2017/18 annual performance reports (hard copies or Majlis reports) or a datasheet prepared in accordance to EWURA requirements and were analyzed in this report while 15 did not submit their reports. The 15 DT WSSAs that did not submit reports include Dareda and Mangaka WSSAs whose 2017/18 performance was not analyzed because of failure to submit reports. The other 13 DT WSSAs did not submit reports due to various reasons including being not operational because they have neither Boards of Directors nor Managements in place and/or operation of water supply schemes being under community owned organizations and have not been handed over to newly formed Boards.

(b) Submission of Financial Statements

There has been a continuous improvement in the submission of DT WSSA's financial statements. 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 and eventually to 50 DT WSSAs in FY 2017/18. The DT WSSAs that submitted draft financial statements for the first time include Bunda, Biharamulo, Kisarawe, Gallapo, Handeni, Karagwe, Kibaya, Kiomboi, Kyela, Liwale, Mkuranga, Mikumi, Misungwi, Mbulu, Mwapwa, Nzega, Orkesumet, Sikonge, Songe and Tunduru; while the DT WSSAs that have maintained submitting financial statements include, Katesh, Bashnet, Igunga, Itumba-Isongole, Kibaya, Kilolo, Namtumbo, Ruangwa, Usa River, Korogwe, Loliondo, Lushoto, Magugu, Monduli, Muleba, Mwanga, Mwanhuzi, Same, Tukuyu and Utete.

(x) 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, Igunga WSSA (Tabora 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 show that the performance of 2 DT WSSAs (3%) was rated as "very good", 15 DT WSSAs (18%) was rated as "good", 33 DT WSSAs (40%) was rated as "fair" while the remaining 32 DT WSSAs (39%) was rated as "unsatisfactory".



Generally, the performance of DT WSSAs has slightly declined as compared to the previous FY 2016/17 mainly due to failure of most DT WSSAs to comply with reporting requirements.

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 2017/18 Water Utilities Performance Review Report for District and Township (DT) WSSAs.

This is the 10th annual report on the performance of DT WSSAs. The report details the performance of 82 DT WSSAs, which includes 68 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. This report has included the performance of Karatu and Maganzo WSSAs for the first time after they started operations as WSSAs. However, this report has not included the analysis of performance of Dareda, Mangaka, Vwawa and Mlowo WSSAs. Dareda WSSA had ownership challenges that led the utility to operate as a community water scheme while Mangaka WSSA was not included due to incapacity to prepare annual report. Vwawa and Mlowo WSSAs have been excluded following declaration of Vwawa as the headquarters of Songwe Region, a new region in Tanzania and clustering of Vwawa and Mlowo WSSAs. The performance of Vwawa-Mlowo WSSA has been discussed in the Regional and National Projects Water Utilities Performance Report. The report has been prepared based on performance data and information reported by DT WSSAs through annual performance reports, and monthly progress reports; 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 (MoW) 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 the 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 2015/16 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 2017/18 in comparison to performance achieved in two preceding years of FY 2015/16 and 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

Rivers, springs and boreholes have remained the main sources of water for the past three years among DT WSSAs. Generally, there has been a continuous increase of Water abstraction over the past three years. Water abstraction has increased from 32.8 million m³ in FY 2015/16 to 34.4 million m³ in FY 2017/18. Generally, the main factors that contributed to the increase in water abstraction is addition of new water sources.

Contribution of each source to the total water abstraction and DT WSSA's water abstraction data are summarized in Figure 1 and 2 and the corresponding data are detailed in Table A2.1 (a) and Table A2.1(b) of Appendix 2.

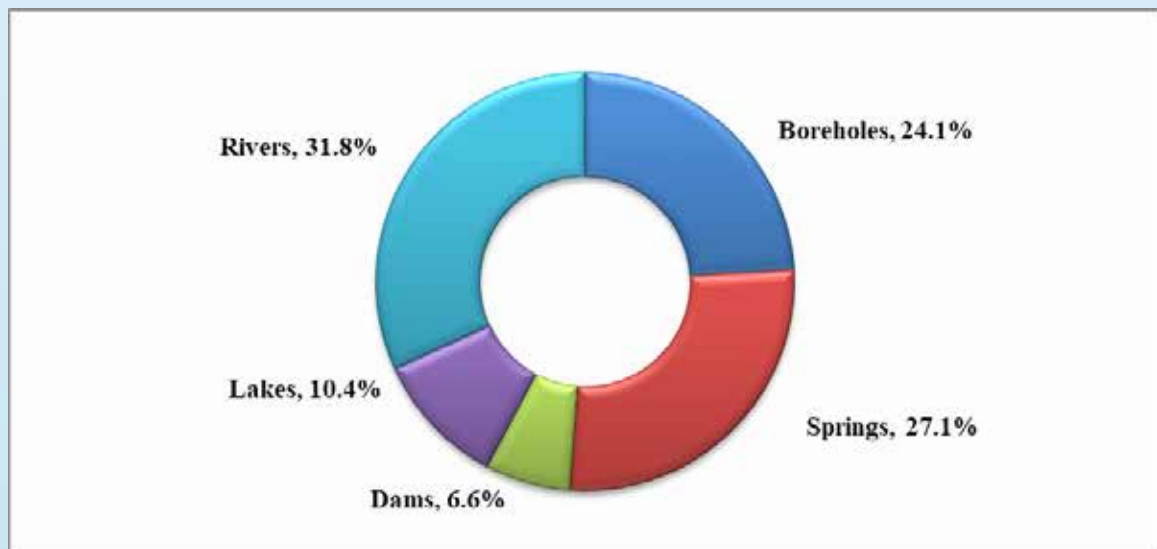


Figure 1: Water Abstraction from Various Sources



Figure 2: Total Water Abstaraction

2.2 Water Production and Measurement Methodologies

2.2.1 Water Production

During FY 2017/18, total water production in DT WSSAs was 33.7 Million m³, as compared to 33.8 Million m³ in FY 2016/17 (a decrease of 0.3%); and 31.8 Million m³ in the FY 2015/16. The decrease in water production during the FY 2017/18 is mainly the effect of shifting of Vwawa and Mlowo WSSAs to the RNP WSSAs report following clustering of Vwawa – Mlowo WSSA. Water production data for DT WSSAs are presented in Table A2.3 of Appendix 2 and summarized in Figure 3.



Figure 3: Total Water Production

In FY 2017/18, eleven (11) DT WSSAs registered significant increase in their water

production volume (more than 25%) compared to that attained in FY 2016/17. 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	% Increase	Reasons
Kishapu	141	Impact of Bulk water supply from KASHWASA after completion of a project for extension of water distribution network at Kishapu Town.
Bashnet	68	Addition of new water source called Donya Spring with an installed capacity of 432m ³ /day. The source was acquired from Babati District Council since June 2017. Also, there was an increase of pumping hours at Bashnet Saria from 7 hours to 11 hours per day due to installation of a new pump.
Korogwe	53	Addition of water source drawing water from Pangani River with capacity of 3600m ³ /day funded through WSDP and completed in FY 2017/18. Also, the increase was due to sufficient rainfall experienced during the FY 2017/18 which resulted into increase of water from Mbezi Stream which is the major source for Korogwe Town.
Biharamulo	50	Installation of two (2) new surface pumps at Kagango and Ruziba water source with the capacity of 45m ³ /hr.
Sengerema	49	Full operation of the new completed project for improvement of Water Supply System for Sengerema Town. The installed water production capacity was 15,840m ³ /day.
Mikumi	47	Maintenance of Madibira water intake through regular cleaning of the intake; regular maintenance of Madibira gravity main and improvement of water production measurement methodology by installation of a bulk meter.
Makete	44	Rehabilitation and recovery of Ludihani water Source which last year failed/decreased in water production.
Tarime	33	Increase of water recharge at Nyandurumo gravity spring water source due to adequate rainfall.
Muheza	32	Installation of bulk meters to all water sources improved measurement of water production.
Namanyere	32	Installation of new electrical pump at Mfili dam with capacity 40.6m ³ /hr.
Songe	30	Recharge of the available shallow wells due to sufficient amount of rainfall experienced during the reporting period.

On the other hand, during FY 2017/18, eight (8) DT WSSAs decreased their water production significantly (greater than 25%) as compared to that attained in the FY 2016/17. Table 2 shows a list of 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	% Decrease	Reasons
Tunduma	70	Breakdown of Songea borehole no. 1 submersible pump motor and surface booster pump for seven months since December 2017.
Orkesument	59	Two boreholes namely Narosoito and Secondary School (Mkumbi) dried up from December 2017. The Utility is currently depending on one borehole namely Water Department with the capacity 7.5m ³ /hr.
Nansio	46	Power cut off for 84 days (an average of 7days per month) due to outstanding electricity bills.
Katesh	42	Insufficient rainfall affected water production from Himit spring.
Kilosa	36	Reduced pumping hours due to inability to pay for electricity bills. Last tariff review was in 2011.
Kisarawe	29	Reduced production from the Minaki dam as a result of surface pump failure. The pump was not operating for five months since February 2018.
Ludewa	28	Two (2) water sources (Luisa A and Luisa B) were taken by Ludewa (K) village and the utility remained with only two (2) water sources namely Mapetu and Mkondachi spring sources. Further, intensive agricultural and livestock activities done near to these sources have led to decrease of the abstraction recharge.
Mwanga	25	This was caused by borehole No. KL/BH/82/2013 which decreased its production capacity from 57 to 37m ³ /hr.

2.2.2 Water Production Measurement Methodologies

Water production measurement methodologies used by DT WSSAs were bulk meters and estimates. It was observed that, out of 82 DT WSSAs, 38 DT WSSAs have installed bulk meters at their water production points, 26 DT WSSAs used both estimates and bulk meters while the remaining 18 DT WSSAs used estimates.

Table 3 shows a list of WSSAs and the methodologies used to determine water production

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

2.3 Water Demand

During the year under review the annual water demand for DT WSSAs increased by 2%, mainly due to population growth. A summary of the annual water demand for DT WSSAs is presented in Table A2.3 of Appendix 2 and is illustrated in Figure 4.



Figure 4: Annual Water Demand

During the FY 2017/18, significant changes in water demand (increase by more than 25%) were observed from two (2) DT WSSAs. A list of utilities and their respective reasons for the increase in water demand are summarized in Table 4 below.

Table 4: DT WSSAs with Significant increase in Water Demand

Name of DT WSSA	% Increase	Reasons
Nzega	57	Review of population data to include Undomo, Uchama, Idala, Itilo and Ijanija areas
Turiani	36	Review of per capita from 70ltrs/day reported in FY2016/17 to 90ltrs/day in FY 2017/18

During the year under review, the ratio decreased by 0.9%. This implies that the gap between water demand and water production has enlarged. A summary of the ratio of water production to water demand for DT WSSAs is illustrated in Figure 5.

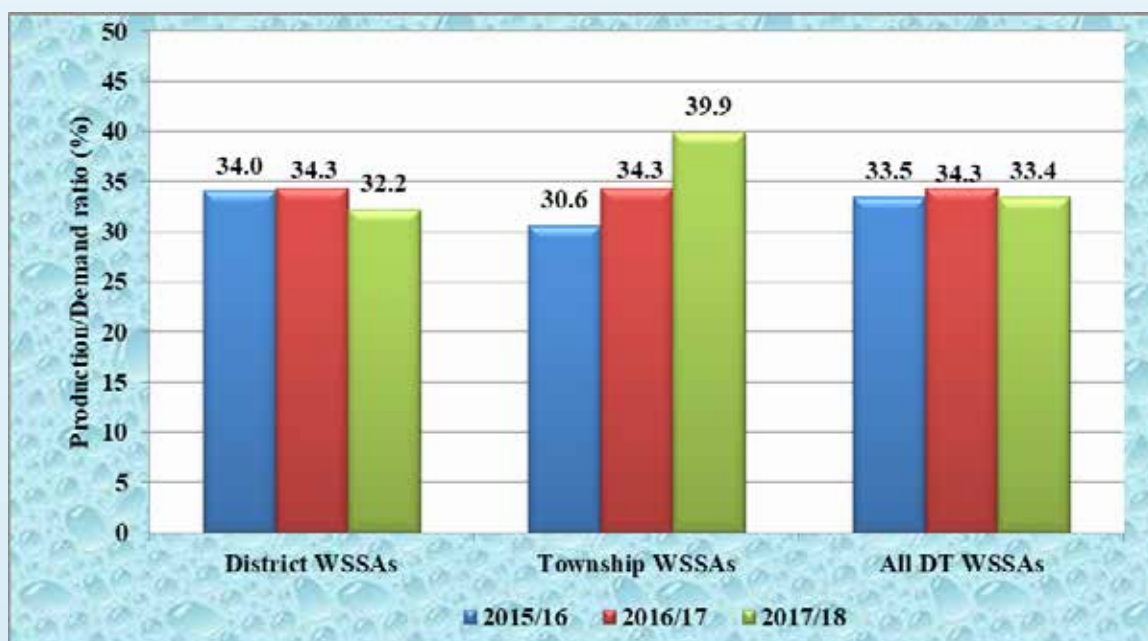


Figure 5: Ratio of Water Production to Water Demand

2.4 Water Treatment Facilities and Quality Monitoring

2.4.1 Water Treatment Facilities

During FY 2017/18 it was observed that a total of 42 DT WSSAs out of 82 DT WSSAs had installed water treatment facilities in form of conventional treatment plant or chlorine disinfection facilities compared to 27 DTWSSAs during FY 2016/17 and 19 DT WSSAs in FY 2015/16. In the DT WSSAs of Igunga, Nzega, Sikonge, Sengerema, Nansio and Mwanhuzi, water treatment is done through 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, Kishapu, Biharamulo, Ngara, Kibondo, Karagwe, Mugumu, Kondoia, Ilula, Kilolo, Mafinga, Mpwapwa, Kibaigwa, Chamwino, Manyoni, Kiomboi, Turiani, Utete and Kilindoni implement disinfection process by using Calcium Hypochlorite.

2.4.2 Water Quality Monitoring

EWURA Water and Wastewater Quality Monitoring Guidelines for Utilities, 2014 require all DT WSSAs to have in place water quality monitoring plan and to conduct water quality monitoring according to their plans. Water quality compliance was analysed based on tested parameters of E-Coli, Turbidity, Residual Chlorine and pH. According to the EWURA Performance Benchmarking Guidelines for Water Utilities, 2014, the recommended average percentage compliance for the parameters is 98%. In this section, compliance to water quality monitoring takes into consideration tests done by WSSAs and by EWURA in FY 2017/18.-

In the FY 2017/18, only 11 out of 82 DT WSSAs had water quality monitoring plans.

Also, during the year under review, only 27 out of 82 DT WSSAs conducted water quality monitoring tests and submitted the results to EWURA. A total number of 1,416 samples were collected and analysed which is an increment of 167% compared to the samples tested in FY 2016/17. However, the number of water quality tests conducted were not compliant to the requirements of TBS (TZS² 789:2008) Standards for Drinking Water Quality, which require the number of samples to be proportional to the population served. Further, the overall compliance on the tested parameters were; 79% for the residual chlorine 93% for pH, 99% for turbidity and 92% for E-Coli. The percentage water quality compliance on the tested parameters on each WSSA were as shown on Figure 6(a) and 6(b).

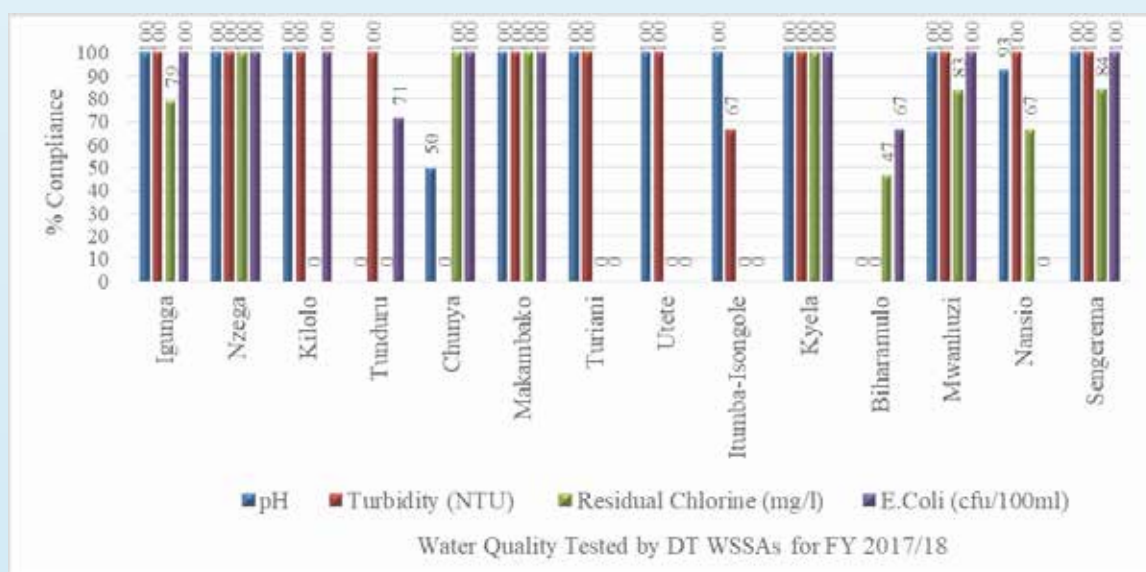


Figure 6 (a): Water quality compliance status as tested by DTWSSAs

Igunga, Nzega, Kilolo, Kiomboi, Mpwapwa, Kibaigwa and Mafinga had water quality monitoring plans. Also, during the year under review, only 27 out of 82 DT WSSAs conducted water quality monitoring tests and submitted the results to EWURA. A total number of 1,416 samples were collected and analysed which is an increment of 167% compared to the samples tested in FY 2016/17. 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. Further, the overall compliance on the tested parameters were; 79% for the residual chlorine 93% for pH, 99% for turbidity and 92% for E-Coli. The percentage water quality compliance on the tested parameters on each WSSA were as shown on Figure 6(a) and 6(b).

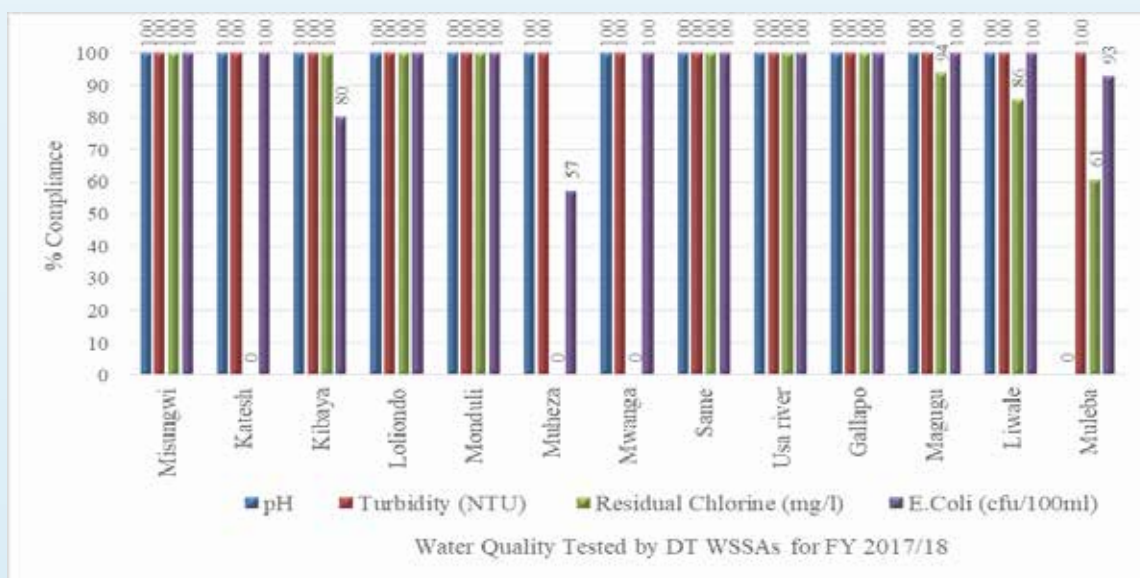


Figure 6(b): Water quality compliance status as tested by DT WSSAs

During the same period, EWURA conducted water quality monitoring tests to 28 selected DT WSSAs whereby a total number of 238 samples were collected and analyzed for pH, Turbidity, E-Coli and Residual Chlorine. The results revealed that, the overall compliance on the tested parameters was 86% for pH, 64% for turbidity, 71% for E-Coli and 31% for the residual chlorine. However, Igunga WSSA attained 100% compliance to all tested parameters. Detailed results for each parameter are presented in Appendix 5 where by the lowest pH value of 2.2 was recorded at Kibondo WSSA water distribution system while the maximum pH value was 8.72 recorded at Magugu WSSA. The highest turbidity level of 207NTU was recorded at Urambo WSSA, the highest E-Coli content of 45cfu/100ml was recorded at Kibondo WSSA and the highest residual chlorine value of 28.4mg/l was recorded at Ilula WSSA. The percentage water quality compliance on the tested parameters on each WSSA are as shown on Figure 7(a) and 7(b).

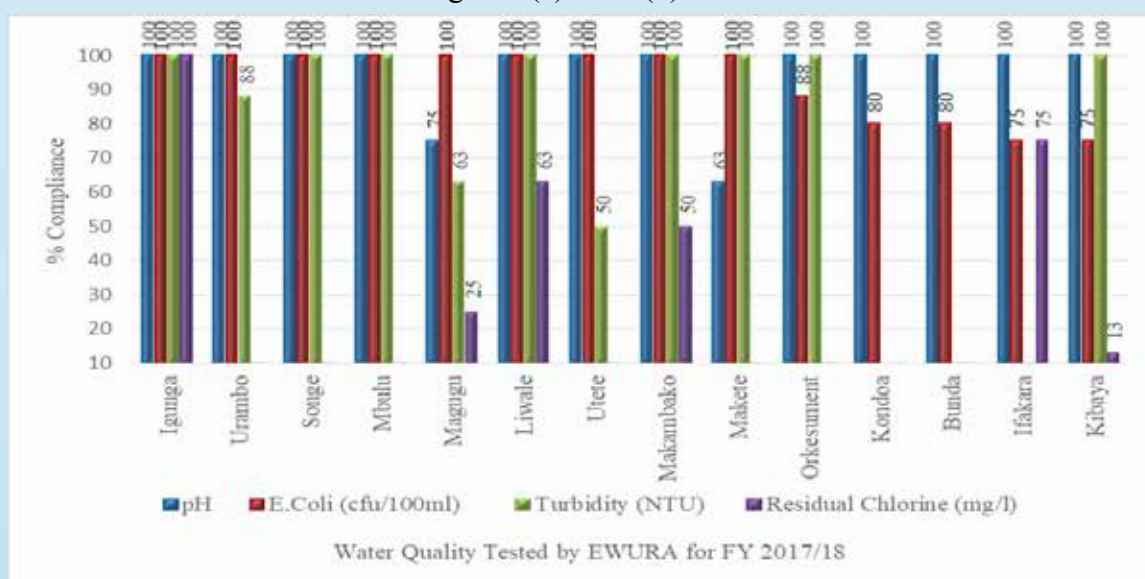


Figure 7(a): Water Quality Percentage Compliance Reported by EWURA

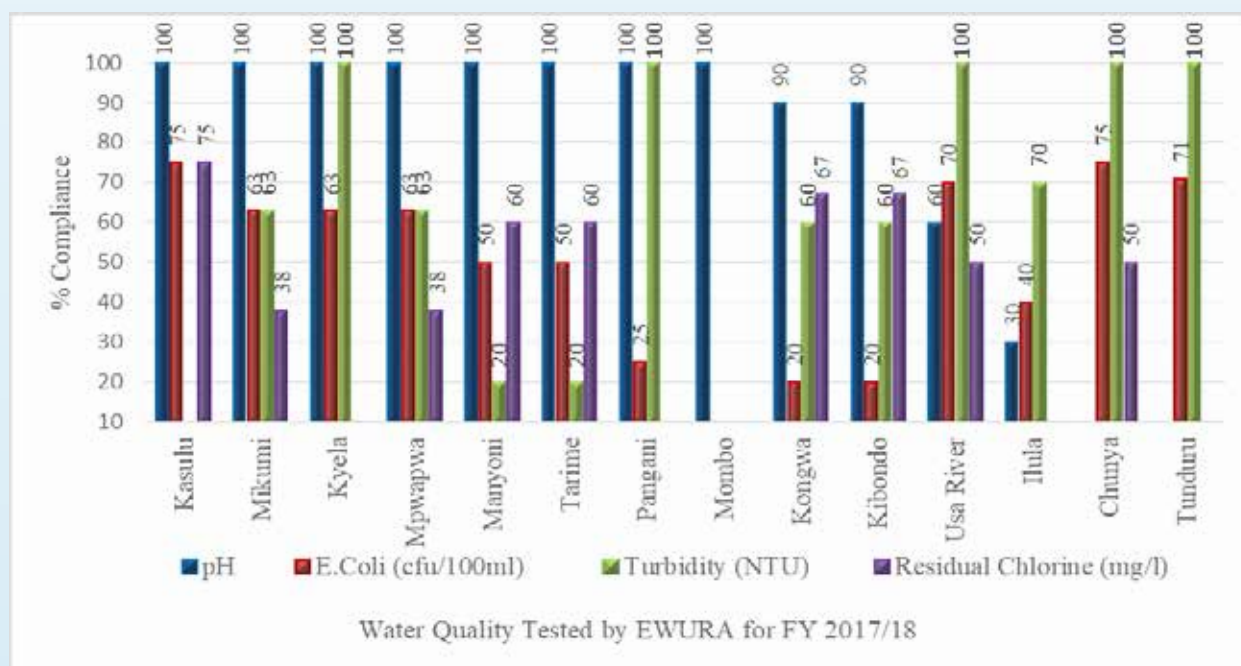


Figure 7(b): Water Quality Percentage Compliance Reported by EWURA

2.5 Sanitation Services

For DT WSSAs, only onsite sanitation system is practiced. The faecal sludge from containments are disludged by cesspit emptiers to the treatment facilities or disposal areas. The main challenge is still on the safe emptying, transportation and treatment of sludge. During the FY 2017/18 the number of DT WSSAs that have sludge treatment facilities (sludge digester) remained two (2) namely Nansio and Sengerema as reported in FY 2016/17. However, DT WSSAs that managed to acquire land have increased from two (2) DT WSSAs namely Misungwi and Magu reported in FY 2016/17 to five (5) namely Misungwi, Magu, Pangani, Muheza and Korogwe in the FY 2017/18.

2.6 Water Service Coverage

Water service coverage has been analyzed based on two indicators namely population directly served with water and population living in the area with water network.

2.6.1 Population Living in the Area with Water Supply Network

During the FY 2017/18, the overall proportion of population living in the area with water network increased by 5.4% compared to 0.6% of FY 2016/17 and a decrease of 1.1% during FY 2015/16. The proportion of population living in the area with water network and proportional of population directly served with water are summarized in Figure 8 and detailed in Table A2.5 of Appendix 2.



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

During FY 2017/18 five (5) DT WSSAs experienced significant increase (more than 20%) in population living in the area with water network. The names and reasons of DT WSSAs with significant increase are presented in Table 5.

Table 5: DT WSSAs with Significant increase in Proportion of Population Living in the Area with Water Supply Network

Name of DT WSSA	% Increase	Reason(s)
Mikumi	43	Impact of the Extension of water supply network at Mikumi Township, 21.5km of network extended
Kongwa	34	Extension of water distribution network by 6.4km to Jeshini and Chimlata.
Kilolo	28	Extension of water distribution network by 10km to Luganga zone.
Kishapu	24	Extension of water distribution network by 22km
Sengerema	22	Extension of water distribution network by 6.78km

Further, Kilindoni was the only DT WSSA that reported a decrease in proportion of population living in the area with water network (by more than 20%). The decrease was caused by the review of the population data, as the data reported in FY 2016/17 was unrealistic.

Over the past three years, five (5) DT WSSAs namely Dakawa, Ushirombo, Gallapo, Ilula and Isaka had no change in the proportional of population living in the area with water network. It was further observed that the highest network coverage was reported by Kibaigwa (99%), Kongwa (97%) and Kilosa (93%) followed by Turiani (92%) WSSAs. The least performers in the proportion of population living in water network (below twenty percent) were Mbulu (17%), Karatu (15%) and Mkuranga (12%) WSSAs.

2.6.2 Population directly served with water

The proportion of population directly served with water has slightly increased by 0.23% during the FY 2017/18 as compared to 2.5% reported in FY 2016/17 and a decrease of 0.3% during FY 2015/16. The proportion of population directly served with water is summarized in Figure 9 and detailed in Table A2.5 of Appendix 2.

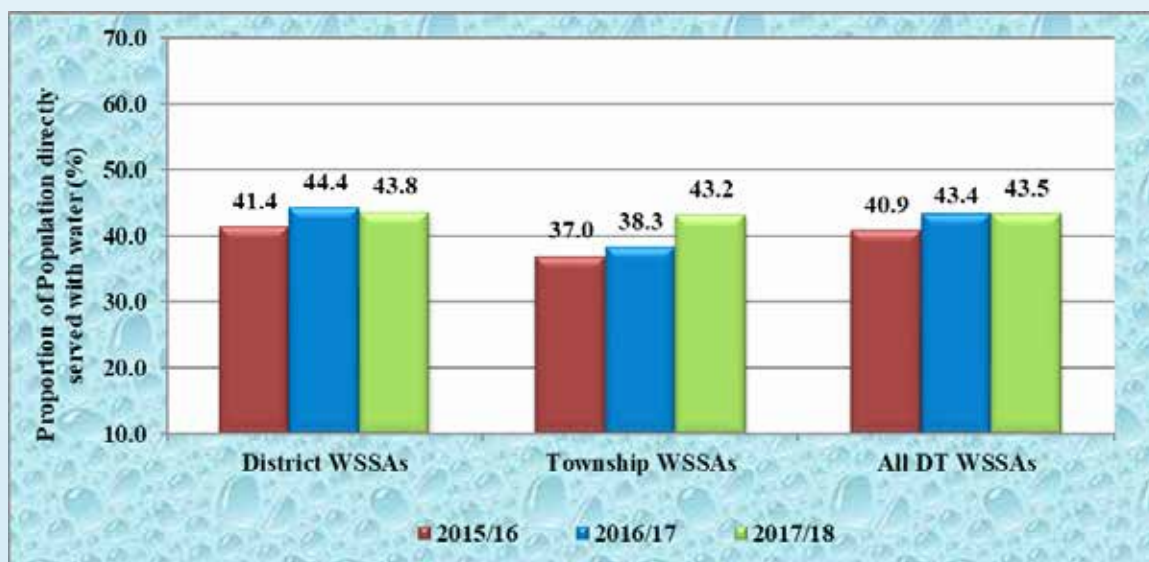


Figure 9: Population Directly Served with Water

During the FY 2017/18, significant changes in population directly served with water (increase by more than 20%) were observed in two (2) DT WSSAs as summarized in Table 6.

Table 6: DT WSSAs with Significant increase in Proportion of Population directly served with water

Name of DT WSSA	% Increase	Reasons
Mikumi	24	Increase in connections by 103% due to the extension of 21.5km of network.
Kishapu	23	Connection of 274 new customers along 22km new extended water distribution network.

In FY 2017/18, Kibaigwa reported the highest proportion of population directly served with water of 92%. Kasulu and Isaka had no change in the proportion of population directly served with water from FY 2015/16 to 2017/18. The DT WSSAs with low proportion of population directly served with water (below 20 percent) were Namanyere (19%), Ifakara (19%), Mbulu (15%), Tarime (15%), Dakawa (14%), Handeni (14%), Isaka (12%), Karagwe (11%), Ushirombo (11%), Kilindoni (11%), Mkuranga (9%), Karatu (6), Tunduma (4%) and Karatu (2%).

Figure 10 compares the proportion of population living in the area with water network and proportion of population directly served with water for DT WSSAs in FY 2017/18. A comparison reveals the available potential for DT WSSAs to increase their customer base and consequently serve more people directly in their designated service areas.

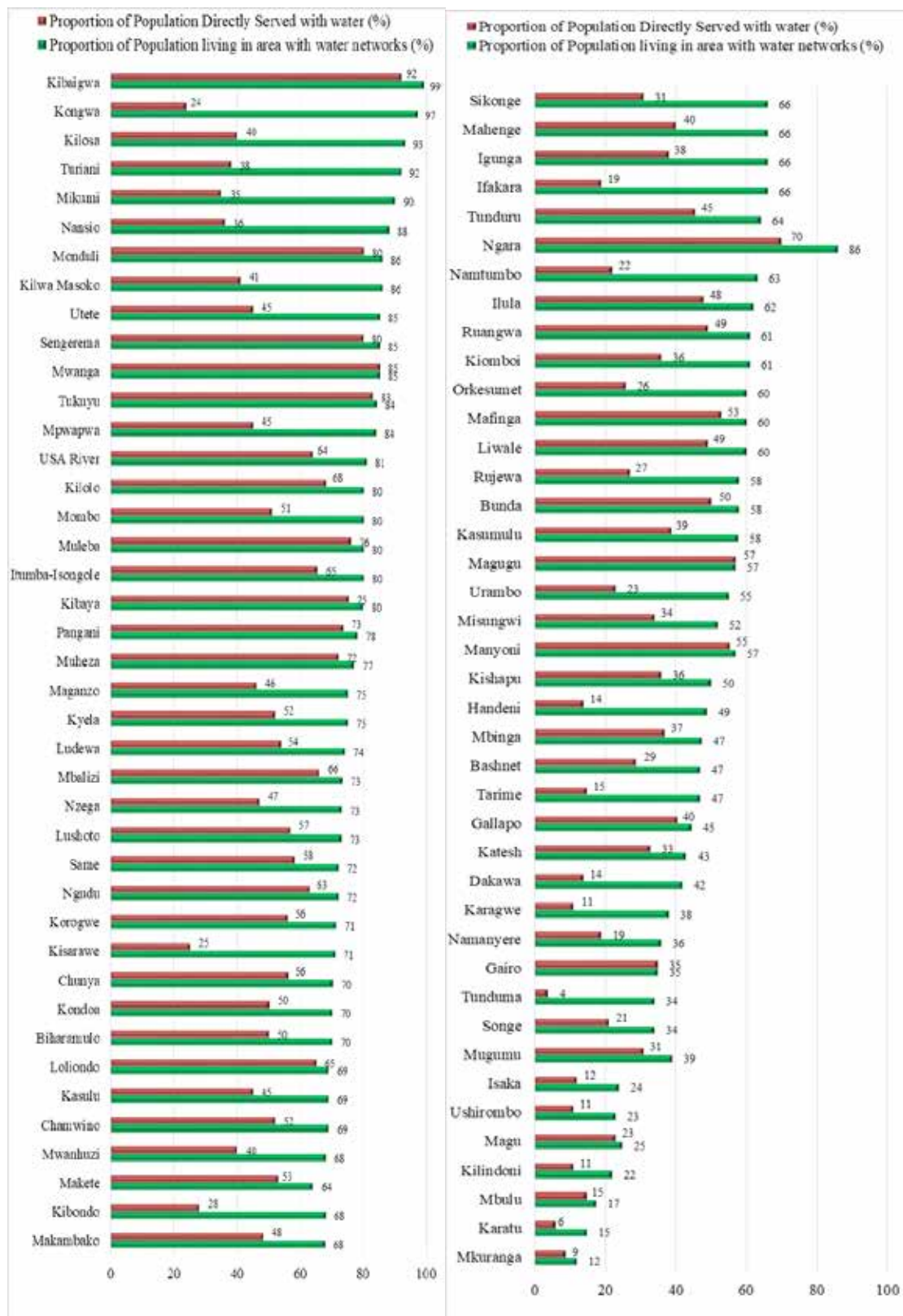


Figure 10: Comparison of proportions of Population living in the Area with Water Network and Population Served with Water

2.6.3 Average Hours of Service

The average service hours have significantly improved by 2.3 hours in FY 2017/18 as compared to increase of 0.3 hours in FY 2016/17. Despite such improvement, 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 11.

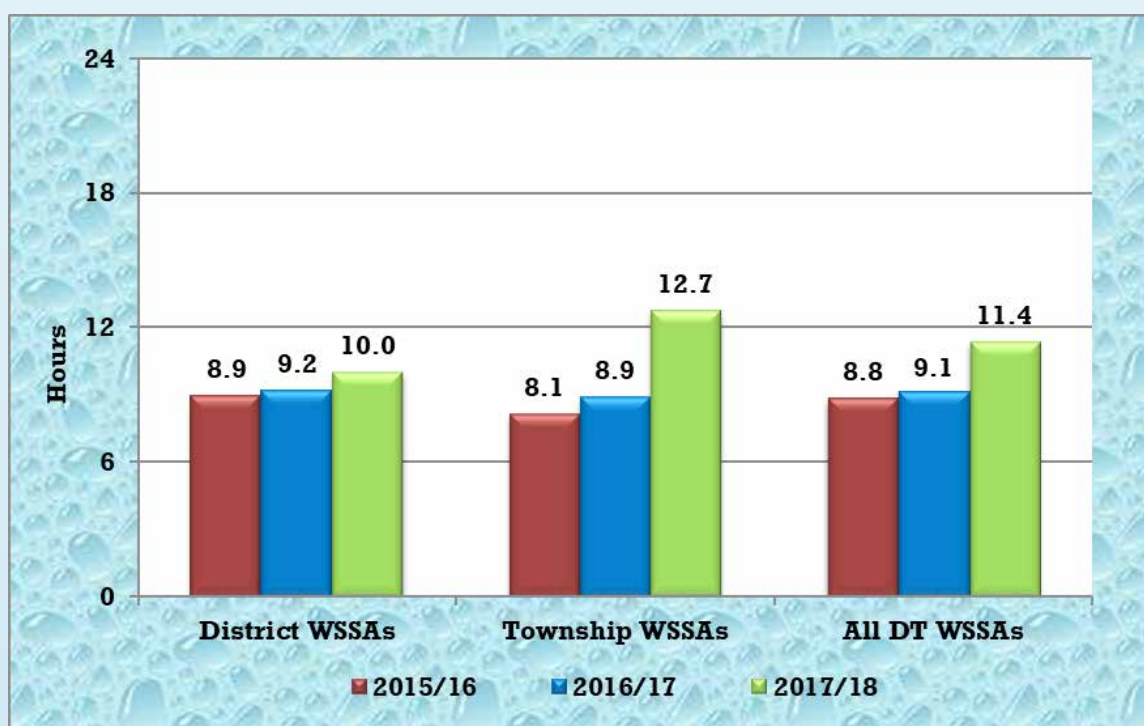


Figure 11: Overall Average Hours of Service

The number of DT WSSAs with 24 hours supply has decreased from four to three where Ngudu WSSA dropped to 23 hours per day during FY 2017/18 as compared to 24 hours reported in FY 2016/17. DT WSSAs that have attained 24hours water supply services are Utete, Turiani and Kibaigwa. Together with Utete, Turiani and Kibaigwa WSSAs, that have attained 24hours supply; Ngudu, Mwanhuizi and Muleba WSSAs have at least 20 hours of supply. Reasons for the slight decrease of service hours for Ngudu WSSA was due to extension of service area and service interruptions due to the time used to repair breakdowns.

During FY 2017/18; Mikumi, Kyela, Biharamulo, Kasumulu, Mbinga, Kilolo and Tunduru WSSAs had significant increase in service hours (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	Reasons
Mikumi	10	Maintanance of Madibira water intake, by control of leakage through regular maintanance of the gravity main and cleaning of intake to avoid clogging.
Kyela	8	Installation of new solar water pump of capacity Hp 20, 82m ³ /h (previous pump Hp 15, 60m ³ /h) has improved supply to town areas and Mkombozi and Serengeti streets in Mwanganyanga Ward and Mbugani street in Mbugani Ward.
Biharamulo	8	Installation of two new water pumps at the source (Q=45m ³ /h each)
Kasumulu	8	Rehabilitation of gravity main at Mwalisi village from Mwega river source and use of new tank with large capacity 225m ³ (previous 90m ³ tank was used).
Mbinga	6	Increase of water production in the past three months (April, May and June 2018) after new water intakes started to operate.
Kilolo	6	Addition of new water gravity water scheme at Luhindo with capacity of 646m ³ /day, and extension of water supply network
Tunduru	5	Decrease in NRW from 45% to 35%, use of new borehole at Mlingotini area with capacity 30m ³ /h and increase in metering ratio.

On the other hand, only one utility namely Nzega WSSA had a significant decrease of service hours (decrease by five hours or more) due to review of computation of service hours to include the actual boundaries of the service area (the entire Nzega Town Council). Also, the water supply was affected following drying up of Uchama water source.

A comparison of service hours for DT WSSAs during FY 2017/18 is shown in Figure 12. During the reporting period, 17 DT WSSAs had low service hours of below five (5) hours per day as clarified in Table 8.

Table 8: DT WSSAs with Low Hours of Service

Name of WSSA	Average hours of service	Reasons
Urambo, Karagwe, Kiomboi, Kongwa and Kilindoni	4	Inadequate water production compared to water demand due to insufficient capacity of available water sources.
Kilwa Masoko, Ifakara, Gairo, Ruangwa and Songe	3	Inadequate water production compared to water demand due to insufficient capacity of available water sources.
Kisarawe	3	Decrease in water production from Minaki dam, as a result of malfunctioning surface pump. The pump is not operating since February, 2018.
Kondoa	3	Inadequate water production compared to water demand due to decreased yield of Chemchem spring source. Water production is estimated at 31% of water demand.
Nzega	3	Low production and low area network coverage
Katesh	3	Low water production from available water sources compared with water demand.
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	Decrease in water production due to breakdown of Sogea borehole no. 1 submersible pump motor and surface booster pump since December 2017 and periodically lack of funds to pay for outstanding electricity bills.

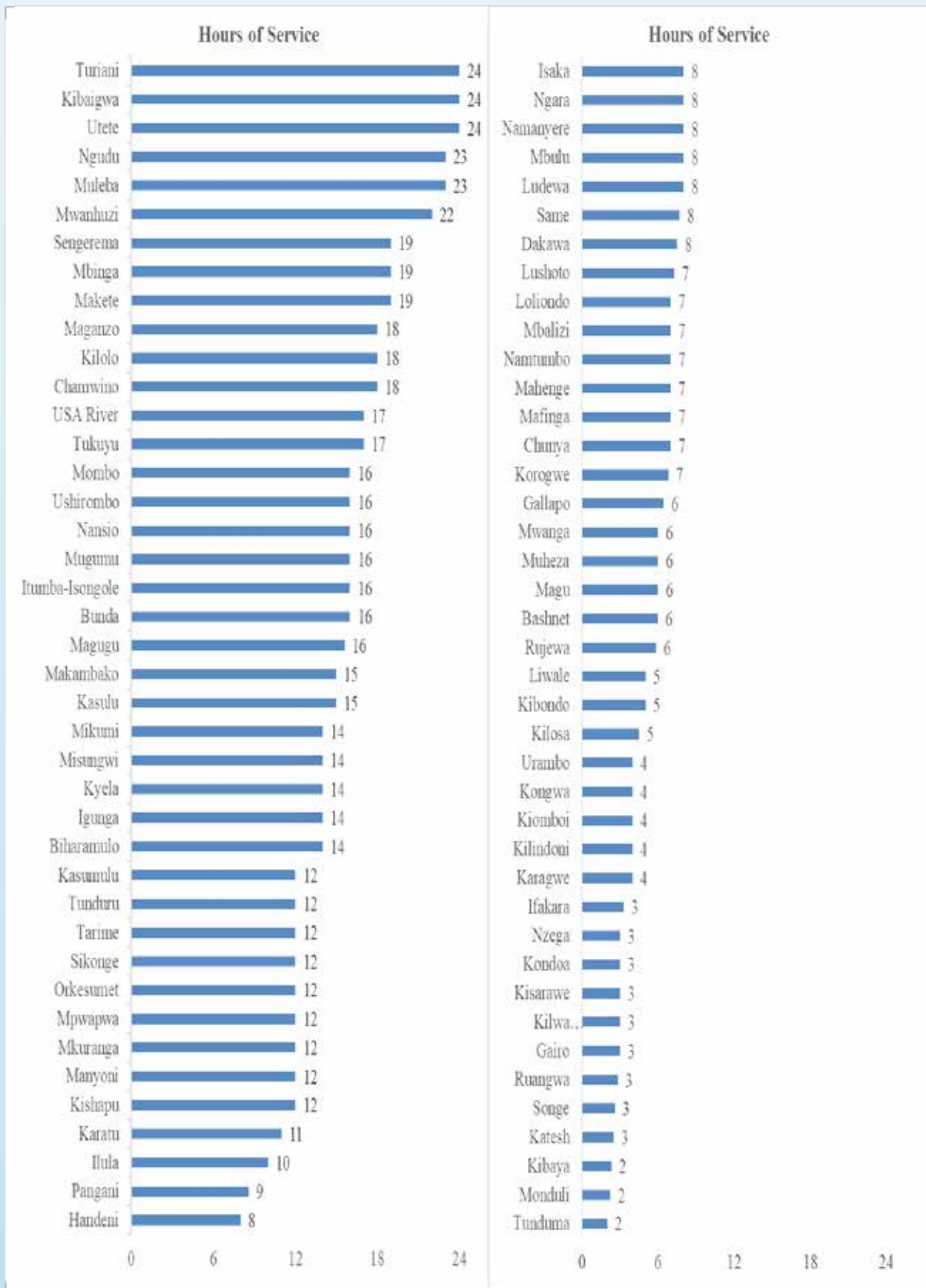


Figure 12: Comparison of Average Hours of Services in 2017/18

2.7 Metering Ratio

Generally, over the past three years, DT WSSAs have shown continuous improvement in customer metering. The overall metering ratio improved by 7% in FY 2017/18 as compared to 6% in FY 2016/17 as summarized in Figure 13 and detailed in Table A2.6 of Appendix 2.

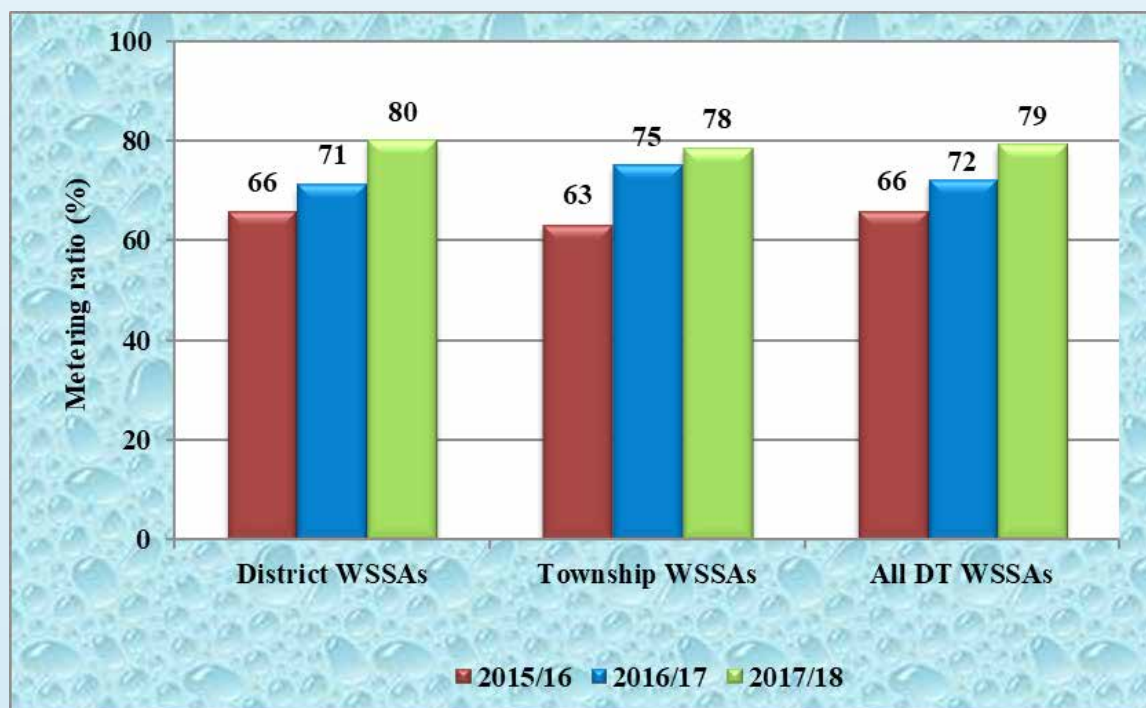


Figure 13: Average Metering Ratio

During FY 2017/18, 10 DT WSSAs of Songe, Ludewa, Kilosa, Kibondo, Rujewa, Gairo, Pangani, Mikumi, Kilolo and Mahenge attained a significant increase in metering ratio by more than 45% as compared to only two WSSAs that had significant increase in metering ratio during FY 2016/17. High increase in the number of metered customers was observed in Kilosa (750), Tukuyu (660), Ludewa (320), Rujewa (302) and Kyela WSSAs (223) brought about by using internal sources of fund and completion of some of the projects funded by the Government through Ministry of Water.

The number of WSSAs that have attained universal metering increased from 22 reported in FY 2015/16 to 28 in FY 2016/17 and 40 in FY 2017/18 as listed in Table 9. Kasulu, Makete, Chunya, Mbulu, Kilindoni and Lushoto WSSA experienced slight drop in metering ratio ranging from 3% to 18%. Kasumulu and Mombo experience substantial drop of metering ratio of 47% and 49% respectively. During the year under review Mombo WSSA carried out customer survey and discovered that most customer meters that are in their database are not operational. For Kasumulu WSSA, a decrease in metering ratio by 47% was due to the fact that about half of customer meters were not working. A comparison of metering ratio for DT WSSAs in FY 2017/18 is presented in Figure 14.

Table 9: List of DT WSSAs with Good Performance in Metering Ratio

WSSAs that attained 100% metering ratio during 2017/18	Utilities that maintained a 100% metering ratio status that was attained during the previous years.
Bunda, Handeni, Kibaya, Kilwa Masoko, Kisarawe, Kongwa, Loliondo, Magugu, Makambako, Ruangwa and Sengerema	Kishapu, Biharamulo, Handeni, Kibaya, Kiomboi, Nansio, Sikonge, Korogwe, Manyoni, Mbinga, Misungwi, Monduli, Muleba, Mwanga, Mwanhuzi, Namanyere, Nzega, Orkesumet, Ushirombo, Utete, Bashnet, Isaka, Kibaigwa, Mpwapwa, Igunga, Ngara, Mkuranga, Mikumi, Kongwa, Loliondo, Makambako, Bunda, Kilwa Masoko, Ruangwa, Sengerema, Magugu, Karagwe, Kisarawe and Ngudu

On the other hand, the number of DT WSSAs that have not metered at least 50% of their customers have continued to improve from 28 in FY 2015/16 to 24 in FY 2016/17 and 16 in FY 2017/18.

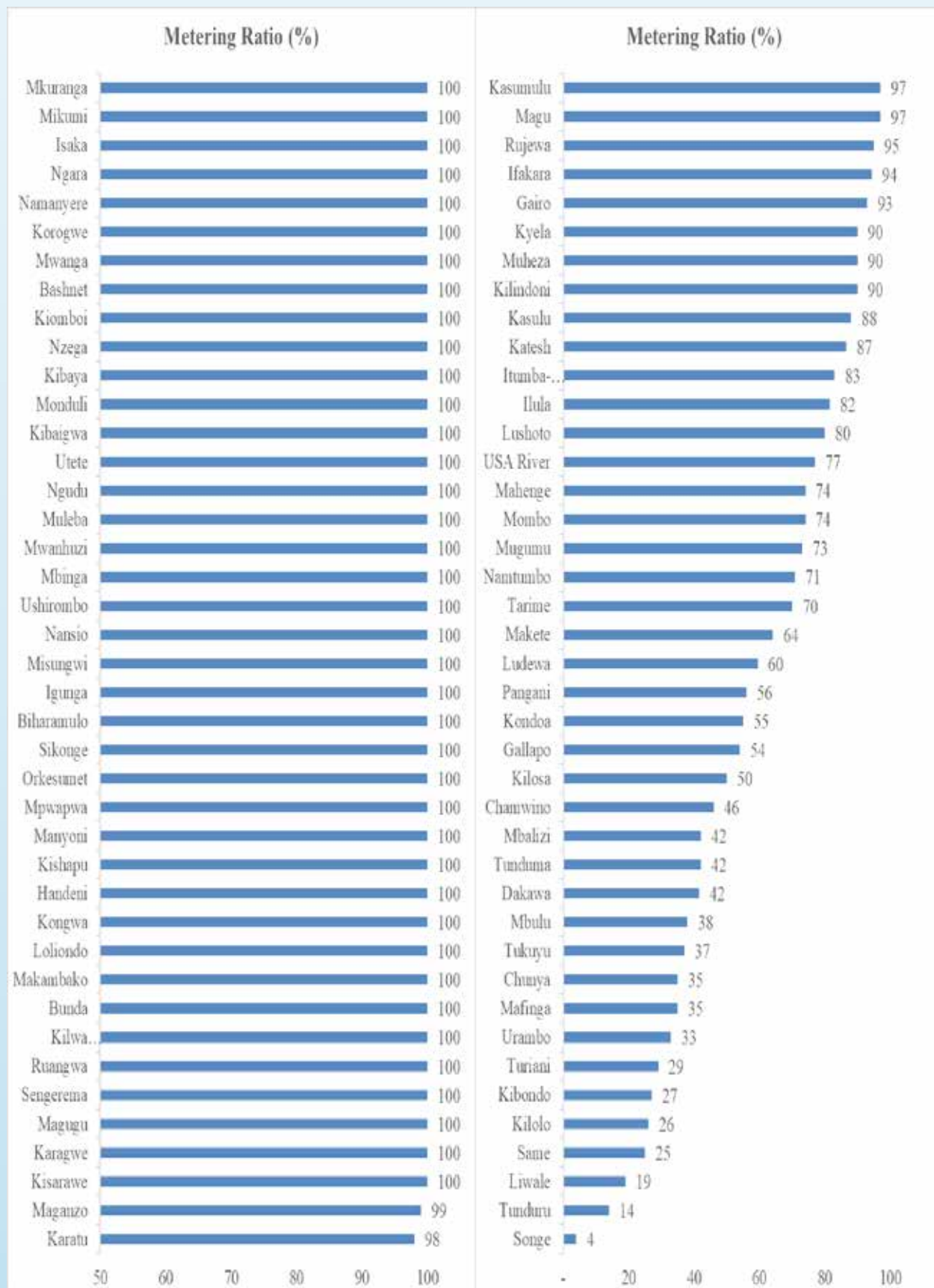


Figure 14: Comparison of Metering Ratio in FY 2017/18

2.8 Staff per 1000 Connections

Over the past three years, staff productivity expressed in terms of staff per 1000 connections improved by 3 units from 25 to 22 in FY 2015/16 to FY 2016/17 and 6 units in FY 2017/18 from 22 to 16. 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 15 and detailed in Table A2.6 of Appendix 2.

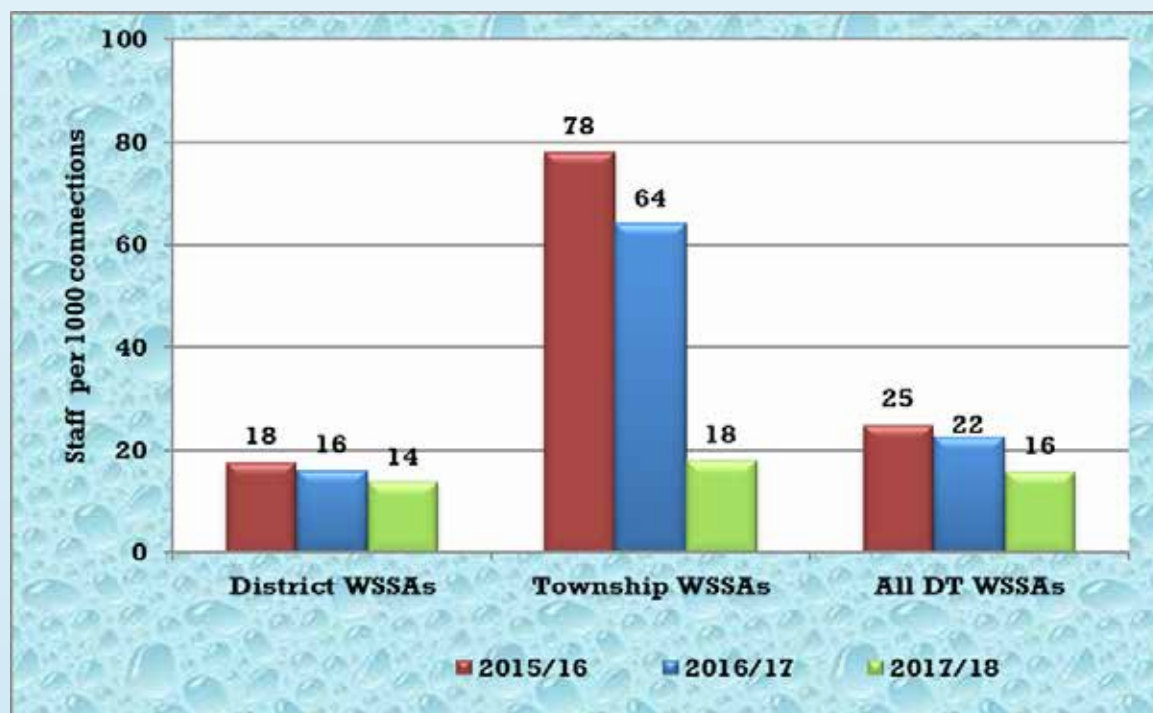


Figure 15: Average Staff per 1000 Connections

A comparison of staff per 1000 connections in the FY 2017/18 as shown in Figure 16 indicates that during the year under review 7 WSSAs namely Manyoni, Biharamulo, Makambako, Kasulu, Sengerema, Mbalizi and Muleba attained acceptable benchmark of 5 staff per 1000 connections as compared to previous FY 2015/16 and FY 2016/17. Kasulu and Manyoni DT WSSAs were within the service level benchmark of 5 staff per 1000 connections while the rest of the DT WSSAs failed to meet the benchmark. The lowest performers under this indicator and the values attained in brackets were Maganzo (80), Karatu (67), Namanyere (58), Orkesumet (52), Urambo (40), Mikumi (33) and Isaka with 32 staff per 1000 connections. Generally during the year under review the performance of staff per 1000 connections indicator has improved mainly due to retrenchment done by WSSAs in responding to the government directives; and an increase of the water connections implemented by several WSSAs. It has to be noted that, the drop in staff challenged the operations of the WSSAs because the professional way of improving the indicator is to increase the number of connections while retaining the required establishment

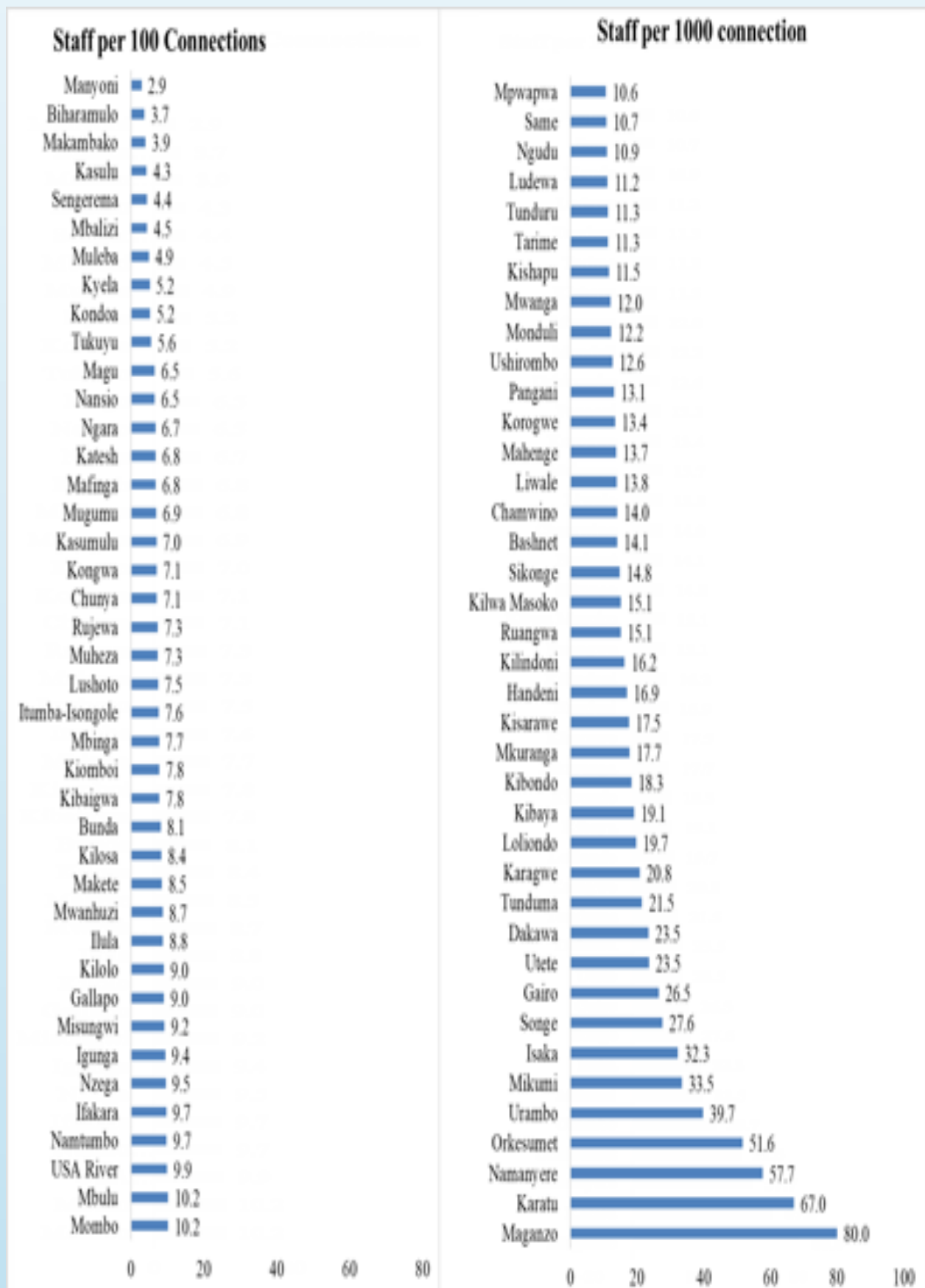


Figure 16: Comparison of Staff per 1000 Water Connections in FY 2017/18

2.9 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.

2.9.1 NRW as a Percentage of Water Production (%)

The overall NRW for DT WSSAs has continued to improve by 3% in FY 2017/18 in comparison to a 2% improvement in FY 2016/17. Despite the improvement during the year under review, DT WSSAs are still challenged by high NRW as compared to the service level benchmark of 20%. The NRW (%) performance trend for DT WSSAs is summarized in Figure 17.

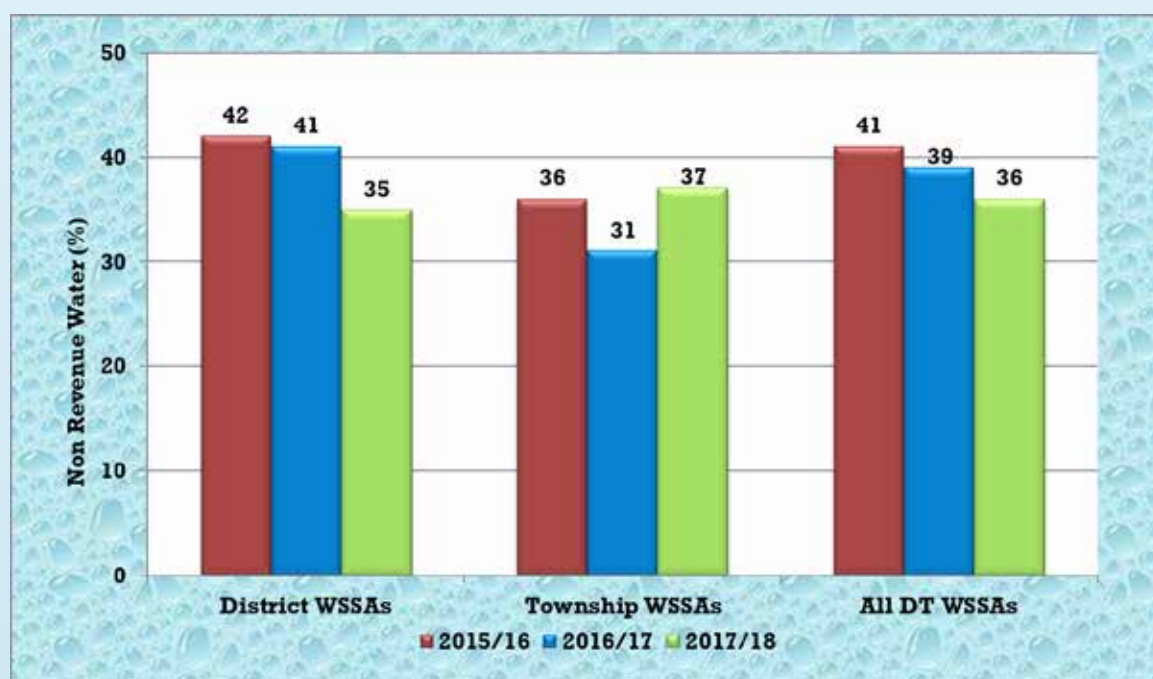


Figure 17: Average Non-Revenue Water

The DT WSSAs that have no bulk meters, and 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 39 out of the 82 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 is low. In this regard, the reliability and accuracy of NRW data for 43 DT WSSAs with red color in Figure 18 is low. Unlike previous years, during the year under review 14 WSSAs namely Muleba, Igunga, Kishapu, Kibaigwa, Biharamulo, Ushirombo, Mahenge, Mwanhuzi, Chamwino, Dakawa, Ifakara, Sikonge, Utete and Mpwapwa managed to achieve good performance in NRW (%) as compared to only five DT WSSAs namely Bashnet, Ushirombo, Utete, Sikonge and Mwanhuzi during FY 2016/17. The DT WSSAs with good performance in NRW in FY 2017/18 and their remarks for good performance is summarized in Table 10.

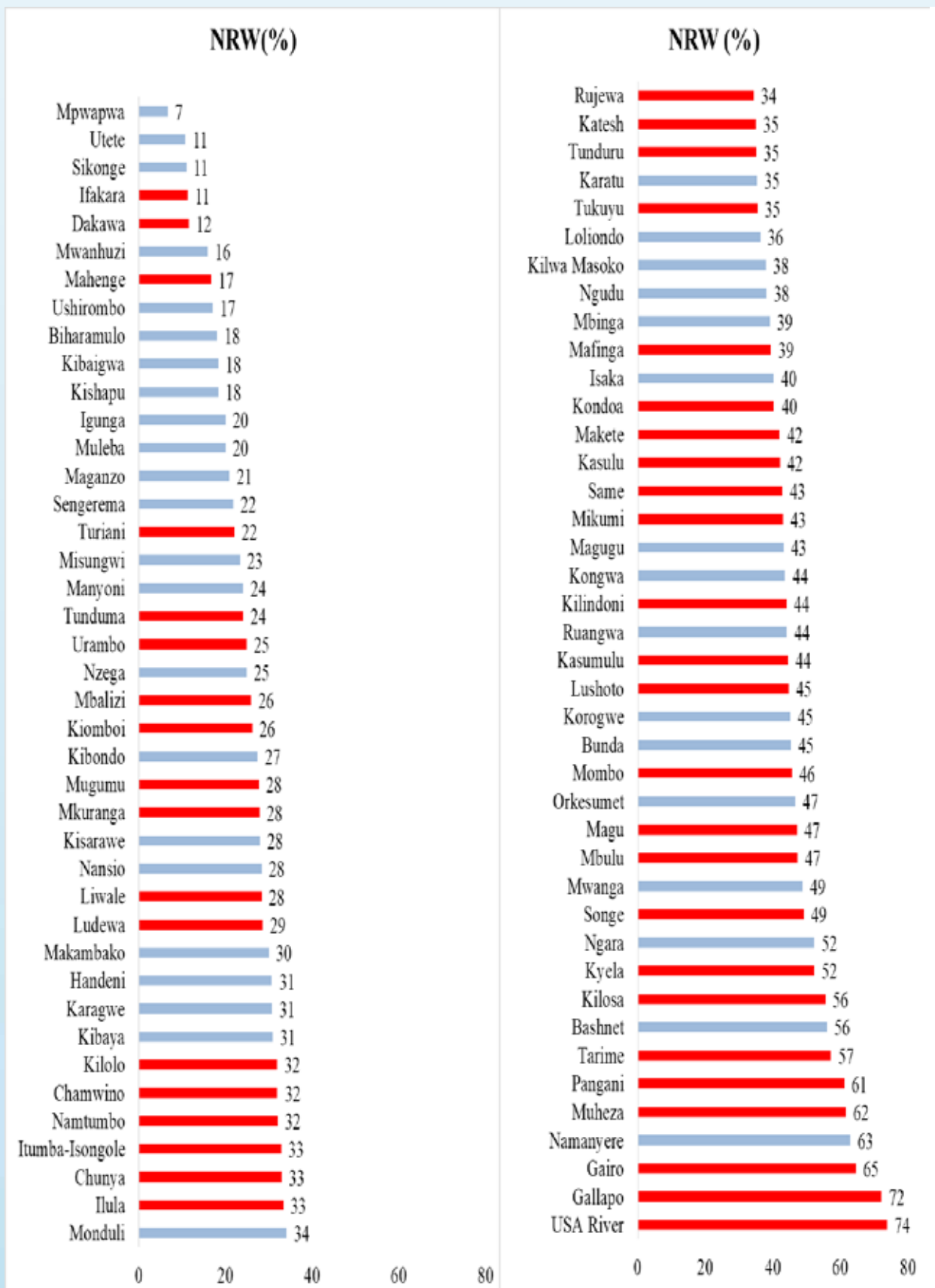
Table 10: DT WSSAs with Good Performance in NRW

Name of WSSA	Remarks
Muleba, Igunga, Kibaigwa, Ushirombo, Mwanhuzi, Sikonge, Utete and Mpwapwa	These WSSAs have metered all their customers and water production points.
Biharamulo	Repair leaks on time and replacement of 61Pcs of under registering water meters
Kishapu	Extension of water distribution network by 22km helped to reduce/regulate water pressure in the distribution network
Mahenge, Dakawa	Increase number of metered customers and attending leakage and pipe break immediately after reported also public awareness on leakage to community through local radio station.
Ifakara and Chamwino	Implementation of leak repair program.

The number of DT WSSAs with poor performance in NRW management ($\text{NRW} \geq 50\%$) slightly increased from 10 in FY 2016/17 to 11 in FY 2017/18. The DT WSSA's that has improved their NRW which were more than 50% in FY 2016/17. Bashnet which had attained NRW below 50% after metering all its customers in FY 2016/17, has dropped to 56% due the acquisition of Donya spring source which has dilapidated pipe network of 11 km. Among the WSSAs that have made significant improvement in NRW reduction but have not attained acceptable benchmark of 20% includes Sengerema WSSA that reduced NRW from 40% in FY 2016/17 to 22% during FY 2017/18 after improving metering ratio from 85% to 100% during the respective financial years. The DT WSSAs that have unsatisfactory performance in NRW are summarized in Table 11.

Table 11: Utilities with Unsatisfactory Performance in NRW ($\text{NRW} \geq 50\%$)

Name of WSSA	Remarks
USA River, Gallapo, Gairo, Muheza, Tarime, Kilosa, Kyela and Ngara	High NRW in these WSSAs is mainly due to low metering ratio and/or dilapidated water supply infrastructure.
Pangani	Dilapidated water supply infrastructure.
Namanyere	NRW increase is due to increase in water pressure as a result of completion of Mfili dam Project and existence of old water pipes.
Bashnet	Due the acquisition of Donya spring source which has high production and dilapidated pipe network of about 11 km. Also, there were less water consumption due to prolonged rain reason.
Kyela	More than 700 customers from Kambasegera ward use water without paying.—



Note: ■ The accuracy of NRW is unreliable as the WSSA has not attained 100% metering ratio and not all water sources are metered

Figure 18: Comparison of Non-Revenue Water (%) in FY 2017/18

2.9.2 NRW in volume of water loss per connection per day

Average daily water loss per connection per day for DT WSSAs has continued to decrease over the past three years where the decrease was 387 litres in FY 2017/18 and by 42 litres in FY 2016/17. NRW (m^3 per connection per day) performance trend for DT WSSAs is summarized in Figure 19.

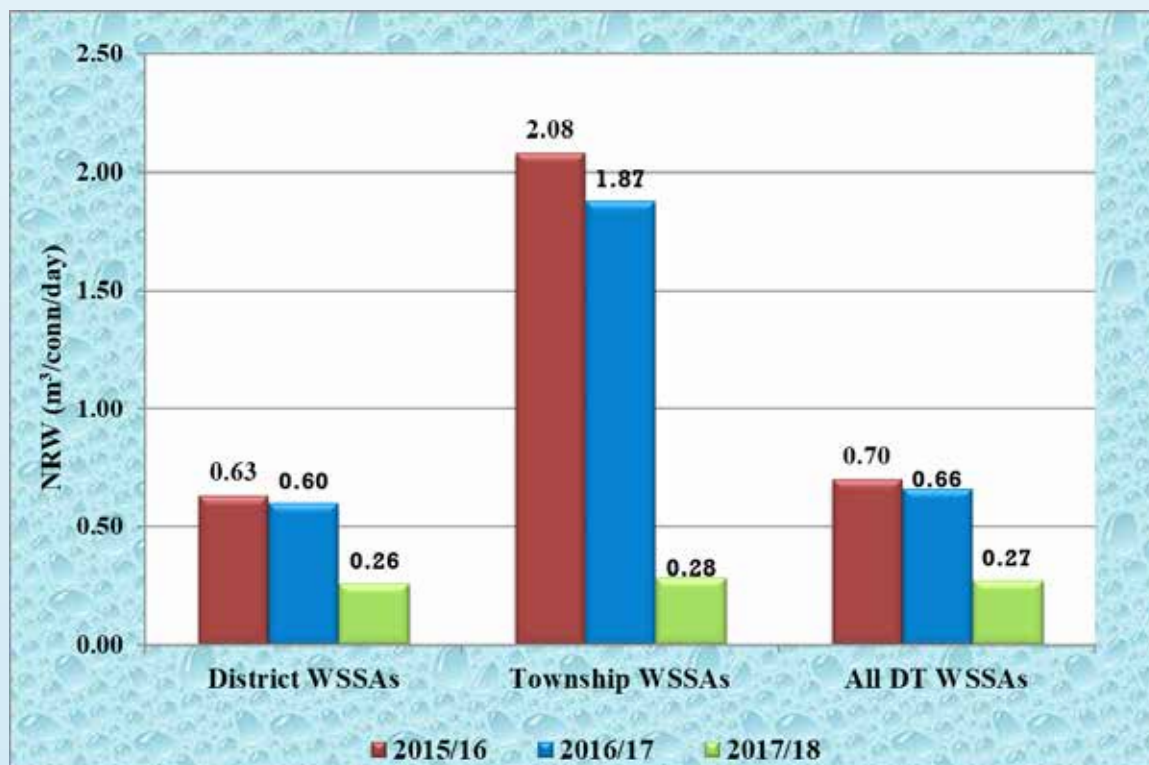


Figure 19: NRW in volume of water loss per connection per day

A comparison of daily water loss per connection per day for DT WSSAs in FY 2017/18 is shown in Figure 20. Handeni, Sikonge, Tunduma, Ushirombo and Mpwapwa WSSAs reported lowest daily water loss per connection. On the other hand, Maganzo, Gairo, Usa River, Gallapo and Mikumi WSSAs had the highest daily water loss at an average of more than 1400 litres per connection per day. Mikumi and Usa River have been the poor performers under this indicator for the two consecutive years. Handeni and Sikonge WSSAs had the lowest NRW, which indicates best performance in NRW management. Handeni and Sikonge WSSAs have metered all their customers. However, Bashnet WSSA that was ranked first during FY 2016/17 has dropped from 50 litres per connection per day in FY 2016/17 to 320 litres per connection per day during FY 2017/18 due to the acquisition of Donya spring source with high production and dilapidated pipe network of 11 km. Furthermore, Bashnet WSSA experienced prolonged rain reason that resulted into less water consumption and overflow of spring water source that is installed with bulk meter prior to tank entrance. Sikonge and Ushirombo have continued to maintain good performance under this indicator.

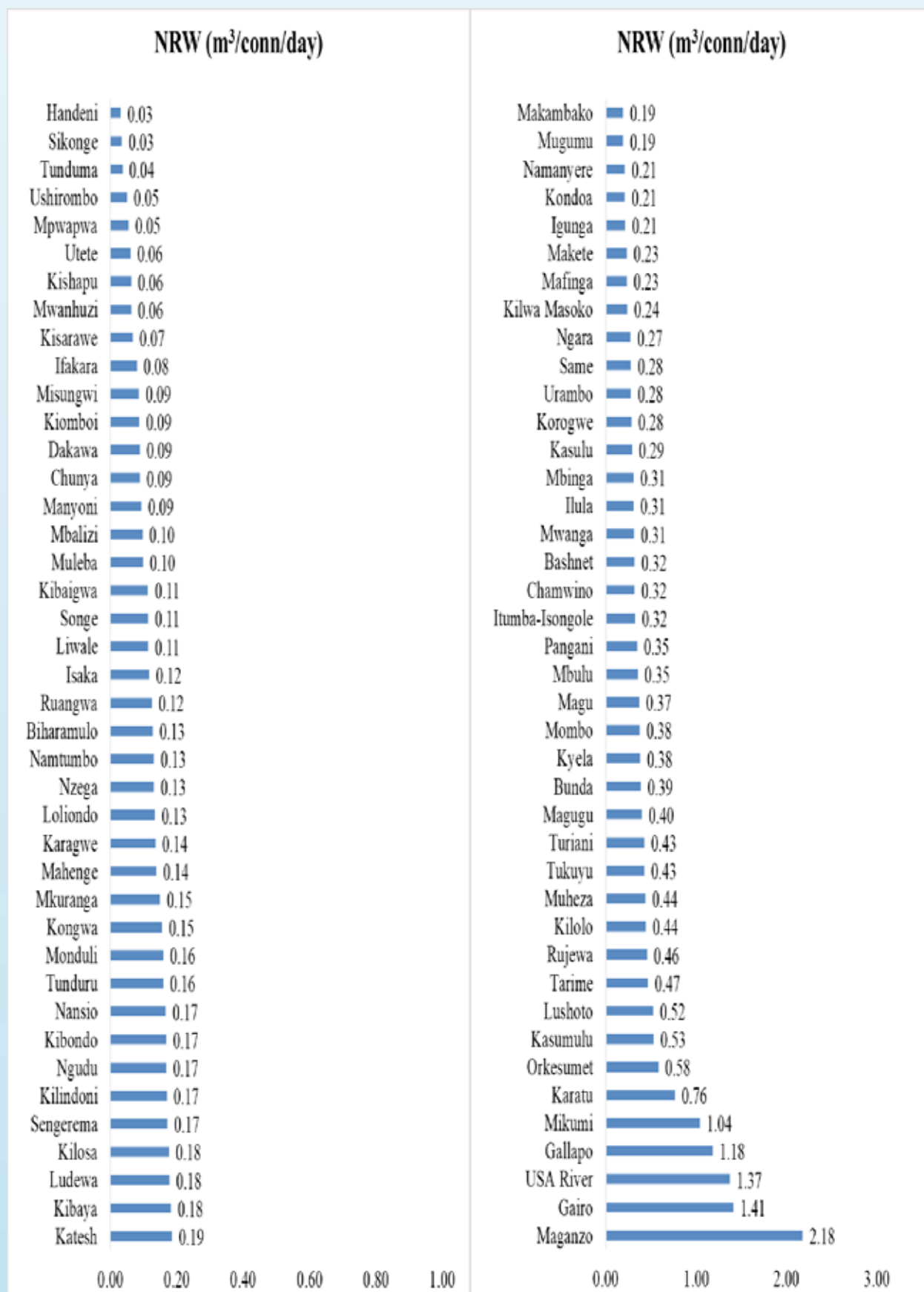


Figure 20: Comparison of NRW (m³/connection/day) in FY 2017/18

2.10 Water Sales and Revenue Collection

2.10.1 Water Sales

Water sales for DT WSSAs have been increasing over the past three years as shown in figure 21. DT WSSAs recorded 10% increase in water sales in FY 2017/18 compared with an increase of 25% recorded in FY 2016/17. However, it should be noted that, the number of DT WSSAs that reported a decrease in water sales in FY 2017/18 increased from 16 in FY 2016/17 to 35. The details of DT WSSAs sales are depicted in Table A2.7 of Appendix 2.

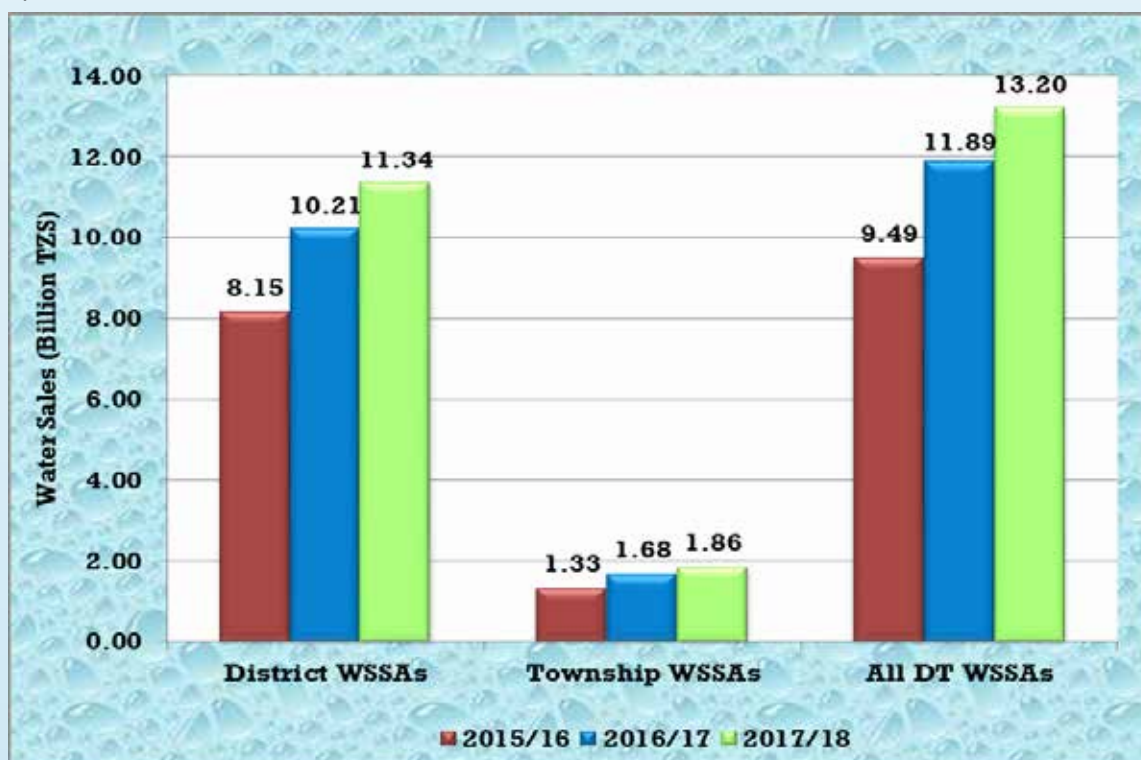


Figure 21: Water Sales

In FY 2017/18, Korogwe WSSA reported highest sales worth TZS 704.71 million followed by Mafinga WSSA with sales worth TZS 488.05 million and Kibaigwa WSSA with sales worth TZS 453.95 million. The DT WSSAs that recorded the highest percentage increase of more than 25% in water sales in FY 2017/18 compared with sales made in FY 2016/17 include Kishapu and Korogwe. Table 12 provides details on percentage increase in sales and reasons thereof.

Table 12: Utilities with Increased Water Sales (100%)

Name of WSSA	% Increase	Reasons
Kishapu	167	Increase of water production and active connections; and impact of new tariff.
Korogwe	116	Increase of production by 53% and billing by 29%

2.10.2 Revenue Collection

Revenue collection from operating activities of DT WSSAs have been increasing annually. Total revenue collections from water sales from DT WSSAs increased by 12% from FY 2016/17 to FY 2017/18 compared with an increase of 29% from FY 2015/16 to FY 2016/17. Figure 22 presents trends on revenue collections for DT WSSAs and Table A2.7 of Appendix 2 provides details on the same.

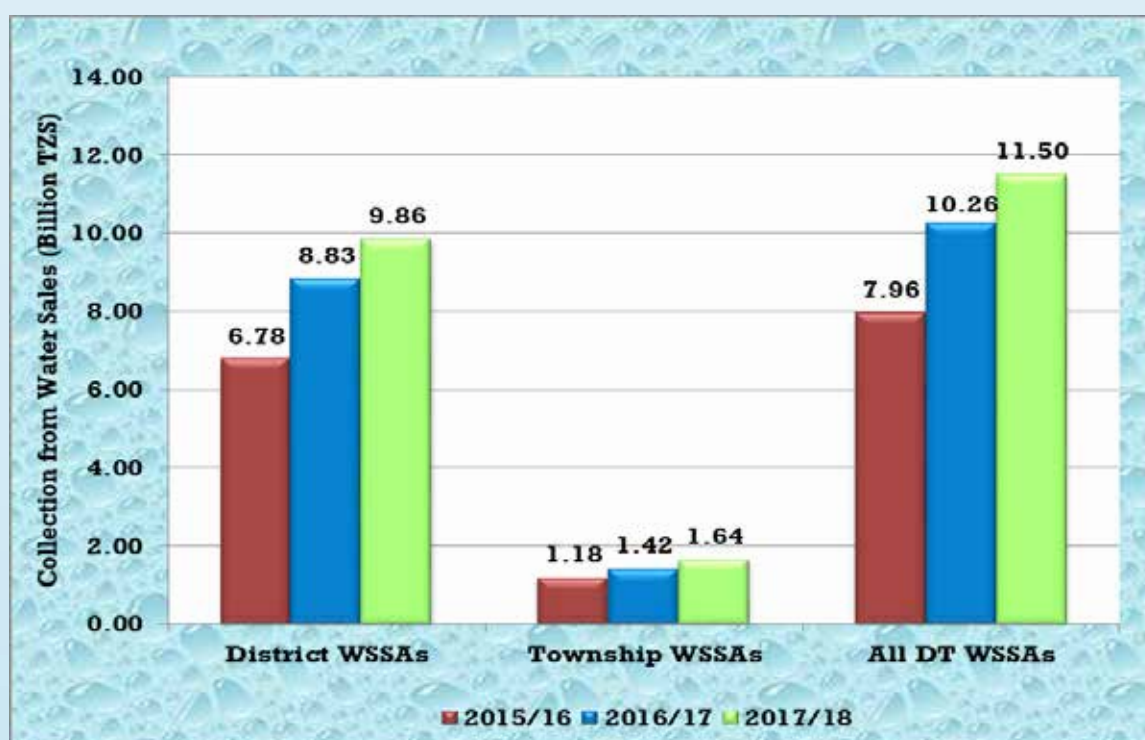


Figure 22: Total Revenue Collection

In FY 2017/18, Korogwe WSSA reported the highest revenue collection among DT WSSAs worthy TZS 533.02 million, followed by Mafinga WSSA that collected TZS 488.05 million and Sengerema WSSA that collected TZS 465.80 million. Mugumu, Kasumulu and Sengerema WSSAs reported higher percentage increase in revenue collections of 135%, 81% and 72% respectively.

The trend of the overall average collection efficiency continues to increase for consecutive three years. The DT WSSAs recorded collection efficiency of 76.9% in FY 2015/16, 81.4% in FY 2016/17 and 87.6% in 2017/18. However, as stated in the previous year, the information on revenue collection efficiency may not be accurate to some of the WSSAs due to various discrepancies noted in the financial statements and related documents. In addition, most of the WSSAs could not separate current year's collections from arrears due to inappropriate

billing systems. As a result, some DT WSSAs' collections are over 100% as depicted in Table A2.7 of Appendix 2. 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 WSSAs to have fully computerized billing systems. Table 13 shows existing billing systems used by DT WSSAs to manage customer bills. Makete, Magugu WSSAs had the improvement moving from having manual billing system to computerized system. Most of the DT WSSAs are still using the manual billing system (billing ledgers in hard copy) or semi computerized system. Continuous improvement in this area is necessary because effective billing and collection are critical for ensuring viability of the utilities.

Table 13: 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. Kondoa 12. Korogwe 13. Kyela 14. Liwale 15. Loliondo 16. Lushoto 17. Mafinga 18. Maganzo 19. Magugu 20. Makambako 21. Makete 22. Mbalizi 23. Mbinga 24. Mbulu 25. Monduli 26. Mpwapwa 27. Mugumu 28. Mwanga 29. Mwanhuzi 30. Ngara 31. Nzega 32. Pangani 33. Ruangwa 34. Rujewa 35. Same 36. Sengerema 37. Sikonge 38. Tukuyu 39. Turiani 40. Utete	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. Karatu 9. Kasumulu 10. Kibondo 11. Kilindoni 12. Kilosa 13. Kiomboi 14. Kongwa 15. Magu 16. Mahenge 17. Manyoni 18. Mikumi 19. Mkuranga 20. Mombo 21. Muheza 22. Namtumbo 23. Nansio 24. Orkesumet 25. Tunduru 26. Tunduma 27. Urambo 28. Usa River 29. Ludewa 30. Namanyere 31. 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 2018, none of the DT WSSAs was using the e-collection system.

2.11 Operation and Maintenance Expenses (O&M)

There has been an increase in trend of O & M for DT WSSAs for the period under review. O&M reported by DT WSSAs increased by 11% from FY 2016/17 to FY2017/18 compared with an increase of 4% from FY 2015/16 to FY2016/17 as shown in Figure 23.

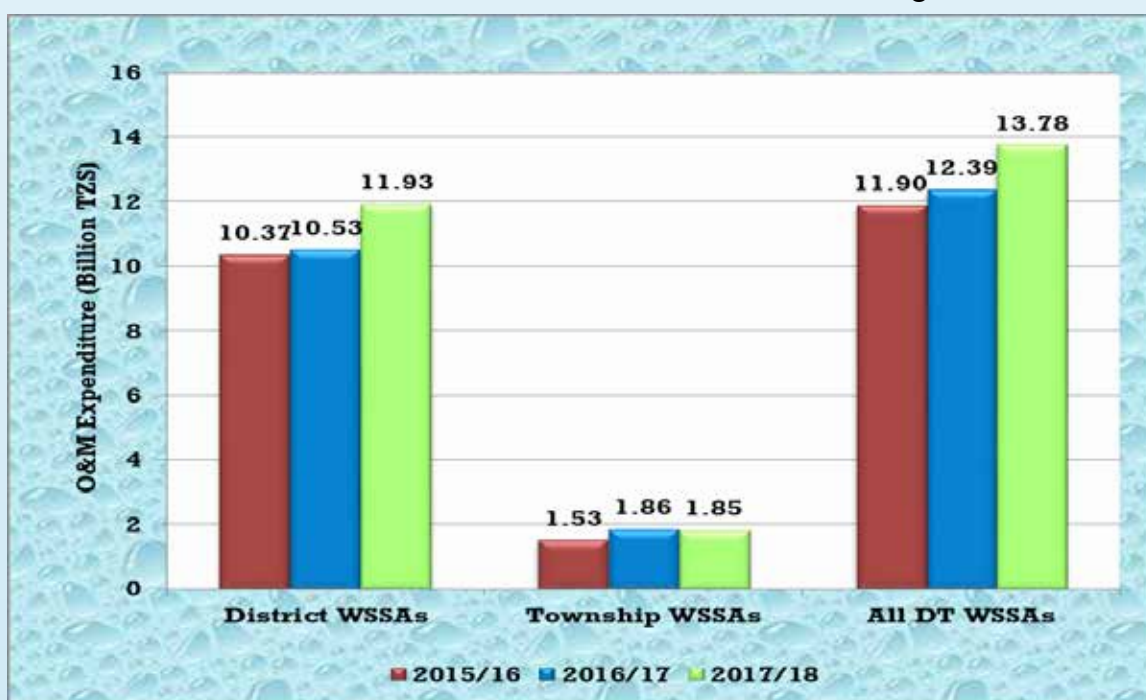


Figure 23: Total O & M

The list of DT WSSAs that recorded more than or equal to 50% increase as well as less than or equal to 50% decrease in O & M and reasons for such changes are displayed in Tables 14 and 15 respectively.

Table 14: Utilities with increased O&M of >50%

Name of WSSA	% Increase	Reasons
Nansio	2715	Repair of old pipes in the old system.
Sikonge	733	Repair of water distribution and service lines
Mikumi	235	increase of personel expenses
Mpwapwa	198	increased cost of repair of the network
Kishapu	160	Replacement of old pipe network
Kyela	134	Repair of damaged pipes on ongoing Kikusya - Matema road and Township road construction
Chamwino	120	Repair of water distribution and service lines

Name of WSSA	% Increase	Reasons
Songe	97	There were major repairs at Mlembule shallow pumping station of which part of the station was washed away by flood during the rainfall season. It was also attributed by installation of new water meters to the existing customers.
Sengerema	84	Due to repair of water distribution and service lines
Bunda	63	Repair of transmission main at Nyahebu area.

Table 15: Utilities with decreased O&M of >50%

Name of WSSA	% decrease	Reasons
Mkuranga	100	Decrease of water production
Tunduma	90	Water is supplied in two wards only out of six supplied before due to drop in water production
Igunga	76	Decrease in number of water distribution pipes leakages due to replacement of dilapidated old pipes
Kongwa	62	Decrease in number of water distribution pipes leakages due to replacement of dilapidated old pipes

Figure 24 shows trends of water sales, water collections and O & M expenses for DT WSSAs for FY 2017/18 and the past two years. For all three years these indicators showed an increased trend. During FY 2017/18 water sales showed an increase of 29% compared to increase of 12% during FY 2016/17. Revenue collection increased by 25% in FY 2017/18 compared to 10% increase in 2016/17. On the other hand, the O&M expenses increased by 4% in FY 2017/18 compared to increase of 10% in 2016/17.

Although expenses have been showing increasing trend for the period under review, most of the WSSAs' expenses do not reflect actual costs of providing services. Some of the important operational (e.g. hiring qualified personnel) and capital activities (e.g. extending supply network and ensuring universal metering) are not implemented because of the financial constraints facing the majority of the DT WSSAs. The Government through the Ministry of Water has been subsidizing DT WSSAs' operations particularly in payment of electricity bills and salaries. The gap between collection and expenses as shown in Figure 24 shows the amount the government subsidizes DT WSSAs in various operational activities.



Figure 24: Trends of water sales, collections and O & M Expenses for DT WSSAs

2.12 Institutional Status of DT WSSAs

2.12.1 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 overseeing the operations 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, 68 have active Boards, 19 the tenure of their Boards has expired and nine (9) have never had Boards in place since their 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 the supervision of their respective local government authorities. The DT WSSAs that have not started to operate as WSSAs are the DT WSSAs of 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.

2.12.2 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 summarized in Table 16.

Table 16: Status of DT WSSAs with Staff Challenges

S/No	Utility	Number of Staff	Remarks
1.	Biharamulo	4	Meets the current requirement. However, the utility has a plan to recruit two staff (2) in the FY. 2018/19 - Electro mechanical Technician (1post) and plumber (1post)
2.	Isaka	3	Requires recruitment of one Accountant
3.	Kishapu	5	Requires recruitment of an Accountant
4.	Bashnet	7	The Utility has one qualified staff in the Management level who is seconded from Babati District Council. The utility has insufficient revenue due to small customer base hence unable to recruit additional and qualified staff.
5.	Handeni	10	Some of the staff left the utility due to non payment of salaries attributed by significant decrease of water sales after depletion and dried up of major water sources.
6.	Songe	9	The Utility has three seconded staff from the District Council and seven employed by the utility on contract terms. Among the seconded staff, only one is working on full time basis with the utility.
7.	Gallapo	9	The Utility has three qualified Management staff who are Diploma holders of which one staff is seconded from Babati District Council. The utility has insufficient revenue due to small customer base hence unable to recruit additional and qualified staff.
8.	Mombo	7	The utility has one qualified Management staff seconded from Korogwe District Council. The utility has insufficient revenue due to small customer base hence unable to recruit additional and qualified staff.
9.	Orkesumet	8	Among the available eight staff, six (6) employees are seconded from the District Council and two are employed by the utility on contract terms. The utility has not been able to recruit additional staff due to low revenues from its own source following drying up of two boreholes among the available three.
10.	Gairo	6	Inadequate qualified staffing, mainly managed by DWE's office

S/No	Utility	Number of Staff	Remarks
11.	Kilindoni	7	Inadequate qualified staff
12.	Manyoni	9	The utility lacks a management team with competent and qualified staff.
13.	Mahenge	11	With exception of the manager, the rest of the management staff are not qualified.
14.	Kisarawe	11	The utility has no Financial personnel.
15.	Mkuranga	5	The utility has no Financial and Commercial personnel.
16.	Kyela	20	Inadequate employed staff, most of staff are on temporary contracts
17.	Ludewa	7	Utility lacks competent staff to manage operations.
18.	Namanyere	4	Inadequate qualified staff to manage utility's operations. Staff from District Council office are working with the utility on part time basis.
19.	Namtumbo	11	Utility lacks competent staff to manage operations.
20.	Rujewa	11	Utility lacks competent staff to manage operations.
21.	Tunduru	17	Utility lacks competent staff to manage operations.
22.	Kasumulu	10	Inadequate staff in terms of number.

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 2017/18.

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. During the FY 2017/18 the number of DT WSSAs that applied for tariff reviews decreased to two (2) WSSAs namely Sikonge and Mugumu as compared to FY 2016/17 and FY 2015/16. The trend of number of DT WSSAs that have submitted tariff applications for approval over the past three years is shown in Table 17.

Table 17: Summary of DT WSSAs that submitted Tariff Review Applications

Category	2015/16	2016/17	2017/18
District WSSAs	6	15	2
Township WSSAs	0	1	0
Total	6	16	2

During the FY 2017/18, EWURA approved six new tariff applications which were received during the FY 2016/17 namely Nansio, Kishapu, Biharamulo, Maganzo, Nzega and Manyoni WSSAs as shown in Table 18.

Table 18: Tariff Review Determinations

S/N	Name of DT WSSA	Existing Average Metered Tariff (TZS/m ³)	Approved Average Metered Tariff (TZS/m ³)			Date of Approval	Effective Date
			2017/18	2018/19	2019/20		
1.	Nansio	1,091.88	782.28	847.28	875.18	29 th Aug 2017	1 st Oct 2017
2.	Kishapu	800.03	887.2	1,279.45	1,370.28	31 st Oct 2017	1 st Dec 2018
3.	Biharamulo			959.99	NA	28 th Nov 2017	1 st Jan 2018
4.	Maganzo	NA	NA	1,520	NA	31 st Oct 2017	1 st Dec 2017
5.	Nzega	793.38	1,188.20	1,250.40	1,266.30	31 st Oct 2017	1 st Dec 2017
6.	Manyoni	693.92	783.4	941.6	1,145.60	30 th Jan 2018	1 st March 2018

Tariff approvals are accompanied by tariff orders containing conditions for a specific WSSA to fulfil within a specified period. A total of 99 conditions were to be fulfilled by DT WSSAs in FY 2017/18. The percentage compliance with implementation of tariff conditions in FY 2017/18 was 63% which is 3% less as compared to that attained in FY 2016/17 and 21% higher as compared to that attained in FY 2015/16. Details of compliance to tariff conditions including evaluation criteria are shown in Appendix 4 Table A4.1.

3.2 Reporting Obligations

3.2.1 Technical Reports

According to section 18(b) and 19 of Water Supply and Sanitation Service Rules, 2011 DT WSSAs are required to submit to EWURA, the annual progress report in either hard copy or soft copy by 30th September of each year. The report details technical, commercial and administrative operations of DT WSSAs. During the FY 2017/18, 43 DT WSSAs complied with this regulatory requirement by submitting the annual report by 30th September, 2018.

3.2.2 Financial Reports

DT WSSAs are required to submit their draft financial statements by 30th September and their audited financial statements by 31st December of every year. Generally, submission of financial reports from DT WSSAs has been unsatisfactory although there has been an improvement each year. Only 40 DT WSSAs submitted their draft financial statements for the FY 2017/18 which is a slight improvement from 31 DT WSSAs during 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 19 shows that as at 30th June 2018 only 50 DT WSSAs had qualified accountants working full time with the DT WSSAs. Out of the 50 DT WSSAs, 30 of them managed to submit draft financial statements. Only 11 DT WSSAs with part time qualified accountants managed to submit draft financial statements while all 13 DT WSSAs that do not have qualified accountants did not submit their draft financial statements.

Table 19: Presence of Qualified Accountants in DT WSSAs as at 30th June 2018

DT WSSAs with full time Qualified Accountants (<i>with at least diploma in accountancy and dedicated to work full time with the WSSA</i>)		DT WSSAs with part time Qualified Accountants (<i>with at least diploma in accountancy but working part time with the WSSA</i>)		DT WSSAs without Qualified Accountants
<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 2. Biharamulo 3. Bunda 4. Gallapo 5. Igunga 6. Karagwe 7. Katesh 8. Kibaya 9. Kilolo 10. Kisarawe 11. Korogwe 12. Liwale 13. Magugu 14. Mbinga 15. Mbulu 16. Mkuranga 17. Mpwapwa 18. Monduli 19. Mwanhunzi 20. Mwangi 21. Muleba 22. Namtumbo 23. Nzega 24. Ruangwa 25. Same 26. Sikonge 27. Tukuyu 28. Usa River 29. Mikumi 30. Turiani	1. Chamwino 2. Chunya 3. Dakawa 4. Gairo 5. Ifakara 6. Ilula 7. Kasulu 8. Kibaigwa 9. Kilosa 10. Kondo 11. Mafinga 12. Makambako 13. Manyoni 14. Makete 15. Mbalizi 16. Mugumu 17. Nansio 18. Tarime 19. Tunduma	1. Itumba 2. Handeni 3. Kyela 4. Loliondo 5. Lushoto 6. Kiomboi 7. Misungwi 8. Orkesumet 9. Songe 10. Tunduru 11. Utete	1. Karatu 2. Kasumulu 3. Kibondo 4. Ludewa 5. Magu 6. Namanyere 7. Ngara 8. Rujewa 9. Urambo	1. Isaka 2. Kilindoni 3. Kilwa Masoko 4. Kishapu 5. Kongwa 6. Mahenge 7. Maganzo 8. Mombo 9. Muheza 10. Ngudu 11. Pangani 12. Sengerema 13. Ushirombo

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 15th day of the following month. Out of 82 DT WSSAs, 41 managed to submit at least one monthly report for the FY 2017/18. Among them, 16 DT WSSAs managed to submit all twelve months' reports on time. Also, 26 DT WSSAs submitted their FY 2017/18 annual MajIs report. A DT WSSAs MajIs reports submission list is shown in Table 20.

Table 20: 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 2017/18
1. Biharamulo 2. Chunya 3. Igunga 4. Itumba-Isongole 5. Karagwe 6. Kasulu, 7. Kibaigwa 8. Kishapu 9. Makambako 10. Makete 11. Misungwi 12. Muleba 13. Nansio 14. Mwanhunzi 15. Usa river 16. Nzega	1. Bashnet 2. Chamwino 3. Dakawa 4. Gallapo 5. Gairo 6. Handeni 7. Ilula 8. Karatu 9. Katesh 10. Kibaya 11. Kilolo 12. Lilwa masoko 13. Kiomboi 14. Kondo 15. Kyela 16. Loliondo 17. Mafinga 18. Magugu 19. Manyoni 20. Mbinga 21. Mbulu 22. Mombo 23. Monduli 24. Mpwapwa 25. Muheza 26. Mwanga 27. Namtumbo 28. Ngara 29. Ngudu 30. Ruangwa 31. Rujewa 32. Same 33. Sengerema 34. Sikonge 35. Songe 36. Tukuyu 37. Tunduru 38. Tunduma 39. Tukuyu 40. Turiani 41. Utete	1. Biharamulo 2. Chunya 3. Igunga 4. Itumba-Isongole 5. Karatu 6. Katesh 7. Kibaya 8. Kishapu 9. Korogwe 10. Loliondo 11. Makete 12. Mbulu 13. Monduli 14. Muleba 15. Mwanga 16. Orkesumet 17. Ruangwa 18. Rujewa 19. Songe 20. Tunduru 21. Usa river 22. Bashnet 23. Gallapo 24. Magugu 25. Kibaigwa 26. Makambako

3.3 Implementation of Recommendations of FY 2016/17 Report

In the previous year (FY 2016/17) performance report for 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 4: Table A4.3. 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 21.

Table 21: 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	≤ 20	15%
4	Working Ratio	≤ 0.67	10%
5	Personnel/1000 (W&S) connections (ratio)	≤ 5	5%
6	Water Quality Compliance (%)	≥ 98	15%
7	Proportion of population served with water (%)	100	5%
8	Revenue Collection Efficiency (%)	≥ 95	15%
9	Operating ratio	≤ 1.0	10%
10	Personnel expenditure as % of collection from water services and other related income	≤ 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 21.

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 require 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 21 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 22. 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 22: 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 colour code and interpretation is as shown in Table 23.

Table 23: Classification of Overall Scores.

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

4.3 Results of Performance Ranking

Based on the procedure outlined above, Igunga WSSA emerged as the FY 2017/18 overall best performer for the provision of water services among 82 DT WSSAs. Igunga WSSA led by scoring 83.56 points which is interpreted as Very Good performance. On the other hand, the least performer was Namanyere WSSA scoring 19.97 points only.

On the overall individual performance of DT WSSAs, 23 DT WSSAs have shown a significant improvement in performance (increase in overall performance rank by more than 10) while the overall rank of 21 DT WSSAs has deteriorated by more than 10.

Ranking of all DT WSSAs is summarized in Table 24.

Table 24: Summary of Ranking for 82 DT WSSAs

Utility Name	Weighted Score Based on KPIs	Reporting Score	Overall Ranking Score	Classification	Interpretation	Current Rank (2017/18)	Previous Rank (2016/17)	Rank Improved(+)/ Deteriorated (-)
Igunga	53.56	30.00	83.56	B	Very Good	1	10	9
Nzega	46.58	25.00	71.58	B	Very Good	2	36	34
Biharamulo	45.42	23.50	68.92	C	Good	3	44	41
Kibaigwa	43.84	23.50	67.34	C	Good	4	21	17
Kilolo	44.83	22.50	67.33	C	Good	5	25	20
Misungwi	48.29	18.50	66.79	C	Good	6	45	39
Magugu	43.88	22.50	66.38	C	Good	7	9	2
Loliondo	50.92	14.50	65.42	C	Good	8	3	-5
Mwanhuizi	45.71	18.50	64.21	C	Good	9	14	5
Mwanga	49.07	10.50	59.57	C	Good	10	5	-5
Itumba-Isongole	33.65	23.50	57.15	C	Good	11	22	11
Ruangwa	35.10	22.00	57.10	C	Good	12	16	4
Sengerema	46.03	11.00	57.03	C	Good	13	43	30
Kibaya	41.31	15.50	56.81	C	Good	14	19	5
Nansio	37.83	18.50	56.33	C	Good	15	34	19
Mbinga	40.41	15.50	55.91	C	Good	16	1	-15
Makambako	32.31	23.50	55.81	C	Good	17	12	-5
Monduli	46.76	7.50	54.26	D	Fair	18	8	-10
Chunya	41.61	12.00	53.61	D	Fair	19	7	-12
USA River	35.03	18.50	53.53	D	Fair	20	24	4
Mpwapwa	41.02	12.50	53.52	D	Fair	21	38	17
Same	44.84	8.50	53.34	D	Fair	22	2	-20
Muleba	43.69	9.50	53.19	D	Fair	23	4	-19
Bashnet	36.31	16.50	52.81	D	Fair	24	13	-11
Kishapu	28.45	23.50	51.95	D	Fair	25	54	29
Mafinga	37.98	11.50	49.48	D	Fair	26	23	-3
Turiani	33.87	15.00	48.87	D	Fair	27	50	23
Korogwe	35.84	13.00	48.84	D	Fair	28	15	-13
Kasulu	36.50	12.00	48.50	D	Fair	29	29	0
Tukuyu	37.20	10.50	47.70	D	Fair	30	11	-19
Karagwe	29.01	18.50	47.51	D	Fair	31	59	28
Kisarawe	22.73	24.00	46.73	D	Fair	32	47	15
Mikumi	33.03	13.00	46.03	D	Fair	33	79	46
Ilula	33.98	11.50	45.48	D	Fair	34	49	15
Lushoto	30.34	15.00	45.34	D	Fair	35	27	-8
Tunduru	37.30	8.00	45.30	D	Fair	36	61	25
Ushirombo	38.69	6.50	45.19	D	Fair	37	66	29
Gallapo	35.59	9.50	45.09	D	Fair	38	35	-3
Sikonge	35.58	8.50	44.08	D	Fair	39	46	7
Makete	26.34	17.00	43.34	D	Fair	40	28	-12
Kilwa Masoko	33.45	9.50	42.95	D	Fair	41	32	-9
Namtumbo	27.28	15.50	42.78	D	Fair	42	42	0

Utility Name	Weighted Score Based on KPIs	Reporting Score	Overall Ranking Score	Classification	Interpretation	Current Rank (2017/18)	Previous Rank (2016/17)	Rank Improved(+)/ Deteriorated (-)
Ngudu	31.21	11.50	42.71	D	Fair	43	53	10
Katesh	31.92	10.50	42.42	D	Fair	44	26	-18
Ngara	26.78	15.50	42.28	D	Fair	45	48	3
Kondoa	33.28	8.50	41.78	D	Fair	46	37	-9
Bunda	34.89	6.50	41.39	D	Fair	47	57	10
Utete	37.21	4.00	41.21	D	Fair	48	6	-42
Rujewa	23.74	16.50	40.24	D	Fair	49	78	29
Manyoni	32.63	7.50	40.13	D	Fair	50	63	13
Mugumu	27.84	12.00	39.84	E	Unsatisfactory	51	77	26
Kyela	33.71	6.00	39.71	E	Unsatisfactory	52	73	21
Maganzo	33.09	6.50	39.59	E	Unsatisfactory	53	na	na
Chamwino	31.08	7.50	38.58	E	Unsatisfactory	54	69	15
Songe	29.66	8.50	38.16	E	Unsatisfactory	55	41	-14
Muheza	31.52	6.50	38.02	E	Unsatisfactory	56	40	-16
Pangani	31.25	6.50	37.75	E	Unsatisfactory	57	51	-6
Mbalizi	26.50	11.00	37.50	E	Unsatisfactory	58	17	-41
Karatu	23.80	13.50	37.30	E	Unsatisfactory	59	na	na
Kiomboi	33.42	3.00	36.42	E	Unsatisfactory	60	55	-5
Mombo	24.79	11.50	36.29	E	Unsatisfactory	61	33	-28
Mbulu	22.67	13.50	36.17	E	Unsatisfactory	62	52	-10
Urambo	29.30	6.50	35.80	E	Unsatisfactory	63	74	11
Liwale	26.29	9.50	35.79	E	Unsatisfactory	64	18	-46
Kongwa	27.58	6.50	34.08	E	Unsatisfactory	65	62	-3
Handeni	25.83	7.50	33.33	E	Unsatisfactory	66	39	-27
Dakawa	25.53	7.50	33.03	E	Unsatisfactory	67	56	-11
Orkesumet	25.23	6.50	31.73	E	Unsatisfactory	68	60	-8
Kasumulu	31.64	0.00	31.64	E	Unsatisfactory	69	70	1
Isaka	24.43	6.50	30.93	E	Unsatisfactory	70	65	-5
Tarime	28.97	0.00	28.97	E	Unsatisfactory	71	72	1
Ifakara	28.54	0.00	28.54	E	Unsatisfactory	72	71	-1
Kibondo	28.17	0.00	28.17	E	Unsatisfactory	73	75	2
Mkuranga	26.27	0.00	26.27	E	Unsatisfactory	74	64	-10
Tunduma	25.42	0.00	25.42	E	Unsatisfactory	75	30	-45
Kilosa	18.74	6.50	25.24	E	Unsatisfactory	76	58	-18
Ludewa	24.99	0.00	24.99	E	Unsatisfactory	77	80	3
Magu	23.84	0.00	23.84	E	Unsatisfactory	78	81	3
Gairo	21.25	2.00	23.25	E	Unsatisfactory	79	68	-11
Mahenge	23.04	0.00	23.04	E	Unsatisfactory	80	82	2
Kilindoni	21.25	0.00	21.25	E	Unsatisfactory	81	67	-14
Namanyere	19.97	0.00	19.97	E	Unsatisfactory	82	83	1

Table 25 summarizes the ranking comparison of DT WSSAs over the past three years. There has been an increasing trend in DT WSSAs towards good and very good performance during 2016/17. However, during the FY 2017/18 the performance of DT WSSAs slightly declined as compared to the previous FY 2016/17 mainly due to failure of most DT WSSAs to comply with reporting requirements.

Table 25: Performance Ranking Comparison

Summary of Classification	2017/18	2016/17	2015/16
Excellent	0	0	0
Very Good	2	7	4
Good	15	15	13
Fair	33	27	30
Unsatisfactory	32	34	36
Total	82	83	83

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 26.

Table 26: Major Observations and Recommendations

SN.	Key issue	Key Observation	Recommendation	Responsible
1.	Inadequate water supply infrastructure.	Average water production in DT WSSAs is only 33.4% of the water demand which shows that the gap between water production and demand is still large.	The MoW is advised to increase investments in water production and distribution infrastructure in DT WSSAs so as to meet the increasing demand and increase water service coverage. This may be done through promotion of Public Private Partnership (PPP) in water supply projects.	MoW
2.	Water Quality Monitoring	Only 24 out of 82 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 Wastewater/ Sludge	Only 2 out of 82 DT WSSAs have faecal sludge treatment facilities and only 5 have acquired land for construction of wastewater treatment facilities.	(a) DT WSSAs should acquire land for construction of wastewater treatment facilities; (b) DT WSSAs should construct wastewater treatment facilities.	DT WSSAs MoW

SN.	Key issue	Key Observation	Recommendation	Responsible
4.	Metering	Out of the 82 DT WSSAs, only 40 DT WSSAs have attained 100% customer metering. Also, only 31 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 2019/20 budget for each DT WSSAs.	DT WSSAs
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 on the use of the systems.	DT WSSAs
6.	Financial Audit	Only 40 DT WSSAs submitted draft financial reports for 2017/18. 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 PO-RALG
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, MOW DT WSSAs
8.	Reporting	Only 16 DT WSSAs submitted all Monthly MajIs reports and 26 WSSAs submitted annual MajIs reports on time.	DT WSSAs should ensure compliance to reporting requirements in accordance to the Water Supply and Sanitation Services Rules, 2011 (GN 387).	DT WSSAs

SN.	Key issue	Key Observation	Recommendation	Responsible
9.	Corporate Governance	Nine (9) DT WSSAs do not have Board of Directors since their establishment. In addition, tenure of Boards in 19 DT WSSAs has ended.	PO-RALG is advised to ensure that at all times the DT WSSAs have Boards of Directors in place.	PO-RALG
10.	High NRW	NRW is still a challenge to most DT WSSAs. Out of 82 DT WSSAs, only eleven (11) WSSAs have attained a service level benchmark of NRW (below 20%).	DT WSSAs should design and implement strategies to ensure reduction of NRW starting March 2019. The NRW reduction strategies should be included in their business plans.	DT WSSAs

APPENDICES

APPENDIX 1:

WATER UTILITIES PROFILES

BIHARAMULO WSSA PROFILE						2017/18												
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. 29 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 32,556 out of whom 16,278 are directly 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 803m³/day. The present production capacity is low compared with the estimated water demand of 2,248m³/day. The utility has no water treatment facilities. The total length of the distribution system is 48.9 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 790m³. 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 two staff employed on contract terms by the utility which makes the utility to have a total number of 4.																	
General Data About Water Utility	Total water connections : 1,089 Total active connections : 1,037 Total domestic connections : 945 Total operational kiosks : 6 Metering ratio : 100% NRW : 18% Total staff : 4 Staffs/1000 connections : 4 Annual O&M costs : TZS 117,539,000.00 Annual water collections (arrears included) : TZS 148,723,000.00 Annual water billing : TZS 140,485,000.00																	
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash</th></tr><tr><td>Consumption charge (TZS/ m³)</td><td>980</td><td>1,230</td><td>1,1,260</td><td>1,800</td><td>2,000</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash	Consumption charge (TZS/ m³)	980	1,230	1,1,260	1,800	2,000
	Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash												
	Consumption charge (TZS/ m³)	980	1,230	1,1,260	1,800	2,000												
Note: (i) The charges at water kiosks are TZS 30.00 per 20 litres bucket. (ii) Last tariff review effective date: 1 st January, 2018.																		
Challenges	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 qualified staffs;																	

BUNDA WSSA PROFILE					2017/18															
EWURA LICENSE 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 the Bunda town which is the headquarters of the Bunda District, Mara Region. Bunda WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 163,890 out of whom 81,945 are directly 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 8,000m3/day. Water from the intake is pumped Mipungani booster station and thereafter is boosted to 13 water storage tanks located on different areas of Bunda town with total storage capacity of 2,745m3. The water storage tanks are distributing water to customers by gravity. The present production capacity is low compared with the estimated water demand of 6,907m3/day. The utility has no water treatment facilities. The total length of water distribution system is 231.347km 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 out of whom are seconded from Bunda District Council and 19 staff employed on contract terms by the utility which makes the utility to have a total number of 21.																			
General Data About Water Utility	Total water connections : 2,579 Total active connections : 2,009 Total domestic connections : 2,223 Total operational kiosks : 19 Metering ratio : 100 NRW : 45% Total staff : 21 Staffs/1000 connections : 12 Annual O&M costs : TZS 472,366,000.00 Annual water collections (arrears included) : TZS 373,310,000.00 Annual water billing : TZS 373,603,000.00																			
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>Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date: 1st 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. 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					2017/18															
EWURA LICENCE No. WSSSL/17/2012 - Class III																				
District: Chamwino, Region: Dodoma																				
General Description About the Utility	Chamwino Water Supply and Sanitation Authority (Chamwino WSSA) was declared a fully autonomous public water utility on 17 th 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 28,434 people out of whom 14,786 are directly served by the Utility . The main water sources for Chamwino Town is groundwater, whereby the utility maintains six (6) deep boreholes. The present production capacity of 1,201m ³ /day. Water supply services is at an average of 18hrs/day. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Chamwino District Council.																			
General Data About Water Utility	Total water connections : 1,212 Total active connections : 1,091 Total domestic connections : 1,131 Total active water kiosk/standpipe : 7 Metering ratio : 74% NRW : 32% Total staff : 17 Staff/1000 connections : 14. Annual O&M costs : TZS 167,394,000 Annual water collections (arrears included) : TZS 137,988,000 Annual water billings : TZS 201,320,000																			
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>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>					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	-															
<p>Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1st June 2011</p>																				
Challenges	<ol style="list-style-type: none">1. Inadequate water production to meet the town’s water demand2. Insufficient revenue against expenditure3. Lack of sewerage networ4. High Non-Revenue Water.																			

CHUNYA WSSA PROFILE						2017/18																																
EWURA LICENCE No. WSSSL/53/2012 – Class III																																						
District: Chunya, Region: Mbeya																																						
General Description About the Utility	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 26,930 people out of whom 15,081 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 342m³/day. The source installed production capacity is 1,100m³/day. The present production capacity is not sufficient to meet the estimated water demand of 2,154m³/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 425m³. The Township has no sewerage system. Onsite sanitation facilities are in use under the supervision of Chunya District Council. The Utility has 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.																																					
General Data About Water Utility	Total water connections : 1,270 Total active connections : 821 Total domestic connections : 1,197 Total active kiosk/standpipe : 1 Metering ratio : 87% NRW : 33% Total staff : 9 Staff/1000 connections : 7.1 Annual O&M costs : TZS 162,778,000 Annual water collections (arrears included) : TZS 121,488,000 Annual water billings : TZS 127,254,000																																					
Tariff Structure	<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/M³)</td><td>1-20m³</td><td>1,000</td><td>N/A</td><td>1,500</td><td>2,500</td></tr><tr><td>>20m³</td><td>1500</td><td>N/A</td><td>1,500</td><td>2,500</td></tr><tr><td>1-50m³</td><td></td><td>1,500</td><td>1,500</td><td>2,500</td></tr><tr><td>>50m³</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>Note: (i) The charges at water kiosks are TZS 50.00 per 20 litres. (ii) Last tariff review effective date: 1st June, 2011</p>					Category of customer		Domestic	Institutions	Commercial	Industrial	Metered (TZS/M³)	1-20m³	1,000	N/A	1,500	2,500	>20m³	1500	N/A	1,500	2,500	1-50m³		1,500	1,500	2,500	>50m³		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/M³)	1-20m³	1,000	N/A	1,500	2,500																																	
	>20m³	1500	N/A	1,500	2,500																																	
	1-50m³		1,500	1,500	2,500																																	
	>50m³		2,000	1,500	2,500																																	
Flat rate (TZS/Month)		7,000	11,500	19,000	32,000																																	
Challenges	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					2017/18														
EWURA LICENCE No. WSSSL/25/2012 - Class III																			
District: Mvomero, Region: Morogoro																			
General Description About the Utility	Dakawa Urban Water Supply and Sanitation Authority Water Board was published as an Urban Water Authority on 17 th 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 Urban Water and Sanitation Authority covers two wards namely Dakawa Sokoine East and Dakawa Sokoine West, these two wards comprise of 11 sub-villages. Its area of responsibility has a total population of 47,450 out of whom 19,929 are directly served served by the Utility. Dakawa Urban Water and Sanitation Authority acquired borehole sources from the former community based schemes at Wami Dakawa which include three boreholes. The boreholes are all located at Wami Dakawa village and currently have a production capacity of 2,088m ³ /day which is very low compared with the estimated water demand of 3,045m ³ /day. The total length of the distribution system is 19.1km and water is supplied at an average of 7.5hrs/day. The Authority has a total of 13 staff (two are seconded from DED office) and 11 are contracted staff by the utility. 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 : 554 Total active connections : 501 Total domestic connections : 447 Total active water kiosk/standpipe : 3 Metering ratio : 80% NRW : 12% Total staff : 13 Staff/1000 connections : 23.5 Annual O&M costs : TZS 47,224,000.00 Annual water collections (arrears included) : TZS 42,570,000.00 Annual water billings : TZS 56,622,000.00																		
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>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>Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st 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	<ol style="list-style-type: none">1. Inadequate water production to meet the town’s water demand2. Low water supply services coverage3. Inefficient revenue collections,4. Inadequate customer metering ratio, and5. Inadequate water storage capacity.																		

GAIRO WSSA PROFILE					2017/18															
EWURA LICENCE No. WSSSL/26/2012 - Class III																				
District: Gairo, Region: Morogoro																				
General Description About the Utility	The Gairo Urban Water Supply Authority is a Utility under category C and is responsible for the overall operation and management of water supply and sanitation services within the urban area of 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 2017/18 is 492.5m³/day which is 12.7% of the present estimated daily water demand of 3,881m³/day. The source also serves 7 villages along transmission mains from Mahelo hills with an estimated population of 38,813 out of whom 13,585 are directly served by the utility. The Authority supplies water to 90% of the population residing in Gairo town. 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 663m³ 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, constructed between 1965 and 1972 thus frequent leakages and bursts are common.																			
	General Data About Water Utility	Total water connections : 226 Total active connections : 226 Total domestic connections : 3 Total active water kiosk/standpipe : 174 Metering ratio : 26% NRW : 65% Total staff : 6 Staff/1000 connections : 26.5 Annual O&M costs : TZS 58,498,000 Annual water collections (arrears included) : TZS 98,066,000 Annual water billings : TZS108,225,000																		
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>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>					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	-	-															
<p>Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st June 2011</p>																				
Challenges	<ol style="list-style-type: none">1. High NRW due to old and dilapidated water distribution infrastructure2. Low coverage of water distribution network3. Inadequate water production against demand4. Low metering rate5. Low customer base																			

HANDENI WSSA PROFILE					2017/18																																																							
EWURA LICENCE No. WSSSL/01/2012- Class III																																																												
District: Handeni, Region: Tanga																																																												
General Description About the Utility	Handeni Water Supply and Sanitation Authority (Handeni WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 30 th 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 85,934 people out of whom 12,031 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, Kwenkambala dam and bulk supply from Pangani River. The water sources have a combined installed production capacity of 1,416 m ³ /day. The installed production capacity is not sufficient to meet the estimated demand for Handeni town of 6,015m ³ /day. The total length of the distribution system is 37.44 km and water is supplied at an average of 8 hour per day. There are 12 storage tanks which have combined storage volume of 835 m ³ . 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 four (4) staff seconded from Handeni Town Council and the utility itself has employed six (6) daily working staff in revenue collection and pipe works.																																																											
General Data About Water Utility	<table><tr><td>Total water connections</td><td>:</td><td>591</td><td colspan="2"></td></tr><tr><td>Total active connections</td><td>:</td><td>250</td><td colspan="2"></td></tr><tr><td>Total domestic connections</td><td>:</td><td>458</td><td colspan="2"></td></tr><tr><td>Total water kiosk/standpipe working</td><td>:</td><td>22</td><td colspan="2"></td></tr><tr><td>Metering ratio</td><td>:</td><td>100%</td><td colspan="2"></td></tr><tr><td>NRW</td><td>:</td><td>31%</td><td colspan="2"></td></tr><tr><td>Total staff</td><td>:</td><td>10</td><td colspan="2"></td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>17</td><td colspan="2"></td></tr><tr><td>Annual O&M costs</td><td>:</td><td>TZS</td><td>82,956,000</td><td></td></tr><tr><td>Annual water collections (arrears included)</td><td>:</td><td>TZS</td><td>20,317,000</td><td></td></tr><tr><td>Annual water billings</td><td>:</td><td>TZS</td><td>22,610,000</td><td></td></tr></table>					Total water connections	:	591			Total active connections	:	250			Total domestic connections	:	458			Total water kiosk/standpipe working	:	22			Metering ratio	:	100%			NRW	:	31%			Total staff	:	10			Staff/1000 connections	:	17			Annual O&M costs	:	TZS	82,956,000		Annual water collections (arrears included)	:	TZS	20,317,000		Annual water billings	:	TZS	22,610,000	
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Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Consumption charges (TZS/m³)</td><td>1,250</td><td>1,500</td><td>2,000</td><td>1,500</td></tr><tr><td>Flat rate charge (TZS/ Month)</td><td>11,500</td><td>12,500</td><td>12,500</td><td>NA</td></tr></table> <p>Note:</p> <p>(i) The charges at water Kiosks are TZS 30 per 20 litre container.</p> <p>(ii) Last tariff review effective date: 1st June 2011.</p> <p>(iii) The number of inactive customers was high due to unavailability water caused by failure to cover electricity costs for operating the boreholes.</p>					Category of customer	Domestic	Institutional	Commercial	Kiosk	Consumption charges (TZS/m ³)	1,250	1,500	2,000	1,500	Flat rate charge (TZS/ Month)	11,500	12,500	12,500	NA																																								
Category of customer	Domestic	Institutional	Commercial	Kiosk																																																								
Consumption charges (TZS/m ³)	1,250	1,500	2,000	1,500																																																								
Flat rate charge (TZS/ Month)	11,500	12,500	12,500	NA																																																								
Challenges	<ol style="list-style-type: none">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 ; and5. Lower water supply coverage, only 16% of the population are served with water																																																											

IFAKARA WSSA PROFILE					2017/18															
EWURA LICENCE No. WSSSL/27/2012 - Class III																				
District: Kilombero, Region: Morogoro																				
General Description About the Utility		Ifakara Urban Water Supply and Sanitation Authority (Ifakara WSSA) was established in 2005 by Act No. 8 of 1997. Ifakara WSSA started its operations on 1 st 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 111,593 out of whom 73,651 people are served. The utility draws water from only one type of water source comprising seven boreholes which are fairly protected and equipped with submersible pumps. The combined production capacity is approximately 1,920m ³ /day if the pumps were operational for 24hours per day. This capacity is not fully utilized owing to worn-out pipeline network and inability to meet electricity cost to run the pumps. The current water production of 931m ³ /day is low compared to the estimated water demand of 7,811m ³ /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 3hrs /day. The water supply system has six storage tanks with total capacity of 730m ³ . The town has no sewerage system.																		
General Data About Water Utility		Total water connections : 1,340 Total active connections : 1,306 Total domestic connections : 1,220 Total active water kiosk/standpipe : 33 Metering ratio : 25% NRW : 11% Total staff : 13 Staff/1000 connections : 9.7 Annual O&M costs : TZS 106,020,000.00 Annual water collections (arrears included) : TZS 105,460,000.00 Annual water billings : TZS 115,189,000.00																		
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>1,000-1,170</td><td>1,330</td><td>1,510</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,600</td><td>-</td><td>-</td><td>-</td></tr></table> <p>Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st November, 2015</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	1,000-1,170	1,330	1,510	-	Flat rate charge (TZS/Month)	7,600	-	-	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	1,000-1,170	1,330	1,510	-																
Flat rate charge (TZS/Month)	7,600	-	-	-																
Challenges		1. Low water supply service coverage 2. Inadequate water production against demand 3. Low customer metering rate 4. Lack of treatment of produced water 5. Inadequate water storage capacity																		

IGUNGA WSSA PROFILE						2017/18												
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 57,371 out of whom 21,801 are directly served by the utility. The utility draws water from Bulenya earthfill dam. The water treatment plant has the production capacity of 1,910m³/day. Water is supplied through rationing at an average of 14 hrs per day. The township has no sewerage system; onsite sanitary facilities are in use under supervision of the Igunga District Town Council.																	
General Data About Water Utility	Total water connections : 1,804 Total active connections : 1,603 Total domestic connections : 1,605 Total active water kiosk/standpipe : 42 Metering ratio : 100% NRW : 20% Total staff : 17 Staff/1000 connections : 9.4 Annual O&M costs : TZS 475,421,193 Annual water collections (arrears included) : TZS 372,240,000 Annual water billings : TZS 435,195,000																	
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>						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												
<p>Note: (i) The charges at water kiosks are TZS 30.00 per 20 litres container. (ii) Last tariff review effective date : 1st October, 2016</p>																		
Challenges	<div>1. Inadequate water service coverage</div> <div>2. Inadequate water production against demand</div> <div>3. Inefficient revenue collection rate</div> <div>4. Lack of sewerage network</div>																	

ITUMBA- ISONGOLE WSSA PROFILE					2017/18															
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 23,219 people out of whom 15,092 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 1,552m³/day. The combined installed production capacity is 1,987 m³/day. The present production capacity is not sufficient to meet the estimated water demand of 1,900m³/day. The total length of the entire pipe network is 57.55km and water is supplied at an average of 16 hrs per day. The network has 7 storage tanks with combined capacity of 465m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Ileje District Council. The Utility has a 1 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 12 staff.																			
General Data About Water Utility	Total water connections : 1584 Total active connections : 1491 Total domestic connections : 1487 Total active kiosk/standpipe : 15 Metering ratio : 37% NRW : 33% Total staff : 12 Staff/1000 connections : 7.6 Annual O&M costs : TZS 69,945,000 Annual water collections (arrears included) : TZS 67,601,000 Annual water billings : TZS 88,177,000																			
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 (TZS/m³)</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>Note: (i) The charges at water kiosks are TZS 5.00 per 20 litres. (ii) Last tariff review effective date: 1st June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/m³)	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/m³)	300	335	390	250																
Flat rate (TZS/Month)	4,500	10,000	9,500	12,000																
Challenges	6. Old and dilapidated distribution network 7. High turbidity of water during rainy season 8. Limited distribution network which do not cover WSSA operational area 9. Lack of office building and competent staff 10. Low metering ratio (37% only)																			

KARAGWE WSSA PROFILE				2017/18															
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 86,911 out of whom 9,560 are directly 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 460m3/day. Water from the three intakes is pumped to four tanks with total storage capacity of 560m3 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 9,742m3/day. The utility has no water treatment facilities. The total length of the transmission and distribution system is 55 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 (8) permanently employed staff seconded from Karagwe District Council and four (5) staff employed on contract terms by the utility which makes the utility to have a total number of 12.																		
	General Data About Water Utility	Total water connections : 577 Total active connections : 554 Total domestic connections : 448 Total operational kiosks : 27 Metering ratio : 100% NRW : 31% Total staff : 12 Staffs/1000 connections : 20.8 Annual O&M costs : TZS 128,864,000.00 Annual water collections (arrears included) : TZS 111,278,000.00 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/m³)</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/m³)	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/m³)	800	1,000	1,025	NA														
	Flat rate charge (TZS/Month)	6,500	9,500	10,000	NA														
<p>Note: (i) The charges at water kiosks are TZS 50.00 per 20 litres bucket. (ii) Last tariff review effective date: 1st June, 2011.</p>																			
Challenges	<ol style="list-style-type: none">1. Inadequate water production capacity2. Very low service coverage, hence low customer base3. Poor water quality due to lack of treatment facility.4. Water sources pollution caused by surface run-off waters especially during rainy season5. High level of NRW																		

KARATU WSSA PROFILE					2017/18										
EWURA LICENCE : Not Licensed															
District: Karatu, Region: Arusha															
General Description About the Utility	Karatu Water Supply and Sanitation Authority (Karatu WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004 and came into operations in 2017. The Authority is responsible for the overall operation and management of water supply and sanitation services in Karatu Town which is the head-quarter of Karatu District, Arusha Region. Karatu WSSA is classified as Category C water authority. The first Board of Directors was appointed in November 2017. Its area of responsibility has a total population of 58,159 out of whom 3,490 are directly served by Karatu WSSA. However, within the Utility service area, there is a Community Owned Organization namely KAVIWASU serving a total of 34,546 persons which is about 60% of the entire population of Karatu Township. These make a total population served by the two service providers to be 38,207 which is about 66% of the total population. The utility draws water from one borehole (Bwawani borehole) with installed capacity of 720m³/day which is low compared to the estimated water demand of 4,700m³/day. The total length of the distribution system is 18.5 km and water is supplied at an average of 11hrs per day. There is one water storage tank with a storage capacity of 225m³. The town has no sewerage system; therefore, onsite sanitation facilities are used under the supervision of Karatu District Council. The authority has 12 staff out of whom four (4) staff are seconded from Karatu district council and 8 staff are temporary employed by the utility.														
General Data About Water Utility	Total water connections : 179 Total active connections : 175 Total domestic connection : 123 Total active water kiosk/standpipe : 14 Metering ratio : 100% NRW : 35.3% Total staff : 12 Staff/1000 connections : 3.2 Annual O&M costs : TZS 211,824,174 Annual water collections (arrears included) : TZS 171,277,000 Annual water billings : TZS 149,801,945														
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>1,750</td><td>1,750</td><td>2,000</td><td>2,000</td></tr></table> <p>Note: (i) The charges at water Kiosks are TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1st June 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,750	1,750	2,000	2,000
Category of customer	Domestic	Institutional	Commercial	Industrial											
Consumption charge (TZS/m³)	1,750	1,750	2,000	2,000											
Challenges	1. Presence of strong community owned service provider with high service coverage 2. Low water production and service coverage 3. Lack of office building and transport 4. Inadequate working tools and technical equipment														

KASULU WSSA PROFILE		2017/18															
EWURA LICENSE 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 78,287 out of whom 35,230 are directly 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 3,447m³/day. Water from sources is gravitated to three tanks with total storage capacity of 452m³ located at Kasulu town which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 5,054m³/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 thirteen (13) staff employed on contract terms by the utility which makes the utility to have a total number of 16.																
General Data About Water Utility	Total water connections : 3,720 Total active connections : 2,972 Total domestic connections : 3,429 Total operational kiosks : 4 Metering ratio : 35% NRW : 42% Total staff : 16 Staffs/1000 connections : 4.3 Annual O&M costs : TZS 185,339,000.00 Annual water collections (arrears included) : TZS 152,670,000.00 Annual water billing : TZS 187,081,000.00																
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>300</td><td>400</td><td>510</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>-</td><td>-</td><td>NA</td></tr></table> <p>Note: (i) The charges at water kiosks: Not Applicable (ii) Last tariff review effective date: 1st June, 2011.</p>		Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	300	400	510	NA	Flat rate charge (TZS/Month)	4,500	-	-	NA
Category of customer	Domestic	Institutional	Commercial	Industrial													
Consumption charge (TZS/m³)	300	400	510	NA													
Flat rate charge (TZS/Month)	4,500	-	-	NA													
Challenges	1. Low water production capacity. 2. Old and dilapidated water production and distribution infrastructure. 3. High NRW mainly caused by lack of water meters in most of the water connections. 4. Low metering ratio. 5. Low network coverage.																

KIBAYA WSSA PROFILE						2017/18
EWURA LICENCE No. WSSSL/02/2012 - Class III						
District: Kiteto, Region: Manyara						
General Description About the Utility	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 24,841 out of whom 18,631 are directly served by the Utility. 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 12% of the total water production. The combined installed production capacity is 859m³/day which is low compared to the estimated water demand of 1,694m³/day. The total length of the distribution system is 34 km and water is supplied at an average of 2.3hrs per day. There are 9 water storage tanks with combined storage capacity of 619m³. The town has no sewerage system; therefore, onsite sanitation facilities are used under the supervision of Kiteto District Council. The authority has 10 staff out of whom 2 staff are seconded from Kiteto district council and 8 staff are temporarily employed by the utility.					
	General Data About Water Utility	Total water connections : 523 Total active connections : 523 Total domestic connection : 446 Total active water kiosk/standpipe : 30 Metering ratio : 100% NRW : 31% Total staff : 10 Staff/1000 connections : 19.1 Annual O&M costs : TZS 140,963,716 Annual water collections (arrears included) : TZS 149,652,000 Annual water billings : TZS 154,271,983				
Tariff Structure						
	Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash
	Consumption charge (TZS/m³)	1970	2020	1970	2020	2020
Challenges	Note: (i) The charges at water Kiosks are TZS 50 per 20 litres container. (ii) Last tariff review effective date: 1 st July 2017.					
	1. Lack of 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					

KATESH WSSA PROFILE						2017/18																		
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, Ganana, Dumbeta and Jorodom 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 31,269 people out of whom 10,319 are directly served by the Utility. The utility draws water from two sources which are; the gravity scheme, Himiti streams, which receive water from several springs originating from the Hannah hills and one borehole of Mogitu. The combined installed production capacity is 3,937m³/day which is sufficient to meet the present estimated demand for the township which is 2,973m³/day. However, the discharge from the water sources has decreased significantly resulting into the average production of 1,089 per day. The total length of the distribution system is 52.88 km and water is supplied through rationing at an average of 2.5hrs/day. The system has 8 storage tanks with combined total storage capacity of 1,095m³. 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 14 employees, out of whom 4 staff are employed by the District Council and seconded to the utility, 10 staff are employed by the utility on contract terms.																							
General Data About Water Utility	Total water connections : 2,056 Total active connections : 1,936 Total number of domestic connections : 1,889 Total water kiosk/standpipe operating : 8 Metering ratio : 35% NRW : 35% Total staff : 14 Staff/1000 connections : 6.8 Annual O&M costs : TZS 222,949,600 Annual water collections (arrears included) : TZS 82,538,125 Annual water billings : TZS 194,872,941																							
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>800</td><td>1,000</td><td>1,200</td><td>1,400</td><td>1,200</td></tr><tr><td>Flat rate TZS/month</td><td>6,000</td><td>12,000</td><td>15,000</td><td>20,000</td><td></td></tr></table> <p>Note: (i) The charges at water kiosks are TZS 20 per 20 litres container . (ii) Last tariff review effective date: 1st June 2017.</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash	Consumption charge (TZS/m³)	800	1,000	1,200	1,400	1,200	Flat rate TZS/month	6,000	12,000	15,000	20,000	
Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash																			
Consumption charge (TZS/m³)	800	1,000	1,200	1,400	1,200																			
Flat rate TZS/month	6,000	12,000	15,000	20,000																				
Challenges	1. Inadequate water sources 2. High NRW due to dilapidated pipe network and low metering ratio 3. Unwillingness of customers to pay their water bills 4. Lack of water treatment facility 5. Lack of sufficient staff																							

KIBONDO WSSA PROFILE					2017/18															
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 46,157 out of whom 12,924 are directly 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 to 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 4,052m³/day. The utility has no water treatment facilities. The total length of the distribution system is 32.4km 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 two (32) staff employed on contract terms by the utility which makes the utility to have a total number of 37.																			
	General Data About Water Utility	Total water connections : 2,018 Total active connections : 1,496 Total domestic connections : 1,197 Total operational kiosks : 9 Metering ratio : 90% NRW : 27% Total staff : 37 Staffs/1000 connections : 18.3 Annual O&M costs : TZS 75,295,000.00 Annual water collections (arrears included) : TZS 87,474,000.00 Annual water billing : TZS 99,102,000.00																		
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>					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															
Note: (i) The charges at water kiosks is 20.00 (ii) Last tariff review effective date: 1 st June, 2011.																				
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					2017/18															
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 which is the 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 out of whom 19,963 people in which 4,392 people are directly served by the Utility. 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 1,104m³/day. The estimated average water produced from the sources during the reporting period was 166m³/day. Water supplied to Kilindoni WSSA is not sufficient to meet the estimated water demand of 1,376m³/day. The utility has no water treatment facilities. The total length of the main pipe network is 11.8km and water is supplied at an average of 4 hrs per day. The network has seven storage tanks with a total storage capacity of 145m³. 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 : 431 Total Active Connections : 386 Total Domestic Connections : 351 Total Water Kiosk/Standpipe : 5 Metering Ratio : 33% NRW : 44% Total Staff : 7 Staff/1000 connections : 16.2 Annual O&M Costs : Tzs 27,056,000 Annual Water Collections (Arrears included) : Tzs 16,761,000 Annual Water Billings : Tzs 20,753,000																		
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/m³)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>5500-15,000</td><td>11,500-80,000</td><td>11,500-13,500</td><td>NA</td></tr></table> <p>(i) Kiosk Tariff is TZS 20 for 20 litres jerry can (ii) Last tariff review effective date : 1st June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	300	335	390	500	Flat rate charge (TZS/month)	5500-15,000	11,500-80,000	11,500-13,500	NA
Category of customer	Domestic	Institutions	Commercial	Industrial																
Metered (TZS/m³)	300	335	390	500																
Flat rate charge (TZS/month)	5500-15,000	11,500-80,000	11,500-13,500	NA																
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 network coverage																		

KILOLO WSSA PROFILE						2017/18																		
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 29,246 out of whom 19,887 are directly served with water. The utility draws water from four protected springs located in Lusinga village about 25km from the Township center and Lulanzi source. The source installed production capacity is 928m³/day. Water is supplied for 18hrs/day. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Kilolo District Council.																							
General Data About Water Utility	Total water connections : 666 Total active connections : 612 Total domestic connections : 559 Total active kiosk/standpipe : 35 Metering ratio : 93% NRW : 32% Total staff : 6 Staff/1000 connections : 9 Annual O&M costs : TZS 76,517,000 Annual water collections (arrears included) : TZS 77,967,000 Annual water billings : TZS 51,040,000																							
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>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>						Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Metered (TZS/m³)	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/m³)	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																			
Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres. (ii) Last tariff review effective date: 1 st June, 2011																								
Challenges	<div><div></div><div><div>1.</div><div>Low water production as compared to demand</div></div><div><div>2.</div><div>High NRW</div></div><div><div>3.</div><div>Lack of transport, working tools, equipment and communication facilities</div></div><div><div>4.</div><div>Low billing and collection efficiency due to unmetered customers</div></div><div><div>5.</div><div>Shortage of investment funds on new water supply projects</div></div></div>																							

KILOSA WSSA PROFILE					2017/18															
EWURA LICENCE No. WSSSL/28/2012 - Class III																				
District: Kilosa, Region: Morogoro																				
General Description About the Utility	Kilosa Urban Water Supply and Sanitation Authority (KilosaA-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 the Kilosa District in Morogoro Region. Kilosa-WSSA is classified as Category C water authority. Its area of responsibility has a total population of 39,998 based on projections from the 2012 census out of whom 37,198 are directly served by the utility. 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 tanks for distribution. The present production capacity of 996 m³/day is very low compared to the estimated water demand of 2,400m³/day while the actual production is 528m³/day. The utility has no water treatment facilities and does not treat the water it produces. The total length of distribution system is 73km and water is supplied at an average of 5hrs/day. The system has seven storage tanks with total capacity of 3,510 m³ that are functioning. The water supply authority has no sewerage network																			
	General Data About Water Utility	Total water connections : 1,674 Total active connections : 1,225 Total domestic connections : 1,594 Total active water kiosk/standpipe : 6 Metering ratio : 73% NRW : 56% Total staff : 14 Staff/1000 connections : 8.4 Annual O&M costs : TZS 69,193,000.00 Annual water collections (arrears included) : TZS 54,285,000.00 Annual water billings : TZS 102,921,000.00																		
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>395</td><td>500</td><td>655</td><td>500</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500-5,000</td><td>-</td><td>9,500</td><td>290,000</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	395	500	655	500	Flat rate charge (TZS/Month)	4,500-5,000	-	9,500	290,000
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m³)	395	500	655	500															
	Flat rate charge (TZS/Month)	4,500-5,000	-	9,500	290,000															
<p>Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>																				
Challenges	<ol style="list-style-type: none">1. Inadequate water production against demand2. Inadequate customer metering ratio3. Inadequate water service coverage4. Inefficient revenue collection5. High NRW																			

KILWA MASOKO WSSA PROFILE					2017/18
EWURA LICENCE No. WSSSL/ 21/2012– Class III					
District: Kilwa, Region: Lindi					
General Description About the Utility	Kilwa Masoko Urban Water Supply and Sanitation Authority (KIMUWASA) 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 th November, 2004. KIMUWASA 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 19,163 people out of whom 16,480 people are served. The utility draws water from two boreholes located at Mkapa garden area at the centre of Masoko town contributing 37% of water production and Mpapa wellfield 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 ³ /day. The present production of 1,069 m ³ /day is very low compared with the estimated water demand of 2,278m ³ /day. The utility has no water treatment facilities. The total length of the distribution system is 50.3km and water is supplied through rationing at an average of 3hrs/day. The system has three (3) functioning storage tanks with total capacity of 477m ³ . 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 twenty (20) staff on contract terms by utility.				
General Data About Water Utility	Total Water Connections	: 1,723			
	Total Active Connections	: 1,691			
	Total Domestic Connections	: 1,553			
	Total Active Kiosk/Standpipe	: 9			
	Metering Ratio	: 100%			
	NRW	: 38%			
	Total Staff	: 26			
	Staff/1000 connections	: 15.1			
	Annual O&M Costs	: Tzs 275,806,000			
	Annual Water Collections (Arrears included)	: Tzs 232,789,000			
Annual Water Billings	: Tzs 310,879,000				
Tariff Structure					
	Category of customer	Domestic	Commercial	Institutions	Industrial
	Metered customers (TZS/m ³)	1,000	1,300	1,300	1,300
	Flat rate (TZS/month)	Not Allowed	Not Allowed	Not Allowed	Not Allowed
	Note: (i) The charges at water kiosks are TZS 20 per 20 litres bucket. (ii) Last tariff review effective date: 1 st September, 2016				
Challenges	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					2017/18															
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 18,481 out of whom 6,653 are directly served with water. The utility draws water from three operating boreholes, the total present production capacity from the boreholes is 300m³/day. Water is supplied through rationing at an average of 4 hrs per day. The township has no sewerage system; onsite sanitary facilities are in use under the Iramba District Town Council.																			
	General Data About Water Utility	Total water connections : 900 Total active connections : 842 Total domestic connections : 807 Total active water kiosk/standpipe : 7 Metering ratio : 100% NRW : 26% Total staff : 7 Staff/1000 connections : 7.8 Annual O&M costs : TZS 108,114,000 Annual water collections (arrears included) : TZS 90,335,000 Annual water billings : TZS 107,198																		
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>					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															
<p>Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1st September, 2015</p>																				
Challenges	<ol style="list-style-type: none">1. Inadequate water production against demand2. Insufficient revenue to meet expenditures3. Inadequate water service coverage4. Lack of sewerage services5. Lack of sufficient skilled staff																			

KISARAWA WSSA PROFILE					2017/18																																	
EWURA LICENCE No. WSSSL/02/2017- Class III																																						
District: Kisarawe, Region: Coast																																						
General Description About the Utility	<p>Kisarawe Urban 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 13,140 out of whom 9,329 has direct access to water services provided by the utility. The total water demand for the town is estimated at 1,314 m³/day while water produced is estimated at 108m³/day. The Authority depends on two water sources i.e Kimani borehole and Minaki dam. The length of water supply network is 16km with five storage tanks of total capacity 877.5 m³. Total installed production capacity is 1,752 m³/day i.e. 912m³/day and 840 m³/year for Kimani and Minaki dam respectively. The present production capacity is sufficient to meet the estimated water demand, however the capacity is not fully utilized. Water is supplied for at an average of three hours per day. The utility has two mini water treatment plants one for water from Minaki dam with capacity of 10m³/day. Another new water treatment plant started on June 2016 with the capacity of treating 150m³/day which serves four (4) domestic points.</p> <p>The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Kisarawe District Council. The Utility has a total of eight (8) staff, who are either permanent staff seconded from Kisarawe District Council or employed by the utility on contract basis.</p>																																					
General Data About Water Utility	<table><tr><td>Total Water Connections</td><td>:</td><td>456</td></tr><tr><td>Active Water Connections</td><td>:</td><td>399</td></tr><tr><td>Total Domestic Connections</td><td>:</td><td>418</td></tr><tr><td>Total active Kiosk/Standpipe</td><td>:</td><td>4</td></tr><tr><td>Metering Ratio</td><td>:</td><td>100%</td></tr><tr><td>NRW</td><td>:</td><td>28%</td></tr><tr><td>Total Staff</td><td>:</td><td>8</td></tr><tr><td>Staff per 1000 connections</td><td>:</td><td>17.5</td></tr><tr><td>Annual O&M costs</td><td>:</td><td>Tzs 380,248,000</td></tr><tr><td>Annual collection from water sales</td><td>:</td><td>Tzs 44,412,000</td></tr><tr><td>Annual water billing</td><td>:</td><td>Tzs 35,688,000</td></tr></table>					Total Water Connections	:	456	Active Water Connections	:	399	Total Domestic Connections	:	418	Total active Kiosk/Standpipe	:	4	Metering Ratio	:	100%	NRW	:	28%	Total Staff	:	8	Staff per 1000 connections	:	17.5	Annual O&M costs	:	Tzs 380,248,000	Annual collection from water sales	:	Tzs 44,412,000	Annual water billing	:	Tzs 35,688,000
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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>1,150</td><td>1,285</td><td>1,495</td><td>1,915</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>11,500</td><td>Not Allowed</td><td>Not Allowed</td><td>Not Allowed</td></tr></table> <p>(i)The Charges at water Kiosks are TZS. 30/= per 20 litres jerry can.</p> <p>(ii) Last tariff review effective date : 1st September, 2016</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	1,150	1,285	1,495	1,915	Flat rate charge (TZS/month)	11,500	Not Allowed	Not Allowed	Not Allowed																		
Category of customer	Domestic	Institutions	Commercial	Industrial																																		
Metered (TZS/m³)	1,150	1,285	1,495	1,915																																		
Flat rate charge (TZS/month)	11,500	Not Allowed	Not Allowed	Not Allowed																																		
Challenges	<ol style="list-style-type: none">1. Insufficient water production to meet the water demand2. Low water service coverage3. Inadequate revenue to cover expenditures4. Inefficient revenue collection																																					

KISHAPU WSSA PROFILE						2017/18												
EWURA LICENSE No. WSSL/58/2012 – Class III																		
District: Kishapu, Region: Shinyanga																		
General Description About the Utility	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 21,871 out of whom 7,874 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 in December, 2016. The installed production capacity is 1,340m³/day. Water from sources is pumped to nine tanks with total storage capacity of 1,290m³ located at Kishapu town center which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 1,591m³/day. The utility has no water treatment facilities. The total length of the distribution system is 26.64 km and water is supplied through rationing at an average of 12 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.																	
General Data About Water Utility	Total water connections : 434 Total active connections : 383 Total domestic connections : 383 Total operational kiosks : 9 Metering ratio : 100% NRW : 18% Total staff : 5 Staffs/1000 connections : 11.5 Annual O&M costs : TZS 18,611,000.00 Annual water collections (arrears included) : TZS 24,512,000.00 Annual water billing : TZS 57,721,000.00																	
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash and Garage</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>770</td><td>1,040</td><td>1,080</td><td>2,550</td><td>2,000</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash and Garage	Consumption charge (TZS/m³)	770	1,040	1,080	2,550	2,000
	Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash and Garage												
	Consumption charge (TZS/m³)	770	1,040	1,080	2,550	2,000												
Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date: 1 st December, 2017.																		
Challenges	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					2017/18
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 33,150 out of whom 16,575 are directly served with water. 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 production capacity is approximately 1,892m³/. The water is supplied through rationing at an average of 3hrs/day.				
General Data About Water Utility	Total water connections	: 3,632			
	Total active connections	: 3,510			
	Total domestic connections	: 3,479			
	Total active water kiosk/standpipe	: 3			
	Metering ratio	: 70%			
	NRW	: 40%			
	Total staff	: 19			
	Staff/1000 connections	: 5.2			
	Annual O&M costs	: TZS 204,685,000			
	Annual water collections (arrears included)	: TZS 203,000,000			
	Annual water billings	: TZS 205,739,000			
Tariff Structure					
	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	-
	Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1 st June, 2011				
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					2017/18
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 th 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 32,252 out of whom 7,740 are directly 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 daily production is 452m ³ /day. Water is supplied through rationing at an average of 4hrs/day. The town has no sewerage system, thus, onsite sanitation is monitored by Kongwa District Council.				
	General Data About Water Utility	Total water connections	: 1,275		
		Total active connections	: 1,247		
		Total domestic connections	: 1,121		
		Total active water kiosk/standpipe	: 13		
		Metering ratio	: 100%		
		NRW	: 44%		
		Total staff	: 9		
		Staff/1000 connections	: 7.1		
		Annual O&M costs	: TZS 81,000,000		
		Annual water collections (arrears included)	: TZS 95,000,000		
		Annual water billings	: TZS 102,000,000		
Tariff Structure					
	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	930	960	990	990
	Flat rate charge (TZS/Month)	10,500	30,000	30,000	32,000
	Note: (i) The charges at water kiosks are TZS 30.00 per 20 litres container. (ii) Last tariff review effective date : 1 st April, 2016				
Challenges	1. Inadequate water production against demand 2. Dilapidated old age water pipes 3. Inadequate water service coverage 4. Lack of sufficient skilled staff 5. Lack of sewerage services				

KOROGWE WSSA PROFILE					2017/18
EWURA LICENCE No. WSSSL/03/2012 - Class III					
District: Korogwe, Region: Tanga					
General Description About the Utility	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 79,681 people of whom 44,621 are directly served with water. The utility draws water from two main types of water sources, namely Mbeza Stream (gravity scheme) contributing about 74% of the daily water production, Pangani River (2%) and six boreholes (Kilole I and II, Old Korogwe, Mbeza Mawe, Kwasemangube and Mtonga) contributing about 24% during the reporting period. The combined installed production capacity is 6,952m³/day, however the present average production is 2,238m³/day. The installed production capacity if fully utilized will suffice the estimated water demand of 5,676m³/day. The utility has no water treatment facility for water drawn from Mbeza Stream. The total length of the distribution system is 64.61 km and water is supplied through rationing at an average of 6.8hrs/day. The system has eight (8) storage tanks with combined capacity of 1,955m³. The town has no sewerage system; onsite sanitary facilities are in use under supervision of Korogwe Town Council. Korogwe WSSA has 48 employees of whom 10 are employed by Korogwe Town Council and seconded to the utility and 38 are contract employed staff by the utility.				
General Data About Water Utility	Total water connections : 3,578 Total active connections : 2,885 Total domestic connections : 3,409 Total active water kiosk/standpipe : 47 Metering ratio : 100% NRW : 45% Total staff : 48 Staff/1000 connections : 13.4 Annual O&M costs : TZS 543,309,000 Annual water collections (arrears included) : TZS 612,800,000 Annual water billings : TZS 704,710,000				
Tariff Structure	Consumption Band (m³)	Domestic	Institutional	Commercial	Water Tanker and Industry
	0-7	1,010	-	-	2,290
	>7	1,120	-	-	
	0-14	-	1,180	-	
	>14	-	1,200	-	
	1-10	-	-	1,300	
	>10	-	-	1,400	
Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date: 1 st November 2016.					
Challenges	1. Funds for development of new and rehabilitation of the existing old and dilapidated 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					2017/18
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 38,115 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 produce an average of 2,680m³/day. The present production capacity does not meet the estimated water demand for Ipinda and Kyela Townships of 5,760m³/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 4,330m³/day. The total length of the entire pipe network is 57.73 km and water is supplied at an average of 14hrs/day. The network has five (5) storage tanks with combined storage volume of 450m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Kyela District Council. The Utility has 2 permanently employed staff seconded from the District Council and 17 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 : 3,656 Total active connections : 2,459 Total domestic connections : 3,492 Total active kiosk/standpipe : 12 Metering ratio : 27% NRW : 52% Total staff : 19 Staff/1000 connections : 5.2 Annual O&M costs : TZS 174,392,000 Annual water collections (arrears included) : TZS 65,558,000 Annual water billings : TZS 31,747,000				
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 st 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 (27%) 4. Insufficient number of qualified staff 5. Poor maintenance of distribution line due to low revenue collection from customers				

LIWALE WSSA PROFILE					2017/18															
EWURA LICENCE No. WSSSL/ 22/2012– Class III																				
District: Liwale, Region: Lindi																				
General Description About the Utility	Liwale Urban 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 29,455 people of whom 17,673 are directly served by the Utility. The utility draws water from the only currently available stream water source, from Liwale river namely Makonjiganga (pumping scheme). The installed production capacity is approximately 1,440m³/day. The present water production of 693m³/day is insufficient compared to the estimated water demand of 1,852m³/day. The total length of the distribution system is 35.9 km and the daily average hours of service water is 5 hrs. The system has three storage tanks with a total capacity of 405m³. The town has no sewerage system and onsite sanitation is monitored by Liwale District Council. The Utility has twenty four (24) total staff whereby nine (9) are permanent staff seconded from Liwale District Council and fifteen (15) staff on contract terms by utility.																			
	General Data About Water Utility	Total Water Connections : 1,735 Total Active Connections : 1,730 Total Domestic Connections :1,641 Total Active Kiosk/Standpipe : 5 Metering Ratio : 95% NRW 28% Total Staff : 24 Staff/1000 connections : 13.8 Annual O&M Costs : Tzs 132,659,000 Annual Water Collections (Arrears included) : Tzs 74,628,000 Annual Water Billings : Tzs 143,508,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>725</td><td>880</td><td>860</td><td>950</td></tr><tr><td>Flat rate (TZS/month)</td><td colspan="4">Disallowed</td></tr></table>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m³)	725	880	860	950	Flat rate (TZS/month)	Disallowed			
	Category of customer	Domestic	Commercial	Institutions	Industrial															
	Metered customers (TZS/m³)	725	880	860	950															
	Flat rate (TZS/month)	Disallowed																		
Note: i) The Charges at water Kiosks are TZS. 20 per 20 litres bucket. ii) Last tariff review effective date : 1 st November, 2016																				
Challenges	1. Inadequate water production compared to water demand 2. Insufficient storage capacity 3. Inefficient revenue collection 4. Low network coverage 5. Insufficient revenue against expenditures.																			

LOLIONDO WSSA PROFILE					2017/18															
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 areas 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 16,203 people of whom 10,532 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 480m3/day. The present water production capacity is low compared to the estimated water demand of 1,291m3/day. The total length of the distribution system is 27.43 km and water is supplied through rationing at an average of 7hrs/day. The system has seven storage tanks with a total capacity of 510m³. The town has no sewerage system and onsite sanitation is supervised by Ngorongoro District Council. Loliondo WSSA has 13 employees of whom 5 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	Total Water Connections : 660 Total Active Connections : 664 Total domestic connections : 573 Total active Water Kiosk/Standpipe : 24 Metering Ratio : 100 % NRW : 36% Total Staff : 13 Staff/1000 connections : 19.7 Annual O&M Costs : TZS 121,399,312 Annual Water Collections (arrears included) : TZS 138,883,825 Annual Water Billings : TZS 133,765,739																			
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/m³)</td><td>2,500</td><td>2,500</td><td>2,500</td><td>2,500</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,000</td><td>-</td><td>20,000</td><td>-</td></tr></table> <p>Note:</p> <p>i) The Charges at water kiosks are TZS 50 per 20 litres container.</p> <p>ii) Last tariff review effective date: 1st June, 2011</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m³)	2,500	2,500	2,500	2,500	Flat rate (TZS/month)	5,000	-	20,000	-
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/m³)	2,500	2,500	2,500	2,500																
Flat rate (TZS/month)	5,000	-	20,000	-																
Challenges	1. Inadequate and unreliable water supply; 2. Low water distribution network resulting into low customer base; 3. Lack of working tools and transport facilities; and 4. Lack of fund for investment into new water supply infrastructure																			

LUDEWA WSSA PROFILE					2017/18												
EWURA LICENCE No. WSSSL/41/2012 – Class III																	
District: Ludewa, Region: Njombe																	
General Description About the Utility	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 out of whom 6,721 are directly served with water. The water sources for Ludewa Township are from three gravity stream sources, abstracted by concrete intake weirs which are Mkondachi, Mapetu and Mdonga streams.The estimated average water production from the sources during the reporting period was 332.8 m³/day. The combined installed production capacity is 795m³/day while the estimated water demand is 1,045m³/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 8hrs/day. The Township has 3 storage tanks with combined storage volume of 490m³. The Township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Ludewa District Council. The Utility has 2 permanently employed staff seconded from the District Council and 4 staff have been 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 : 538																
	Total active connections : 328																
	Total domestic connections : 496																
	Total active water kiosk/standpipe : 7																
	Metering ratio : 60%																
	NRW : 29%																
	Total staff : 6																
	Staff/1000 connections : 12.2																
	Annual O&M costs : TZS 12,397,000																
	Annual water collections (arrears included) : TZS 15,421,000																
	Annual water billings : TZS 34,191,000																
Tariff Structure	<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>					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														
	Note: (i) The charges at water kiosks are TZS 10.00 per 20 litres bucket.																
	(ii) Last tariff review effective date: 1 st June, 2011																
Challenges	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																

LUSHOTO WSSA PROFILE					2017/18																																			
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 30,642 out of whom 17,466 are served by the utility. The utility draws water from three (3) water streams namely Kwembago, Kibohelo and Kamfa. All streams supply water by gravity to the Lushoto town and originate from the Lushoto mountain catchment area. The installed water production capacity is 2,450m ³ /day. The production capacity is below the estimated demand for the township which is 2,845m ³ /day. The total length of the distribution system is 67 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 ³ . 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 whom four (4) are seconded from the District Council while 10 employees have been employed on contract by the utility.																																							
General Data About Water Utility	Total water connections : 1,879 Total active connections : 1,350 Total domestic connections : 1,592 Total active water kiosk/standpipe : 6 Metering ratio : 42% NRW : 45% Total staff : 14 Staff/1000 connections : 7.5 Annual O&M costs : TZS 140,891,371 Annual water collections (Arrears included) : TZS 98,692,000 Annual water billings : TZS 103,358,700																																							
Tariff Structure	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td rowspan="2">Minimum charge (TZS/month)</td><td>1-15m³</td><td>3000</td><td>NA</td><td>NA</td></tr><tr><td>1-20m³</td><td>NA</td><td>8000</td><td>8000</td></tr><tr><td rowspan="5">Consumption charge (TZS/m³)</td><td>16-30m³</td><td>300</td><td>NA</td><td>NA</td></tr><tr><td>31-50m³</td><td>300</td><td>NA</td><td>NA</td></tr><tr><td>≥51m³</td><td>395</td><td>NA</td><td>NA</td></tr><tr><td>21- 100</td><td>NA</td><td>450</td><td>455</td></tr><tr><td>≥100</td><td>NA</td><td>550</td><td>550</td></tr></table> <p>Note:</p> <p>(i) The charges at water kiosks are TZS 20 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1st June 2011</p>					Category of customer	Band	Domestic	Institutional	Commercial	Minimum charge (TZS/month)	1-15m ³	3000	NA	NA	1-20m ³	NA	8000	8000	Consumption charge (TZS/m ³)	16-30m ³	300	NA	NA	31-50m ³	300	NA	NA	≥51m ³	395	NA	NA	21- 100	NA	450	455	≥100	NA	550	550
Category of customer	Band	Domestic	Institutional	Commercial																																				
Minimum charge (TZS/month)	1-15m ³	3000	NA	NA																																				
	1-20m ³	NA	8000	8000																																				
Consumption charge (TZS/m ³)	16-30m ³	300	NA	NA																																				
	31-50m ³	300	NA	NA																																				
	≥51m ³	395	NA	NA																																				
	21- 100	NA	450	455																																				
	≥100	NA	550	550																																				
Challenges	1. Inadequate transmission and distribution pipeline to meet water demand 2. Lack of water treatment facilities 3. Funds for rehabilitation of existing infrastructure 4. Expansion of the distribution network 5. Lack of office building and transport for the authority																																							

MAFINGA WSSA PROFILE					2017/18
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 74,851 people out of whom 39,671 are directly served by the utility. The utility draws water from two stream sources, namely the Ikangafu pumping scheme and Mkombwe gravity scheme. The average water production from the sources during the reporting period was 2,065m ³ /day. Water is supplied through rationing at an average of 7hrs/day. The Township has no sewerage system; onsite sanitary facilities in use are under supervision of Mufindi District Council.				
General Data About Water Utility	Total water connections : 3507 Total active connections : 2,483 Total domestic connections : 3,189 Total active water kiosk/standpipe : 1 Metering ratio : 88% NRW : 39% Total staff : 24 Staff/1000 connections : 6.8 Annual O&M costs : TZS 354,474,000 Annual water collections (arrears included) : TZS 488,055,000 Annual water billings : TZS 399,370,000				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Metered (TZS/m ³)	790	880	830	930
	Flat rate (TZS/Month)	8,000	40,850	40,850	60,800
Note: (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date: 1 st June, 2011					
Challenges	1. Low pipe network coverage in the service area 2. High NRW 3. Worn-out steel tanks with total capacity of 1700m ³ that lead to decrease in total storage capacity from 2195m ³ to 495m ³				

MAGU WSSA PROFILE					2017/118															
EWURA LICENSE 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 45,283 out of whom 10,415 are directly 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 450m³ located at Magu town center which distribute water to customers by gravity. The installed production capacity is 4,500m³/day. The present production capacity is low compared with the estimated water demand of 2,721m³/ 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 : 1,026 Total domestic connections : 1,080 Total operational kiosks : 15 Metering ratio : 14% NRW : 47% Total staff : 8 Staffs/1000 connections : 6.5 Annual O&M costs : TZS 98,010,000.00 Annual water collections (arrears included) : TZS 68,042,000.00 Annual water billing : TZS 78,409,000.00																			
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>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>Note: (i) The charges at water kiosks is 50.00 (ii) Last tariff review effective date: 1st June, 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	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/m³)	300	335	390	500																
Flat rate charge (TZS/Month)	4,500	11,500	11,500	100,000																
Challenges	<ol style="list-style-type: none">1. Old and dilapidated water supply and distribution infrastructure2. Low water distribution network coverage3. Low metering ratio4. High NRW due to leakages in the distribution system5. Lack of water treatment facilities																			

MAHENGE WSSA PROFILE					2017/18
EWURA LICENCE No. WSSSL/29/2012 - Class III					
District: Ulanga, Region: Morogoro					
General Description About the Utility	Mahenge Urban Water Supply and Sanitation Authority (Mahenge-WSSA) was established by Act No. 8 of 1997 on 13 th 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 24,915 out of whom 9,966 are served. Mahenge-WSSA depends on 6 spring intakes and one newly constructed borehole. Most of these schemes were constructed in the late 1970's. The present water production capacity of 503m³/day is low compared with the estimated water demand of 1,860m³/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 675m³. The town has no sewerage system and onsite sanitation is monitored by Ulanga District Council.				
	General Data About Water Utility	Total water connections	:	731	
	Total active connections	:	586		
	Total domestic connections	:	707		
	Total active water kiosk/standpipe	:	3		
	Metering ratio	:	42%		
	NRW	:	17%		
	Total staff	:	10		
	Staff/1000 connections	:	13.7		
	Annual O&M costs	:	TZS 42,394,500.00		
	Annual water collections (arrears included)	:	TZS 65,051,000.00		
	Annual water billings	:	TZS 65,051,000.00		
Tariff Structure					
	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m³)	395	450	560	-
	Flat rate charge (TZS/Month)	4,500	16,500	16,500	-
	Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 st June, 2011				
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Inadequate revenues against expenditures 4. Inefficient revenue collection				

MAKETE WSSA PROFILE							2017/18	
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 14,208 people of whom 7,530 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 545m³/day. The combined installed production capacity is 2,047m³/day. The water demand for the Township is estimated as 2,225m³/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 425m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Makete District Council. The Utility has 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 : 1,536 Total active connections : 1,242 Total domestic connections : 1,452 Total active kiosk/standpipe : - Metering ratio : 56% NRW : 42% Total staff : 13 Staff/1000 connections : 8.5 Annual O&M costs : TZS 81,940,000 Annual water collections (arrears included) : TZS 68,182,000 Annual water billings : TZS 92,294,000							
Tariff Structure	Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk	
	Minimum tariff (TZS/month)	0-10m³	3,000					
		0-20m³				7,500		
		0-50m³			15,000		15,000	
		0-60m³						22,500
		0-100m³			30,000			
	Consumption rate (TZS/m³)	>10m³	345					
		>20m³				390		
		>50m³			335		500	
		>60m³						300
		>100m³			335			
	Flat rate (TZS/month)		4,500	15,000	7,500	-	-	
	Note: (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date : 1 st June, 2011							
	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						

MANYONI WSSA PROFILE					2017/18										
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 33,088 of whom 18,198 are directly served by the utility. The utility draws water from eight boreholes, of which, five boreholes are currently operating. The five operating boreholes have a total daily production of 799m³/day .Water is supplied through rationing at an average of 12 hrs/day .Manyoni WSSA has no sewerage system; onsite sanitary facilities in use are under the Manyoni District Council.														
	General Data About Water Utility	Total water connections : 2,062 Total active connections : 1,897 Total domestic connections : 1,913 Total active water kiosk/standpipe : 35 Metering ratio : 100% NRW : 24% Total staff : 6 Staff/1000 connections : 2.9 Annual O&M costs : TZS 101,138,000 Annual water collections (arrears included) : TZS 105,000,000 Annual water billings : TZS 115,708,000													
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>820</td><td>835</td><td>1,207</td><td>1,435</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	820	835	1,207	1,435
	Category of customer	Domestic	Institutional	Commercial	Industrial										
	Consumption charge (TZS/m³)	820	835	1,207	1,435										
<p>Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1st March, 2018</p>															
Challenges	<ol style="list-style-type: none">1. Inadequate water production against demand2. Inadequate water service coverage3. Lack of sufficient skilled staff4. Insufficient revenue generated against expenditure5. Lack of sewerage services														

MBINGA WSSA PROFILE					2017/18															
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 st 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 64,270 people of whom 23,780 are directly served with water. The utility draws water from one main source Ndengu river stream; The installed production capacity is approximately 2,200m ³ /day. The present production of 2,031m ³ /day is very low compared to the estimated water demand of 5,272m ³ /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 42.69km and water is supplied through rationing at an average of 19hrs/ day. The system has four storage tanks with total capacity of 700m ³ . 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 MoW 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 : 2,592																			
	Total active connections : 2,592																			
	Total domestic connections : 2,375																			
	Total active kiosk/standpipe : 1																			
	Metering ratio : 100%																			
	NRW : 39%																			
	Total staff : 20																			
	Staff/1000 connections : 7.7																			
	Annual O&M costs : TZS 237,999,000																			
	Annual water collections (arrears included) : TZS 271,710,000																			
	Annual water billings : TZS 277,805,000																			
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 – 10m³ (TZS/m³)</td><td>585</td><td>660</td><td>670</td><td>660</td></tr><tr><td>Above 10 m³ (TZS/m³)</td><td>670</td><td>660</td><td>680</td><td>810</td></tr></table>					Category of customer	Domestic	Commercial	Institutions	Industrial	Cons: 0 – 10m ³ (TZS/m ³)	585	660	670	660	Above 10 m ³ (TZS/m ³)	670	660	680	810
	Category of customer	Domestic	Commercial	Institutions	Industrial															
Cons: 0 – 10m ³ (TZS/m ³)	585	660	670	660																
Above 10 m ³ (TZS/m ³)	670	660	680	810																
	<p>Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres.</p> <p>(ii) Last tariff review effective date : 1st April, 2016</p>																			
Challenges	<ol style="list-style-type: none">1. Low water production capacity2. Dilapidated infrastructures (distribution network)3. Lack of sanitation facilities4. Lack of office building for office works5. Lack of conventional treatment plant																			

MBULU WSSA PROFILE					2017/18															
EWURA LICENCE No. WSSSL/05/2012 - Class III																				
District: Mbulu, Region: Manyara																				
General Description About the Utility	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 147,115 out of whom 22,067 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 are the major source and supply water by gravity to the Mbulu town and originate from the Mbulu mountain catchment area. The combined installed production capacity is 1,785m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township of 11,843m³/day. The total length of the distribution system is 69.5 km and water is supplied at an average of 8 hrs per day. There are 8 storage tanks which have combined storage volume of 780m³. The township has no sewerage system; therefore, onsite sanitary facilities are used under the supervision of Mbulu Township Council. Mbulu WSSA has 20 employees of whom one is seconded from the Town Council and others are contract and casual laborers employed by the utility.																			
	General Data About Water Utility	Total water connections : 1,970 Total active connections : 1,961 Total domestic connection : 1,632 Total active water kiosk/standpipe : 27 Metering ratio : 82% NRW : 47% Total staff : 20 Staff/1000 connections : 10.2 Annual O&M costs : TZS Annual water collections (arrears included) 108,826,885 Annual water billings : TZS 118,434,850 : TZS 105,055,850																		
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/m³)</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>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charges (TZS/m³)	540	560	550	570	Flat rate(TZS/month)	4500	9500	10,000	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charges (TZS/m³)	540	560	550	570															
	Flat rate(TZS/month)	4500	9500	10,000	NA															
Note: (i) The Charges at water Kiosks are TZS 10.00 per 20 litres container. (ii) Last tariff review effective date: 1st June, 2011																				
Challenges	1. Lack of capital fund for major rehabilitation of old and dilapidated distribution network 2. Inadequate water sources 3. High NRW 4. Lack of transport facilities for operation and maintenance activities																			

MISUNGWI WSSA PROFILE					2017/18									
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 the Misungwi District, Mwanza Region. Misungwi WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 46,783 out of whom 15,906 are directly 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 capacities 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 of Misungwi District Council. The Authority has 10 permanently 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 15 employees.													
General Data About Water Utility	Total water connections : 1,626 Total active connections : 1,521 Total domestic connections : 1,526 Total operational kiosks : 4 Metering ratio : 100% NRW : 23% Total staff : 15 Staffs/1000 connections : 9.2 Annual O&M costs : TZS 253,202,000.00 Annual water collections (arrears included) : TZS 139,455,000.00 Annual water billing : TZS 144,300,000.00													
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>Note: (i) The charges at water kiosks is 30.00 (ii) Last tariff review effective date: 1st 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													

MKURANGA WSSA PROFILE					2017/18										
EWURA LICENCE No. WSSSL/02/2015– Class III															
District: Mkuranga, Region: Coast															
General Description About the Utility		Mkuranga Urban 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 15,530 of whom 1,864 are directly served with water by the Utility. The utility draws water from one borehole located at Kulungu area with installed capacity of 408m³/day. The present average water production of 152m³/day is low compared with the estimated water demand of 2,673m³/day. The water is pumped into storage tank of total capacity of 135m³ located at the District hospital. The present production is not sufficient to meet the estimated water demand, it can only cater for 6% of the demand. The total length of the distribution network that covers 11.8km 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 five (5) total staff whereby two (2) are permanent staff seconded from Mkuranga District Council and three (3) staff on contract terms by utility.													
General Data About Water Utility		Total Water Connections : 283 Total Active Connections : 283 Total Domestic Connections : 246 Total active Water Kiosk/Standpipe : 0 Metering Ratio : 98% NRW : 40% Total Staff : 5 Staff/1000 connections : 17.7 Annual O&M Costs : Tzs 16,480,000 Annual Water Collections (Arrears included) : Tzs 12,494,000 Annual water billing : Tzs 17,923,000													
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/m³)</td><td>665</td><td>690</td><td>700</td><td>NA</td></tr></table> <p>(i) Kiosk tariff is TZS 10 per 20 litre Jerry Can (ii) Last tariff review effective date : 1st June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m³)	665	690	700	NA
Category of customer	Domestic	Institutions	Commercial	Industrial											
Metered (TZS/m³)	665	690	700	NA											
Challenges		1. Inadequate water production against water demand 2. Lack of adequate water storage facilities 3. Low network coverage 4. Lack of sufficient and qualified staff 5. Insufficient revenue against expenditures.													

MONDULI WSSA PROFILE		2017/18													
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 24,061 out of whom 19,249 are directly 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 6,353m³/day, however, during the reporting period average water production was 992m³/day. Water from the borehole 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 1,908m³/day. The total length of the distribution system is 180.52 km and water is supplied at an average of 2.2hrs/day. There are 12 water storage tanks with combined storage capacity of 1,905 m³. 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 whom 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 : 2,128 Total active connections : 2,080 Total domestic connections : 1,960 Total active water kiosk/standpipe : 20 Metering ratio : 100% NRW : 34% Total staff : 26 Staff/1000 connections : 12.2 Annual O&M costs : TZS Annual water collections (arrears included) 506,766,823 Annual water billings : TZS 338,896,031 : TZS 377,195,500														
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Metered (TZS/m³)</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>Note: (i) The charges at water kiosks are TZS 50 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>			Category of customer	Domestic	Institutional	Commercial	Metered (TZS/m³)	1,500	1,500	2,000	Flat rate charge (TZS/month)	10,500	-	-
Category of customer	Domestic	Institutional	Commercial												
Metered (TZS/m³)	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 pipe. 2. High decrease of water production from the spring source during dry period 3. Lack of office building and transport; 4. High electricity charges due to water pumping														

MPWAPWA WSSA PROFILE					2017/ 18
EWURA LICENCE No. WSSSL/20/2012 - Class III					
District: Mpwapwa, Region: Dodoma					
General Description About the Utility	Mpwapwa Water Supply and Sanitation Authority (Mpwapwa WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21 st 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 44,715 out of whom 20,122 are directly served by the Utility. 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 daily production capacity is 2,429 m³/day. Water is supplied through rationing at an average of 12 hrs / day. The town has no sewerage system, and therefore onsite sanitation is monitored by Mpwapwa District Council.				
	General Data About Water Utility	Total water connections : 3,006 Total active connections : 2,536 Total domestic connections : 2,985 Total active water kiosk/standpipe : 15 Metering ratio : 100% NRW : 23% Total staff : 32 Staff/1000 connections : 10.6 Annual O&M costs : TZS 471,320,000 Annual water collections (arrears included) : TZS 411,668,000 Annual water billings : TZS 411,668,000			
Tariff Structure					
	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
Challenges	Note: (i) The charges at water kiosks are TZS 15.00 per 20 litres container. (ii) Last tariff review effective date : 1 st February, 2016				
	1. Inadequate water production against demand 2. High NRW 3. Inefficient revenue collection rate 4. Lack of sewerage services				

MUGUMU WSSA PROFILE		2017/18															
EWURA LICENSE No. WSSL/74/2012																	
District: Serengeti, Region: Mara																	
General Description About the Utility	Mugumu Water Supply and Sanitation Authority (Mugumu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The 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 23,475 out of whom 9,155 are served by the utility. The utility draws water from Manchira Dam. The installed water production capacity is 2,400m³/day. The present production capacity is low compared with the estimated water demand of 2,094m³/day. Raw water is sucked by a submersible pump with a capacity of 100m³/day through a 6” diameter and 7km rising main to a 675m³ 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 of Serengeti District Council. The Authority has 7 permanent staff seconded from the Serengeti District Council and five (5) staff employed under contract terms by the utility which makes the utility to have a total number of 12 employees.																
General Data About Water Utility	Total Water Connections : 1,740 Total Active Connections : 1,639 Total domestic connections : 1,563 Total Operating Water Kiosk/Standpipe : 1 Metering Ratio : 50% NRW : 27.7% Total Staff : 12 Staffs/1000 connection : 6.9 Annual O&M Costs : TZS 171,550,000.00 Annual Water Collections (arrears included) : TZS 299,800,000.00 Annual Water Billings : TZS 349,900,000.00																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institution</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>540</td><td>550</td><td>560-580</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>11,000</td><td>16,000</td><td>NA</td></tr></table> <p>Note: (i) The charges at water kiosks is 20.00 (ii) Last tariff review effective date: 1st June, 2011.</p>		Category of customer	Domestic	Institution	Commercial	Industrial	Consumption charge (TZS/m³)	540	550	560-580	NA	Flat rate charge (TZS/Month)	7,500	11,000	16,000	NA
Category of customer	Domestic	Institution	Commercial	Industrial													
Consumption charge (TZS/m³)	540	550	560-580	NA													
Flat rate charge (TZS/Month)	7,500	11,000	16,000	NA													
Challenges	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					2017/18																																										
EWURA LICENCE No. WSSSL/09/2012 - Class III																																															
District: Muheza, Region: Tanga																																															
General Description About the Utility	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 32,832 out of which only 23,639 are directly 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 water production capacity of the sources is 1,758m³/day. During the reporting period the utility produced on average 1,550 m³/day due to low yield from the boreholes and significant decrease of water production from the stream. The installed production capacity is insufficient to meet the present estimated demand for the township which is 5,308m³/day. The total length of the distribution system is 45.4 km and water is supplied through rationing at an average of 6 hrs per day. There is no treatment plant in place. The network has six (6) storage tanks with storage capacity of 390m³. 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 whom 6 are employees seconded from the District Council and 12 staff are employed on contract terms by the Utility.																																														
General Data About Water Utility	<table><tr><td>Total water connections</td><td>:</td><td>2,179</td></tr><tr><td>Total active connections</td><td>:</td><td>1,891</td></tr><tr><td>Total domestic connections</td><td>:</td><td>2,062</td></tr><tr><td>Total active water kiosk/standpipe</td><td>:</td><td>21</td></tr><tr><td>Metering ratio</td><td>:</td><td>39%</td></tr><tr><td>NRW</td><td>:</td><td>62%</td></tr><tr><td>Total staff</td><td>:</td><td>16</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>7.3</td></tr><tr><td>Annual O&M costs</td><td>:</td><td>TZS</td></tr><tr><td>Annual water collections (arrears included)</td><td>:</td><td>163,318,000</td></tr><tr><td>Annual water billings</td><td>:</td><td>TZS</td></tr><tr><td></td><td>:</td><td>91,592,000</td></tr><tr><td></td><td>:</td><td>TZS</td></tr><tr><td></td><td>:</td><td>110,788,000</td></tr></table>					Total water connections	:	2,179	Total active connections	:	1,891	Total domestic connections	:	2,062	Total active water kiosk/standpipe	:	21	Metering ratio	:	39%	NRW	:	62%	Total staff	:	16	Staff/1000 connections	:	7.3	Annual O&M costs	:	TZS	Annual water collections (arrears included)	:	163,318,000	Annual water billings	:	TZS		:	91,592,000		:	TZS		:	110,788,000
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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/m³)</td><td>495</td><td>500</td><td>510</td><td>500</td></tr><tr><td>Flat rate (TZS/month)</td><td>4500</td><td>10,000</td><td>9500</td><td>13,000</td></tr></table> <p>Note: (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date: 1st June, 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	495	500	510	500	Flat rate (TZS/month)	4500	10,000	9500	13,000																											
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Consumption charge (TZS/m³)	495	500	510	500																																											
Flat rate (TZS/month)	4500	10,000	9500	13,000																																											
Challenges	<ol style="list-style-type: none">1. Lack of reliable water sources to meet the growing population and increasing water demand;2. Lack of water treatment facility3. Old and dilapidated infrastructure which requires immediate intervention;4. Lack of office building and transport for the authority; and5. Lack of qualified staff.																																														

MULEBA WSSA PROFILE					2017/18															
EWURA LICENSE No. WSSL/73/2012– Class III																				
District: Muleba, Region: Kagera																				
General Description About the Utility	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 23,360 out of whom 17,754 are directly 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 capacities of 1,200m³/day. The present production capacity is low compared with the estimated water demand of 1,521 m³/day. There are three storage tanks with combined capacity of 1,347m³ 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 66.6 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 permanently 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.																			
General Data About Water Utility	Total water connections : 2,039 Total active connections : 1,940 Total domestic connections : 1,829 Total operational kiosks : 17 Metering ratio : 100% NRW : 20% Total staff : 10 Staffs/1000 connections : 4.9 Annual O&M costs : TZS 250,065,000.00 Annual water collections (arrears included) : TZS 234,652,168.00 Annual water billing : TZS 265,162,00.00																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>800</td><td>1,000</td><td>1,200</td><td>1,200</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>20,000</td><td>21,500</td><td>21,500</td><td>22,000</td></tr></table> <p>Note: (i) The charges at water kiosks is 20.00 (ii) Last tariff review effective date: 1st June, 2011.</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Consumption charge (TZS/m³)	800	1,000	1,200	1,200	Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000
Category of customer	Domestic	Institutions	Commercial	Industrial																
Consumption charge (TZS/m³)	800	1,000	1,200	1,200																
Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000																
Challenges	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						2017/18																																										
EWURA LICENCE No. WSSSL/13/2012 - Class III																																																
District: Mwanga, Region: Kilimanjaro																																																
General Description About the Utility	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 the Mwanga District, Kilimanjaro Region. Mwanga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 18,677 people out of whom 15,867 are directly 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 3,264m³/day with average production of 1,500m³/day. The installed water production capacity if fully utilized is sufficient to meet the estimated demand for the township of 2,953m³/day. The total length of the distribution system is 74.6km and water is supplied at an average of 6 hrs /day. There are eight storage tanks which have combined storage volume of 1,058m³. The township has no sewerage system; thus, onsite sanitary facilities are used under supervision of the Mwanga District Council. The utility has 28 staff of whom eight (8) are seconded from Mwanga District Council and one (1) is from Moshi Water Supply and Sanitation Authority. The other 19 staff are employed by the utility on contract basis.																																															
General Data About Water Utility	<table><tr><td>Total water connections</td><td>:</td><td>2,343</td></tr><tr><td>Total active connections</td><td>:</td><td>2,006</td></tr><tr><td>Total domestic connections</td><td>:</td><td>2,143</td></tr><tr><td>Total active water kiosk/Standpipe</td><td>:</td><td>15</td></tr><tr><td>Metering ratio</td><td>:</td><td>100%</td></tr><tr><td>NRW</td><td>:</td><td>48.8%</td></tr><tr><td>Total staff</td><td>:</td><td>28</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>12</td></tr><tr><td>Annual O&M costs</td><td>:</td><td>TZS</td></tr><tr><td>Annual water collections (arrears included)</td><td>:</td><td>454,969,000</td></tr><tr><td>Annual water billings</td><td>:</td><td>TZS</td></tr><tr><td></td><td>:</td><td>346,620,000</td></tr><tr><td></td><td>:</td><td>TZS</td></tr><tr><td></td><td>:</td><td>329,458,000</td></tr></table>						Total water connections	:	2,343	Total active connections	:	2,006	Total domestic connections	:	2,143	Total active water kiosk/Standpipe	:	15	Metering ratio	:	100%	NRW	:	48.8%	Total staff	:	28	Staff/1000 connections	:	12	Annual O&M costs	:	TZS	Annual water collections (arrears included)	:	454,969,000	Annual water billings	:	TZS		:	346,620,000		:	TZS		:	329,458,000
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Tariff Structure	<table><tr><th>Consumption Band (m³)</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Car Wash</th></tr><tr><td><3m</td><td>900</td><td>1,200</td><td>1,300</td><td rowspan="4">1,445</td><td rowspan="4">1,500</td></tr><tr><td>>3≤10</td><td>1,100</td><td>1,200</td><td>1300</td></tr><tr><td>≤10</td><td>1,150</td><td>1,200</td><td>1,300</td></tr><tr><td>>10</td><td>1,150</td><td>1,300</td><td></td></tr></table> <p>Note:</p> <p>(i) The charges at water kiosks are TZS 20.00 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1st October 2016</p>						Consumption Band (m³)	Domestic	Institutional	Commercial	Industrial	Car Wash	<3m	900	1,200	1,300	1,445	1,500	>3≤10	1,100	1,200	1300	≤10	1,150	1,200	1,300	>10	1,150	1,300																			
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Challenges	<ol style="list-style-type: none">Underutilization of installed capacities.Lack of capital fund for expansion and major rehabilitation of old and dilapidated distribution network;Lack of office building and transport;High Non Revenue Water																																															

MWANHUZI WSSA PROFILE					2017/18																								
EWURA LICENSE No. WSSL/59/2012– Class III																													
District: Meatu, Region: Simiyu																													
General Description About the Utility	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 41,898 out of whom 16,759 are directly 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 785m³ which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 2,145m³/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 permanently by the utility which makes the utility to have a total of 18.																												
General Data About Water Utility	Total Water Connections : 2,065 Total Active Connections : 2,060 Total domestic connections : 1,898 Total Operating Water Kiosk/Standpipe : 22 Metering Ratio : 100% NRW : 16% Total Staff : 18 Staffs/1000 connection : 8.7 Annual O&M Costs : TZS 262,028,000.00 Annual Water Collections (arrears included) : TZS 274,774,000.00 Annual Water Billings : TZS 242,044,000.00																												
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered Customers (TZS/m³)</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></table> <p>Note: (i) The charges at water kiosks is 20.00 (ii) Last tariff review effective date: 1st June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Metered Customers (TZS/m³)	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
Category of customer	Domestic	Institutional	Commercial	Industrial																									
Metered Customers (TZS/m³)	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																									
Challenges	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						2017/18
EWURA LICENCE No. WSSSL/36/2012 – Class III						
District: Nkasi, Region: Rukwa						
General Description About the Utility	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 24,934 people of whom 4,737 are directly served with water. The main water sources for Namanyere Township are Mfili dam, four medium depth boreholes fitted with motorized pumps and eight boreholes operated with hand-pumps. During the reporting period the average water production was 86.3m³/day. The installed water pump production capacity of Mfili dam, is 360m³/hour while the combined installed capacity for the 4 motorized borehole pumps is 50m³/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 8hrs/day. The network has 2 storage tanks with combined storage volume of 360m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Nkasi District Council. The Utility has four (4) permanently employed staff seconded from the District Council and currently there are 11 staff employed by the Utility (on contract basis) which makes the utility to have a total of 15 staff.					
General Data About Water Utility	Total water connections : 260					
	Total active connections : 260					
	Total domestic connections : 215					
	Total active kiosk/standpipe : 11					
	Metering ratio : 100%					
	NRW : 63%					
	Total staff : 15					
	Staff/1000 connections : 57.7					
	Annual O&M costs : TZS 5,373,000					
	Annual water collections (arrears included) : TZS 9,559,000					
	Annual water billings : TZS 14,591,000					
Tariff Structure	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
Challenges	Note: (i) The charges at water kiosks are TZS 25.00 per 20 litres.					
	(ii) Last tariff review effective date : 1 st June, 2011					
	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					2017/18															
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 th 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 47,988 people of whom 10,577 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 1,600m³/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 501m³/day is very low compared with the estimated water demand (for Namtumbo Township only) of 2,687m³/day. The utility has no water treatment facilities and water is supplied directly. The total length of the transmission and distribution system is 72.8km and water is supplied through rationing at an average of 7hrs/day. The system has three storage tanks with a total capacity of 225m³. 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 10 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 12 staff.																			
General Data About Water Utility	Total water connections : 1,233 Total active connections : 848 Total domestic connections : 1,145 Total active kiosk/standpipe : - Metering ratio : 54% NRW : 32% Total staff : 12 Staff/1000 connections : 9.7 Annual O&M costs : TZS 56,736,000 Annual water collections (arrears included) : TZS 62,917,000 Annual water billings : TZS 76,378,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</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>Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres. (ii) Last tariff review effective date : 1st June, 2011</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m³)	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/m³)	540	1,025	1,000	-																
Flat rate (TZS/month)	4,500	21,500	21,500	-																
Challenges	1. Inadequate number of qualified staff. 2. Old age and dilapidated water infrastructure. 3. High Non-Revenue water (NRW) due to existence of dilapidated water pipes 4. Low water production as compared to water demand 5. Lack of office building and office facilities such as Computer, printer.																			

NANSIO WSSA PROFILE					2017/18
EWURA LICENSE No. WSSL/76/2012– Class III					
District: Ukerewe, Region: Mwanza					
General Description About the Utility	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 83,039 out of whom 29,887 are directly 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 ³ /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 ³ . The Authority has a faecal sludge digester thus onsite sanitary facilities are used under the supervision of Nansio WSSA. The Authority has 6 permanent staff seconded from the District Council, 4 staff seconded from Mwanza WSSA and four (4) staff employed by the utility on contract terms which makes the utility to have a total of 14.				
General Data About Water Utility	Total water connections : 2,146 Total active connections : 2,090 Total domestic connections : 1,994 Total operating water kiosk : 43 Metering ratio : 100% NRW : 28% Total staff : 14 Staffs/1000 connection : 6.5 Annual O&M costs : TZS 487,071,000.00 Annual water collections (arrears included) : TZS 87,774,000.00 Annual water billings : TZS 103,263,000.00				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	680	1,085	775	1,305
Note: (i) The charges at water kiosks is 20.00 (ii) Last tariff review effective date: 1 st October, 2017.					
Challenges	1. High NRW 2. Inadequate service coverage. 3. Obsolete old and dilapidated water supply infrastructures				

NGARA WSSA PROFILE					2017/18
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 38,535 people ot of whom 26,975 are directly served with wter by the Utility. 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 2,466m³/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 : 2,682 Total active connections : 2,682 Total domestic connections : 2,458 Total operating water kiosk : 29 Metering ratio : 100% NRW : 52% Total staff : 18 Staffs/1000 connection : 6.7 Annual O&M costs : TZS 161,950,000.00 Annual water collections (arrears included) : TZS 132,599,000.00 Annual water billings : TZS 147,373,000.00			
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 20.00 (ii) Last tariff review effective date: 1 st June, 2011.				
Challenges	1. High level of NRW. 2. Inadequate water distribution network. 3. Insufficient water production capacity. 4. Inadequate water storage facility 5. Lack of water treatment facilities				

NGUDU WSSA PROFILE					2017/18										
EWURA LICENSE No. WSSL/82/2012– Class III															
District: Kwimba, Region: Mwanza															
General Description About the Utility	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 32,397 people out of whom 20,410 are directly served with water by the Utility. 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 1,352m³/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 22.7km and water is supplied through an average of 23hrs per day. There are three storage tanks with a combined capacity of 240m³. 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.														
General Data About Water Utility	Total water connections : 1,287 Total active connections : 1,287 Total domestic connections : 1,197 Total operating water kiosk : 9 Metering ratio : 100% NRW : 38% Total staff : 14 Staffs/1000 connection : 10.9 Annual O&M costs : TZS 199,817,000.00 Annual water collections (arrears included) : TZS 141,933,000.00 Annual water billings : TZS 157,649,000.00														
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Car Wash</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1,137</td><td>1,275</td><td>1,928</td><td>2,274</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Car Wash	Consumption charge (TZS/m³)	1,137	1,275	1,928	2,274
	Category of customer	Domestic	Institutional	Commercial	Car Wash										
	Consumption charge (TZS/m³)	1,137	1,275	1,928	2,274										
<p>Note: (i) The charges at water kiosks is 30.00 (ii) Last tariff review effective date: 1st September, 2015.</p>															
Challenges	1. Inadequate storage capacity. 2. Low distribution network coverage 3. High NRW 4. Obsolete old and dilapidated distribution network 5. In adequate number of staff														

NZEGA WSSA PROFILE					2017/18												
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 41,752 out of whom 19,623 are directly served with water by the Utility. Currently, Nzega WSSA depends solely on Uchama dam for its water abstraction. Water production from Uchama dam is 1,604m ³ /day, and water is supplied through rationing at an average of 18hrs/day. The township has no sewerage system; onsite sanitary facilities are in use under the Nzega District Town Council.																
General Data About Water Utility	Total water connections : 3,041 Total active connections : 2,737 Total domestic connections : 2,692 Total active water kiosk/standpipe : 24 Metering ratio : 100% NRW : 25% Total staff : 29 Staff/1000 connections : 9.5 Annual O&M costs : TZS 449,208,000 Annual water collections (arrears included) : TZS 360,199,000 Annual water billings : TZS 445,414,000																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Cattle trough</th></tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td><td>1,165</td><td>1,285</td><td>1,390</td><td>1,390</td><td>1,500</td></tr> </tbody> </table> <p>Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st December, 2017</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Cattle trough	Consumption charge (TZS/m ³)	1,165	1,285	1,390	1,390	1,500
Category of customer	Domestic	Institutional	Commercial	Industrial	Cattle trough												
Consumption charge (TZS/m ³)	1,165	1,285	1,390	1,390	1,500												
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Inefficient revenue collection rate 4. Lack of sewerage services																

ORKESUMET WSSA PROFILE					2017/18																																	
EWURA LICENCE No. WSSSL/13/2012 - Class III																																						
District: Simanjiro, Region: Manyara																																						
General Description About the Utility	Orkesumet Water Supply and Sanitation Authority (Orkesumet WSSA) was declared a fully autonomous public water utility through Government Notice No.168 published in 2005. The 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 10,624 out of whom 2,762 are directly served by the utility. Due to high water scarcity at Orkesumet Town, most of the 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. During the reporting period, in December 2017, the two boreholes namely Narosoito and Simanjiro Secondary dried up and therefore the utility remained with one operating borehole. The three boreholes have a combined installed capacity of 486m³/day. The production is extremely low due to low yield of the borehole to meet the estimated water demand of 1,433m³/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 of which six staff are seconded from Simanjiro District Council.																																					
General Data About Water Utility	<table><tr><td>Total water connections</td><td>:</td><td>155</td></tr><tr><td>Total active connections</td><td>:</td><td>91</td></tr><tr><td>Total domestic connections</td><td>:</td><td>63</td></tr><tr><td>Total active kiosks</td><td>:</td><td>16</td></tr><tr><td>Metering ratio</td><td>:</td><td>100%</td></tr><tr><td>NRW</td><td>:</td><td>47%</td></tr><tr><td>Total staff</td><td>:</td><td>8</td></tr><tr><td>Staff/1000 connections</td><td>:</td><td>51.6</td></tr><tr><td>Annual O&M costs</td><td>:</td><td>TZS 110,984,000</td></tr><tr><td>Annual water collections (arrears included)</td><td>:</td><td>TZS 94,363,000</td></tr><tr><td>Annual water billings</td><td>:</td><td>TZS 101,515,000</td></tr></table>					Total water connections	:	155	Total active connections	:	91	Total domestic connections	:	63	Total active kiosks	:	16	Metering ratio	:	100%	NRW	:	47%	Total staff	:	8	Staff/1000 connections	:	51.6	Annual O&M costs	:	TZS 110,984,000	Annual water collections (arrears included)	:	TZS 94,363,000	Annual water billings	:	TZS 101,515,000
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Annual water collections (arrears included)	:	TZS 94,363,000																																				
Annual water billings	:	TZS 101,515,000																																				
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>300</td><td>335</td><td>390</td></tr></table> <p>Note:</p> <p>(i) The charges at kiosk are TZS 50 per 20 litres container</p> <p>(ii) Last tariff review effective date: 1st June 2011</p>					Category of customer	Domestic	Institutional	Commercial	Consumption charge (TZS/m³)	300	335	390																									
Category of customer	Domestic	Institutional	Commercial																																			
Consumption charge (TZS/m³)	300	335	390																																			
Challenges	<ol style="list-style-type: none">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 network3. Low customer base;4. Insufficient number of staff;5. Lack of adequate storage tanks.																																					

PANGANI WSSA PROFILE		2017/18		
EWURA LICENCE No. WSSSL/08/2012 - Class III				
District: Pangani, Region: Tanga				
General Description About the Utility	Pangani Water Supply and Sanitation Authority (Pangani WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published on 30 th January 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Pangani town 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 18,700 people out of whom 13,651 are directly served by the utility. The utility draws water from four boreholes located at Boza well field with a combined installed production capacity of 1,404m ³ /day, however, average daily water production is 790m ³ /day. The present installed production capacity is not sufficient to meet the estimated water demand of 1,698m ³ /day. The total length of the distribution system is 65 km and water is supplied through rationing at an average of 8.6hrs per day. The system has 7 storage tanks with combined capacity of 987.5m ³ . The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of the Pangani District Council. Pangani WSSA has 18 staff of which six (6) are employed by Pangani District Executive Director and the utility has employed 12 temporarily as casual laborers to support some of the activities.			
General Data About Water Utility	Total water connections : 1,379 Total active connections : 1,331 Total domestic connections : 1,302 Total active water kiosk/Standpipe : 0 Metering ratio : 64 % NRW : 61.2% Total staff : 18 Staff/1000 connections : 13.1 Annual O&M costs : TZS 116,329,000 Annual water collections (arrears included) : TZS 108,507,000 Annual water billings : TZS 98,520,000			
Tariff Structure	Consumption Band	Domestic	Institutional	Commercial
	1-5	1000	-	-
	6-10	1200	-	-
	11-30	1400	-	-
	1-30	-	1200	1300
	>30	1500	1500	1500
Note: (i) The charges at water kiosks are TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1 st November 2016.				
Challenges	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					2017/18															
EWURA LICENCE No. WSSSL/ 24/2012– Class III																				
District: Ruangwa, Region: Lindi																				
General Description About the Utility	Ruangwa Urban 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 14,554 out of whom 8,878 are served by the utility. The water supply scheme for Ruangwa town comprises of two boreholes located at Matyatya Valley, that pump its water into two storage tanks with a total capacity of 225m³. From these storage tanks water is supplied to the township through a distribution network with total length of 22.6km and water is supplied at an average of 3hrs/day. The current installed capacity is 960m³/day while the actual water production is 278m³/day which does not meet daily estimated water demand that stands at 1,095m³/day. 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 fifteen (15) total staff whereby three (3) are permanent staff seconded from Ruangwa District Council and twelve (12) staff on contract terms by utility.																			
	General Data About Water Utility	Total Water Connections : 991 Total Active Connections : 838 Total Domestic connections : 923 Active water kiosk : 10 Metering Ratio : 100% NRW : 44% Total Staff : 15 Staff/1000 connections : 15.1 Annual O&M Costs : TZS 70,810,000 Annual Water Collections (Arrears included) : TZS 99,235,000 Annual Water Billings : TZS 97,170,000																		
Tariff Structure	<table><tr><th>Category of Customer</th><th>Domestic</th><th>Commercial</th><th>Institution</th><th>Industrial</th></tr><tr><td>Metered Customers (TShs/m³)</td><td>1,260</td><td>1,650</td><td>1,800</td><td>1,800</td></tr><tr><td>Flat rate (TShs/month)</td><td colspan="4"></td></tr></table>					Category of Customer	Domestic	Commercial	Institution	Industrial	Metered Customers (TShs/m³)	1,260	1,650	1,800	1,800	Flat rate (TShs/month)				
	Category of Customer	Domestic	Commercial	Institution	Industrial															
	Metered Customers (TShs/m³)	1,260	1,650	1,800	1,800															
	Flat rate (TShs/month)																			
(i)The Charges at water Kiosks are TZS. 20/= per 20 litres jerry can. (ii) Last tariff review effective date : 1 st December, 2016																				
Challenges	1.Inadequate water production against water demand 2. Insufficient storage capacity 3. Low network coverage 4. High NRW																			

RUJEWAWSSA PROFILE							2017/18																											
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 57,565 people of whom 15,543 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 2,172m³/day. The estimated daily water demand for the Township is 7,787m³/day. Water supply is through rationing and the average hours of service are 6hrs/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 10 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 12 staff.																																	
General Data About Water Utility	Total water connections : 1,635 Total active connections : 1,087 Total domestic connections : 1,533 Total active kiosk/standpipe : 50 Metering ratio : 19% NRW : 34% Total staff : 12 Staff/1000 connections : 7.3 Annual O&M costs : TZS 45,807,000 Annual water collections (arrears included) : TZS 63,590,000 Annual water billings : TZS 87,523,000																																	
Tariff Structure	<table><tr><th>Category of customer</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>>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>Note: (i) The charges at water kiosks are TZS 50.00 per 20 litres bucket. (ii) Last tariff review effective date : 1st June, 2011</p>						Category of customer	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 customer	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 (19% only)																																	

SAME WSSA PROFILE					2017/18															
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 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 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 27,872 people out of whom 16,166 are served by the utility. The main water sources for Same town is groundwater, whereby the utility maintain six (6) deep boreholes of which three 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 1,224m3/day when operating at 24 hours. Generally, the boreholes have low yield and the average daily water production during the reporting period is 1,024m3/day The installed production capacity is not sufficient to meet the estimated water demand of 2,599m3/day for the township. The total length of the distribution system is 178.8 km and water is supplied at an average of 7.71hrs per day. The distribution system has 10 storage tanks of various capacities with a combined volume of 1,024m3. 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 17 staff of whom six (6) are staff seconded from Same District Council and 11 are employed by Same WSSA on contract terms.																			
General Data About Water Utility	Total water connections : 1,586 Total active connections : 1,254 Total Domestic connections : 1,408 Total active water kiosk/standpipe : 43 Metering ratio : 94% NRW : 42.79% Total staff : 17 Staff/1000 connections : 10.7 Annual O&M costs : TZS Annual water collections (arrears included) 340,765,778 Annual water billings : TZS 199,287,000 : TZS 196,423,425																			
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 (TZS/m³)</td><td>750</td><td>1,500</td><td>1025</td><td>1,500</td></tr><tr><td>Flat rate TZS/month</td><td>5,500</td><td>NA</td><td>NA</td><td>NA</td></tr></table> <p>Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st June 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption (TZS/m³)	750	1,500	1025	1,500	Flat rate TZS/month	5,500	NA	NA	NA
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption (TZS/m³)	750	1,500	1025	1,500																
Flat rate TZS/month	5,500	NA	NA	NA																
Challenges	5. Low water production to meet demand 6. Unreliable water sources 7. Lack of capital fund for development of new water sources, and rehabilitation of pipe networks 8. Lack of office building and transport for the authority 9. Insufficient number of staff.																			

SENGEREMA WSSA PROFILE					2017/18															
EWURA LICENSE No. WSSL/84/2012- Class III																				
District: Sengerema, Region: Mwanza																				
General Description About the Utility	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 100,071 people out of whom 80,057 are directly served by the Utility. The utility draws water from Lake Victoria source, Nyamazugo water treatment plants 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 sufficient to meet the estimated 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 19hrs 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 20.																			
General Data About Water Utility	Total water connections : 4,536 Total active connections : 4,371 Total domestic connections : 4,242 Total operational water kiosk/standpipe : 125 Metering ratio : 100% NRW : 22% Total staff : 20 Staffs/1000 connections : 4.4 Annual O&M costs : TZS 534,729,000.00 Annual water collections (Arrears included) : TZS 465,151,000.00 Annual water billings : TZS 356,35,000.00																			
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>540</td><td>550</td><td>560</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>5,500</td><td>35,000</td><td>35,000</td><td>NA</td></tr></table> <p>Note: (i) The charges at water kiosks is 10.00 (ii) Last tariff review effective date: 1st June, 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	540	550	560	NA	Flat rate charge (TZS/Month)	5,500	35,000	35,000	NA
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m³)	540	550	560	NA																
Flat rate charge (TZS/Month)	5,500	35,000	35,000	NA																
Challenges	1. Old and dilapidated water supply and distribution infrastructure 2. High NRW 3. Lack of water treatment facility 4. Low water network coverage 5. Fluctuation of power supply at Nyamazugo intake																			

SIKONGE WSSA PROFILE					2017/18
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 26,450 out of whom 8,200 are directly served by the Utility. The utility draws water from an earth fill dam called Utyatya dam. In the year 2016/2017, the total water production averaged at 145 m³/day. Water is supplied through rationing at an average of 12 hrs per day. The town has no sewerage system thus onsite sanitary facilities are in use under the Sikonge District Council supervision.				
General Data About Water Utility	Total water connections : 474 Total active connections : 446 Total domestic connections : 423 Total active water kiosk/standpipe : 9 Metering ratio : 100% NRW : 11% Total staff : 7 Staff/1000 connections : 14.8 Annual O&M costs : TZS 255,007,000 Annual water collections (arrears included) : TZS 19,733,000 Annual water billings : TZS 27,575,000				
Tariff Structure	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	-
	Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1 st June, 2011				
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Insufficient revenue generation to meet O&M expenditures				

SONGE WSSA PROFILE					2017/18												
EWURA LICENCE No.WSSSL/14/2012 - Class III																	
District: Kilindi, Region: Tanga																	
General Description About the Utility	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 30,152 out of whom 6,332 are directly 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 1,958m³/day. The installed production capacity is not sufficient to meet the estimated demand for the township which is 2,110m³/day. The total length of the pipe network is 21.8 km and water is supplied at an average of 2.6 hrs per day. There are 3 storage tanks which have combined storage volume of 215m³. The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of Kilindi District Council. Songe WSSA has 10 staff of which 3 are employees seconded from the Kilindi District Council and seven (7) casual laborers employed by the Utility.																
General Data About Water Utility	Total water connections : 362 Total active connections : 202 Total domestic connections : 298 Total active water kiosk/standpipe : 8 Metering ratio : 97% NRW : 49% Total staff : 10 Staff/1000 connections : 27.6 Annual O&M costs : TZS 98,215,000 Annual water collections (arrears included) : TZS 39,867,000 Annual water billings : TZS 47,163,000																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Consumption rate (TZS/m³)</td><td>1,550</td><td>1,700</td><td>2,250</td></tr><tr><td>Flat rate(TZS/month)</td><td>6,900</td><td>32,000</td><td>40,000</td></tr></table> <p>Note: (i) The charges at water kiosks are TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1st January 2017.</p>					Category of customer	Domestic	Institutional	Commercial	Consumption rate (TZS/m³)	1,550	1,700	2,250	Flat rate(TZS/month)	6,900	32,000	40,000
Category of customer	Domestic	Institutional	Commercial														
Consumption rate (TZS/m³)	1,550	1,700	2,250														
Flat rate(TZS/month)	6,900	32,000	40,000														
Challenges	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					2017/18
EWURA LICENSE No. WSSL/77/2012- Class III					
District: Tarime, Region: Mara					
General Description About the Utility	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. Tarim WSSA is classified as a class C Water Authority. Its area of responsibility has a total population of 91,030 people out of whom 13,655 are directly served by the Utility. 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 production capacity is insufficient compared with the estimated water demand of 3,552m³/day. The total length of the distribution system is 49.4km and water is supplied through rationing at an average of 12hrs per day. The system has 4 storage tanks with a combined capacity of 800m³. 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 nineteen (19) staff employed by the utility on contract terms which makes the utility to have a total of 20 staff.				
General Data About Water Utility	Total water connections : 1,768 Total active connections : 1,581 Total domestic connections : 1,471 Total operational water kiosk/standpipe : 6 Metering ratio : 55% NRW : 35% Total staff : 20 Staffs/1000 connections : 11.3 Annual O&M costs : TZS 25,699,000.00 Annual water collections (Arrears included) : TZS 118,641,000.00 Annual water billings : TZS 139,578,000.00				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m³)	540	550	560	570
	Flat rate charge (TZS/ Month)	4,500	10,000	9,500	NA
	Note: (i) The charges at water kiosks is 10.00 (ii) Last tariff review effective date: 1 st June, 2011.				
Challenges	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					2017/18
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 50,926 people out of whom 42,269 people are directly served with water. The main water sources for Tukuyu Township 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 5,212.7m³/day which is below the estimated daily water demand of 5,676.8m³/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 5,619m³/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 17hrs/day. The network has 4 storage tanks with combined storage volume of 810m³. The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Rungwe District Council. The Utility has 3 permanently employed staff seconded from the District Council and 21 staff are employed by the Utility (on contract basis) which makes the utility to have a total of 24 staff.				
General Data About Water Utility	Total water connections : 4,313 Total active connections : 3,518 Total domestic connections : 4,025 Total active kiosk/standpipe : 2 Metering ratio : 83% NRW : 35% Total staff : 24 Staff/1000 connections : 5.6 Annual O&M costs : TZS 227,193,000 Annual water collections (arrears included) : TZS 298,078,000 Annual water billings : TZS 370,968,000				
Tariff Structure	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
	Note: (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				
Challenges	1. High NRW values 2. Inadequate storage capacity, available capacity 810m³ while requirement is 2,160m³ 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					2017/18																									
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 48,657 people out of whom 21,896 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 2,879m³ per day while the total water production was 721m³/day from all its sources. The production capacity of 1,600m³/day is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes. The utility does not have its own office, but it is using Distrct 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 12 hrs/day. The utility has 11 storage tanks with a total capacity of 435m³. There is no water quality monitoring and the Township has no sewerage system. The Utility has three (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 : 1,592 Total active connections : 1,615 Total domestic connections : 1,556 Total active kiosk/standpipe : 6 Metering ratio : 97% NRW : 35% Total staff : 18 Staff/1000 connections : 11.3 Annual O&M costs : TZS 143,823,000 Annual water collections (arrears included) : TZS 164,000,000 Annual water billings : TZS 180,000,000																												
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered: 0 – 5m³ (TZS/m³)</td><td>540</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: 5 – 10m³ (TZS/m³)</td><td>585</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: above 10m³ (TZS/m³)</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>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered: 0 – 5m³ (TZS/m³)	540	605	550	760	Metered: 5 – 10m³ (TZS/m³)	585	605	550	760	Metered: above 10m³ (TZS/m³)	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 – 5m³ (TZS/m³)	540	605	550	760																									
	Metered: 5 – 10m³ (TZS/m³)	585	605	550	760																									
	Metered: above 10m³ (TZS/m³)	625	605	550	760																									
	Flat rate (TZS/month)	4,500	9,500	16,500	13,000																									
Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date : 1 st June, 2011																														
Challenges	1. Old and dilapidated infrastructures (constructed in 1953)																													
	2. High electricity cost for running pumping stations																													
	3. Low network coverage (only 32km)																													
	4. Lack of adequate skilled personnel																													
	5. Non payment of water bills especially by institution customers																													

URAMBO WSSA PROFILE					2017/18															
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 has a total population of 43,458 out of whom 9,995 are directly served by the utility. The utility draws water from seven deep boreholes, with a total production of 338m³/day. Water is supplied through rationing at an average of 4hrs/day. The township has no sewerage system; onsite sanitary facilities are in use under Urambo District Town Council.																			
General Data About Water Utility	Total water connections : 302 Total active connections : 277 Total domestic connections : 176 Total active water kiosk/standpipe : 30 Metering ratio : 90% NRW : 25% Total staff : 12 Staff/1000 connections : 39.7 Annual O&M costs : TZS 46,615,000 Annual water collections (arrears included) : TZS 42,817,000 Annual water billings : TZS 52,764,000																			
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>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															
<p>Note: (i) The charges at water kiosks are TZS 25.00 per 20 litres. (ii) Last tariff review effective date : 1st June, 2011</p>																				
Challenges	<ol style="list-style-type: none">1. Inadequate water production against demand2. Inadequate water service coverage3. Lack of sufficient skilled staff4. Lack of sewerage services																			

USA RIVER WSSA		2017/18													
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 Arumeru District in Arusha Region. Usa River WSSA is classified as Category C water authority. Its area of responsibility has a total population of 27,499 people out of whom 17,599 are directly 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 4,128m³/day which is sufficient to cater for the estimated daily water demand of 3,025m³/day. The estimated combined installed production capacity is 5000m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 62.228km and water is supplied through rationing at an average of 17 hrs/day. The network has 6 storage tanks with combined storage volume of 530m³. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Arumeru District Council. The Utility has a total number of 2 staff seconded from the Arumeru District Council and 20 staff employed on contract terms by the utility which makes the utility to have a total number of 22 staff.														
General Data About Water Utility	Total Water Connections : 2,222 Total Active Connections : 1,716 Total domestic connections : 2,055 Total Water Kiosk/Standpipe : 21 Metering Ratio : 42 % NRW : 74% Total Staff : 22 Staff/1000 connections : 9.9 Annual O&M Costs : TZS 182,021,000 Annual Water Collections (arrears included) : TZS 206,944,000 Annual Water Billings : TZS 207,643,000														
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutional</th></tr><tr><td>Metered (TZS/m³)</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> <p>Note: (i) Kiosk Tariff is TZS 10 per 20 liters container (ii) Last tariff review effective date: 2009 (ii) Last tariff review effective date : 1st June 2011</p>			Category of customer	Domestic	Commercial	Institutional	Metered (TZS/m³)	300	900	900	Flat rate (TZS/month)	3,000	10,000	10,000
Category of customer	Domestic	Commercial	Institutional												
Metered (TZS/m³)	300	900	900												
Flat rate (TZS/month)	3,000	10,000	10,000												
Challenges	1. Low metering ratio resulting into high NRW 2. Funds for rehabilitation of existing water sources and infrastructure 3. Lack of transport facilities. 4. Lack of sufficient and qualified staff.														

USHIROMBO WSSA PROFILE						2017/18
EWURA LICENSE No. WSSL/68/2012- Class III						
District: Bukombe, Region: Geita						
General Description About the Utility	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 54,366 people out of whom 5,980 are directly served by the Utility. 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 720m³/day. The present production capacity is insufficient compared with the estimated water demand of 3,575m³/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 90m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Bukombe District Town Council. The Authority has three (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.					
General Data About Water Utility	Total Water Connections : 475 Total Active Connections : 453 Total domestic connections : 443 Total Water Kiosk/Standpipe - Operational : 8 Metering Ratio : 100% NRW : 17% Total Staff : 6 Staff/1000 connections : 12.6 Annual O&M Costs : TZS 72,045,000.00 Annual Water Collections (arrears included) : TZS 52,055,000.00 Annual Water Billings : TZS 50,850,000.00					
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Others
	Consumption charge (TZS/m³)	1,500	1,500	-	-	-
	New Connection Fees (TZS/connection)	15,000	15,000	-	-	-
	Note: (i) The charges at water kiosks is 30.00 (ii) Last tariff review effective date: 1 st June, 2011					
Challenges	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					2017/18										
EWURA LICENCE No. WSSSL/05/2014– Class III															
District: Rufiji, Region: Coast															
General Description About the Utility	The Utete Urban 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 14,108 people out of whom 11,992 are accessing water services provided by the utility. The total water demand for the town is estimated at 846.5m ³ /day while water production is estimated as 447.5m ³ /day. Utete WSSA draws water from Lugongwe borehole that has installed production capacity of 1,560m ³ /day. The water network has 25.3km with a total storage capacity of 550m ³ . Utete WSSA supply water to its customers for 24hours in a day. The town has no sewerage system; onsite sanitary facilities are in use under the support of Utete District Council. The Utility has 19 total staff whereby 18 are permanent staff seconded from Rufiji District Council and one (1) from MOW.														
	General Data About Water Utility	Total Water Connections : 807 Total Active Connections : 725 Total Domestic Connections : 765 Total active Kiosk/Standpipe : - Metering Ratio : 100% NRW : 11% Total Staff : 19 Staff per 1000 connections : 23.5 Annual O&M costs : TZS 168,307,000 Annual collection from water sales : TZS 64,393,000 Annual water billing : TZS 147,876,000													
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/m³)</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 ³)	830-1,200	1500	1600	1,000
	Category of Customer	Domestic	Institutions	Commercial	Kiosk										
Metered Customers (TZS/m ³)	830-1,200	1500	1600	1,000											
	(i) Last tariff review effective date : 1 st January, 2017														
Challenges	1. Inadequate water production against water demand 2. Inadequate water supply services coverage 3. Inadequate revenues against expenditures 4. Inefficient revenue collection														

BASHNET WSSA PROFILE		2017/18																																												
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 57,511 people of whom 16,678 are directly served by the utility.																																													
	Bashnet WSSA is supplied with water from five spring sources namely Donya, Bashnet Saria, Dawite, Tlagami and Walahu. The combined installed water production is 750m³/day. The installed capacity is not sufficient to meet the daily demand of 4026m³. Average production varies depending on the season. The daily average water production from the five sources during the reporting period is 281m³/day. The length of the gravity main and distribution lines is 80km and average service hours is 6 per day. The town has 14 storage tanks with combined capacity of 806m³.																																													
General Data About Water Utility	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 six (6) employed on contract terms by the utility which makes a total of 7 staff.																																													
	<table><tr><td>Total water connections</td><td colspan="3">: 498</td></tr><tr><td>Total active connections</td><td colspan="3">: 477</td></tr><tr><td>Total domestic connections</td><td colspan="3">: 375</td></tr><tr><td>Total water operating kiosk/standpipe</td><td colspan="3">: 83</td></tr><tr><td>Metering ratio</td><td colspan="3">: 100%</td></tr><tr><td>NRW</td><td colspan="3">: 56%</td></tr><tr><td>Total staff</td><td colspan="3">: 7</td></tr><tr><td>Staff/1000 connections</td><td colspan="3">: 14.1</td></tr><tr><td>Annual expenditure</td><td colspan="3">: TZS 77,657,100</td></tr><tr><td>Annual collections</td><td colspan="3">: TZS 55,585,293</td></tr><tr><td>Annual Billing</td><td colspan="3">: TZS 53,230,750</td></tr></table>			Total water connections	: 498			Total active connections	: 477			Total domestic connections	: 375			Total water operating kiosk/standpipe	: 83			Metering ratio	: 100%			NRW	: 56%			Total staff	: 7			Staff/1000 connections	: 14.1			Annual expenditure	: TZS 77,657,100			Annual collections	: TZS 55,585,293			Annual Billing	: TZS 53,230,750	
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Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Kiosk</th></tr><tr><td>Consumption charge (TZS/m³)</td><td>1000</td><td>1000</td><td>1000</td></tr></table>			Category of customer	Domestic	Institutional	Kiosk	Consumption charge (TZS/m³)	1000	1000	1000																																			
	Category of customer	Domestic	Institutional	Kiosk																																										
	Consumption charge (TZS/m³)	1000	1000	1000																																										
Note: Last tariff review effective date : 1 st June 2011																																														
Challenges	<table><tr><td>1. Low water production to meet water demand.</td></tr><tr><td>2. Lack of billing software to improve commercial operations.</td></tr><tr><td>3. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of services to uncovered areas.</td></tr><tr><td>4. Lack of sufficient and qualified staff.</td></tr></table>			1. Low water production to meet water demand.	2. Lack of billing software to improve commercial operations.	3. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of services to uncovered areas.	4. Lack of sufficient and qualified staff.																																							
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3. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of services to uncovered areas.																																														
4. Lack of sufficient and qualified staff.																																														

GALLAPO WSSA PROFILE					2017/18
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 about 22km from the Babati Town. The utility is classified as Category C water authority. The water supply area covers two wards namely Gallapo and Qash. The total population of the township is projected at 42,030 of whom 16,812 people are receiving water services from the utility. The Utility has in place a Board of Directors appointed in 28 th December, 2016.				
	Gallapo WSSA depends on four spring water sources, namely the Halla, Gedamara, Yaernas and Endanoga streams/springs. The combined installed production capacity of the sources is estimated at 2158m ³ /day. The average water production during the reporting period is 1,635m ³ /day. The installed water production capacity is not sufficient to meet the estimated water demand of 2,773m ³ /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 ³ . Water is available at an average of 6.5hours 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 : 996				
	Total active connection : 894				
	Total domestic connections : 899				
	Total active kiosk : 32				
	Metering Ratio : 71%				
	NRW : 72%				
	Total Staff : 9				
	Staff per 1000 connections : 9				
	Annual water collection : TZS 56,017,485				
	Annual Operation and Maintenance : TZS 61,854,000				
	Annual water billing revenue : TZS 46,459,485				
Tariff Structure	Category	Domestic	Institutional	Commercial	Kiosk
	Metered	300	335	390	TZS 10 per 20 litres container
Flat rate charge (TZS/month)	4,500	10,000	9,500		
Note: Last tariff review effective date: 1 st June 2011.					
Challenges	1. Lack of funds for rehabilitation of existing water infrastructure and development of new water sources 2. Low water production to meet demand 3. High Non Revenue Water 4. Low willingness for customers to pay for water services				

ILULA WSSA PROFILE					2017/18
EWURA LICENCE No. WSSSL/37/2012 – Class III					
District: Kilolo, Region: Iringa					
General Description About the Utility	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 39,535 out of whom 15,023 are directly served by the Utility. Ilula WSSA draws water from two water sources, namely Idemule and Ilomba, both being streams. 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 daily water production is 1,043m³/day. 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.				
	General Data About Water Utility	Total water connections : 1,139 Total active connections : 1,115 Total domestic connections : 1,056 Total active kiosk/standpipe : 55 Metering ratio : 38% NRW : 33% Total staff : 10 Staff/1000 connections : 8.8 Annual O&M costs : TZS 114,818,000 Annual water collections (arrears included) : TZS 91,985,000 Annual water billings : TZS 91,985,000			
Tariff Structure	Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres bucket. (ii) Last tariff review effective date: 1 st June, 2011				
	Category of Customer	Domestic	Institutions	Commercial	Kiosk
	Metered Customers (TZS/m³)	395 - 495	450 - 550	455 – 560	1,000
	Flat rate (TZS/Month)	4,500	10,000 – 21,500	9,500 – 30,000	
Challenges	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					2017/18
EWURA LICENSE No. WSSL/60/2012					
District: Kahama, Region: Shinyanga					
General Description About the Utility	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 24,564 people out of whom 2,938 are directly 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 ³ /day .The present production capacity is low compared with the estimated water demand of 1,137m ³ /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 8hrs per day. The system has one storage tank with capacity of 45m ³ . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Msalala District Council. The Utility has 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.				
	General Data About Water Utility	Total Water Connections : 93 Total Active Connections : 93 Total domestic connections : 77 Total Water Kiosk/Standpipe - Operational : 7 Metering Ratio : 100% NRW : 40% Total Staff : 3 Staff/1000 connections : 107.5 Annual O&M Costs : TZS 4,556,000.00 Annual Water Collections (arrears included) : TZS 1,534,000.00 Annual Water Billings : TZS 2,952,000.00			
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	1,000	1,000	-	-
	Reconnection charge (TZS/connection)	5,500	5,500	-	-
	Meter Rental Fee (TZS/ Month)	1,000	1,000		
	Note: (i) The charges at water kiosks is 30.00 (ii) Last tariff review effective date: 1 st June, 2011				
Challenges	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							2017/18
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 21,041 people of whom 8,206 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 1,013m³/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 2,419m³/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 12 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 one (1) permanently employed staff seconded from the District Council and 5 staff are employed by the Utility (on contract basis) which makes the utility to have a total of 6 staff.						
	General Data About Water Utility	Total water connections : 854 Total active connections : 316 Total domestic connections : 794 Total active kiosk/standpipe : 1 Metering ratio : 4% NRW : 44% Total staff : 6 Staff/1000 connections : 7.0 Annual O&M costs : TZS 5,718,000 Annual water collections (arrears included) : TZS 16,958,000 Annual water billings : TZS 13,545,000					
Tariff Structure							
	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	Note: (i) The charges at water kiosks are TZS 10.00 per 20 litres. (ii) Last tariff review effective date : 1 st June, 2011						
	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					2017/18										
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 has a total population of 30,703 out of whom 28,247 are directly served by the Utility. The utility draws water from four deep boreholes, with a total daily production of 1,177m³/ day. Water is supplied for 24hrs in a day. The township has no sewerage system; onsite sanitary facilities are in use under Kongwa District Council.														
	General Data About Water Utility	Total water connections : 1,919 Total active connections : 1,597 Total domestic connections : 1,833 Total active water kiosk/standpipe : 81 Metering ratio : 100% NRW : 18% Total staff : 15 Staff/1000 connections : 8.9 Annual O&M costs : TZS 298,435,000 Annual water collections (arrears included) : TZS 353,952,000 Annual water billings : TZS 453,952,000													
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>1,500</td><td>1,500</td><td>1,500</td><td>-</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m³)	1,500	1,500	1,500	-
	Category of customer	Domestic	Institutional	Commercial	Industrial										
	Consumption charge (TZS/m³)	1,500	1,500	1,500	-										
<p>Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres.</p> <p>(ii) The tariff in use has not been approved by EWURA and they are using tariff approved since they were operating as COWSO, Kibaigwa WSSA is yet to apply for tariff review</p>															
Challenges	<div><div>1.</div><div>Lack of sufficient skilled staff</div></div> <div><div>2.</div><div>Lack of sewerage services</div></div>														

MAGANZO WSSA PROFILE					2017/18
EWURA LICENSE No. WSSL/60/2012					
District: Kishapu, Region: Sinyanga					
General Description About the Utility	Maganzo Water Supply and Sanitation Authority (Maganzo 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 Maganzo Township area located in the Kishapu District, Shinyanga Region. Maganzo WSSA is classified as Category C water authority. Its area of responsibility has a total population of 13,702 people out of whom 6,303 are directly served by the utility. Maganzo 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 Maganzo Township is 681.3m³/day. The present production capacity is low compared with the estimated water demand of 681.3m³/day. The utility has no water treatment facilities. The total length of the distribution system is 13 km and water is supplied through rationing at an average of 18hrs per day. The system has two storage tanks with capacity of 215m³. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Kishapu District Council. The Utility has a one (1) permanently employed staff seconded from the Kishapu District Council and one (1) staff employed on contract terms by the utility which makes the utility to have a total number of 2.				
General Data About Water Utility	Total Water Connections : 25 Total Active Connections : 25 Total domestic connections : NIL Total Water Kiosk/Standpipe - Operational : 25 Metering Ratio : 100% NRW : 21% Total Staff : 2 Staff/1000 connections : 1.4 Annual O&M Costs : TZS 44,491,000.00 Annual Water Collections (arrears included) : TZS 43,734,000.00 Annual Water Billings : TZS 43,734,000.00				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m³)	1,125	1,200	1,350	NA
	Reconnection charge (TZS/connection)	NA	NA	NA	NA
	Note: (i) The charges at water kiosks is 35.00 (ii) Last tariff review effective date: 1 st December, 2017				
Challenges	1. Inadequate water distribution network, leading to very low customer base. 2. Insufficient storage capacity, leading to very low hours of service. 3. Lack of sufficient qualified personnel to run the scheme. 4. High NRW				

MAGUGU WSSA PROFILE					2017/18															
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. 20 published in 2004. Magugu WSSA is responsible for the overall operation and management of water supply and sanitation services for 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 57,391 people out of whom 32,713 are directly 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 thereafter gravitates to the Magugu town. The combined installed production capacity is 1,858m³/day. The installed production capacity is not sufficient to meet the estimated demand of the township of 4,017m³/day. The total length of the pipe network is 123 km and water is supplied at an average of 15.6hrs/day. There are 8 storage tanks which have combined storage volume of 485m³. 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 : 1,443 Total active connections : 1,433 Total Domestic connections : 1,297 Total active water kiosk/standpipe : 69 Metering ratio : 100% NRW : 43% Total staff : 15 Staff/1000 connections : 10.4 Annual O&M costs : TZS 181,971,927 Annual water collections (arrears included) : TZS 173,404,350 Annual water billings : TZS 145,724,350																			
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/m³)</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>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charges (TZS/m³)	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/m³)	540	550	560	570															
	Flat rates (TZS/month)	5,500	12,000 –22,500	9500 – 24,000	NA															
Note: (i) The charges at water kiosks are TZS 25 per 20 litres container. (ii) Last tariff review effective date: 1 st June 2011																				
Challenges	1. Old and worn out existing water infrastructure; 2. Fund for construction of full conventional water treatment plant; 3. Lack of office building and transport; 4. Lack of sufficient staff.																			

MAKAMBAKO WSSA PROFILE						2017/18																																																					
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 81,155 people of whom 38,954 people are directly served with water. The average water production from the sources during the reporting period was 3,050m³/day. The source installed production capacity is 3,500m³/day. The reported present production capacity is not sufficient to meet the estimated water demand of 6,087m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 64.18km and water is supplied at an average of 15hrs/day. The network has 7 storage tanks of different sizes with total storage capacities of 990m³. The Township has no sewerage system; onsite sanitary facilities are in use under supervision of the Makambako Township Council. The Utility has a two (2) permanently employed staff seconded from the Township 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 : 4,816 Total active connections : 4,466 Total domestic connections : 4,471 Total active water kiosk/standpipe : 50 Metering ratio : 100% NRW : 30% Total staff : 19 Staff/1000 connections : 3.9 Annual O&M costs : TZS 401,542,000 Annual water collections (arrears included) : TZS 323,800,000 Annual water billings : TZS 408,934,000																																																									
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="3">Minimum tariff (TZS/month)</td><td>0-10m³</td><td>549</td><td>NA</td><td>NA</td><td>NA</td><td>695</td></tr><tr><td>0-20m³</td><td>NA</td><td>NA</td><td>709</td><td>NA</td><td>NA</td></tr><tr><td>0-25m³</td><td>NA</td><td>695</td><td>NA</td><td>994</td><td>NA</td></tr><tr><td rowspan="3">Consumption rate (TZS/m³)</td><td>>10m3</td><td>549</td><td>NA</td><td>NA</td><td>NA</td><td>695</td></tr><tr><td>>20m3</td><td>NA</td><td>NA</td><td>709</td><td>NA</td><td>NA</td></tr><tr><td>>25m3</td><td>NA</td><td>695</td><td>NA</td><td>994</td><td>NA</td></tr><tr><td>Flat rate (TZS/month)</td><td>NA</td><td>9,000</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr></table> <p>Note: Last tariff review effective date : 1st July, 2017</p>						Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk	Minimum tariff (TZS/month)	0-10m³	549	NA	NA	NA	695	0-20m³	NA	NA	709	NA	NA	0-25m³	NA	695	NA	994	NA	Consumption rate (TZS/m³)	>10m3	549	NA	NA	NA	695	>20m3	NA	NA	709	NA	NA	>25m3	NA	695	NA	994	NA	Flat rate (TZS/month)	NA	9,000	NA	NA	NA	NA
Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk																																																					
Minimum tariff (TZS/month)	0-10m³	549	NA	NA	NA	695																																																					
	0-20m³	NA	NA	709	NA	NA																																																					
	0-25m³	NA	695	NA	994	NA																																																					
Consumption rate (TZS/m³)	>10m3	549	NA	NA	NA	695																																																					
	>20m3	NA	NA	709	NA	NA																																																					
	>25m3	NA	695	NA	994	NA																																																					
Flat rate (TZS/month)	NA	9,000	NA	NA	NA	NA																																																					
Challenges		<ol style="list-style-type: none">1. Low water production as compared to demand2. Lack of conventional treatment plant3. High NRW values due to old network4. Old and inadequate infrastructures for water supply including office building5. Lack of adequate number of skilled personnel																																																									

MBALIZI WSSA PROFILE					2017/18															
EWURA LICENCE No. WSSSL/48/2012 – Class III																				
District: Mbalizi, Region: Mbeya																				
General Description About the Utility	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 71,086 people of whom 46,917 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 412.79m³/day and 1229.6m³/day respectively. The utility also purchases water in bulk from Mbeya WSSA through 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 2,166m³/day. The sources installed production capacity is 2,420 m³/day (own sources). The overall present capacity is not sufficient to meet the estimated water demand of 4,438m³/day. The total length of the entire pipe network is 104 km and water is supplied at an average of 7hrs/day. The distribution network has 5 storage tanks of different sizes and combined storage volume of 352.5m³. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Mbalizi Township Authority. The Utility has a two (2) permanently employed staff seconded from the District Council and 24 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 26 staff.																			
General Data About Water Utility	Total water connections : 5,841 Total active connections : 4,919 Total domestic connections : 5,469 Total active kiosk/standpipe : 141 Metering ratio : 74% NRW : 26% Total staff : 26 Staff/1000 connections : 4.5 Annual O&M costs : TZS 395,198,000 Annual water collections (arrears included) : TZS 244,524,000 Annual water billings : TZS 368,375,000																			
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 (TZS/M³)</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>Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date: 1st June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/M³)	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/M³)	345 - 440	450	510	NA																
Flat rate (TZS/Month)	5,500 – 8,000	11,500	19,000	NA																
Challenges	<ol style="list-style-type: none">1. Low water production capacity from available sources2. Shortage of qualified staff3. High debt of water bill to MBEYA-UWSA due to low tariff at Mbalizi WSSA4. High NRW due to old infrastructures and also flat rate customers5. Low metering ratio																			

MIKUMI WSSA PROFILE					2017/18
EWURA LICENCE No. WSSSL/04/2017- Class III					
District: Kilosa, Region: Morogoro					
General Description About the Utility	Mikumi Urban Water Supply and Sewerage 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 23,122 out of whom 20,810 people are directly served by the utility. In 2017/18, Mikumi WSSA produced a total of 1,006m ³ /day which is insufficient compared with the estimated water demand of 1,282m ³ /day. The total length of the pipeline system is 50km. Water is supplied through rationing at an average of 14hrs. The system has 2 storage tanks with a combined storage capacity of 685m ³ . The township has no sewerage system; onsite sanitary facilities are in use under Kilosa District Council. Mikumi WSSA has a total of 14 staff; one (1) of them is a permanent employee and the rest are contract employees.				
General Data About Water Utility	Total water connections : 418 Total active connections : 366 Total domestic connections : 342 Total active water kiosk/standpipe : 24 Metering ratio : 99% NRW : 43% Total staff : 14 Staff/1000 connections : 33.5 Annual O&M costs : TZS 31,924,400.00 Annual water collections (arrears included) : TZS 56,095,000.00 Annual water billings : TZS 43,272,000.00				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	N/A	N/A	N/A	-
	Flat rate charge (TZS/Month)	7,500	30,000-200,000	30,000-200,000	-
Note: (i) The charges at water kiosks are TZS 20 per 20 litres container.					
Challenges	1. Inadequate water production against demand 2. Inadequate water service coverage 3. Insufficient hours of service 4. Inefficient revenue collection 5. High NRW				

MOMBO WSSA PROFILE					2017/18															
EWURA LICENCE No. WSSSL/06/2012 - Class III																				
District: Korogwe, Region: Tanga																				
General Description About the Utility	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 19,249 people out of whom 9,817 are directly 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 ³ /day. The present production capacity is low compared with the estimated water demand of 1,545m ³ /day. The utility has no water treatment facilities. The total length of the distribution system is 12.619 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 ³ 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 one (1) staff seconded from the Korogwe District Council and six (6) staff employed on contract terms by the utility which makes the utility to have a total number of 7.																			
General Data About Water Utility	Total water connections : 689 Total active connections : 563 Total domestic connections : 603 Total active kiosk/standpipe : 15 Metering ratio : 46% NRW : 46% Total staff : 7 Staff/1000 connections : 10.2 Annual O&M costs : TZS 93,378,000 Annual water collections (arrears included) : TZS 46,694,000 Annual water billings : TZS 56,239,000																			
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>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 ³)	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 ³)	395	400	390	500															
	Flat rate charge (TZS/month)	4500	16,500	9,500	NA															
Note: (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff effective date: 1 st June 2011																				
Challenges	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		2017/18												
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 4,107 people are directly served with water. The utility draws water from five WSSAs 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. During the reporting period only two boreholes were operational and the average water production from the sources was 105m ³ /day. The source installed water production capacity in the reporting period is 468.8m ³ /day. The present production capacity is not sufficient to meet the estimated water demand of 7,187m ³ /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 ³ . The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Tunduma Township Authority. The Utility has a 4 (four) 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 15staff.													
General Data About Water Utility	Total water connections : 698 Total active connections : 220 Total domestic connections : 214 Total active kiosk/standpipe : 6 Metering ratio : 77% NRW : 24% Total staff : 15 Staff/1000 connections : 21.5 Annual O&M costs : TZS 12,035,000 Annual water collections (arrears included) : TZS 10,407,000 Annual water billings : TZS 10,407,000													
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered (TZS/m³)</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>Note: (i) The charges at water kiosks are TZS 50.00 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>		Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m ³)	420	500	655	Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500
Category of customer	Domestic	Institutions	Commercial											
Metered (TZS/m ³)	420	500	655											
Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500											
Challenges	1. Inadequate yield from water sources within Tunduma WSSA service area 2. Inadequate qualified staff 3. Low water production 4. High electricity costs with frequent interruptions due to Low voltage on power supplied 5. Low metering ratio													

TURIANI WSSA PROFILE					2017/18															
EWURA LICENCE No. WSSSL/03/2017- Class III																				
District: Mvomero, Region: Morogoro																				
General Description About the Utility	Turiani Urban Water Supply and Sewerage Authority (Turiani WSSA) was declared a fully autonomous public water utility in 30 th 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 55,631 out of whom 21,140 people are directly served by the utility. The utility draws water from Mvaji and Divue Rivers as well as Madizini borehole, the sources altogether have a total production capacity of 11,834m ³ /day which is sufficient compared with the estimated water demand of 5,008m ³ /day. During the year 2017/2018, Turiani WSSA produced a total 1,381,932m ³ of water. The total length of the pipeline system is 76km. 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 ³ . The township has no sewerage system; Turiani WSSA has a total of 20 staff; one of them is a permanent employee and the rest are contract employees.																			
General Data About Water Utility	Total water connections : 1,947 Total active connections : 1,898 Total domestic connections : 1,819 Total active water kiosk/standpipe : 18 Metering ratio : 90% NRW : 22% Total staff : 20 Staff/1000 connections : 10.3 Annual O&M costs : TZS 133,407,000.00 Annual water collections (arrears included) : TZS 137,670,000.00 Annual water billings : TZS 128,034,000.00																			
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>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>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m ³)	800	845	935	-	Flat rate charge (TZS/Month)	3,600	18,500	20,500	-
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m ³)	800	845	935	-															
	Flat rate charge (TZS/Month)	3,600	18,500	20,500	-															
Note: (i) The charges at water kiosks are TZS 20 per 20 litres container.																				
Challenges	<div>1. Inadequate water service coverage</div> <div>2. Lack of sewerage services</div> <div>3. Insufficient revenue against expenditures</div> <div>4. Inefficient staff to connection ratio</div>																			

APPENDIX 2

KEY PERFORMANCE DATA AND INDICATORS (2015/16 to 2017/18)

Table A2.1(a): 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)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
1	Biharamulo													262,182	185,572	278,947
2	Bunda										254,252	768,600	805,673			
3	Chamwino	330,660	431,000	447,864												
4	Chunya	154,754	181,267	151,325												
5	Dakawa	145,080	148,680	154,080												
6	Gairo		13,987	16,519										559,288	164,250	163,250
7	Handeni	16,767	18,623	18,474			1,682	1,450	1,780.0	1,765.7						
8	Ifakara	248,160	253,675	210,520										138,400	140,160	129,280
9	Igunga				677,273	828,954	697,240									
10	Itumba-Isongole							547,500	603,965.0	566,322.0						
11	Karagwe	45,360	30,583	36,974					22,151.0	23,255.0				38,820	30,334	32,804
12	Karatu			259,000												
13	Kasulu							961,332	892,656.7	937,289				115,785		
14	Katesh	19,350	22,780	43,080										539,984	668,326	354,587
15	Kibaya	119,221	118,623	103,244										3,011	16,987	8,660
16	Kibondo	80,980	77,741	78,500				481,440	361,080.0	118,136.3				89,880	85,386	86,405
17	Kilindoni	51,240	13,160	18,840										43,800	35,590	41,760
18	Kilolo													185,040	273,594	338,542
19	Kilosa	408,800	300,240	192,798												
20	Kilwa	483,902	357,721	390,172												
21	Masoko	106,756	121,101	109,344												
22	Kisarawe	36,944	31,579	38,775	61,490	24,362	8,420									
23	Kishapu							23,433	20,237.4	6,083.0		3,196	47,350			
24	Kondoa	49,320	49,130	49,130										637,820	638,750	640,120
25	Kongwa	64,800	99,050	138,665										54,000	34,325	12,410
26	Korogwe	128,602	194,686	192,370										514,123	339,658	
27	Kyela	623,496	636,440	592,510				623,370	334,350.0	385,769.0						
28	Liwale							240,671.7	290,907.0	252,906.0						
29	Loliondo	53,575	84,940	88,825												
30	Ludewa													180,000	169,783	121,482
31	Lushoto							856,522.0	739,435.0							799,457
32	Mafinga							589,480.0	674,583.0	755,412.0						
33	Magu													326,000	345,600	352,082
34	Mahenge	49,000	49,000	57,600												
35	Makete													183,600	183,600	164,250
36	Mangaka	4,542	2,160											290,470	214,472	308,474

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers (m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
37	Manyoni	300,210	289,696	291,496												
38	Mbinga															
39	Mbulu	108,364	110,765	155,520				709,393.0	729,641.0	741,264.0				424,780	386,381	382,024
40	Misungwi	21,600			9,000						208,230	225,763	217,488			
41	Mkuranga	50,580	65,553	55,493												
42	Monduli	152,701	230,137	178,167										209,724	141,450	183,917
43	Mpwapwa	788,370	800,112	886,488										322,092	186,570	262,800
44	Mugumu				437,400	475,000	437,000									
45	Muheza	35,509	31,866	24,383				495,053.0	397,625.0	541,191.6						
46	Muleba							57,563.0	86,826.0	36,342.0				306,751	286,480	327,070
47	Mwanga	701,899	730,256	547,336												
48	Mwanhuzi				271,129	301,340	310,275									
49	Namanyere	9,535	10,870	6,113	24,425	13,028	25,380									
50	Namtumbo													435,760	442,015	460,450
51	Nansio										52,150	637,911	483,891			
52	Ngara	445,873	479,363	513,841												
53	Ngudu	9,294	0								242,309	236,327	205,060			
54	Nzega				566,430	669,405	669,561									
55	Orkesumet	57,778	172,645	70,203												
56	Pangani	250,516	300,392	250,516												
57	Ruangwa	139,268	133,238	101,530												
58	Rujewa	32,410	48,600	48,600				700,800.0	674,280	744,000						
59	Same	343,220	364,458	356,852											7,330	16811
60	Sengerema										862,260	871,690	1,362,312			
61	Sikonge				41,592	55,623	52,957									
62	Songe	59,400	23,374	30,376												
63	Tarime		51,840	151,200	79,200	73,656	68,400							323,280	216,000	307,800
64	Tukuyu							1,472,452.0	1,384,006	1,568,535				433,209	425,872	427,305
65	Tunduru	166,175	181,680	173,637										112,320	115,974	89478
66	Urambo	86,208	133,590	123,370												
67	Usa River													1,671,700	1,667,237	1,506,720
68	Ushiroambo	42,161	44,474	50,456												
69	Ujete	131,474	160,437	164,275												
70	Vvawa	20,914	17,280											714,434	766,082	
	TOTAL 1	7,174,768	7,616,792	7,568,461	2,167,939	2,441,368	2,270,915	7,760,459.7	7,213,523	7,302,815	1,945,201	3,089,087	3,473,856	8,529,256	7,548,915	7,444,803

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers (m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
Township Water Supply and Sanitation Authorities																
71	Bashnet													70,480	61,114	102,622
72	Gallapo													482,133	554,443	596,610
73	Itula							437,708.0	438,527							380,838
74	Isaka	9,873	10,585	9,876												
75	Kasumulu		96,876	94,608				275,184.0	273,672	275,184						
76	Kibaigwa	383,269	433,444	429,575												
77	Maganzo												95,254			
78	Magugu	13,473	12,178	11,640				545,487.0	512,737	460,240				17,640	18,496	12576
79	Makambako	41,429	79,856	62,736				928,617.4	1,008,767	1,050,479						
80	Mbalizi													883,367	844,819	790,496
81	Mikumi			81,000				216,000.0	249,120	286,200						
82	Mlowo							5,707.0	21,610					9,190	19,204	
83	Mombo							207,360.0	185,760	207,360						
84	Tunduma	117,690	125,862	38,230												
85	Turiani							592,212.5	1,277,500.0	1,381,932.0						
	TOTAL 2	565,734	758,801	727,665	0	0	0	3,208,275.9	3,967,693.4	3,661,395.0	0	0	95,254	1,462,809.7	1,498,076	1,883,142
	TOTAL (1+2)	7,740,502	8,375,593	8,296,126	2,167,939	2,441,368	2,270,915	10,968,735.6	11,181,216.5	10,964,209.7	1,945,201	3,089,087	3,569,110	9,992,065.5	9,046,991	9,327,945

Table A2.1 (b): Total amount of Water Abstraction

FY	Total Water Abstraction (Million m ³)		
	2015/16	2016/17	2017/18
District WSSAs	27.6	27.9	28.1
Township WSSAs	5.2	6.2	6.4
All DT WSSAs	32.8	34.1	34.4

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 (%)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
District Water Supply and Sanitation Authorities													
1	Biharamulo	262,182	185,572	278,947	619,200	792,908	820,411	168,231	142,519	228,445	42	23	34
2	Bunda	254,252	768,600	805,673	3,612,040	2,356,445	2,521,055	131,247	418,311	439,981	7	33	32
3	Chamwino	330,660	431,000	438,200	609,372	612,102	636,540	224,849	286,940	297,976	54	70	69
4	Chunya	154,754	146,910	124,984	525016	657,000	786,210	108,328	95,538	83,725	30	22	16
5	Dakawa	145,080	148,680	154,080	1,058,051	1,070,688	1,111,578	101,556	98,129	136,285	14	14	14
6	Gairo	559,288	178,237	179,769	999,571	1,394,719	1,416,675	245,480	61,560	63,500	56	13	13
7	Handeni	18,217	22,099	21,922	2,135,250	2,165,144	2,195,456	9,062	16,648	15,188	1	1	1
8	Ifakara	386,560	393,835	339,800	2,751,363	2,817,395	2,851,201	192,024	263,410	301,360	14	14	12

S/N	Name of WSSA	Annual Water Production [m ³ /year]			Annual Water Demand [m ³ /year]			Annual Billed Volume [m ³ /year]			Ratio of Production to Demand (%)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
9	Igunga	677,273	809,232	697,240	1,465,829	1,508,338	1,460,000	400,429	473,164	557,792	46	54	48
10	Itumba-Isongole	547,500	603,965	566,322	668,695	693,560	693,595	361,350	369,996	380,521	82	87	82
11	Karagwe	58,864	83,001	93,033	3,455,600	3,555,812	3,655,375	39,670	64,005	64,422	2	2	3
12	Karatu			141,330			1,715,500			91,395			8
13	Kasulu	1,077,117	1,017,217	937,289	1,829,620	1,844,710	1,894,845	585,622	590,999	543,696	59	55	49
14	Katesh	559,334	691,106	937,667	1,022,885	1,053,571	1,085,178	301,608	315,926	258,606	55	66	37
15	Kibaya	122,232	135,610	111,904	569,334	593,246	618,162	72,660	82,416	77,270	21	23	18
16	Kibondo	571,420	524,207	449,945	1,440,000	1,478,880	1,515,852	365,709	347,425	326,580	40	35	30
17	Kilindoni	95,040	49,238	60,600	910,342	496,539	502,143	59,282	32,343	33,940	10	10	12
18	Kilolo	185,040	273,594	338,542	924,120	825,287	782,560	97,400	185,595	230,495	20	33	43
19	K'losa	408,800	300,240	192,798	862,800	842,428	875,956	286,160	194,180	85,768	47	36	22
20	Kilwa Masoko	483,902	357,721	390,155	828,334	842,428	831,440	258,913	234,138	242,022	58	42	47
21	Kiomboi	106,756	121,101	109,344	438,602	486,180	576,335	72,653	91,198	80,801	24	25	19
22	Kisarawe	98,434	55,941	39,448	450,441	459,900	479,610	53,894	35,395	28,415	22	12	8
23	Kishapu	23,433	22,150	53,433	525,240	580,558	596,813	19,015	17,277	43,628	4	4	9
24	Kondoa	637,820	687,880	690,580	2,190,000	2,259,350	2,232,000	433,718	424,150	412,150	29	30	31
25	Kongwa	118,800	133,375	165,100	909,671	927,519	918,213	84,348	95,149	93,096	13	14	18
26	Korogwe	642,725	534,344	816,914	1,968,081	2,019,251	2,071,752	469,757	347,796	447,530	33	26	39
27	Kyela	1,246,866	970,790	978,279	1,908,720	2,012,756	2,102,352	872,806	617,315	467,498	65	48,232	47
28	Liwale	240,672	290,902	252,906	813,340	830,420	675,877	146,559	158,992	181,278	30	35	37
29	Loliondo	53,575	84,940	88,825	444,860	462,655	471,036	30,849	54,823	56,587	12	18	19
30	Ludewa	152,155	169,783	121,482	442,440	381,496	381,425	85,000	81,558	86,781	34	44,504	32
31	Lushoto	856,522	739,435	799,457	1,010,079	1,024,220	1,038,559	384,665	427,617	441,847	85	72	77
32	Mafinga	589,480	674,583	753,613	1,340,973	2,294,932	2,458,855	387,453	354,084	456,150	44	29,394	31
33	Magu	337,500	339,188	352,082	988,300	993,242	1,021,053	183,000	184,830	186,040	34	34	34
34	Mahenge	232,600	246,656	221,850	621,197	621,197	678,900	158,168	170,212	185,012	37	40	33
35	Makete	290,470	214,472	308,474	532,900	812,125	812,125	162,381	157,085	178,989	55	35,655	38
36	Mangaka	4,542	2,160	No Data	308,597.46	313,844	No Data	na	na	No Data	1	1	No Data
37	Manyoni	300,210	289,696	291,496	677,955	691,499	808,618	227,305	227,089	221,223	44	42	36
38	Mbinga	709,393	729,641	741,264	1,915,373	1,901,650	1,924,117	465,910	483,093	452,006	37	38	39
39	Mbulu	533,144	497,146	537,544	401,191.1	4,164,370	4,322,616	253,996	275,777	283,395	13	12	12
40	Misungwi	208,230	225,763	217,488	1,178,280	1,197,918	1,243,439	149,419	149,429	166,744	18	19	17
41	Mkuranga	50,580	65,553	55,493	697,858.07	719,492	975,600	23,747	32,987	40,067	7	9	6
42	Monduli	362,425	371,425	362,084	652,221	677,658	696,429	207,837	264,011	238,763	56	55	52
43	Mpwapwa	1,111,046	986,682	886,488	1,155,984	1,286,110	1,286,110	781,651	685,924	827,561	96	77	69
44	Mugumu	324,000	475,000	437,000	758,420	764,250	784,121	226,800	323,145	316,026	43	62	56
45	Muheza	364,314	429,491	565,575	1,851,559	1,912,661	1,937,525	183,812	138,805	216,753	20	22	29
46	Muleba	317,738	373,306	363,412	544,320	555,181	588,675	240,428	283,713	290,730	58	67	62
47	Mwanga	686,456	730,256	547,336	1,022,000	1,049,594	1,077,933.038	315,965	330,867	280,203	67	70	51
48	Mwanhuzi	271,129	301,340	295,881	761,476	782,798	941,323	217,798	245,592	248,791	36	38	31

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Table A2.3: Analysis of Non Revenue Water

S/N	WSSA	NRW (%)			NRW (m³/conn/day)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
District Water Supply and Sanitation Authorities							
1	Biharamulo	36	23	18	0.27	0.12	0.13
2	Bunda	48	46	45	0.22	0.51	0.39
3	Chamwino	32	33	32	0.27	0.33	0.32
4	Chunya	30	35	33	0.12	0.12	0.09
5	Dakawa	30	34	12	0.27	0.30	0.09
6	Gairo	56	65	65	3.96	1.43	1.41
7	Handeni	50	25	31	0.04	0.03	0.03
8	Ifakara	50	33	11	0.48	0.27	0.08
9	Igunga	41	42	20	0.52	0.54	0.21
10	Itumba-Isongole	34	39	33	0.34	0.41	0.32
11	Karagwe	33	23	31	0.10	0.10	0.14
12	Karatu			35			0.76
13	Kasulu	46	42	42	0.39	0.32	0.29
14	Katesh	46	54	35	0.39	0.54	0.19
15	Kibaya	41	39	31	0.36	0.30	0.18
16	Kibondo	36	34	27	0.36	0.25	0.17
17	Kilindoni	38	34	44	0.24	0.11	0.17
18	Kilolo	47	32	32	0.49	0.37	0.44
19	Kilosa	30	35	56	0.23	0.18	0.18
20	Kilwa Masoko	46	35	38	0.38	0.19	0.24
21	Kiomboi	32	25	26	0.12	0.10	0.09
22	Kisarawe	45	37	28	0.26	0.12	0.07
23	Kishapu	19	22	18	0.09	0.10	0.06
24	Kondoa	32	38	40	0.18	0.21	0.21
25	Kongwa	29	29	44	0.09	0.10	0.15
26	Korogwe	27	35	45	0.15	0.16	0.28
27	Kyela	30	36	52	0.29	0.27	0.38
28	Liwale	39	45	28	0.14	0.19	0.11
29	Loliondo	42	35	36	0.15	0.14	0.13
30	Ludewa	44	52	29	0.34	0.46	0.18
31	Lushoto	55	42	45	0.80	0.49	0.52
32	Mafinga	34	48	39	0.17	0.26	0.23
33	Magu	46	46	47	0.34	0.34	0.37
34	Mahenge	32	31	17	0.29	0.23	0.14
35	Makete	44	27	42	0.26	0.11	0.23
36	Mangaka	no data	no data	no data	no data	no data	no data
37	Manyoni	24	22	24	0.11	0.09	0.09
38	Mbinga	34	34	39	0.29	0.28	0.31
39	Mbulu	52	45	47	0.42	0.31	0.35
40	Misungwi	28	34	23	0.12	0.14	0.09
41	Mkuranga	53	50	28	0.55	0.41	0.15
42	Monduli	43	29	34	0.23	0.15	0.16
43	Mpwapwa	30	30	7	0.33	0.28	0.05
44	Mugumu	30	32.0	27.7	0.22	0.25	0.19
45	Muheza	50	68	62	0.23	0.37	0.44
46	Muleba	24	24	20	0.13	0.14	0.10
47	Mwanga	54.0	54.7	48.8	0.53	0.50	0.31
48	Mwanhuzi	20	19	16	0.08	0.08	0.06
49	Namanyere	38	37	63	0.21	0.11	0.21
50	Namtumbo	47	35	32	0.19	0.14	0.13
51	Nansio	28	38	28	0.04	0.53	0.17

S/N	WSSA	NRW (%)			NRW (m ³ /conn/day)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
52	Ngara	51	49	52	0.29	0.25	0.27
53	Ngudu	39	34	38	0.29	0.19	0.17
54	Nzega	25	24	25	0.13	0.14	0.13
55	Orkesumet	61	31	47	0.75	1.11	0.58
56	Pangani	67	73	61	0.34	0.43	0.35
57	Ruangwa	37	33	44	0.17	0.13	0.12
58	Rujewa	28	38	34	0.35	0.46	0.46
59	Same	46	45	43	0.29	0.29	0.28
60	Sengerema	39	40	22	0.27	0.26	0.17
61	Sikonge	45	17	11	0.15	0.06	0.03
62	Songe	49	27	49	0.22	0.05	0.11
63	Tarime	39	48	57	0.29	0.33	0.47
64	Tukuyu	44	38	35	0.61	0.47	0.43
65	Tunduru	34	45	35	0.3	0.33	0.16
66	Urambo	26	23	25	0.20	0.30	0.28
67	USA River	85	79	74	1.90	2.11	1.37
68	Ushirombo	15	17	17	0.05	0.05	0.05
69	Utete	20	17	11	0.10	0.10	0.06
70	Vwawa	35	35	no data	0.52	0.44	
	TOTAL/AVG. 1	42	41	35	0.63	0.60	0.26
Township Water Supply and Sanitation Authorities							
71	Bashnet	57	11	56	0.31	0.05	0.32
72	Gallapo	78	72	72	1.26	1.23	1.18
73	Ilula	56	43	33	0.71	0.44	0.31
74	Isaka	48.00	45.00	40	0.14	0.14	0.12
75	Kasumulu	45	45	44	0.4	0.54	0.53
76	Kibaigwa	26	21	18	0.19	0.15	0.11
77	Maganzo			21			2.18
78	Magugu	57	60	43	0.83	0.67	0.40
79	Makambako	31	30	30	0.18	0.20	0.19
80	Mbalizi	29	29	26	0.15	0.13	0.10
81	Mikumi	50	57	43	1	1.89	1.04
82	Mlowo	49	30	no data	0.23	0.24	
83	Mombo	51	36	46	0.46	0.29	0.38
84	Tunduma	27	30	24	0.13	0.15	0.04
85	Turiani	34	27	22	0.45	0.78	0.43
	TOTAL/AVG. 2	36	31	37	2.08	1.87	0.28
	TOTAL/AVERAGE	41	39	36	0.70	0.66	0.27

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)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
District Water Supply and Sanitation Authorities																
1	Biharamulo	938	978	1,089	802	899	1,037	860	921	945	7	6	6	6	7	6
2	Bunda	1,515	1,881	2,579	1,262	1,595	2,009	1,333	1,579	2,223	34	40	18	27	22	19
3	Chamwino	1,068	1,182	1,212	934	1,032	1,091	998	1,106	1,131	18	19	20	3	4	7
4	Chunya	1,090	1,204	1,270	727	714	821	1022	1,133	1,197	4	1	4	2	1	1
5	Dakawa	437	459	554	365	407	501	396	430	447	18	18	30	3	3	3
6	Gairo	217	224	226	217	224	226	3	2	3	168	168	177	168	168	174
7	Handeni	590	591	591	249	55	250	457	458	458	52	52	52	22	28	22
8	Ifakara	1,116	1,306	1,340	1,116	1,306	1,306	1021	1,199	1,220	36	47	48	23	47	33
9	Igunga	1,469	1,714	1,804	1,263	1,372	1,603	1,252	1,507	1,605	42	34	42	27	31	42
10	Itumba-Isongole	1,519	1,575	1,584	1,261	1,465	1,491	1,369	1,425	1,487	69	69	69	13	11	15
11	Karagwe	516	533	577	439	468	554	440	416	448	18	23	27	18	21	27
12	Karatu			179			175			123			14			14
13	Kasulu	3,470	3,626	3,720	2929	2,954	2,972	3218	3,355	3,429	4	4	4	4	4	4
14	Katesh	1,811	1,898	2,056	1,681	1,720	1,936	1,673	1,739	1,889	25	27	27	7	6	8
15	Kibaya	374	480	523	348	480	523	304	408	446	27	28	32	27	28	30
16	Kibondo	1,559	1,925	2,018	1,284	1,471	1,496	1,183	1,186	1,197	8	11	11	8	9	9
17	Kilindoni	404	429	431	278	330	386	363	386	351	4	8	5	2	7	7
18	Kilolo	494	647	666	451	604	612	459	560	559	53	63	67	32	50	35
19	Kilosa	1,450	1,654	1,674	570	683	1,225	1,418	1,585	1,594	32	47	47	2	2	6
20	Kilwa Masoko	1,602	1,738	1,723	1,602	1,738	1,691	1,486	1,611	1,553	12	12	9	11	11	9
21	Kionboi	767	817	900	709	793	842	699	749	807	18	18	18	7	6	7
22	Kisarawe	462	468	456	453	460	399	432	424	418	7	7	4	4	4	4
23	Kishapu	133	139	434	126	127	383	105	109	383	10	10	9	8	7	9
24	Kondoa	3,125	3,500	3,632	2,700	3,455	3,510	2,955	3,361	3,479	13	11	13	4	3	3
25	Kongwa	1,000	1,020	1,275	573	763	1,247	851	872	1,121	30	30	30	11	13	13
26	Korogwe	3,104	3,210	3,578	2,600	2,644	2,885	2,870	2,978	3,309	53	50	67	36	35	47
27	Kyela	3,548	3,608	3,656	2,546	2,168	2,459	3,314	3,432	3,492	-	-	-	-	12	-
28	Liwale	1,821	1,932	1,735	1,717	1,791	1,730	1,713	1,816	1,641	5	5	7	3	3	5
29	Loliondo	419	579	660	411	571	644	386	504	573	11	21	28	11	20	24
30	Ludewa	538	523	538	508	480	328	477	469	496	9	7	7	7	3	7
31	Lushoto	1,625	1,757	1,879	1,585	1,635	1,350	1,436	1,542	1,592	6	6	7	3	4	6
32	Mafinga	3,343	3,439	3,507	3,207	2,718	2,483	3,091	3,175	3,189	-	1	1	-	1	1
33	Magu	1,230	1,230	1,230	1050	1,038	1,026	1080	1,080	1,080	30	30	30	15	15	15
34	Mahenge	700	921	731	626	626	586	798	696	707	2	4	4	2	2	3
35	Makete	1,364	1,416	1,536	1,232	1,185	1,242	1,033	1,332	1,452	-	-	-	-	0	-

S/N	Name of WSSA	Total Connections (Nos)			Active Connections(Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks (Nos)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
36	Mangaka	17	22		11	14		-	-		17	22		11	14	
37	Manyoni	1,821	1,947	2,062	1,821	1,854	1,897	1,682	1,818	1,913	43	41	45	42	25	35
38	Mbinga	2,288	2,428	2,592	2,247	2,368	2,592	2,087	2,228	2,375	4	4	6	4	3	1
39	Mbulu	1,814	1,936	1,970	1,725	1,890	1,961	1,522	1,606	1,632	33	34	27	27	28	
40	Misungwi	1,357	1,475	1,626	1,357	1,475	1,521	1,269	1,379	1,526	10	10	10	10	5	4
41	Mkuranga	134	218	283	100	194	283	109	185	246	-			-	0	
42	Monduli	1,872	2,027	2,128	1,865	1,977	2,080	1,716	1,867	1,960	21	21	21	16	16	20
43	Mpwapa	2,712	2,947	3,006	2,341	2,554	2,536	2,632	2,862	2,985	18	25	18	8	15	15
44	Mugumu	1,218	1,632	1,740	1,116	1,539	1,639	1,096	1,463	1,563	4	4	4	2	1	1
45	Muheza	2,179	2,179	2,179	2,002	1,891	1,891	2,062	2,062	2,062	21	21	21	21	21	21
46	Muleba	1,637	1,806	2,039	1,602	1,793	1,940	1,467	1,595	1,829	21	20	22	17	17	17
47	Mwanga	1,926	2,167	2,343	1,599	1,835	2,006	1,752	1,990	2,143	13	15	15	13	15	15
48	Mwanhuzi	1,811	1,970	2,065	1,614	1,724	2,060	1,658	1,809	1,898	26	26	26	21	22	22
49	Namanyere	171	222	260	171	222	260	131	181	215	15	15	15	15	15	11
50	Namtumbo	1,193	1,188	1,233	961	739	848	1,058	825	1,145	52	-		1	0	
51	Nansio	929	1,685	2,146	527	1,657	2,090	880	1,558	1,994	5	39	43	5	39	43
52	Ngara	2,414	2,554	2,682	2,414	2,554	2,682	2,198	2,361	2,458	29	33	33	29	29	29
53	Ngudu	940	1,159	1,287	940	1,159	1,287	864	1,074	1,197	5	7	9	5	7	9
54	Nzega	2,925	2,752	3,041	2,925	2,708	2,737	2,674	2,481	2,692	30	30	34	24	24	24
55	Orkesumet	128	132	155	124	91	91	63	63	63	41	41	64	37	20	16
56	Pangani	1,354	1,378	1,379	704	847	1,331	1,263	1,316	1,302	8	8	8	1	0	0
57	Ruangwa	839	922	991	790	833	838	775	866	923	13	12	10	9	11	10
58	Rujewa	1,620	1,635	1,635	975	989	1,089	1,421	1,384	1,533	148	148	148	50	50	50
59	Same	1,482	1,546	1,586	1,185	1,252	1,254	1,311	1,371	1,408	46	48	48	41	43	43
60	Sengerema	3,448	3,724	4,536	2,826	3,724	4,371	3,194	3,579	4,242	96	108	137	42	108	125
61	Sikonge	328	424	474	290	423	446	282	310	423	6	7	10	6	6	9
62	Songe	364	348	362	254	242	202	308	290	298	25	25	29	9	9	8
63	Tarime	1,501	1,570	1,768	1,453	1,570	1,581	1,260	1,449	1,471	5	5	6	5	5	6
64	Tukuyu	3,767	4,061	4,313	3,602	3,729	3,518	3,561	3,857	4,025	2	2	2	2	2	2
65	Tunduru	876	1,114	1,592	874	1,114	1,615	819	1,073	1,556	6	5	10	4	5	6
66	Urambo	310	276	302	305	248	277	225	157	176	21	35	35	18	32	30
67	USA River	2,046	1,713	2,222	1,245	1,215	1,716	1,876	1,543	2,055	33	33	29	23	23	21
68	Ushirombo	328	393	475	285	371	453	299	361	443	14	14	14	8	7	8
69	Utete	703	759	807	638	683	725	640	719	765	4	4	4	4	4	0
70	Vwawa	1,361	1,683		1,287	1,657		1,275	1,606		27	4		27	4	
	TOTAL 1	94,631	102,595	108,842	81,996	89,106	94,836	85,924	92,833	98,560	1,687	1,743	1,837	1,073	1,213	1,216

S/N	Name of WSSA	Total Connections (Nos)			Active Connections(Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks (Nos)		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
Township Water Supply and Sanitation Authorities																
71	Bashnet	352	402	498	335	335	477	277	317	375	51	59	91	47	47	83
72	Gallapo	819	896	996	655	879	894	746	805	899	48	60	58	22	43	32
73	Ilula	942	1,167	1,139	908	1,157	1,115	896	1,038	1,056	68	70	71	54	70	55
74	Isaka	90	93	93	72	93	93	65	77	77	7	7	7	7	7	7
75	Kasumulu	848	852	854	125	316	316	792	795	794	25	26	26	-	1	1
76	Kibaigwa	1,443	1,693	1,919	1,175	1,402	1,597	1,364	1,335	1833	72	76	86	65	67	81
77	Maganzo			25			25			0			25			25
78	Magugu	1,084	1,346	1,443	946	1,294	1,433	956	1,205	1,297	68	83	79	67	68	69
79	Makambako	4,453	4,625	4,816	4,278	4,624	4,466	4,058	4,295	4,471	46	50	50	24	27	50
80	Mbalizi	4,657	5,291	5,841	3881	4,420	4,919	4,324	4,949	5,469	125	127	141	120	127	141
81	Mikumi	201	205	418	175	180	366	156	180	342	45	40	76	24	26	24
82	Mlowo	86	138		74	138		45	106		2	2		2	2	
83	Mombo	627	643	689	508	556	563	540	508	603	23	23	23	15	15	15
84	Tunduma	668	673	698	574	657	220	524	544	214	45	25	6	12	25	6
85	Turiani	1,738	1,782	1,947	1,203	1,622	1,898	1,162	1,568	1,819	20	20	18	2	20	18
TOTAL 2		18,008	19,806	21,376	14,909	17,673	18,382	15,905	17,722	19,249	645	668	757	461	545	607
TOTAL		112,639	122,401	130,218	96,905	106,779	113,218	101,829	110,555	117,809	2,332	2,411	2,594	1,534	1,758	1,823

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]		
		2015/16	2016/17	2017/18		2015/16	2016/17	2017/18		2015/16	2016/17	2017/18		2015/16	2016/17	2017/18
District Water Supply and Sanitation Authorities																
1	Biharamulo	29644	29,964	32,556		67	68	70		34	48	50		6	6	14
2	Bunda	127,634	153,497	163,890		55	56	58		21	48	50		12	16	16
3	Chamwino	26,484	27,252	28,434		73	75	69		44	48	52		12	14	18
4	Chunya	25,434	25,663	26,930		72.7	74	70		59	61	56		9	7	7
5	Dakawa	41,411	42,198	47,450		42	42	42		11	12	14		7	7	7.5
6	Gairo	36,514	37,646	38,813		50	30	35		92	89	90		3	3	3
7	Handeni	83,577	84,747	85,934		50	49	49		14	16	14		1	8	8
8	Ifakara	106,424	108,978	111,593		55	47	66		15	22	19		4.5	3.8	3
9	Igunga	57,371	59,035	57,371		62	60	66		31	36	38		12	12	14
10	Itumba-Isongole	21,810	22,612	23,219		82	80	80		78	77	65		19	17	16
11	Karagwe	86,391	86,391	86,911		35	38	38		10	11	11		4	4	4

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]		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
12	Karatu			58,159			15			6			11
13	Kasulu	74,442	76,452	78,287	70	69	69	45	45	45	15	15	15
14	Katesh	18,508	18,916	31,269	50	51	43	49	49	33	3.0	3	2.5
15	Kibaya	21,284	23,839	24,841	73	73	79.70	72	73	75	2	2	2.3
16	Kibondo	39,300	44,900	46,157	65	62	68	29	26	28	6	5	5
17	Kilindoni	19,152	19,382	16348	48	49	22	20	29	11	4	3	4
18	Kilolo	27,567	28,394	29,246	60	52	80	52	70	68	6	12	18
19	Kilosa	37,849	38,909	39,998	59	93	93	24	26	40	6	5	5
20	Kilwa Masoko	18,602	18,992	19163	72	72	86	55	57	41	4	4	3
21	Kiomboi	16,022	17,208	18,481	60	62	61	34	35	36	4	4	4
22	Kisarawe	12,341	12,600	13,140	70	70	71	29	28	25	4	1	3
23	Kishapu	20,655	21,275	21871	24	26	50	15	13	36	5	8	12
24	Kondoa	32,093	32,767	33,150	50	70	70	49	49	50	3	3	3
25	Kongwa	33,230	33,938	32,252	66	63	97	23	23	24	3	4	4
26	Korogwe	73,071	77,662	79681	72	72	71	52	50	56	6	5	7
27	Kyela	73,236	73,299	73,299	52	60	75	45	51	29	8	6	14
28	Liwale	31,908	32,534	29,455	50	50	60	45	47	49	4	6	5
29	Loliondo	15,140	15,746	16,203	68	73	69	53	73	65	14	11	7
30	Ludewa	15,760	12,446	12,446	61	63	74	41	44	54	12	7	8
31	Lushoto	30,321	30,219	30,642	79	74	73	50	54	57	7	7	7
32	Mafinga	54,224	71,641	74,851	76	59	60	68	54	53	7	7	7
33	Magu	39,050	44,050	45,283	23	23	25	28	25	23	6	6	6
34	Mahenge	24,313	24,897	24,915	75	75	66	35	no data	40	5	7	7
35	Makete	13,989	14,182	14,208	65	67	64	52	69	53	22	19.5	19
36	Mangaka	12007	12,007	no data	5	5		23	29		4	8	no data
37	Manyoni	27,546	28,930	33,088	72	60	52	75	59	58	13	13	12
38	Mbinga	59655	62,518	64,270	46	46	47	33	36	37	14	13	19
39	Mbulu	136,541	141,730	147,115	18	18	17	13	13	15	10	10	8
40	Misungwi	44269	45,509	46783	47	50	52	34	33	34	14	14	14
41	Mkuranga	14,497	15,004	15,530	8	12	12	4	7	9	6	6	12
42	Monduli	23,706	24,631	24,061	80	83	86	78	81	80	2	2.1	2.2
43	Mpwapwa	45,244	44,715	44,715	64	78	84	34	40	45	10	12	12

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]		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
44	Mugumu	22,170	22,791	23,475	25	29	31	31	39	39	16	16	16
45	Muheza	34,598	35,739	32,832	73	71	77	69	67	72	6	6	6
46	Muleba	21,600	22,462	23,360	76	79	80	75	75	76	23	23	23
47	Mwanga	17,558	18,032	18,667	81	78	85	78	87	85	6	6	6
48	Mwanhuzi	40,757	40,757	41,898	46	52	68	35	37	40	22	22	22
49	Namanyere	21,752	22,493	24,934	40	40	36	23	26	19	6	5	8
50	Nantumbo	33,448	38,383	47,988	59	55	63	32	31	22	9	7	7
51	Nansio	69,219	79,980	83,019	83	86	88	15	34	36	8	16	16
52	Ngara	36,499	37,485	38,535	63	62	88	84	86	86	8	8	8
53	Ngudu	25,473	31,425	32,397	70	71	72	40	48	63	24	24	23
54	Nzega	39,780	40,536	75,364	58	58	73	55	52	47	20	18	3
55	Orkesumet	16,991	17,392	10,624	63	61	60	58	32	26	3	3	12
56	Pangani	15,515	18,297	18,700	81	78	78	83	72	73	4.5	7.6	8.6
57	Ruangwa	14,234	14,513	14,554	45	55	61	43	49	49	4	3.5	3
58	Rujewa	56,837	57,405	57,565	58	53	58	25	25	27	6	5	5.83
59	Same	27,162	27,515	27,872	72	73	72	56	58	58	5.5	7.29	7.7
60	Sengerema	92,235	97,345	100,071	49	63	85	48	70	80	14	20	19
61	Sikonge	25,488	26,354	26,450	34	46.0	66.0	14	14	31	6	10	12
62	Songe	28,981	29,561	30,152	39	34	34	24	22	21	5	1	2.6
63	Tarime	84,546	87,106	91,030	14	40	47	14	15	15	12	10	12
64	Tukuyu	48,480	49,788	50,926	87	82	84	78	80	83	16	17	17
65	Tunduru	43,798	45,657	48,657	75	70	64	25	32	45	7	7	12
66	Urambo	40,805	42,274	43,458	52	56	55	15	22	23	4	4	4
67	USA River	26,073	26,777	27,499	81	80	81	65	53	64	17	16	17
68	Ushiroambo	52,988	52,988	54,366	23	23	23	10	10	11	16	16	16
69	Utete	13,844	14,010	14,108	88	88	85	40	43	45	24	24	24
70	Vwawa	61,002	62,672		64	62		54	47		5	6	
TOTAL/AVG. 1		2,772,864	2,848,977	3,000,509	57.5	58.5	62.5	41	44.4	43.7	8.9	9.2	10.0

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]		
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
Township Water Supply and Sanitation Authorities													
71	Bashnet	53,999	55,727	57,511	55	55	47	18	18	29	4.85	4.85	5.97
72	Gallapo	41,039	41,532	42,030	45	45	45	32	45	40	2.5	3.9	6.5
73	Ilula	38,383	39,534	39,535	62	62	62	51	48	48	8	10	10
74	Isaka	23,426	24,082	24,564	24	24	24	12	12	12	8	9	8
75	Kasumulu	18,686	19,141	21,041	64	64	58	42	42	39	2	4	12
76	Kibagwa	26,907	27,983	30,703	92	99	99	96	96	92	20	24	24
77	Maganzo			13,702			75			46			18
78	Magugu	36,460	55,883	57,391	78	57	57	77	56	57	12	14.5	15.6
79	Makambako	79,384	83,115	81,155	65	66	68	38	41	48	7	11	15.00
80	Mbalizi	66,011	69,353	71,086	61	65	73	57	61	66	7	7	7
81	Mikumi	21,965	22,580	23,122	no data	47	90	10	11	35	11	4	14
82	Mlowo	31,609	32,463		28	28		3	8		5	6	
83	Mombo	18,357	18,872	19,249	83	81	80	50	47	51	16	16	16
84	Tunduma	87,420	102,666	102,666	35	34	34	9	13	4	2	2	2
85	Turiani	47,691	52,397	55,631	90	92	92	25	39	38	24	24	24
	TOTAL/AVG. 2	591,337	645,327	639,387	57.7	56.0	64.5	37.0	38	43.2	8.1	8.9	12.7
	TOTAL / AVERAGE (1+2)	3,364,201	3,494,305	3,639,895	57.5	58.1	63.5	40.9	43.4	43.5	8.8	9.1	11.4

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)			
		2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18	
District Water Supply and Sanitation Authorities														
1	Biharamulo		92	100	100	12	11	4	13	11.2	3.7	3	3	1
2	Bunda		95	96	100	19	23	21	1	12.2	8.1	3	4	4
3	Chamwino		81	74	74	18.0	17.0	17.0	16.9	14.4	14.0	2	2	2
4	Chunya		98	94	87	10	9	9	9.2	7.5	7.1	1	1	1
5	Dakawa		71	75	80	7	7	13	16.0	15.3	23.5	2	2	6
6	Gairo		23	14	26	19	6	6	87.6	26.8	26.5	1	1	1
7	Handeni		92	100	100	13.0	21.0	10.0	22.0	35.5	16.9	1	0	0
8	Ifakara		23	25	25	13.0	18.0	13	11.6	13.8	9.7	0	1	0
9	Igunga		100	100	100	16	16	17	10.9	9.3	9.4	2	4	5
10	Itumba-Isongole		27	32	37	14.0	14.0	12.0	9.2	8.9	7.6	2	2	2
11	Karagwe		65	80	100	14.0	13.0	12.0	27.1	24.4	20.8	1	1	1
12	Karatu				100			12.0			67.0			2
13	Kasulu		30	36	35	14	14	16	4.0	3.9	4.3	2	2	2
14	Katesh		29	29	35	15.0	16.0	14.0	8.3	8.4	6.8	1	3	2
15	Kibaya		89	100	100	21.0	12.0	10.0	56.1	25.0	19.1	6	2	2
16	Kibondo		38	38	90	36	38	37	23.1	19.7	18.3	14	16	16
17	Kilindoni		36	39	33	9.0	7.0	7.0	22.3	16.3	16.2	0	0	0
18	Kilolo		41	55	93	6.0	6.0	6.0	12.1	9.3	9.0	1	1	1
19	Kilosa		6	24	73	20	26	14	13.8	15.7	8.4	1	3	2
20	Kilwa Masoko		94	95	100	24	26.0	26.0	15.0	15.0	15.1	6	5	5
21	Kiomboi		97	100	100	8.0	7.0	7.0	10.4	8.6	7.8	1	1	1
22	Kisarawe		34	79	100	11	12	8	23.8	25.6	17.5	0	0	0
23	Kishapu		100	100	100	9.0	5.0	5.0	67.7	36.0	11.5	4	2	2
24	Kondoa		54	68	70	21.0	22.0	19	6.7	6.3	5.2	3	4	3
25	Kongwa		98	98	100	17	12	9	17.0	11.8	7.1	3	2	0
26	Korogwe		100	100	100	34.0	36.0	48.0	11.0	11.2	13.4	12	12	17
27	Kyela		21	20	27	21.0	19.0	19.0	7.2	5.9	5.2	5	8	6
28	Liwale		90	91	95	26	25	24	14.3	12.9	13.8	3	3	3
29	Loliondo		100	97	100	12.0	14.0	13.0	28.6	24.2	19.7	1	5	6
30	Ludewa		10	11	60	6.0	7.0	6.0	11.2	13.4	11.2	0	0	2
31	Lushoto		46	51	42	14	14	14	8.6	8.0	7.5	4	4	3
32	Mafinga		84	85	88	23.0	21.0	24	6.8	6.1	6.8	7	7	7
33	Magu		11	14	14	9.0	8.0	8.0	7.3	6.5	6.5	2	2	2
34	Mahenge		14	27	42	14	11	10	20.0	11.9	13.7	2	1	1
35	Makete		62	60	56	13.0	13.0	13.0	9.5	9.2	8.5	3	2	2
36	Mangaka		35	45	no data	1.0	2.0	no data	58.8	90.9	no data	0	0	no data
37	Manyoni		100	100	100	9	9	6	4.9	4.6	2.9	3	3	2

S/N	Name WSSA	Metering ratio(%)		Total Staff (Nos)		Staff per 1000 connections (Nos)		Female Staff (Nos)	
		2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17
38	Mbinga	100	100	19.0	20.0	20.0	8.3	8	7
39	Mbulu	88	90	24.0	24.0	20.0	13.2	4	4
40	Misungwi	100	100	15	16	15	11.1	4	4
41	Mkuranga	91	98	5.0	4.0	5.0	37.3	0	0
42	Monduli	100	100	26.0	26.0	26.0	13.9	2	2
43	Mpwapwa	100	100	38	33	32	14.0	6	6
44	Mugumu	17	47	7.0	12.0	12.0	5.7	1	3
45	Muheza	18	27	16.0	16.0	16.0	7.3	4	3
46	Muleba	100	100	10	10	10	6.1	1	1
47	Mwanga	100	100	27.0	27.0	28.0	14.0	9	8
48	Mwanhuzi	100	100	17.0	18.0	18.0	9.4	4	4
49	Namanyere	100	100	4	4	15	23.4	0	0
50	Namtumbo	42	45	12	11	12	10.1	2	2
51	Nansio	57	100	12.0	14.0	14.0	12.9	3	4
52	Ngara	100	100	19.0	18.0	18.0	7.9	4	4
53	Ngudu	100	100	14.0	14.0	14.0	14.9	3	4
54	Nzega	100	100	30.0	29.0	29	10.3	6	6
55	Orkesumet	100	100	7.0	8.0	8.0	54.7	0	0
56	Pangani	43	35	14.0	17.0	18.0	10.3	4	2
57	Ruangwa	62	90	14.0	14.0	15.0	16.7	3	4
58	Rujewa	7	9	9.0	11.0	12.0	5.6	3	3
59	Same	91	91	17	19	17	11.5	4	3
60	Sengerema	78	85	20.0	27.0	20.0	5.8	2	4
61	Sikonge	56	100	12	9	7	36.6	1	1
62	Songe	21	10	8.0	9.0	10.0	22.0	0	0
63	Tarime	44	50	25.0	24.0	20.0	16.7	7	7
64	Tukuyu	55	62	23.0	21.0	24.0	6.1	9	8
65	Tunduru	66	82	9	18	18	10.3	2	2
66	Urambo	79	86	11.0	14.0	12	35.5	2	3
67	USA River	32	42	16.0	18.0	22.0	7.8	5	6
68	Ushirimo	100	100	12.0	6.0	6.0	36.6	8	1
69	Utete	100	100	18.0	21.0	19	25.6	2	4
70	Vvawa	15	16	19.0	18.0	no data	14.0	5	3
TOTAL/AVG. 1		66	71	1,077	1,087	1,041	18	220	222
Township Water Supply and Sanitation Authorities									
71	Bashnet	100	100	5.0	8.0	7.0	14.2	2	2
72	Gallapo	30	59	9.0	9.0	9.0	11.0	1	1
73	Ilula	33	32	10	10	10.0	10.6	3	4
74	Isaka	100	100	9.0	3.0	3	100.0	5	1

S/N	Name WSSA	Metering ratio(%)		Total Staff (Nos)		Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
75	Kasumu	0	8	8	10	9.4	11.7	7.0	3	4	2
76	Kibagwa	100	100	19.0	15.0	13.2	8.9	7.8	4	3	4
77	Maganzo				2			80.0			0
78	Magugu	54	83	19.0	15.0	17.5	11.1	10.4	3	3	3
79	Makambako	97	97	28.0	31.0	6.3	6.7	3.9	5	5	3
80	Mbalizi	60	70	29.0	28.0	6.2	5.3	4.5	15	13	13
81	Mikumi	0	55	6.0	6.0	29.9	29.3	33.5	1	1	1
82	Mlowo	83	100	4.0	5.0	46.5	36.2	no data	0	1	
83	Mombo	90	90	11.0	9.0	17.5	14.0	10.2	2	3	2
84	Tunduma	76	77	14.0	15.0	21.0	22.3	21.5	2	3	7
85	Turiani	69	70	20.0	16.0	16.6	13.3	10.3	6	6	6
TOTAL/AVG.2		63.3	75.0	171	164	78	64.1	18	46	44	51
TOTAL / AVERAGE (1+2)		66	72	1,248	1,251	25	22.5	16	266	266	266

Table A2.7: Analysis of Revenue Collection

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/ year)			Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Capital Grants (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)			Total Collections (Thousand TZS/year)	Collection Efficiency (%)		
		2015/16	2016/17	2017/18				2015/16	2016/17	2017/18		2015/16	2016/17	2017/18
District Water Supply and Sanitation Authorities														
1	Biharamulo	70,291	113,216	140,485	26,379	166,864		76,205	108,751	148,723	175,102	108.4	96.1	105.9
2	Bunda	124,813	249,688	373,603	84,240	457,843		128,637	331,886	373,310	457,550	103.1	132.9	99.9
3	Chamwino	86,369	105,915	201,320		201,320		54,628	83,976	137,988	137,988	63.2	79.3	68.5
4	Chunya	112,518	191,485	127,254	8,000	135,254	0	112,517	148,965	121,488	129,488	100.0	77.8	95.5
5	Dakawa	40,800	52,412	56,622	1,738	58,360		38,421	47,247	42,570	44,308	94.2	90.1	75.2
6	Gairo	33,335	81,332	108,225	3,855	112,080		28,254	76,617	98,066	101,921	84.8	94.2	90.6
7	Handeni	17,098	23,164	22,610	586	23,196		9,540	23,164	19,731	20,317	55.8	100.0	87.3
8	Ifakara	96,130	117,505	115,189		115,189		78,002	121,870	105,460	105,460	81.1	103.7	91.6
9	Igunga	323,465	509,463	435,195	7,442	442,637		288,374	499,741	372,240	379,682	89.2	98.1	85.5
10	Itumba-Isongole	84,273	90,334	88,177	0	88,177		66,790	67,883	67,601	67,601	79.3	75.1	76.7
11	Karagwe	61,893	133,245	128,864	8,590	137,454	0	65,152	146,478	111,278	119,868	105.3	109.9	86.4
12	Karatu		149,802		22,717	172,519	0			148,560	171,277			99.2
13	Kasulu	173,076	191,168	185,339	46,471	231,810	41,635	188,995	191,468	152,670	199,141	109.2	100.2	82.4
14	Katesh	141,471	186,774	186,418	8,145	194,563	64,279	75,028	83,749	74,083	82,228	53.0	44.8	39.7
15	Kibaya	147,980	154,272	142,619	15,755	158,374		127,123	142,508	133,897	149,652	85.9	92.4	93.9
16	Kibondo	105,002	109,343	99,102	5,467	104,569	0	103,902	92,594	87,474	92,942	99.0	84.7	88.3
17	Kilindoni	33,705	30,240	20,753		20,753	2,300	22,167	19,188	16,761	16,761	65.8	63.5	80.8
18	Kilolo	60,009	78,620	51,040	17,859	68,899	8,000	45,397	35,151	77,967	95,826	75.7	44.7	152.8
19	Kilosa	54,470	46,949	102,921	0	102,921		47,547	46,949	54,285	54,285	87.3	100.0	52.7
20	Kilwa Masoko	204,134	214,986	310,879		310,879		150,465	245,048	232,789	232,789	73.7	114.0	74.9
21	Kiomboi	74,730	77,186	107,198	18,812	126,011		62,983	81,140	90,335	109,148	84.3	105.1	84.3
22	Kisarawe	57,726	45,685	35,688	9,153	44,840		21,311	26,421	44,412	9,153	36.9	57.8	58.1
23	Kishapu	17,984	21,594	57,721	75,442	133,163	0	15,660	18,078	24,512	99,954	87.1	83.7	42.5
24	Kondoa	240,450	278,860	205,739		205,739		182,350	235,157	203,000	203,000	75.8	84.3	98.7
25	Kongwa	104,203	93,354	102,000		102,000		61,895	93,354	95,000	95,000	59.4	100.0	93.1
26	Korogwe	242,077	326,199	704,710	79,780	784,490	254,326	231,019	321,562	533,020	612,800	95.4	98.6	75.6
27	Kyela	90,477	135,652	131,747	0	131,747		50,250	45,488	65,558	65,558	55.5	33.5	49.8
28	Liwale	84,087	88,508	143,508	6,271	149,779	118,182	78,848	84,384	74,628	80,898	94	95	52.0
29	Loliondo	73,160	138,195	133,766	4,960	138,726	29,924	61,269	123,493	133,924	138,884	84	89	100.1
30	Ludewa	25,000	30,829	34,191	0	34,191		25,500	21,422	15,421	15,421	102	69	45.1
31	Lushoto	105,378	112,660	102,844	4,946	107,790		92,708	97,259	93,746	98,692	88	86	91.2
32	Mafinga	333,596	431,875	399,370	40,722	440,092	513,659	296,624	364,918	488,055	528,777	89	84	122.2
33	Magu	85,140	74,595	78,409	348	78,757	0	67,900	74,593	68,042	68,390	80	100	86.8
34	Mahenge	45,000	49,560	65,051		65,051		37,718	32,395	65,051	65,051	84	65	100.0
35	Makete	88,162	117,966	92,294	18	92,312		64,567	85,036	68,182	68,200	73	72	73.9
36	Mangaka	3,600	2,253			0		3,600	2,253		0	100	100	no data
37	Manyoni	156,023	124,386	115,708		115,708		137,300	118,369	105,000	105,000	88	95	90.7
38	Mbinga	200,091	291,468	277,805	14,115	291,920	1,000,000	171,201	297,495	271,710	285,825	86	102	97.8
39	Mbulu	123,115	150,678	105,056	61,233	166,289	0	107,251	107,557	54,886	116,119	87	71	52.2
40	Misungwi	111,356	154,476	144,300	24,323	168,623	14,080	151,302	137,276	139,455	163,778	136	89	96.6
41	Mkuranga	26,441	17,866	17,923		17,923	83,588	17,866	14,795	12,494	0	68	83	0.0
42	Monduli	355,807	387,439	413,975		417,531	33,182	277,210	312,220	338,896	342,452	78	81	81.9
43	Mpwapwa	264,000	382,242	411,668	3,556	411,668		159,423	320,999	411,668	411,668	60	84	100.0
44	Mugumu	74,927	207,304	349,900	16,400	366,300	0	78,120	127,374	299,800	316,200	104.3	61.4	85.7
45	Muheza	85,593	73,037	110,788	2,037	112,825		63,112	67,091	89,556	91,592	73.7	91.9	80.8
46	Muleba	201,123	219,423	265,162	70,225	335,387	12,249	204,159	215,834	234,652	304,876	101.5	98.4	88.5

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/ year)				Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Capital Grants (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)				Total Collections (Thousand TZS/year)	Collection Efficiency (%)		
		2015/16	2016/17	2017/18	2017/18				2015/16	2016/17	2017/18	2017/18		2015/16	2016/17	2017/18
47	Mwanga	170,130	323,657	329,458		24,318	353,776		140,834	285,003	322,302	346,620	82.8	88.1	97.8	
48	Mwarhuzi	267,851	283,897	242,044		32,731	274,774	273,986	222,095	233,287	274,774	307,505	82.9	82.2	113.5	
49	Namanyere	27,620	18,739	14,591			14,591		18,169	13,050	9,559	9,559	65.8	69.6	65.5	
50	Namutumbo	65,297	63,185	76,378		7,159	83,537	221,848	38,634	44,708	62,917	70,076	59.2	70.8	82.4	
51	Nansio	17,987	144,670	103,263		16,634	119,897		21,724	100,660	87,774	104,407	120.8	69.6	85.0	
52	Ngara	144,352	202,261	147,373		40,678	188,050		180,440	154,498	132,599	173,277	125.0	76.4	90.0	
53	Ngudu	125,775	189,913	157,649		9,331	166,980		150,554	170,140	141,933	151,263	119.7	89.6	90.0	
54	Nzega	437,060	369,764	445,414		0	445,414	436,852	227,676	265,326	360,199	360,199	52.1	71.8	80.9	
55	Orkesumet	55,131	102,034	101,515			101,515		52,869	101,406	94,363	94,363	95.9	99.4	93.0	
56	Pangani	60,748	102,461	98,520		2,523	101,043		47,472	74,433	105,984	108,507	78.1	72.6	107.6	
57	Ruangwa	92,942	93,637	97,170		5,830	103,000	990,000	74,995	87,605	99,235	105,065	80.7	93.6	102.1	
58	Rujewa	134,166	89,864	87,523		0	87,523		54,983	59,759	63,590	63,590	41.0	66.5	72.7	
59	Same	153,019	197,879	208,849		23,085	231,934		130,896	177,877	163,238	186,323	85.5	89.9	78.2	
60	Sengerema	304,266	280,694	356,354		39,595	395,949	0	242,817	271,239	465,181	504,775	79.8	96.6	130.5	
61	Sikonge	11,399	26,630	27,575		303,805	331,381		9,519	22,635	19,733	323,538	83.5	85.0	71.6	
62	Songe	73,267	32,474	47,163		0	47,163	51,969	62,667	25,513	39,867	39,867	85.5	78.6	84.5	
63	Tarime	125,370	117,248	139,578		6,979	146,557	0	83,778	118,481	118,641	125,620	66.8	101.1	85.0	
64	Tukuyu	191,155	287,234	370,968		49,686	420,654	54,000	180,884	227,127	248,392	298,078	94.6	79.1	67.0	
65	Tunduru	139,131	147,127	180,000		18,890	198,890		95,039	100,045	164,000	182,890	68.3	68.0	91.1	
66	Urambo	45,032	34,800	52,764		1,676	54,440		65,910	32,240	42,817	44,492	146.4	92.6	81.1	
67	USA River	106,950	180,077	207,643		26,260	233,903	0	90,501	134,709	180,684	206,944	84.6	74.8	87.0	
68	Ushiroambo	46,956	49,564	50,850		4,020	54,870	0	53,373	49,721	52,055	56,075	113.7	100.3	102.4	
69	Uteie	82,170	98,364	147,876			147,876	73,449	90,117	90,117	64,393	64,393	99.3	91.6	43.5	
70	Vwawa	35,017	59,284				0		23,890	56,135		0	68.2	94.7	no data	
TOTAL/AVG. 1		8,152,869	10,208,858	11,343,456		1,302,785	12,646,240	4,277,509	6,779,583	8,834,912	9,855,269	11,158,051	85.0	85.3	82.6	
Township Water Supply and Sanitation Authorities																
70	Bashnet	30,297	51,262	49,355		7,625	56,980	583,680	29,266	54,158	46,565	54,190	96.6	105.6	94.3	
							0						no data	no data		
71	Gallapo	35,020	44,230	46,459		18,022	64,481		23,918	39,758	37,996	56,017	68.3	89.9	81.8	
72	Ilula	84,476.00	121,701	91,985			91,985		75,953	72,474	91,985	91,985	89.9	59.6	100.0	
73	Isaka	1,863	3,018	2,952			2,952		650	2,952	1,534	1,534	34.9	97.8	52.0	
74	Kasumulu	9,570	18,930	13,500	45		13,545		8,134	9,386	16,958	17,003	85.0	49.6	125.6	
75	Kibai gwa	351,858	421,826	453,952			453,952		351,858	377,444	453,952	453,952	100.0	89.5	100.0	
76	Maganzo										43,734			100.0		
77	Magugu	103,317	124,217	148,251		27,680	175,931		101,564	122,753	145,724	173,404	98.3	98.8	98.3	
78	Makambako	251,264	275,600	408,936		26,597	435,534		224,447	300,041	323,800	350,397	89.3	108.9	79.2	
79	Mbalizi			368,375		0	368,375	100	252,460	243,884	244,524	244,524	104.8	60.6	66.4	
80	Mikumi	240,916	402,227	36,667		5,605	42,272	0	21,232	19,271	56,095	61,700	28.2	66.4	153.0	
81	Mlowo	75,412	29,010	62,62			0		723	5,907		0	50.1	94.3	no data	
82	Mombo	51,267	51,267	56,239		13,630	69,869		30,058	38,295	33,064	46,694	58.6	74.7	58.8	
83	Tunduma	19,784	10,985	10,407		17,495	27,902		9,985	9,849	10,407	27,902	50.5	89.7	100.0	
84	Turiani	78,090	116,040	128,034		9,637	137,671	300,000	47,170	125,840	137,670	147,307	60.4	108.4	107.5	
TOTAL / AVERAGE (1+2)		1,334,577	1,676,576	1,858,848		126,335	1,941,449	883,780	1,177,417	1,422,013	1,644,008	1,726,609	72.5	85.3	94.1	
TOTAL / AVERAGE (1+2)		9,487,446	11,885,434	13,202,304		1,429,120	14,587,689	5,161,289	7,957,000	10,256,925	11,499,277	12,884,660	83.1	85.3	88.4	

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	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
District Water Supply and Sanitation Authorities										
1	Biharamulo	86,954	25,714	53,921	no data	no data	98,399	96,876	105,751	117,539
2	Bunda	85,586	130,683	168,999	no data	no data		118,592	290,286	472,366
3	Chamwino	11,718	27,900	28,800	no data	no data	no data	121,261	76,140	167,394
4	Chunya	47,747	52,411	45,558	15,548	no data	20,567	308,166	212,811	162,778
5	Dakawa	9,875	12,839	18,206	no data	no data	no data	39,024	36,088	47,224
6	Gairo	15,769	29,896	30,762	no data	no data	no data	27,316	46,686	58,498
7	Handeni	75,775	82,389	57,276	no data	no data	no data	119,876	100,447	82,956
8	Ifakara	15,169	34,109	35,600	no data	no data	no data	64,656	62,750	106,020
9	Igunga	131,669	120,196	120,763	no data	no data	200,648	359,588	475,421	114,869
10	Itumba-Isongole	38,228	36,187	39,090	no data	no data	1,285,785	58,064	68,629	69,945
11	Karagwe	35,512	61,405	48,182	no data	no data	107,960	88,529	153,137	136,592
12	Karatu			55,948			no data			211,842
13	Kasulu	97,911	149,646	11,053	no data	no data	0	176,192	219,325	187,081
14	Katesh	107,220	114,210	101,524	no data	no data	no data	168,730	181,235	159,340
15	Kibaya	95,278	89,377	69,983	no data	no data	no data	163,530	189,752	189,752
16	Kibondo	64,460	59,671	48,204	no data	no data	no data	110,540	75,295	75,295
17	Kilindoni	7,803	6,953	11,480	no data	no data	no data	46,964	31,609	27,056
18	Kilolo	22,424	26,450	21,824	no data	no data	no data	43,043	63,591	76,517
19	Kilosa	50,320	25,355	25,332	no data	no data	no data	56,466	55,261	69,193
20	Kilwa Masoko	68,248	82,162	97,751	18,126	56,380	56,380	181,980	243,267	275,806
21	Kiomboi	6,928	no data	17,716	no data	no data	no data	80,169	118,306	108,114
22	Kisarawe	5,915	75,395	70,400	59,802	no data	107,306	78,491	127,410	380,248
23	Kishapu	10,880	11,149	18,928	no data	no data	no data	13,650	7,166	18,611
24	Kondoa	54,544	56,507	54,237	no data	no data	no data	212,854	240,817	204,685
25	Kongwa	56,396	51,650	52,000	no data	no data	no data	66,287	215,521	81,000
26	Korogwe	112,838	245,190	294,365	no data	no data	87,696	341,769	476,507	543,309
27	Kyela	no data	30,454	35,319	no data	no data	98,019	92,492	74,531	174,392
28	Liwale	51,922	38,227	42,496	68,438	no data	no data	96,895	186,841	132,659
29	Loliondo	59,872	71,252	57,505	no data	147,896	29,924	110,545	141,682	121,399
30	Ludewa	2,400	no data	3,750	5,600	no data	no data	22,000	17,108	12,397
31	Lushoto	91,876	104,017	75,356	no data	no data	no data	143,677	146,416	93,678
32	Mafinga	90,241	61,060	90,662	no data	no data	no data	409,008	338,476	354,474
33	Magu	64,279	no data	170,975	no data	no data	no data	131,779	102,258	98,010
34	Mahenge	78,328	no data		no data	no data		38,402	42,395	
35	Makete	29,832	36,405	38,938	no data	no data	no data	80,820	81,382	81,940
36	Mangaka	1,900	no data		no data	no data		2,520	11,997	
37	Manyoni	16,169	67,782	64,005	no data	no data	no data	129,239	156,642	101,138
38	Mbinga	99,378	114,754	135,558	37,402	198,953	42,023	188,129	291,577	237,999
39	Mbulu	77,057	65,785	46,592	no data	no data	no data	145,615	131,593	108,827
40	Misungwi	30,422	105,611	104,143	57,321	no data	14,080	453,384	213,585	235,202
41	Mkuranga	22,440	8,193		no data	no data		38,481	42,752	16,480
42	Monduli	131,764	202,853	139,861	3,249	no data	33,182	374,300	407,133	440,315
43	Mpwapwa	94,422	136,781	119,416	no data	no data	no data	225,362	158,329	471,320
44	Mugumu	20,236	21,600	104,930	no data	no data	no data	182,050	193,230	171,550
45	Muheza	66,604	75,618	82,820	no data	no data	no data	85,264	121,521	163,318
46	Muleba	148,644	162,079	179,229	11,794	no data	36,490	266,294	262,979	250,065
47	Mwanga	151,579	178,146	83,896	50,638	54,390	56,299	376,541	403,690	454,969
48	Mwanhuzi	52,030	90,001	99,731	no data	no data	no data	221,831	246,115	262,028
49	Namanyere	no data	no data	3544.3	no data	no data	no data	18,169	13,036	5,373
50	Namtumbo	25,959	21,347	23,950	0	no data	no data	58,282	45,296	56,736
51	Nansio	6,533	39,436	51,791	no data	no data	no data	21,724	17,304	487,071
52	Ngara	11,950	28,097	6,402	no data	no data	no data	152,858	172,446	161,950
53	Ngudu	86,954	80,946	87,330	32,645	32,645	no data	205,487	261,195	199,817
54	Nzega	95,736	79,979	151,838	no data	426,525	436,852	765,925	369,979	449,208
55	Orkesumet	38,423	43,810	76,087	no data	no data	no data	64,656	79,796	110,984
56	Pangani	194,095	91,974	47,327	no data	no data	no data	223,764	152,212	116,329
57	Ruangwa	30,228	62,725	41,698	no data	no data	127,410	112,901	102,385	70,810
58	Rujewa	36,300	29,890	30,110	no data	no data	no data	72,659	48,543	45,807
59	Same	95,811	87,234	76,583	33,027	46,615	76,228	327,139	279,144	345,331
60	Sengerema	65,174	63,240	95,656	no data	21,539	no data	232,177	290,811	534,729
61	Sikonge	33,827	19,509	19,298	no data	no data	83,628	50,280	30,598	255,007
62	Songe	53,070	30,096	17,330	no data	no data	51,969	64,099	49,732	98,215
63	Tarime	59,848	67,824	92,435	no data	no data	131,095	137,056	50,657	25,699
64	Tukuyu	101,677	124,111	142,453	73,896	no data	98,807	281,958	281,084	227,193
65	Tunduru	10,000	36,180	37,123	no data	no data	no data	88,644	117,090	143,823
66	Urambo	22,764	24,000	24,760	no data	no data	no data	76,244	40,800	46,615
67	USA River	33,262	72,284	114,391.00	no data	no data	139,236.24	132,835	135,545	182,021
68	Ushirombo	11,622	13,890	13,060	no data	no data	no data	75,097	72,305	72,045
69	Utete	107,445	115,018	127,024	73,449	66,733	73,449	159,733	180,739	168,307

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	2017/18	2015/16	2016/17	2017/18	2015/16	2016/17	2017/18
70	Vwawa	56,322	33,021		5,761	no data		88,249	94,946	
	TOTAL/AVG. 1	3,873,561	4,342,677	4,553,271	546,696	1,051,676	3,493,433	10,367,174	10,531,081	11,929,260
Township Water Supply and Sanitation Authorities										
70	Bashnet	15,424.0	23,374	15,806	no data	no data		31,635	53,988	57,257
		no data	no data		no data	no data		no data		
71	Gallapo	29,220.4	28,063	28,899	no data	no data	no data	39,077	53,278	61,854
72	Ilula	34555	36,835	42,496	no data	no data	no data	74,463	87,061	114,818
73	Isaka	no data	2,100	2,100	no data	no data	no data	3,145	3,211	4,556
74	Kasumulu	1359	2700	1050	no data	no data	582,000	12,906	5,391	5,718
75	Kibaigwa	no data	132,377.9	109,437.0	no data	no data	no data	381,739	415,458	298,435
76	Maganzo			6,673.7						44,491
77	Magugu	91,816.6	74,304	92,072	no data	no data	no data	155,057	152,488	181,042
78	Makambako	209,876.0	214,226.1	176,352.6	26,821	no data	no data	296,164	373,182	401,542
79	Mbalizi	121,820.0	110,683.7	183,476.0	18,208	289,805	no data	367,008	358,225	395,198
80	Mikumi	no data	6,000.0	16,016.4	no data	no data	no data	23,107	12,902	43,272
81	Mlowo	3,678.0	4,146.0		289,805	3,930.705		7,304	5,953	
82	Mombo	43,497.7	53,092.0	55,525.0	no data	no data	no data	79,054	93,997	93,378
83	Tunduma	5,760.9	47,985.0	6,185.0	258,855	492,688.3	no data	30,946	124,857	12,035
84	Turiani	19,234.3	46,349.9	58,820.0	no data	no data	no data	27,936	116,040	133,407
	TOTAL/AVG. 2	576,242	782,237	794,909	593,689	786,424	582,000	1,529,541	1,856,031	1,847,002
	TOTAL / AVERAGE (1+2)	4,449,802	5,124,913	5,348,180	1,140,385	1,838,100	4,075,433	11,896,715	12,387,113	13,776,262

APPENDIX 3

DT WSSA's BOARD OF DIRECTORS STATUS

Table A3.1: DT WSSAs Board of Directors Status as at June, 2018 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 2017/18 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
District Water Supply and Sanitation Authorities						
1	Biharamulo	Yes	Yes	Yes	The Board has been appointed since 23 rd May, 2017.	Submitted annual report
2	Bunda	Yes	Yes	Yes	The Board has been appointed since 1 st July, 2015.	Submitted annual report
3	Chamwino	Yes		No	Board not in place	Submitted
4	Chunya	Yes		No	Tenure of the Board expired on March, 2016	Submitted annual report
5	Dakawa – Mvomero	Yes		No	The Board has expired since, July, 2018. Announcement calling for interested applicants have been published in August, 2018.	Submitted annual report
6	Handeni	Yes		Yes	Board in place, since 21 st February 2018	Submitted
7	Gairo	Yes		No	The Board has expired since, January, 2018	Not submitted
8	Ifakara	Yes		No	The Board has expired since 2016. The names have been submitted to Regional Administration	Not submitted
9	Igunga	Yes		Yes	Board is in place	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	Board is in place	Submitted annual report
13	Karatu	Yes		Yes	Board in place, since 27 th November 2017	Submitted
14	Kasulu	Yes		Yes	Board is in place	Not Submitted annual report
15	Katesh	Yes		Yes	Board in place, since 3 rd September 2015	Submitted
16	Kibaya	Yes		Yes	Board in place, since 4 th October 2015	Submitted
17	Kibondo	Yes		Yes	Board is in place	Not Submitted annual report
18	Kilindoni	Yes		No	The board has expired since February 2017	Not submitted
19	Kilolo	Yes		Yes	Board is in place , expires September, 2019	Submitted
20	Kilosa	Yes		Yes	The board has been established since August, 2016.	Not submitted
21	Kilwa Masoko	Yes		Yes	The Board is in place since September 2016	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 2017/18 or Annual Data Sheet
22	Kiomboi	Yes	Yes	Board is in place	Submitted annual report
23	Kisarawe	Yes	Yes	The Board is in place since September 2016	Submitted annual report
24	Kishapu	Yes	Yes	Board is in place	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	Board not in place	Submitted
27	Korogwe	Yes	Yes	Board in place, since 13 th April 2017	Submitted
28	Kyela	Yes	No	Tenure of the Board expired since June, 2010	Submitted data sheet
29	Liwale	Yes	Yes	The new Board is in place since, May, 2018	Submitted annual report
30	Loliondo	Yes	Yes	Board in place, since 1 st September 2016	Submitted
31	Longido	Yes	Yes	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 of handing over of the Water Supply Project from the Village Water Committee to the Authority is not finalized	
32	Ludewa	Yes	No	Tenure of the Board expired since June, 2017	Submitted annual report
33	Lushoto	Yes	Yes	Board in place, since 19 th November 2016	Submitted
34	Mafinga	Yes	Yes	Board in place, since 4 th September, 2018	Submitted
35	Magu	Yes	Yes	Board is in place	Not Submitted annual report
36	Mahenge	Yes	Yes	Board is in place	Not Submitted annual report
37	Makete	Yes	Yes	The Board is in place since February, 2018	Submitted annual report
38	Mangaka	Yes	Yes	The Board is in Place since September 2016	Not submitted
39	Manyoni	Yes	Yes	The Board is in Place since September 2016	Not submitted
40	Mbinga	Yes	No	Tenure of the Board expired since March, 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 2017/18 or Annual Data Sheet
41	Mbulu	YES	YES	Tenure of the Board expired since 3 rd September 2015	Submitted
42	Misungwi	Yes	Yes	Board is in place	Submitted annual report
43	Mkuranga	Yes	No	The tenure of the Board expired since January 2016. The proposed names together with the CV are to be submitted to the regional administration.	submitted
44	Monduli	Yes	Yes	Board in place, since 27 November 2017	Submitted
45	Mpwapwa	Yes	No	Expired February, 2018	submitted
46	Mugumu	Yes	Yes	Board is in place	Not Submitted annual report
47	Muheza	Yes	Yes	Board in place, since 16 th October 2017	Submitted
48	Muleba	Yes	Yes	Board is in place	Submitted annual report
49	Mwanga	Yes	Yes	Board in place, since 23 rd February 2017	Submitted
50	Mwanhuzi	Yes	Yes	Board is in place	Submitted annual report
51	Namanyere	Yes	No	Tenure of the Board expired since June, 2017	Submitted data sheet
52	Namtumbo	Yes	Yes	The Board is in place since September, 2015	Submitted annual report
53	Nansio	Yes	Yes	Board is in not in place	Not Submitted annual report
54	Ngara	Yes	Yes	Board is in place	Submitted annual report
55	Ngudu	Yes	Yes	Board is not in place	Not Submitted annual report
56	Nzega	Yes	Yes	Board is in place	Submitted annual report
57	Orkesumet	Yes	Yes	Board in place, since 2 nd February 2017	Submitted
58	Pangani	Yes	Yes	Board in place, since 3 rd September 2015	Submitted
59	Ruangwa	Yes	Yes	The Board is in place since September 2016	Submitted
60	Rujewa	Yes	Yes	The Board is in place since 28 th August, 2018	Submitted annual report
61	Same	Yes	Yes	Board in place, since 23 rd February 2017	Submitted
62	Sengerema	Yes	Yes	Board is not in place	Not Submitted annual report
63	Sikonge	Yes	Yes	Board is in place	Submitted annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2017/18 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
64	Songe	Yes	Yes		Board in place, since 4 th September 2017	Submitted
65	Tarime	Yes	Yes		Board is in place	Not Submitted annual report
66	Tukuyu	Yes	No		Tenure of the Board expired since June, 2018	Submitted annual report
67	Tunduru	Yes	No		The Board is in place since 14 th November, 2017	Submitted annual report
68	Urambo	Yes	Yes		Board is in place	Submitted annual report
69	USA River	Yes	Yes		Board in place, since 1 st July 2015	Submitted
70	Ushirombo	Yes	Yes		Board is in place	Not Submitted annual report
71	Utete	Yes	Yes		New Board appointed on December, 2016.	Submitted
Township Water Supply and Sanitation Authorities						
72	Bashnet	Yes	Yes		Board in place, since 7 th September 2016	7 th September 2016
73	Bonga	No	No		No Board and Management of WSSA	Not submitted
74	Chala	No	No		No Board and Management of WSSA	Not submitted
75	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 of Water Board. Currently operational issues are under Village Water Committee and Babati District Council	
76	Didia	No	No		No Board and Management of WSSA	Not submitted
77	Gallapo	Yes	Yes		The Board is in place since 28 th December, 2016	Submitted
78	Ilula	Yes	Yes		Board in place	Submitted
79	Isaka	Yes	Yes		Board is in place	Submitted annual report
80	Iselamagazi	No	No		Board and the management not in place	Not Submitted annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status		Progress in Formulating the Board	Report Submission for 2017/18 or Annual Data Sheet
			Active (YES) or Not Active (NO)			
81	Jomu (Tinde)	No	No		Board and the management not in place	Not Submitted annual report
82	Kasumulu	Yes	No		Tenure of the Board expired since March, 2016	Submitted data sheet
83	Kibaigwa	Yes	Yes		Board in place, since April, 2018	Submitted
84	Laela	No	No		Board and the management not in place	Not Submitted annual report
85	Lalago	No	No		Board and the management not in place	Not Submitted annual report
86	Maganzo	Yes	Yes		Board is in place	Submitted annual report
87	Magugu	Yes	Yes		The Board is in place since 08 th September 2016	Submitted
88	Makambako	Yes	Yes		The Board is in place since September, 2016	Submitted annual report
89	Malampaka	No	No		Board and the management not in place	Not Submitted annual report
90	Mbalizi	Yes	Yes		The Board is in place since September, 2016	Submitted data sheet
91	Mikumi	Yes	Yes		New Board is in place since 20 th August, 2016.	Submitted
92	Mombo	Yes	Yes		The Board is in place since 13 th April 2017	Submitted
93	Sangang'walugsha	No	No		Board and the management not in place	Not Submitted annual report
94	Tunduma	Yes	No		Tenure of the Board expired since February, 2016.	Submitted annual report
95	Turiani	Yes	Yes		The Board has expired since January, 2018. The names have been submitted to DED.	Submitted

APPENDIX 4

COMPLIANCE WITH REGULATORY OBLIGATIONS

**(Tariff Conditions, Reporting and Implementataion of
Recommendations of Previous Perfomance Report –FY 2017/18)**

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

A4.1 (i): Biharamulo WSSA (Tariff Order №. 18-05 of 2018)				
Condition	Due date	Compliance%	Remarks	
1. On or before 31 st March 2018, Biharamulo WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order.	31 st March 2018	100	Biharamulo WSSA submitted a revised Business Plan that incorporated the approved tariffs and conditions of this Order.	
2. Biharamulo WSSA shall undertake valuation of their assets and submit to EWURA an Asset Valuation Report certified by registered Valuer on or before 30 th June 2018.	30 th June 2018	0	Not implemented	
3. Biharamulo shall cause their financial reports to be audited by the Controller and Auditor General and ensure that on or before 30 th June 2019 they submit to EWURA copies of their audited financial statements for the years ended 30 th June 2018, 30 th June 2017 and 30 th June 2016	30 th June 2018	100	implemented	
4. Drilling of Borehole at Ng'ambo areal	30 th June 2018	100	Drilling of Borehole at Ng'ambo area completed.	
5. Purchase of submersible pump, Construction of Pump house and installation of electricity at Ng'ambo areal	30 th June 2018	100	Submersible pump purchased and construction of Pump house and installation of electricity at Ng'ambo area completed.	
6. Purchase of 1 Computer and 1 Printer.	30 th June 2018	100	One (1) Computer and Printer purchased.	
7. Purchase of 1 Motor Cycles (Boxer)	30 th June 2018	100	1. Purchased 1 Motor Cycle.	

A4.1 (i): Biharamulo WSSA (Tariff Order №. 18-05 of 2018)				
Condition	Due date	Compliance%	Remarks	
8. Biharamulo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA such information shall be used by EWURA to evaluate Biharamulo WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	100	2. Biharamulo WSSA continued to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA such information shall be used by EWURA to evaluate Biharamulo WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	
Overall Performance		87.5		

A4.1 (ii): Bunda WSSA): Order No 11- 014 of 1st June, 2011				
Condition	Due date	Compliance	Implementation Status	
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 MajIs and other means when required.	
Overall Performance		100		

A4.1 (iii): Karagwe WSS (Order No 11- 014 of 1st June, 2011)				
Condition	Due date	Compliance%	Implementation Status	
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 MajIs and other means when required.	
Overall Performance		100		

A4.1 (iv): Kasulu WSSA (Order No 11- 014 of 1st June, 2011)				
Condition	Due date	Compliance%	Implementation Status	
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 MajIs and other means when required.	
Overall Performance		100		

A4.1 (v): Katesh WSSA - 1st June 2017				
Condition	Due Date	Compliance%	Remarks	
1. Katesh WSSA shall undertake valuation of their assets and submit to EWURA an Asset Valuation Report certified by registered valuer on or before 30 th June 2018.	30 th June 2018	45	Valuation of assets owned by Katesh WSSA was conducted in February 2017 through contract by Hanang' District Council Valuer. However, the District Council Valuer is not yet Registered. The draft valuation report is still under review. The final report will be submitted to registered valuer on or before 31 st December 2018.	
2. Katesh WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariffs.	30 th June 2018	58	Katesh WSSA manage to implement only 58% of the project conditioned to be implement within the reporting period.	
3. Katesh WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order.	30 th June 2018	50	The utility managed to attain the performance of key indicators of NRW and New water connections. Two indicators namely collection efficiency and metering ratio were not attained.	
4. 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 Majlis reports and annual report. Also the utility submitted Annual Performance Report and Financial Statements for FY 2017/18.	
Overall Compliance	4 Conditions	63		

A4.1 (vi): Kibaya WSSA - 1st July 2017				
Condition	Due Date	Compliance%	Remarks	
1. Construction of 10 domestic water points	30 th June 2018	40	Four water domestic points constructed at Kaloleni and Shilangaa	
2. Rehabilitation of chemchem spring intake	30 th June 2018	100	Rehabilitation of the intake at Chemchem spring completed by June 2018	
3. Rehabilitation of Office building	30 th June 2018	0	Not implemented	

A4.1 (vi): Kibaya WSSA - 1 st July 2017)				
Condition	Due Date	Compliance%	Remarks	
4. Kibaya WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order.	30 th June 2018	58.4	The utility managed to attain the performance of key indicators of NRW and Metering ratio. Two indicators namely collection efficiency and new water connection were not attained.	
5. Kibaya WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA.	Continue	100	Submitted all monthly MajIs reports and annual. Also the utility submitted Annual Performance Report and Financial Statements for FY 2017/18.	
Overall Compliance	5 Conditions	59		
A4.1 (vii): Kibondo WSSA Order No 11- 014 of 1 st June, 2011				
Condition	Due date	Compliance%	Remarks	
1. Kibondo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Kibondo WSSA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	25	Kibondo WSSA continued providing information to EWURA through other means when required. Reports via MajIs were not submitted as required	
Overall Performance		25		

A4.1 (viii): Kilwa Masoko WSSAs (Tariff Order No 16-015 of 1st September, 2016)				
S/No	Condition	Deadline	Compliance%	Implementation Status
1	Kilwa Masoko WSSA shall implement projects detailed in the second schedule using funds generated from the approved tariff	30 th June, 2018	47.1	
2	Reporting	Continuous	100	Implemented, Kilwa WSSA has submitted all 12 monthly Majlis reports of FY 2017/18 and Annual Progress Report
3	Valuation of asset.	31 st March, 2017	0	No valuation has been conducted
4	Average NRW for FY 2017/18 should be 28%.	30 th June, 2018	0	Average NRW for first half of FY2017/18 is 44.6%
5	Number of new water connections, 300 connections in 2017/18	30 th June, 2018	20	30 new water customers have been connected by 31 st December, 2017
6	Average collection efficiency for FY 2017/18 should be 98%.	30 th June, 2018	54.4	Revenue Collection for the first half of 2017/18 was 81.3%
	Overall Compliance		36.9	

A4.1 (ix): Kisarawe WSSA (Tariff Order №. 16-016 of 2016)				
S/N	Condition	Deadline	Compliance (%)	Implementation Status
1	Implementation of Projects detailed in the Second Schedule using funds generated from approved Tariff		40	Implemented
2	KUWSA shall install meters to all its customers	30 th June, 2018	100	KUWSA installed meter to all its customers
3	KUWSA shall stop charging customers application fees		100	Started to be implemented with implementation of new Tariff Order
4	KUWSA shall make sure that after the end of each financial year, financial statements are audited by CAG		0	Not Implemented

5	Attain Key Performance Indicators shown in the Third Schedule		75.	
6	Submission of information to EWURA	Continuous	100	Implemented
Overall Compliance			69.2	

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

Condition	Due date	Compliance%	Implementation Status
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	75	Kishapu WSSA continued providing information to EWURA through MajIs and other means when required.
Overall Performance		75	

A4.1 (xi): Korogwe WSSA (Order No 21-016 of 1st November, 2016)

Condition	Due Date	Compliance%	Remarks
1. Upgrading of Mbeza intake by constructing a weir downstream	30 th June 2018	25	Korogwe WSSA has obtained funds from WSDP about 3.6 billion for rehabilitation of the infrastructure and improvement of water supply including upgrading of Mbeza intake. Tendering process for upgrading of Mbezi stream is ongoing.
2. Korogwe Water Supply and Sanitation Authority shall attain the key performance indicators as shown in the Third Schedule;	30 th June, 2018	64.7	Korogwe WSSA managed to attain by 100% two performance indicators by June 2018 which are collection efficiency and metering ratio. New water connection was attained by 58.8% and attainment for NRW was zero.

A4.1 (xi): Korogwe WSSA (Order No 21-016 of 1st November, 2016)				
Condition	Due Date	Compliance%	Remarks	
3. Korogwe WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA	Continuous	100	Submitted all monthly Majls reports and annual report. Also the utility submitted Annual Performance Report and Financial Statements for FY 2017/18	
OVERALL PERFORMANCE		63		
A4.1 (xii): Liwale WSSAs (Tariff Order No 16-015 of 1st September, 2016)				
S/N	Condition	Due date	Compliance%	Remarks
1	Implementation of Projects detailed in the Second Schedule using funds generated from approved Tariff		66.7	LIUWASA has managed to implement fully three and partially nine out of total of twelve new projects. With regard to rehabilitation and replacement, Liwale has managed to implement three projects, at different levels. Evidence of implementation was available for eight of new projects and two of rehabilitation
2	Valuation of Assets and submission of Asset Valuation Report to EWURA certified by Registered Valuer	30 th June, 2018	0.0	Not Implemented
3	Cause LIUWASA financial reports to be audited by CAG and submit copies of audited financial statements for FY 2013/14, 2014/15 and 2015/16 to EWURA	30 th June, 2018	0	Not implemented
4	Attain Key Performance Indicators shown in the Third Schedule		48.8	Has complied by 100 on submission of NRW reduction strategy, revenue collection efficiency and metering ratio
5	Submission of information to EWURA		100.0	LIUWASA is up to date in monthly Majls reports, submission of Annual Progress Report
Overall Compliance			53.9	

A4.1 (xiii): Magu WSSA (Order No 11- 014 of 1st June, 2011)				
Condition	Due date	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	
Overall Performance		25		

A4.1 (xiv): Mbinga WSSA (Tariff Order №. 2016-009 of 29th February, 2016)				
Condition	Due date	Compliance%	Remarks	
1. Mbinga WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariffs	30 th June 2018	57	Implementation of project by MBIUWASA is not completed, one project has not been implemented and two have been implemented partly.	
2. Mbinga WSSA shall attain the key performance indicators as shown in Third Schedule of this Order.	30 th June 2018	80	MBIUWASA is progressing well in attainment of the key performance indicators as shown in Third Schedule	
3. 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 Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Annually	80	MBIUWASA has continued to provide required information / data through Majlis where 09 out of 12 monthly reports were submitted timely as required. MBIUWASA submitted both Annual Technical and draft Financial Statement 2017/18 reports. MBIUWASA did not submit annual MAJIS report for 2017/18.	

A4.1 (xiv): Mbinga WSSA (Tariff Order №. 2016-009 of 29 th February, 2016)				
Condition	Due date	Compliance%	Remarks	
1. Mbinga WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariffs	30 th June 2018	57	Implementation of project by MBIUWASA is not completed, one project has not been implemented and two have been implemented partly.	
2. Mbinga WSSA shall attain the key performance indicators as shown in Third Schedule of this Order.	30 th June 2018	80	MBIUWASA is progressing well in attainment of the key performance indicators as shown in Third Schedule	
Overall Compliance		86		
A4.1 (xv): Misungwi WSSA (Order No 11- 014 of 1 st June, 2011)				
Condition	Due date	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	75%	Misungwi WSSA continued providing information to EWURA through MajIs and other means when required.	
Overall Compliance		75		

A4.1 (xvi): Mugumu WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance%	Implementation Status
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
Overall Performance		25	

A4.1 (xvii): Mwanga WSSA (Order No 19-016 of 1st October, 2016)			
Condition	Due Date	Compliance%	Remarks
1. MWANGUWSA shall undertake valuation of their assets and submit to EWURA Asset Valuation Report certified by registered Valuer on or before 30 th June 2018.	30 th June, 2018	0	The activity has not been done. The Utility reported that registered Valuer has already submitted the proposed costs for Valuation.
2. MWANGUWSA shall cause their financial reports to be audited by the Controller and Auditor General and ensure that on or before 30 th June 2018 they submit to EWURA copies of their audited financial statements for the years ended June 2016, 30 th June 2015 and 30 th June 2014.	30 th June, 2018	25	The draft financial statement over the last seven years have been prepared ready for the submission to CAG for auditing.

A4.1 (xvii): Mwanga WSSA (Order No 19-016 of 1st October, 2016)				
Condition	Due Date	Compliance%	Remarks	
3. Mwanga WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariffs.	30 th June, 2018	43	By June 2018, only 43% of the projects approved in the order for the period under review were implemented.	
4. MWANGA shall attain the key performance indicators as in the third schedule of the order.	30 th June, 2018	86	By June 2018, Mwanga attained 100% for three indicators namely metering ratio, revenue collection efficiency and response to written complaints. One indicator of NRW was attained by 42%	
5. 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 MajIs reports and annual. Also the utility submitted Annual Performance Report and Financial Statements for FY 2017/18	
OVERALL PERFORMANCE		51		

A4.1 (xviii): Mugumu WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance%	Implementation Status
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 MajIs were not submitted as required
Overall Performance		25	

A4.1 (xix): Mwanga WSSA (Order No 19-016 of 1st October, 2016)			
Condition	Due Date	Compliance%	Remarks
1. MWANGUWSA shall undertake valuation of their assets and submit to EWURA Asset Valuation Report certified by registered Valuer on or before 30 th June 2018.	30 th June, 2018	0	The activity has not been done. The Utility reported that registered Valuer has already submitted the proposed costs for Valuation.
2. MWANGUWSA shall cause their financial reports to be audited by the Controller and Auditor General and ensure that on or before 30 th June 2018 they submit to EWURA copies of their audited financial statements for the years ended June 2016, 30 th June 2015 and 30 th June 2014.	30 th June, 2018	25	The draft financial statement over the last seven years have been prepared ready for the submission to CAG for auditing.
3. Mwanga WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariffs.	30 th June, 2018	43	By June 2018, only 43% of the projects approved in the order for the period under review were implemented.

A4.1 (xix): Mwanga WSSA (Order No 19-016 of 1st October, 2016)				
Condition	Due Date	Compliance%	Remarks	
4. MWANGA shall attain the key performance indicators as in the third schedule of the order.	30 th June, 2018	86	By June 2018, Mwanga attained 100% for three indicators namely metering ratio, revenue collection efficiency and response to written complaints. One indicator of NRW was attained by 42%	
5. 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 Majlis reports and annual. Also the utility submitted Annual Performance Report and Financial Statements for FY 2017/18	
OVERALL PERFORMANCE	5 Conditions	51		

A4.1(xx): Nansio WSSA Order No 11- 014 of 1st June, 2011				
Condition	Due date	Compliance%	Remarks	
1. Purchasing water pipes and fittings for controlling leakages	2017/18	100	Implemented	
2. Procurement and installation of 2,700 water meters 1/2"	2017/18	50	Nansio installed 675 pcs of 1" water meters out of 1,350 pcs targeted for FY. 2017/18	
3. Extension of network to 2,700 new water user (households, institutions and commercial users) with Universal metering at Bukongo, Nkilizya Bulamba, Malanga, Nansio, Kagera, Nakatunguru, Kagerege, Namagubo A, Butiliti Nebuye, Hamkoko, Nantare, and Muruseni.	2017/18	0	Not implemented	

A4.1(xx): Nansio WSSA Order No 11- 014 of 1st June, 2011				
Condition	Due date	Compliance%	Remarks	
4. 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.	
Overall Compliance		62.5		

A4.1 (xxi): Ngara WSSA (Order No 11- 014 of 1st June, 2011)				
Condition	Due date	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.	
Overall Compliance		100		

A4.1 (xxii): Ngudu WSSA (Order No 11-014 of 1st June, 2011)				
Condition	Due date	Compliance%	Remarks	
1. 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	75	Ngudu WSSA continued providing information to EWURA through other means when required. Reports via Majlis were not submitted as required	
Overall Compliance		75		

A4.1 (xxiii): Nzega WSSA (Order No 11-014 of 1st June, 2011)				
S/N	Condition	Due date	Compliance%	Remarks
1	Rehabilitation of Operators house and toilets at Uchama water treatment plant and Kilimi water pumping station.	30 th June, 2018	50	Toilets Rehabilitation for one operators house completed at uchama pumping station.
2	3 Replacement of 6 Bulk meters (DN110-5 units, DN200- lunit). Replacement of Bulk meters shall be in 3 years (1 Bulk meter in 2017/18; 2 Bulk meters in 2018/2019; and 3 Bulk meters in 2019/2020).	30 th June, 2018	100	2Bulk meters replaced in 2017/2018.

A4.1 (xxiii): Nzega WSSA (Order No 11-014 of 1st June, 2011)				
S/N	Condition	Due date	Compliance%	Remarks
3	Replacement of water meters. 40 (3/4") meters in 2017/18; 80 (3/4") Meters in 2018/19; and 80 (3/4") meters in 2019/20.	30 th June, 2018	100	Replacement of 230(3/4") meters is done to June 2018.
	Overall Compliance	Conditions	83	

A4.1 (xxiv): Pangani WSSA (Order No 20-016 of 1st November, 2016)				
Condition	Due Date	Compliance%	Remarks	
1. Pangani WSSA shall cause their financial reports to be audited by the Controller and Auditor General and ensure that on or before 30 th June 2018 they submit to EWURA copies of their audited financial statements for the years ended 30 th June 2016, 30 th June 2015 and 30 th June 2014.	30 th June 2018	25	The condition not implemented. Currently auditing is done internally by internal auditor from Pangani District Council and is done after every six months.	
2. Purchase 4 bulk meters	30 th June, 2018	25	One bulk meter was procured and installed. The fund for the remaining three bulk water meters were re-allocated and used to rehabilitate customer office at Boza.	
3. Purchase 4 air valves to maintain pressure (zone A and zone B).	30 th June, 2018	100	Four valves have been purchased and installed	
4. Pangani WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA.	Continuous	75	Submitted all monthly MajIs reports and annual report. Also the utility submitted Annual Performance Report for FY 2017/18. However financial Statements for FY 2017/18 has not been submitted.	
Overall Compliance	4 Conditions	56		

A4.1 (xxv): Ruangwa WSSAs (Tariff Order No 023-16 of 1st December, 2016				
S/N	Condition	Deadline	Compliance (%)	Implementation Status
1	Undertake valuation of its Assets and submit Asset Valuation Report to EWURA that has been certified by a registered Valuer	30 th December, 2017	0	Not yet implemented.
2	Ruangwa WSSA shall cause their financial reports to be Audited by CAG and submit to EWURA copies of their Audited Financial Reports for the year ended 30 th June, 2017	30 th June, 2018	100	Submitted a copy of Draft Financial Statements.
3	Ruangwa WSSA shall continue to provide EWURA with information about its operating and financial conditions in accordance with the requirements of EWURA.	Continuous	100	Ruangwa WSSA is up to date in MajIs reports submission also submitted Annual Progress Report for FY 2017/18.
4	SECOND SCHEDULE PROJECTS			
	i. Construction of ten kiosks at Kilimahewa (3), Dodoma (2), Mchangani (2) and Lipande (3)	30 th June, 2018	20	Two (2) kiosks constructed at Kilimahewa
	ii. Procure and Install Billing Software	30 th June, 2019	100	Procured and installed since November 2017
	iii. Procurement of Laptop (2), printer (2), Digital Camera (1), Photocopier (1) and GPS (1)	30 th December, 2017	80	1 Laptop, 1 desktop, 1 printer and 1 GPS procured since June 2017
5	Ruangwa WSSA shall attain Key Performance Indicators as shown in the Third Schedule		58.6	Partially implemented as Ruangwa WSSA failed to implement some of the projects.
Overall Compliance			64.0	

A4.1 (xxvi): Sengerema WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance%	Implementation Status
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	50	Sengerema WSSA continued providing information to EWURA through Majlis and other means when required.
Overall Compliance		50	

A4.1 (xxvii): Songe WSSA (Order No 24-016 of 1st January, 2017)			
Condition	Due Date	Compliance%	Remarks
1. On or before 30 th June 2018, Songe WSSA shall cause their financial reports to be audited by the Controller and Auditor General (CAG) and ensure that they submit to EWURA copies of their audited financial statements for the year ended 30 th June 2017.	30 th June 2018	0	The condition not implemented
2. Songe WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order.	30 th June, 2017	43	Two indicators namely NRW and collection efficiency were not attained, the other two indicators including metering ratio and responses to written complaints were attained.
3. Network extension to Kanisani area, 2km.	30 th June 2017	64.5	The Utility managed to extend 1.29km.

A4.1 (xxvii): Songe WSSA (Order No 24-016 of 1st January, 2017)				
Condition	Due Date	Compliance%	Remarks	
4. Replacement of 120m old uPVC pipe of 63mm.		0	Not implemented.	
5. Songe 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. report Also the utility submitted Annual Performance Report and Financial Statements for FY 2017/18.	
Overall Compliance	5 Conditions	56		

A4.1 (xxviii): Tarime WSSA (Order No 11- 014 of 1st June, 2011)				
Condition	Due date	Compliance%	Implementation Status	
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 Majls were not submitted as required.	
Overall Compliance		25		

A4.1 (xxix): Ushirombo WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance%	Implementation Status
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
Overall Compliance		25	

A4.1 (xxx): Utete WSSAs (Tariff Order No 2016)				
S/N	Condition	Deadline	Compliance (%)	Implementation Status
1	Implementation of Projects detailed in the Second Schedule using funds generated from approved Tariff	30 th May, 2019	20.6	Implemented.
2	Attain Key Performance Indicators shown in the Third Schedule		52.6	Has complied by 100 on submission of NRW reduction strategy, revenue collection efficiency and metering ratio
3	Valuation of Assets and submission of Asset Valuation Report to EWURA certified by Registered Valuer	30 th June, 2017	0.0	Not Implemented. Planned to be implemented in FY 2018/19. In FY2017/18, the Authority has agreed with a valuer engaged by DC to undertake valuation of its Assets and prepare a separate report. But the valuer breached a contract with the District Council and did not complete the task.

A4.1 (xxx): Utete WSSAs (Tariff Order No 2016)				
S/N	Condition	Deadline	Compliance (%)	Implementation Status
4	Cause Utete WSSA financial reports to be audited by CAG and submit copies of audited financial statements for FY 2013/14, 2014/15 and 2015/16 to EWURA	30 th June, 2018	0.0	Failed to implement due to financial constraints
5	Prepare awareness program to stakeholders and customers and submit to EWURA for review and implementation monitoring	30 th June, 2017	20.0	The program was not prepared but the utility conducted one stakeholder meeting on 14 November, 2017 about 60 people attended the meeting.
6	Submission of information to EWURA	Continuous	100.0	Implemented. Utete WSSA is up todate in monthly Majlis reports
Overall Compliance			32.2	

A4.1 (xxxi): Isaka WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance%	Implementation Status
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
Overall Compliance		25	

A4.1 (xxxii): Makambako WSSA (Tariff Order №. 2017 - 004 of 7th June, 2017)				
Condition	Due date	Compliance%	Remarks	
1. On or before 31 st December 2017, Makambako WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order.	31 st December 2017	100	Makambako WSSA submitted Reviewed Business Plan on November 2017.	
2. Makambako WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs.	30 th June 2018	75	Makambako WSSA is progressing well in implementing projects detailed in the Second Schedule.	
3. On or before 31 st October 2017, Makambako WSSA shall undertake valuation of their assets and submit to EWURA an Asset Valuation Report certified by registered Valuer.	31 st October 2017	0	Makambako WSSA is in the process of engaging registered valuer to undertake Asset Valuation.	
4. On or before 31 st December 2017, Makambako WSSA shall prepare a Customer Outreach Program and submit the same to EWURA for review and approval.	31 st December 2017	0	Customer Outreach Program has not been submitted to EWURA for review and approval	
5. Makambako WSSA shall undertake water quality monitoring programme in compliance to EWURA Water and Wastewater Quality Monitoring Guideline for water utilities of 2014.	Annually	100	Makambako WSSA is undertaking water quality monitoring programme in compliance to EWURA Water and Wastewater Quality Monitoring Guideline for Water Utilities of 2014.	
6. On or before 31 st December 2017, Makambako WSSA shall attain universal metering.	31 st December 2017	100	Makambako WSSA has metered all customers since December 2017.	
7. Makambako WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order.	30 th June 2018	89	Makambako WSSA is progressing well in attainment of the key performance indicators as shown in Third Schedule.	

A4.1 (xxxii): Makambako WSSA (Tariff Order №. 2017 - 004 of 7th June, 2017)				
Condition	Due date	Compliance%	Remarks	
8. Makambako WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Makambako WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Annually	100	Makambako WSSA has continued to provide required information / data through Majlis. All 12 monthly reports for 2017/18 were submitted timely as required. Makambako WSSA has submitted annual Technical report, annual MAJIS report and draft Financial Statements for FY 2017/18 timely.	
Overall Compliance	8 Conditions	71		

A4.1 (xxxiii): 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 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%

Table A4.2: Report submission status

S/N	Utility	MajIs Monthly Reports	MajIs Annual Report		Draft Technical Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
District Water Supply and Sanitation Authorities								
1	Biharamulo	12	3 rd Aug. 2018	Timely submitted	3 rd Aug. 2018	Timely submitted	25 th Aug. 2018	Timely submitted
2	Bunda	Nil	Nil	Not submitted	20 th Sept. 2018	Timely submitted	26 th Oct. 2018	Late submission
3	Chamwino	1	Nil	Not submitted	24 th Sept. 2018	Timely submitted	Nil	Not submitted
4	Chunya	12	29 th Sept. 2018	Timely submission	9 th Oct. 2018	Late submission	9 th Oct. 2018	Late submission
5	Dakawa	1	Nil	Not submitted	16 th July 2018	Timely submitted	Nil	Not submitted
6	Gairo	2	Nil	Not submitted	8 th Oct. 2018	Late Submission	Nil	Not submitted
7	Handeni	1	-	Not submitted	27 th Sept. 2018	Timely submitted	15 th Oct. 2018	Late Submitted
8	Ifakara	Nil	Nil	Not Submitted	Nil	Not submitted	Nil	Not submitted
9	Igunga	12	3 rd Aug 2018	Timely submitted	10 th Aug 2018	Timely Submitted	26 th Sept 2018	Timely submitted
10	Itumba-Isongole	12	13 th Aug. 2018	Timely submission	2 nd Oct. 2018	Late submission	20 th Aug. 2018	Timely submission
11	Karagwe	12	Nil	Not submitted	30 th Sept 2018	Timely submitted	12 th Oct 2018	Late submission
12	Karatu	2	12 th Sept. 2018	Timely submitted	8 th Sept. 2018	Timely Submitted	Nil	Not submitted
13	Kasulu	12	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
14	Katesh	4	31 st Aug. 2018	Timely submitted	20 th Sept. 2018	Timely Submitted	20 th Sept. 2018	Timely Submitted
15	Kibaya	4	30 th Aug. 2018	Timely submitted	27 th Sept. 2018	Timely submitted	28 th Oct. 2018	Late Submitted
16	Kibondo	Nil	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
17	Kilindoni	Nil	Nil	Not Submitted	12 th Oct. 2018	Late submission	Nil	Not submitted
18	Kilolo	11	29 th sept. 2018	Timely submitted	26 th Sept. 2018	Timely submitted	26 th Sept. 2018	Timely submitted
19	Kilosa	Nil	Nil	Not Submitted	Nil	Not submitted	15 th Oct. 2018	Late submission
20	Kilwa Masoko	3	Nil	Not Submitted	27 th Aug. 2018	Timely submitted	Nil	Not submitted
21	Kiomboi	8	Nil	Not Submitted	23 rd Sept. 2018	Timely Submitted	26 th Oct. 2018	Late submission
22	Kisarawe	11	Nil	Not Submitted	Sept. 2018	Timely submitted	11 th Oct. 2018	Late submission
23	Kishapu	12	31 st Aug. 2018	Timely submitted	30 th Sept 2018	Timely submitted	Nil	Not submitted

S/N	Utility	MajIs Monthly Reports No. of Timely Submitted Reports	MajIs Annual Report		Draft Technical Annual Report		Draft Financial Statements	
			Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
24	Kondoa	2	Nil	Not Submitted	23 rd Sept. 2018	Timely Submitted	25 th Oct. 2018	Late submission
25	Kongwa	Nil	Nil	Not Submitted	28 th Sept. 2018	Timely Submitted	Nil	Note submitted
26	Korogwe	Nil	1 st Oct. 2018	Late submitted	25 th Sept. 2018	Timely Submitted	27 th Sept. 2018	Timely submitted
27	Kyela	6	Nil	Not submitted	Nil	Not submitted	13 th Oct. 2018	Late submission
28	Liwale	3	Nil	Not Submitted	Nil	Not submitted	30 th Sept. 2018	Timely submitted
29	Loliondo	8	31 st Aug. 2018	Timely submitted	28 th Sept. 2018	Timely Submitted	28 th Sept. 2018	Timely Submitted
30	Ludewa	Nil	Nil	Not submitted	12 th Oct. 2018	Late submission	Nil	Not submitted
31	Lushoto	2	Nil	Not submitted	1 st Sept. 2018	Timely submitted	1 st Sept. 2018	Timely Submitted
32	Mafinga	5	Nil	Not Submitted	26 th Sept. 2018	Timely Submitted	5 th Oct. 2018	Late submission
33	Magu	Nil	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
34	Mahenge	Nil	Nil	Not Submitted	Nil	Not submitted	Nil	Not submitted
35	Makete	12	28 th Sept. 2018	Timely submission	Nil	Not submitted	13 th Oct. 2018	Late submission
36	Manyoni	1	Nil	Not Submitted	24 th Sept. 2018	Timely Submitted	5 th Nov., 2018	Late submission
37	Mbinga	9	Nil	Not submitted	1 st Oct. 2018	Late submission	1 st Oct. 2018	Late submission
38	Mbulu	2	31 st Aug. 2018	Timely Submitted	28 th Sept. 2018	Timely Submitted	15 th Oct. 2018	Late submitted
39	Misungwi	12	Nil	Not submitted	30 th Sept. 2018	Timely submitted	25 th Oct. 2018	Late submitted
40	Mkuranga	Nil	Nil	Not Submitted	7 th Oct. 2018	Late submission	15 th Oct. 2018	Late Submission
41	Monduli	1	31 st Aug. 2018	Timely Submitted	31 st Aug. 2018	Timely Submitted	3 rd Oct. 2018	Late submitted
42	Mpwapwa	6	Nil	Not Submitted	21 st Sept. 2018	Timely Submitted	Nil	Not submitted
43	Mugumu	Nil	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
44	Muheza	3	Nil	Not submitted	31 st Aug. 2018	Timely submitted	Nil	Not submitted
45	Muleba	12	15 th Sept. 2018	Timely submitted	28 th Sept. 2018	Timely submitted	28 th Sept. 2018	Timely submitted
46	Mwanga	4	31 st Aug. 2018	Timely submitted	21 st Sept. 2018	Timely submitted	21 st Sept. 2018	Timely Submitted
47	Mwanhuzi	12	Nil	Not submitted	24 th Sept. 2018	Timely submitted	24 th Sept. 2018	Timely submitted
48	Namanyere	Nil	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
49	Namtumbo	9	Nil	Not submitted	28 th Sept. 2018	Timely submission	28 th Sept. 2018	Timely submission

S/N	Utility	MajIs Monthly Reports No. of Timely Submitted Reports	MajIs Annual Report		Draft Technical Annual Report		Draft Financial Statements	
			Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
50	Nansio	12	26 th Oct 2018	Late submission	29 th Sept. 2018	Timely submitted	16 th Oct. 2018	Late submission
51	Ngara	9	Nil	Not submitted	29 th Sept. 2018	Timely submitted	25 th Oct. 2018	Late submission
52	Ngudu	5	Nil	Not submitted	16 th Sept. 2018	Timely submitted	Nil	Not submitted
53	Nzega	12	Nil	Not Submitted	10 th Aug. 2018	Timely Submitted	26 th Sept 2018	Timely submitted
54	Orkesumet	Nil	31 st Aug. 2018	Timely submitted	27 th Sept. 2018	Timely submitted	26 th Oct. 2018	Late submitted
55	Pangani	Nil	Nil	Not submitted	26 th Sept. 2018	Timely submitted	Nil	Not submitted
56	Ruangwa	4	30 th Sept. 2018	Timely submitted	30 th Sept. 2018	Timely submitted	30 th Sept. 2018	Timely Submitted
57	Rujewa	10	18 th Sept. 2018	Timely submitted	18 th Sept. 2018	Timely submission	Nil	Not submitted
58	Same	2	Nil	Not submitted	11 th Sept. 2018	Timely submitted	11 th Sept. 2018	Timely Submitted
59	Sengerema	11	Nil	Not submitted	Nil	Not submitted	18 th Oct. 2018	Late submission
60	Sikonge	2	Nil	Not Submitted	21 st Sept. 2018	Timely Submitted	Nil	Not submitted
61	Songe	2	22 nd Aug. 2018	Timely submitted	25 th Aug. 2018	Timely submitted	17 th Oct. 2018	Late submitted
62	Tarime	Nil	Nil	Not submitted	Nil	Not submitted	15 th Oct. 2018	Late submitted
63	Tukuyu	4	Nil	Not submitted	5 th Oct. 2018	Late submission	28 th Sept. 2018	Timely submission
64	Tunduru	3	13 th Sept. 2018	Timely submission	Nil	Not submitted	16 th Oct. 2018	Late submission
65	Urambo	Nil	Nil	Not Submitted	24 th Sept. 2018	Timely Submitted	Nil	Not submitted
66	Usa River	12	30-08-2018	Timely submitted	28 th Sept. 2018	Timely submitted	30 th Aug. 2018	Timely submitted
67	Ushiombo	Nil	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
68	Utete	4	Nil	Not Submitted	9 th Oct. 2018	Late Submitted	9 th Oct. 2018	Late Submission
Township Water Supply and Sanitation Authorities								
69	Bashnet	10	29 th Aug. 2018	Timely submitted	13 th Sept. 2018	Timely submitted	15 th Oct. 2018	Late submitted
70	Gallapo	3	31 st Aug. 2018	Timely submitted	15 th Sept. 2018	Timely submitted	15 th Oct. 2018	Late submitted
71	Ilula	5	Nil	Not Submitted	21 st Sept. 2018	Timely Submitted	Nil	Not submitted
72	Isaka	Nil	Nil	Not submitted	30 th Sept 2018	Timely submitted	Nil	Not submitted
73	Kasumulu	Nil	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
74	Kibaigwa	12	29 th Sept. 2018	Timely submitted	28 th Sept. 2018	Timely Submitted	Nil	Not submitted
75	Maganzo	Nil	Nil	Not submitted	31 st Aug. 2018	Timely submitted	Nil	Not submitted
76	Magugu	11	28 th Aug. 2018	Timely submitted	31 st Aug. 2018	Timely submitted	22 nd Sept. 2018	Timely submitted

S/N	Utility	MajIs Monthly Reports No. of Timely Submitted Reports	MajIs Annual Report		Draft Technical Annual Report		Draft Financial Statements	
			Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
77	Makambako	12	30 th Sept. 2018	Timely submission	28 th Sept. 2018	Timely submission	14 th Sept. 2018	Timely submission
78	Mbalizi	11	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
79	Mikumi	Nil	Nil	Not Submitted	20 th Sept. 2018	Timely submitted	15 th Oct. 2018	Late Submitted
80	Mombo	5	Nil	Not submitted	27 th Sept. 2018	Timely submitted	-	Not submitted
81	Tunduma	Nil	Nil	Not submitted	Nil	Not submitted	Nil	Not submitted
82	Turiani	2	Nil	Not Submitted	9 th Oct. 2018	Late Submission	9 th Oct. 2018	Late Submission

A4.3: Implementation of Recommendations of the Previous Performance Report (FY 2016/17)

SN.	Key issue	Key Observation	Recommendation	Implementation Status
1	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 2017/18 budget for each DT WSSAs.	Out of 82 DT WSSAs, only 40 have attained 100% customer metering. Also, only 31 DT WSSAs have metered all their water production points.
2	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 24 out of 82 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 plants. However out of 75 DT WSSAs which have no treatment plants only 23 have acquired land for construction of water treatment plants.
3	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 6 WSSAs applied for tariff review during FY 2017/18. Also, only 28 DT WSSAs out of 82 were operating with business plans that have been reviewed by EWURA and approved by their boards. In addition a total of 33 DT WSSAs submitted their business plans for review during FY 2016/17.

SN.	Key issue	Key Observation	Recommendation	Implementation Status
4	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 82 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.
5	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 82 DT WSSAs only 40 submitted draft financial statements. Also, only one DT WSSA (Same WSSA) has submitted Audited financial statement for FY 2016/17.

APPENDIX 5:

LIST AND EXPLANATION FOR DT WSSAs THAT DID NOT SUBMIT REPORTS

A5.1: List of WSSAs that did not submit Annual Reports or Data for FY 2017/18

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 have 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 th January 2004. The Board of Directors and Management have 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 have 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 seasons 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'wa-lu-gesha	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 6:

WATER QUALITY ANALYTICAL RESULTS

A6. 1: Water Quality Analysis Data- Conducted by EWURA

S/N	WSSAs	Parameter	Sampling points										MIN	MAX	Average	No. of sample	Complied	% COMPLIANCE
			Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10						
1	Makete	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Turbidity	0.54	1.10	0.73	5.49	5.62	0.89	0.30	0.60			0.30	5.62	1.91	8	8	100
		Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	0	0
		pH.	6.38	6.45	6.46	6.84	6.72	6.26	6.45	6.28			6.26	6.84	6.48	8	5	63
2	Tunduru	E. Coli	0.00	0.00	0.00	45.00	90.00	0.00	0.00				0.00	90.00	19.29	7	5	71
		Turbidity	0.14	0.05	13.70	2.34	1.03	0.19	0.17				0.05	13.70	2.52	7	7	100
		Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00	0.00	0.00	7	0	0
		pH.	6.12	4.88	5.67	5.60	5.43	5.69	6.09				4.88	6.12	5.64	7	0	0
3	Utete	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Turbidity	30.00	38.00	35.00	41.00	19.00	14.00	17.00	17.00			14.00	41.00	26.38	8	4	50
		Resid. Chlorine	0.03	0.00	0.01	0.00	0.03	0.02	0.04	0.02			0.00	0.04	0.02	8	0	0
		pH.	6.86	6.92	6.88	6.87	6.79	6.81	6.85	6.88			6.79	6.92	6.86	8	8	100
4	Liwale	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Turbidity	11.00	12.00	14.00	12.00	8.00	6.00	8.00	11.00			6.00	14.00	10.25	8	8	100
		Resid. Chlorine	1.70	0.03	N.T	0.28	0.20	0.17	0.13	0.18			0.03	1.70	0.38	8	5	63
		pH.	6.86	6.81	6.54	6.78	6.72	6.97	6.82	6.60			6.54	6.97	6.76	8	8	100
5	Ilula	E. Coli	0.00	2.00	5.00	4.00	5.00	6.00	0.00	1.00	0.00	0	0.00	6.00	2.30	10	4	40
		Turbidity	16.80	23.40	27.00	60.10	20.40	12.70	4.14	4.23	13.40	32	4.14	60.10	21.42	10	7	70
		Resid. Chlorine	0.04	0.06	n.m	n.m	n.m	n.m	n.m	0	28	4.7	0.01	28.40	6.64	10	0	0
		pH.	6.24	6.17	6.12	6.30	6.37	6.53	6.32	6.30	7.40	7.12	6.12	7.40	6.49	10	3	30
6	Chunya	E. Coli	4.00	6.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	6.00	1.25	8	6	75
		Turbidity	0.53	0.49	1.56	2.86	9.11	12.50	3.66	4.73			0.49	12.50	4.43	8	8	100
		Resid. Chlorine	n.m	n.m	0.45	0.03	0.12	0.48	0.26	0.49			0.03	0.49	0.31	8	4	50
		pH.	6.68	7.13	6.62	6.60	6.73	6.65	6.60	6.61			6.60	7.13	6.70	8	8	100
7	Kyela	E. Coli	8.00	6.00	10.00	0.00	0.00	0.00	0.00	0.00			0.00	10.00	3.00	8	5	63
		Turbidity	14.40	13.60	8.24	16.60	3.77	6.62	2.93	6.64			2.93	16.60	9.10	8	8	100
		Resid. Chlorine	n.m	n.m	n.m	1.10	0.14	0.02	0.05	0.09			0.02	1.10	0.28	8	0	0
		pH.	7.83	7.66	7.44	7.30	7.14	7.25	7.23	7.12			7.12	7.83	7.37	8	8	100

S/N	WSSAs	Parameter	Sampling points										MIN	MAX	Average	No. of sample	Complied	% COMPLIANCE
			Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10						
8	Makambako	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10	10	100
		Turbidity	18.70	12.00	16.20	10.20	11.00	7.40	14.50	6.92	15.20	13.3	6.92	18.70	12.54	10	10	100
		Resid. Chlorine	0.18	0.24	0.21	0.15	0.11	0.07	0.20	n.m	0.13	n.m	0.07	0.24	0.16	10	5	50
		pH _i	8.05	7.50	7.45	7.51	7.30	7.32	7.02	7.00	6.92	7.27	6.92	8.05	7.33	10	10	100
9	Mpwapwa	E. Coli	1	2	0	1	0	0	0	0			0.00	2.00	0.50	8	5	63
		Turbidity	17.8	17.2	0.2	20.3	0.1	0.2	0.2	0.3			0.10	20.30	7.04	8	5	63
		Resid. Chlorine	0.1	0.1	0.1	0.1	0.1	0.3	0.2	0.3			0.10	0.30	0.16	8	3	38
		pH _i	7.2	7.1	7.1	7.1	6.5	6.6	6.7	6.6			6.50	7.20	6.86	8	8	100
10	Kasulu	E. Coli	10	0	0	0	12	0	0	0			0.00	12.00	2.75	8	6	75
		Turbidity	13	24.1	3.47	58.5	41.7	12.9	34.3	33.6			3.47	58.50	27.70	8	0	0
		Resid. Chlorine	0.11	0.22	0.33	0.39	0.19	2.3	0.45	0.24			0.11	2.30	0.53	8	6	75
		pH _i	7.66	7.57	7.75	7.9	7.95	7.91	7.95	7.83			7.57	7.95	7.82	8	8	100
11	Kibondo	E. Coli	0	12	23	5	45	22	19	0	12	5	0.00	45.00	14.30	10	2	20
		Turbidity	10.4	11.8	1.13	0.87	0.68	0.75	0.4	11.6	1.21	7.15	0.40	11.80	4.60	10	6	60
		Resid. Chlorine	0.27	n.m	n.m	n.m	n.m	n.m	n.m	0.23	n.m	0.11	0.11	0.27	0.20	3	2	67
		pH _i	6.93	6.87	6.17	6.3	2.2	6.25	6.12	7.13	6.93	6.95	2.20	7.13	6.19	10	9	90
12	Bunda	E. Coli	8.00	14.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	14.00	2.20	10	8	80
		Turbidity	36.00	43.00	44.00	55.00	44.00	64.00	50.00	43.00	50.00	47.00	36.00	64.00	47.60	10	0	0
		Resid. Chlorine	n.m	n.m	0.10	0.13	0.11	0.07	0.06	0.07	0.09	0.07	0.06	0.13	0.09	10	0	0
		pH _i	7.80	7.90	8.70	8.60	8.60	8.40	8.50	7.30	8.60	8.6	7.30	8.70	8.30	10	10	100
13	Tarime	E. Coli	0.00	6.00	16.00	8.00	0.00	0.00	20.00	0.00	10.00	0.00	0.00	20.00	6.00	10	5	50
		Turbidity	21.00	22.00	0.00	0.00	23.00	17.00	10.00	29.00	13.00	26.00	0.00	29.00	16.10	10	2	20
		Resid. Chlorine	0.25	0.17	0.06	0.07	0.19	0.24	0.18	0.91	0.13	0.24	0.06	0.91	0.24	10	6	60
		pH _i	7.40	7.30	7.40	7.70	7.30	7.20	7.20	7.10	7.30	7.20	7.10	7.70	7.31	10	10	100
14	Igunga	E. Coli	0	0	0	0	0	0	0	0			0.00	0.00	0.00	8	8	100
		Turbidity	3.41	2.76	2.59	0.68	1.17	2.88	3.14	2.98			0.68	3.41	2.45	8	8	100
		Resid. Chlorine	0.35	0.3	0.25	0.2	0.2	0.2	0.2	0.2			0.20	0.35	0.24	8	8	100
		pH _i	8.1	8.38	7.66	7.49	8.29	7.8	7.85	7.8			7.49	8.38	7.92	8	8	100

S/N	WSSAs	Parameter	Sampling points										MIN	MAX	Average	No. of sample	Complied	% COMPLIANCE
			Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10						
15	Urambo	E. Coli	0	0	0	0	0	0	0	0	0		0.00	0.00	0.00	8	8	100
		Turbidity	0.4	1.88	2.77	0.72	0.49	0.87	1.57	2.07			0.40	207.00	26.96	8	7	88
		Resid. Chlorine	0	0	0	0	0	0	0	0			0.00	0.00	0.00	8	0	0
		pH.	7.45	8.2	7.4	7.31	6.68	6.65	6.59	7.85			6.59	8.20	7.27	8	8	100
16	Mikumi	E. Coli	0	0	0	0	0	0	0	0			0.00	0.00	0.00	8	8	100
		Turbidity	8.53	8.44	8.32	9.55	10.2	7.36	9.15	11.4			7.36	11.40	9.12	8	8	100
		Resid. Chlorine	0.38	0.32	0.49	0.25	0.25	0.31	0.36	0.55			0.25	0.55	0.36	8	7	88
		pH.	7.4	7.2	6.99	7.1	6.89	7.01	7.03	7.11			6.89	7.40	7.09	8	8	100
17	Ifakara	E. Coli	0	0	0	0	0	0	0	0	0		0.00	0.00	0.00	9	9	100
		Turbidity	0.27	2.81	1.64	1.04	1.42	1.31	0.95	0.67	0.27		0.27	2.81	1.15	9	9	100
		Resid. Chlorine	0	0	0	0	0	0	0	0.57	0.03		0.00	0.57	0.07	9	0	0
		pH.	6.98	7.02	6.87	7.3	7.01	6.89	6.8	7.39	7		6.80	7.39	7.03	9	9	100
18	Kongwa	E. Coli	0	1	2	2	1	3	0	0			0.00	3.00	1.13	8	3	38
		Turbidity	0.45	0.32	0.68	0.72	0.22	0.83	0.21	0.95			0.21	0.95	0.55	8	8	100
		Resid. Chlorine	0	0	0		0	0	0	0			0.00	0.00	0.00	8	0	0
		pH.	6.88	6.78	6.99	7.28	7.42	6.89	7.75	7.22			6.78	7.75	7.15	8	8	100
19	Kondoa	E. Coli	0	0	0	0	0	0	0	0			0.00	0.00	0.00	8	8	100
		Turbidity	0.35	0.43	0.21	0.59	0.63	0.32	0.77	0.19			0.19	0.77	0.44	8	8	100
		Resid. Chlorine	0	0	0	0	0	0	0	0			0.00	0.00	0.00	8	0	0
		pH.	7.17	7.27	7.11	7.01	7.16	7.18	6.71	6.67			6.67	7.27	7.04	8	8	100
20	Manyoni	E. Coli	0	0	0	0	0	0	0	0			0.00	0.00	0.00	8	8	100
		Turbidity	0.47	0.35	0.18	0.17	0.11	0.31	0.11	0.25			0.11	0.47	0.24	8	8	100
		Resid. Chlorine	0.01	0.02	0.01	0.01	0.01	0.02	0.01	0.02			0.01	0.02	0.01	8	0	0
		pH.	7.06	7.00	7.07	7.03	7.05	7.09	7.01	7.03			7.00	7.09	7.04	8	8	100
21	Pangani	E. Coli	10	8	5	12	7	0	0	3			0.00	12.00	5.63	8	2	25
		Turbidity	0	0	0	0	0	0	0	0			0.00	0.00	0.00	8	8	100
		Resid. Chlorine	0	0	0	0	0	0	0	0			0.00	0.00	0.00	8	0	0
		pH.	7.5	7.28	7.26	7.29	7.19	6.93	7.3	7.34			6.93	7.50	7.26	8	8	100

S/N	WSSAs	Parameter	Sampling points										MIN	MAX	Average	No. of sample	Complied	% COMPLIANCE
			Point 1	Point 2	Point 3	Point 4	Point 5	Point 6	Point 7	Point 8	Point 9	Point 10						
22	Mombo	E. Coli	35.00	11.00	18.00	6.00	12.00	10.00	10.00	21.00	25	31.00	6.00	35.00	17.90	10	0	0
		Turbidity	41.00	61.00	65.00	26.00	86.00	88.00	61.00	69.00	114	186	26.00	186.00	79.70	10	0	0
		Resid. Chlorine	n.m	n.m	n.m	n.m	n.m	n.m	n.m	n.m	n.m	n.m	0.00	0.00	#DIV/0!	10	0	0
		pH _i	7.96	7.41	7.60	7.22	7.62	7.54	7.43	7.48	7.41	7.49	7.22	7.96	7.52	10	10	100
23	Songe	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Turbidity	0.00	1.00	4.00	5.00	1.00	1.00	0.00	0.00			0.00	5.00	1.50	8	8	100
		Resid. Chlorine	n.m	n.m	n.m	n.m	n.m	n.m	n.m	n.m			0.00	0.00	#DIV/0!	8	0	0
		pH _i	7.75	8.07	7.85	8.01	7.45	7.60	7.49	7.69			7.45	8.07	7.74	8	8	100
24	Orkesument	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	6.00	0.00			0.00	6.00	0.75	8	7	88
		Turbidity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Resid. Chlorine	n.m	n.m	n.m	n.m	n.m	n.m	n.m	n.m			0.00	0.00	#DIV/0!	8	0	0
		pH _i	7.30	7.03	7.20	7.03	7.03	7.11	7.18	7.18			7.03	7.30	7.13	8	8	100
25	Kibaya	E. Coli	3.00	0.00	0.00	0.00	0.00	0.00	4.00	0.00			0.00	4.00	0.88	8	6	75
		Turbidity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Resid. Chlorine	0.00	0.06	0.00	0.20	0.03	0.04	0.04	0.06			0.00	0.20	0.05	8	1	13
		pH _i	7.15	6.94	7.35	7.51	7.56	7.22	7.30	7.26			6.94	7.56	7.29	8	8	100
26	Mbulu	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Turbidity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Resid. Chlorine	n.m	n.m	n.m	n.m	n.m	n.m	n.m	n.m			0.00	0.00	#DIV/0!	8	0	0
		pH _i	7.09	6.93	6.96	6.96	7.02	7.03	6.93	6.93			6.93	7.09	6.98	8	8	100
27	Magugu	E. Coli	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00	0.00	8	8	100
		Turbidity	80.00	47.00	0.00	0.00	61.00	0.00	0.00	0.00			0.00	80.00	23.50	8	5	63
		Resid. Chlorine	0.89	0.75	n.m	0.45	0.77	0.31	n.m	n.m			0.31	0.89	0.63	8	2	25
		pH _i	6.59	6.41	7.16	6.76	6.47	6.41	7.29	8.72			6.41	8.72	6.98	8	6	75
28	Usa River	E. Coli	0.00	0.00	0.00	0.00	0.00	5.00	3.00	0.00	0.00	2.00	0.00	5.00	1.00	10	7	70
		Turbidity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10	10	100
		Resid. Chlorine	n.m	0.25	0.21	0.21	0.21	n.m	n.m	0.25	1.07	n.m	0.21	1.07	0.37	10	5	50
		pH _i	6.59	6.74	6.86	6.84	6.84	6.04	5.94	6.04	6.19	6.5	5.94	6.86	6.46	10	6	60

A6.2 Drinking Water Quality Standards

Parameter	Allowable limit (TZS 789:2008)	WHO Standards 3 rd Edition (2008) Guideline Value
pH	6.5-9.2	6.5-8.5
Turbidity	0-25 NTU	0-5 NTU
E. Coli	0 cfu/100 ml	0 cfu/100 ml
Residual Chlorine	NM	0.2-0.5 mg/l

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