

Newsletter

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EWURA scoops the best second winner award of 88 Simiyu



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COVER PHOTO:

EWURA scoops the best second winner award at 88 exhibition held in Simiyu.

From the Editor

DEAR respected esteemed readers!

On behalf of the Energy and Water Utilities Regulatory Authority (EWURA) management, I humbly welcome you all to join us into reading our latest 25th Edition of EWURA NEWSLETTER in a series of our Authority's newsletter publications.

This edition is coming at the time when EWURA is now operating from Dodoma Capital City and has stabilized since moving from Dar es Salaam on 9th April, 2018.

Since moving to Dodoma and beyond our expectation EWURA has successfully implemented all regulatory functions as it well did while the HQ was in Dar es Salaam where many service providers are based.

I am now privileged and honored to invite you to read our interesting articles from various activities undertaken by EWURA for the period July and September 2019.

EWURA regulates technically and commercially three Energy Sub-Sectors; Petroleum, Electricity and Natural Gas; and one-Water Sector; Water and Sanitation.

During July–September 2019, the Authority undertook various regulatory functions of which some of them have been highlighted in this edition in compliance to EWURA Act, Cap 414 of the Laws of Tanzania, Section 6 (e).

Section 6 (e) of EWURA Act stipulates that the Authority shall strive to enhance the welfare of Tanzania society by enhancing public knowledge, awareness and understanding of regulated sectors including; the rights and obligations of consumers and regulated suppliers; the way in which complaints and disputes may be initiated and resolved and the duties, functions and activities of the Authority.

This Edition brings some of many interested articles from our undertaken activities during the months of July and September 2019, as due to time and space the Authority has not managed to bring them all to you.

Enjoy reading and much welcome!



Titus Kagu

EWURA scoops the best second winner award of 88 Simiyu

By **Tobietha Makafu**

The Energy and Water Utilities Regulatory Authority (EWURA), has become the second winner in the category of regulatory institutions, which did well during the National Agriculture show (NaneNane exhibitions) held at Nyakabindi grounds, Bariadi district in Simiyu region.

The award, which was handed over to Zonal Manager George Mhina by Prime Minister Hon. Kassim Majaliwa during the closing ceremony, is a result of good customer service as well as public awareness provided during the exhibitions.

Speaking at the event, Mr. Mhina said: “EWURA ensures that it provides public awareness and education to consumers of regulated sectors

so that they become aware of their rights and obligations.”

Apart from awareness and public education, the exhibitions were also used to receive customers’ complaints on regulated services, suggestions from consumers and service providers alike, as well as accepting license applications in electricity, petrol stations and natural gas sub sectors.

Other EWURA Zonal offices participated in their respective areas whereby, the central zone participated in Dodoma region, Southern Highlands zone in Mbeya, Northern Zone in Arusha and the Eastern zone in Morogoro.

“EWURA ensures that it provides public awareness and education to consumers of regulated sectors so that they become aware of their rights and obligations.”

Mr. George Mhina



10 unscrupulous traders held for illegal fuel deals

By Wilfred Mwakalosi

10 unscrupulous traders have been arrested in Handeni District for undertaking illegal petroleum product business, in a recent special joint operation.

The joint operation consisted of team from the Police Force, Tanzania Revenue Authority and EWURA. Over 110 litres of fuel, various storage equipment, various TRA EFD receipts and pipes were seized.

The operation arrested seven people who were in possession of fuel and three others who were in possession of empty drums which had indications of having been used as fuel storage facilities.

The team examined fuel sampled from the two nearby petrol stations of TPDC COPEC Segera and ENGEN Segera, and the product found from individual suspects.

A special equipment XRF (X-Ray Fluorescence Analyzer) was deployed to check whether the fuel was marked for domestic use, whereby samples from the two stations was found be okay.

According to Fuel Marking and Testing Rules, GN NO. 210, fuel meant for domestic market must be marked in order to curb tax evasion, fuel adulteration and smuggling.

Transit fuel to neighbouring countries and tax exempted fuel for some special projects such as rail and road construction within the country is not marked.

For domestic fuel to be legally compliant with fuel marking rates, it must bear a marker rate of $3\text{PPM}\pm 7\%$. Otherwise it would be regarded as illegally acquired and no taxes were paid upon entrance of such a cargo.



EWURA meets 600 Consumers at Saba Saba

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA) has participated at the 43rd Dar es Salaam International Trade Fair (DITF) popularly known as SabaSaba by provided public awareness education to about 600 consumers who visited the regulator's pavilion.

Inaugurated by Vice President, Samia Suluhu Hassan, the exhibitions, which were held from 28th June, 2019 to 13th July 2019 were closed by the second Vice President of Zanzibar Hon. Seif Ali Idd.

The Sabasaba exhibition was the best platform for EWURA to explain various issues and solve problems faced consumers of energy and water services who visited the pavilion. Explaining factors influencing changes on the petroleum prices, the EWURA's Manager for Communications and Public Relations, Mr. Titus Kaguo said changes on the Petroleum prices in the domestic market is determined by the rise and fall of fuel prices in the world market.

Speaking about availability of petroleum products in rural areas, to serve transport services of Motorcycles, Mr. Kaguo said EWURA is in preparations for new rules to introduce mobile petrol stations. When answering the question about generation, transmission and distribution of electricity, Mr. Kaguo said EWURA is issuing licenses to Large Power Producers above 10 Megawatt as well as to small power producers below 10 Megawatt, which can be generated from wind, solar or hydro-power. Currently, small producers generate a total of 60 Megawatt. He said EWURA has issued more than 2300 licenses to electricity contractors, who are engaged in electricity activities in buildings and other installations.

“Every retailer of the cooking gas (LPG) must have a scale for weighing the cylinder, in order to ensure that its actual weight correspond to the one written on the cylinder, adding that each cylinder must be properly sealed,”

Mr. Titus Kaguo

These licenses differ in classes depending on the education level and the curriculum vitae of the contractors. The licenses have been issued in order to ensure that only qualified personnel are allowed to do electrical works to prevent disasters that can happen by using the unqualified contractors.

In water sector, consumers complained about bills, which do not correspond with the actual use. Mr. Kaguo emphasized complaints in Water, Electricity and Petroleum sub-sectors to submit complaints to EWURA offices at head office in Dodoma, or zonal offices, Lake Zone in Mwanza, Eastern Zone in Dar es Salaam, Northern Zone in Arusha and the Southern Highland Zone in Mbeya region for assistance.

“Every retailer of the cooking gas (LPG) must have a scale for weighing the cylinder, in order to ensure that its actual weight correspond to the one written on the cylinder, adding that each cylinder must be properly sealed,” said Mr. Kaguo while explaining how to overcome LPG theft.

He called upon consumers of regulated services to make sure of EWURA Client Service Charter to get more details on the responsibility of EWURA, Consumers as well as Service Providers in order for them to know their rights.



EWURA sweeps illegal LPG businesses at Dar's suburb

By Wilfred Mwakalosi

The Energy and Water Utilities Regulatory Authority (EWURA) has closed down various facilities in Dar es Salaam for illegal Liquefied Petroleum Gas (LPG) business.

The businesses had been operating in contrast with Health safety and Environment (HSE) and thus posed great risk and the business had uncompetitive behavior;and unfair.

During a recent raid in Dar es Salaam, a gas vendor Mafia Gas Mart was found using a residential compound located at Kariakoo Mafia Street, House No. 55, Ilala District, for storage of LPG cylinders where there was also an illegal refilling activity-taking place.

According to Section 179 of the Petroleum Act, Cap 392 and Rule 35 (1) of the LPG Rules GN 420, such a premise is prohibited for LPG storage and pursuant to Rule 42 (1) of the LPG Rules GN 420, the act of refilling LPG is prohibited and it an offence unless it is authorized by EWURA

EWURA Spokesperson, Mr. Titus Kaguho says activities, which were being undertaken by Mafia Gas Mart (i.e. storage of LPG cylinders in a

residential compound and undertaking refilling of LPG), poses imminent danger to HSE.

Mr.Kaguho said: "In case a fire accident happens, the neighboring houses will be in a very high risk".

Pursuant to Rule 57 (1) and 60(1) of the LPG Rules GN 420, Mr. Kaguho said, the team involved in the inspection seized the unscrupulous operator's cylinders and handed over to the respective LPG wholesalers for safe custody until the matter is determined.

A total of 147 cylinders of various brands were found at the scene of which 134 were empty and Mafia Gas Mart was found in possession of LPG cylinders of wholesalers whom had no dealership agreement with, contrary to Rule 38 (1) of the LPG Rules GN 420 and it is an offence that attracts a penalty.

Director of Petroleum Mr. Gerald Maganga, said the inspections are part of a wider monitoring exercise that EWURA has embarked on recently to keep the sub-sector players on check, and predominantly covers the whole country.



Illegal LPG refilling surrounded by residential and shops, posing a great risk in Health, Safety and Environment.

Success as more than 600 Electrical Contractors Licensed

By **Tobietha Makafu**

The Energy and Water Utilities Regulatory Authority (EWURA) licensed more than 600 electrical contractors for the financial year 2017/2018, a step that qualifies them to undertake electrical installation activities, according to a latest Regulatory Performance Report on Electricity.

According to the electricity Act (2008), any person who conducts electrical installation activities at any level, must be licensed by EWURA, in order to ensure that qualified personnel handle such activities.

Out of 600 issued licenses their classes has been graded as follows:- Class A (12), Class B (52), Class C (255), Class D (255) and Class W (56).

Apart from electrical installation licenses, EWURA has issued seven electrical generation licenses to companies with potential generation capacity of 97.3MW which are Dangote Cement Limited, Shanta Mine, Kagera Sugar, Ludewa Capacity Building, Mkonge Energy Systems and Ninety Two Limited.

The report also indicates that EWURA has registered 10 Small power producers who are using solar and hydro power to produce a total of 453.03 KW which is capable of serving more than 887 customers in areas where the national grid is not yet available.

In 2017/2018, EWURA received a total of 134 complaints about electricity bills, service denials;and compensation against losses caused by fire. Among the complaints submitted, 65 have been resolved and 69 are on the mediation stage.

Further, the report indicate developments made insofar to reach national goals by increasing the electricity generation capacity by 7.13 per cent,

as well as increasing transmission lines and new customer's connections.

This is a result of an increased public awareness in electricity sector to service providers and consumers.



More Tanzanians to use LPG for Domestic Activities

By **Tobietha Makafu**

The use Liquefied Petroleum Gas in the country increased for 33 per cent in the year 2018 compared to 2017. The increase is attributed to the Government efforts to create awareness on benefits of using LPG compared to others sources of energy such as charcoal and kerosene.

EWURA's Manager for Communications and Public Relations said recently that the increase is a result people's acceptance and affordability of LPG gas in comparison with other sources of energy and in order to comply with the National Energy Policy.

LPG imports increased to a total of 142,940 metric tons in the year 2018, up from 107,263 metric tons imported for the year 2017, an increase of 33 per cent. This is by far a significant increase, if compared to 2010 when the imports were a mere 20,000 metric tons.

Despite the growing LPG consumption, Mr. Kaguo said noted that remote areas still lack the service as suppliers are very few and therefore people still use firewood, charcoal and kerosene for cooking.



Electrical Installation Services

Rules further improved

By **Asiatu Msuya**

The Energy and Water Utilities Regulatory Authority (EWURA) have improved electricity rules for provision of electrical installation services in the country, in a view to make them respond to stakeholders' concerns.

The new rules that were published in May 2019, with Government Notice No 382, upgrades electrical installation classes to eight from former 11 and their corresponding voltage ratings.

Fees for license application, renewal and duplication and penalties for practicing electrical installations works without a valid license issued by EWURA have also been outlined in the rules.

The rules demonstrates minimum license requirements and expounds pertinent issues for consideration by anybody carrying out electrical installation works. The issues are:-

- ✓ Conducting electrical installations works without EWURA license is not authorized.
- ✓ A person shall make on application for license electronically through a www.ewura.go.tz.
- ✓ The application fees is TZS 10,000/.
- ✓ Classes for electrical Installation works and their corresponding voltages are A (all voltage levels); B(medium voltage level up to 33,000 Volts.); C(not exceeding 400 Volts); D (not exceeding 220 Volts); W(carry out electrical installation works under electrical supervisors who possess licenses Class A, B, C or D); and S given to special electrical works such as motor rewinding, cable termination, line constructions for S1(in all voltages.), S2 (up to 33000Volts while S3 (up to 1000Volts).

- ✓ Electrical Installation licenses shall be issued to personnel who have relevant academic qualifications and experience.
- ✓ Evaluation of applications shall be done by an independent committee to assess validity and authenticate legality of information therein; hence commends to the Board for decision.
- ✓ The Authority shall, upon receipt of recommendations from the committee, approve the application and issue a license for a term of three years.
- ✓ An applicant who is granted a license shall, within a period of three months, collect the license from the Authority upon payment of the license fee.
- ✓ Fees payable are Class A and S1 TZS 150,000; Class Band S2 TZS 120,000/ Class C and S3 TZS 100,000/; Class D TZS 60,000/; Class W TZS 40,000/.
- ✓ The Authority may suspend or revoke a license where it discovers license was obtained by deliberate or negligent submission of false information or statements; forgery and contravention of licensing conditions.

Fees for license application, renewal and duplication and penalties for practicing electrical installations works without a valid license issued by EWURA have also been outlined in the rules.