

# Newsletter

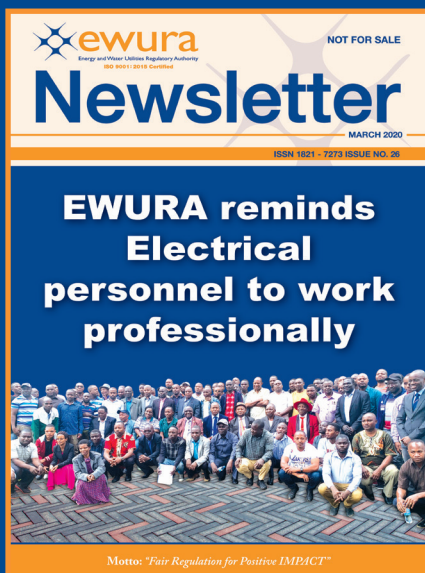
MARCH 2020

ISSN 1821 - 7273 ISSUE NO. 26

## EWURA reminds Electrical personnel to work professionally



Motto: *“Fair Regulation for Positive IMPACT”*



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## COVER PHOTO:

*EWURA officials with Electrical Personnel from Mbeya and Songwe Regions in a group photo during an awareness seminar on electricity rules.*

**Motto: “Fair Regulation for Positive IMPACT”**





# FROM THE EDITOR

**DEAR esteemed readers!**

I humbly welcome you to join us into reading our latest EWURA Newsletter the 26<sup>th</sup> Edition in a series of EWURA Newsletter publications.

I have a great honour and pleasure to invite you to read various interesting articles from the four sectors regulated by EWURA that have been undertaken for the period between September 2019 and March 2020. This edition has covered many months, contrary to our usual coverage of three months (quarterly) due to reasons beyond our control. EWURA regulates three energy sub-sectors; Petroleum, Electricity and Natural Gas; and one on Water sector; Water and Sanitation.

During this period, the Authority undertook many regulatory decisions of which some of them have been covered in this edition in compliance with section 6 (e) of EWURA Act, Cap 414 of the Laws of Tanzania.

Section 6 (e) 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.

In this Edition, activities that have been covered includes a University of Dar es Salaam move for locally-made water sector solutions, EWURA's broadening scope of Communication channels to reach more stakeholders, a call for electricians to work professionally; and many more interesting stories.

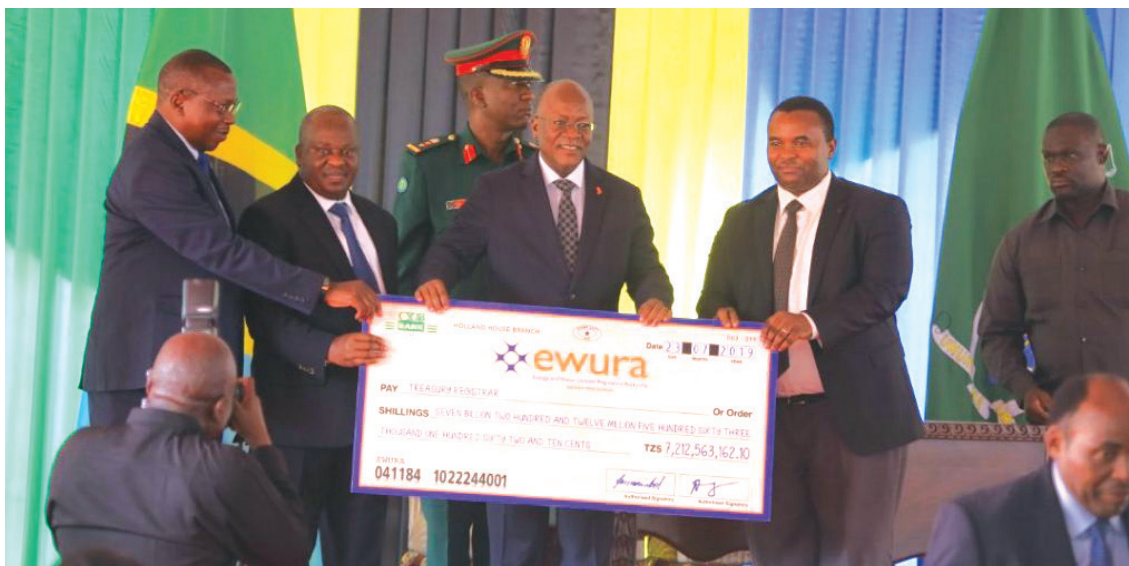
**You are welcome!**



**Titus Kaguho**

# EWURA contributes 7.2/= billion to Treasury

By Asiatu Msuya



**T**he Energy and Water Utility Regulatory Authority (EWURA) has contributed Tsh 7.2 billion to treasury for the financial year 2018/2019.

A dummy cheque of the same was handed over to Hon. President Dr. John Pombe Magufuli, at a function held at the White House, Chamwino Dodoma, recently.

The contribution is a 15 percent of the Authority's annual gross collection which is dished to the government every financial year, in compliance to the legal requirement that govern operations of public entities.

EWURAs' source of revenue includes service levy paid by regulated institutions,

finances and penalties paid by service providers and license application fees for regulated activities in electricity, petroleum, natural gas and water and sanitation services as defined in Cap 414.

The dummy cheque of EWURA contribution was presented to the President by Deputy Permanent Secretary of the Ministry of Water, Engineer Anthony Sanga, Acting Director General of EWURA, Ms. Kapwete John, and EWURA's Communications Manager Mr. Titus Kaguho.

Dkt. Magufuli congratulated public institutions, organizations and companies that contributed and issued dividends to the Government. However, the

president warned against non-compliant, where he instructed them to issue dividends and statutory contributions within 60 days, failure of which might have led to termination of respective board of directors and executives.

Eng. Sanga said EWURA has always been at the forefront in complying with Government directives in accordance with the laws.

Ms. John urged regulated entities to timely disburse service levies to the regulator in order to facilitate implementation and monitoring of regulatory activities, and in due course foster sustainable service delivery.



# EWURA urges Electrical personnel to work professionally

By Tobietha Makafu

**T**he Energy and Water Utilities Regulatory Authority (EWURA), has reminded Electrical installation personnel to ensure that at all times, they comply with the rules, regulations and guidelines involving their work to safeguard interests of consumers and their properties.

EWURA's Director of Electricity, Eng. Godfrey Chibulunje, said this in Mwanza recently when opening the meeting for electrical installation stakeholders, including TANESCO staff, convened to discuss how to work professionally and ethically.

Eng. Chibulunje said EWURA has noted with concern the presence of electrical installation personnel, who work without complying to the rules and regulations, and that he expects such meeting will help to remind stakeholders on the rules and regulations that ensures quality work and safety of the people.

"You are reminded to comply with Electricity Act Chapter 131 of 2008. We expect you to work professionally and ethically, because of your importance in helping our government in electrification process," he said.

EWURA's Lake Zone Manager Mr. George Mhina spoke on the importance

of electricians: *"You are the ones doing wiring to new customers before they are connected by Rural Electricity Agency (REA)."*

The Principal Legal Officer, Mr. Patrick Malogoi reminded TANESCO to inspect electrical installations in various projects to identify and re-inspect those facilities installed by unlicensed electricians to safeguard health and safety of the people.

**// You are the ones doing wiring to new customers before they are connected by Rural Electricity Agency (REA) //**

It is a criminal offence for electrical installation personnel to work without licenses, punishable in a court of law for up to a year in jail or a fine ranging from 200,000 to 2,000,000 shillings or both.

Eng. Evarist Simon, EWURA's Principal Electricity Inspector said 468 participants attended the meeting which covered various topics, including electrical installation rules of 2019 and procedures for applying for electrical installation license.



# EWURA introduces more Communication channels

By Asiatu Msuya

The Energy and Water Utilities Regulatory Authority (EWURA), has expanded its stakeholders and the public engagement mode by establishing official social networking pages to enhance education, awareness and understanding of the regulated sectors.

The networks are <https://www.facebook.com/ewuranews/> and <https://twitter.com/ewuratanzania>. EWURA has also been using its website [www.ewura.go.tz](http://www.ewura.go.tz) as the center of information on regulatory matters.

Traditionally, EWURA has been using radio, television, newspapers, telephone and website to educate, receive inquiries, comments and provide answers and clarifications to clients, stakeholders and the general public on various matters.

EWURA's Communications and Public Relations Manager, Mr. Titus Kaguho urged Tanzanians to use official social media platforms of the Authority to submit opinions, concerns and questions about regulated sectors. EWURA regulates electricity, petroleum, natural gas and water and sanitation.

EWURA has a **toll free number 0800110030** for customer inquiries and clarification of various regulatory issues. In addition cell phone, user can access the price of petroleum products by dialing **\*152\*00#**.

According to section 6 (e) of EWURA Act, Chapter 414 of the Laws of Tanzania; EWURA is duty bound to enhance public education, awareness and understanding of regulated sectors

EWURA is also responsible for ensuring that consumers and service providers of regulated sectors are aware of their rights and obligation in receiving and in providing such services.

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# ColCT for locally-made water sector solutions

By Wilfred Mwakalosi

**T**he College of Information and Communication Technology (ColCT) of the University of Dar es Salaam, is setting a stage for seeking to provide homegrown solutions to water sector problems.

In the new model dubbed *Challenge Driven Education*, students are made to undertake research on real problems facing the society on water sector; and to do projects that have impact on real life, away from traditional approach of fictitious problems.

The Principal of ColCT, Dr. Mussa Kissaka, says the Challenge Driven Education was introduced as a new model for enhancing interactions and collaboration between the University and the society around it.

"It's a framework for learning while solving real world challenges...challenges are refined into actionable problem statements, where they are tested thereafter," he told EWURA Newsletter recently.

According to Dr. Kissaka, already ColCT has established

a working relationship with the Dar es Salaam Water and Sanitation Authority (DAWASA), in a quest to provide platform for implementation of the Challenge Driven Education.

Recently, ColCT held a meeting with Morogoro Water Supply and Sanitation Authority (MORUWASA), to introduce the college concept to the water utility.

**"It's a framework for learning while solving real world challenges... challenges are refined into actionable problem statements, where they are tested thereafter"**

MORUWASA Acting Managing Director Eng. Katakweba said the ColCT proposal of seeking local solutions to local problems will be useful to the water utility, stressing that ICT and Water sectors are "inseparable twins"

that need to work together for a better service delivery.

He noted that the ColCT approach waives away a risk of sending organizations in backward motion that is usually attached to some imported solutions. He called for more engagement of other water utilities because they share the same problems.

In 2018/19, about 23 ColCT students were involved in practical research with DAWASA, where they spent 15 weeks.

Under the Challenge Driven Education, more real world solutions have been made, more research conferences and journal papers have been produced, and there have been an improved collaboration between academia and industry, according to Dr. Kissaka.

It is planned that the approach opens up for more students to participate, establish more challenge owners, consider more sectors, and scale up Challenge Driven Education into more schools.





# Senior officers trained on protocol, improved service delivery

By **Tobietha Makafu**

**T**he Energy and Water Utilities Regulatory Authority (EWURA), has conducted a two day capacity building training to Zonal Managers and Senior Customer Service Officers on public relations as well as protocol and etiquette.

The training was facilitated by a Communications and Public Relations expert Mr. Innocent Mungu, in collaboration with EWURA'S Manager for Communications and Public Relations Mr. Titus Kaguho. It aimed at building confidence, communications and public relations skills.

Speaking during the training, Mr. Mungu said, Communication is a very important tool in building positive image of an institution in the eyes of stakeholders as well as the government, if it is well presented.

The training covered various methods of communications with stakeholders such as newspapers, newsletters, radio, television and the internet.

The seminar also covered issues such as best practice in presenting information to the public by using various means of communication such as radio, newspaper, social media, and protocol and etiquette, which is an important area when meeting with government leaders, very important persons or in various government events.

Mr. Kaguho said: "After this seminar, we expect Zonal Managers and Senior Customer Service Officers to improve the quality of service offered, resulting in more awareness about EWURA's activities and responsibilities; and maintaining a good relationship of the institution and its stakeholders."

“After this seminar, we expect Zonal Managers and Senior Customer Service Officers to improve the quality of service offered, resulting in more awareness about EWURA's activities and responsibilities; and maintaining a good relationship of the institution and its stakeholders”

Lake Zone Senior Customer Service Officer Ms. Jessica Sewando said the training will enable her to be a good ambassador in disseminating authority's information to customers and will help her improve protocol requirements when dealing with Government leaders, and to protect the image of the authority.

The then Acting Central Zone Manager, Eng. Nathaniel Edward said: "By this training I believe the modality of offering services and communication to our stakeholders will be improved and this will enable the authority to meet its mission and goals easily."

EWURA has been providing various trainings to its staff for capacity building which is a must for improved service delivery to meet the international standards, in order for the authority to attain its vision of being the world class regulator of energy and water.

The training is part of implementation of EWURA strategic plan which started from 2018/2019, focusing to provide public education about its core functions and responsibilities to government leaders and other stakeholders.





# Get to know Licensing Requirements for LPG Business

By Asiatu Msuya



**T**he Energy and Water Utilities Regulatory Authority (EWURA), is mandated to issuing of wholesale licences for the sale and distribution of liquefied petroleum gas (LPG).

According to Regulations governing the LPG business, it is illegal to construct or operate an LPG facility without Authority's building permit and a licence.

In this manner, anyone who wants to be involved in the business, **MUST** first apply for and be issued with a construction approval and a license by the Authority before starting operations.

Applications for wholesale licences must be accompanied by proof of registration, dealership agreement, ownership of the facility or copy of lease agreement; the presence of skilled staff; and a copy of environmental impact assessment certificate.

Other documents are business plan; proof of financial capacity; copy of taxpayer identification number; land ownership and land use approval; professional drawings certified by an engineer

certified with the Engineers Registration Board and list of facilities to be constructed.

For wholesalers, LPG storage and gas filling facilities, professional staff; and financial capacity of not less than TZS. 1.5 billion are a prerequisite for obtaining a licence.

As for the construction approval, an application must be accompanied by applicant's name, address; location address of the project; proof of ownership of land and legal use; staff and evidence of training; and certified drawings by an engineer recognized by the Engineers Registration Board.

Notably, all applications for licenses and construction approvals **MUST** be done online through a Licensing Information System (LOIS); available on the Authority's website [www.ewura.go.tz](http://www.ewura.go.tz).

EWURA will continue to balance the interests of the stakeholder, thereby increasing productivity, competitiveness, and foster access to quality and reliable services.



# Tanzanians urged to invest in oil and gas projects

By Tobietha Makafu



**T**he Energy and Water Utilities Regulatory Authority (EWURA), has urged Tanzanian local owned companies to participate in providing services in oil and gas projects.

The projects include construction of crude oil pipeline from Uganda to Tanzania, which will cost 3.5 million US dollars (8 trillion Shillings) as well as the construction of the Liquefied Natural Gas plant worth 30 billion US dollars.

EWURA's Manager for Natural Gas Distribution, Eng. Tobias Rwelamila said the local content participation is still low. Since 2018, only 428 companies have been registered while the expectations were to register more than 1,000 companies by December 2019.

Registered companies include those dealing with food services, water, electrical devices, Information Communication Technology, construction as well as oil marketing companies.

"In order to ensure more local companies are registered, there is no deadline for registration as

well as no any capital analysis, quality of services and the life span of the company intending to be registered," said Eng. Rwelamila.

In order to be registered in the database of Local Content Service Providers (LSSP), the company is supposed to fill its details in N-100 form available on the website [www.ewura.go.tz](http://www.ewura.go.tz).

EWURA is mandated to register and improve the LSSP data base on yearly basis. No company is allowed to provide any service in oil and gas projects without being registered.

Eng. Rwelamila reminded locals to register their companies to provide services on the said projects, because local content will decrease the production cost which will improve the government revenues.

The involvement of local companies in oil and gas projects aim to add value and seize employment opportunities within the country.

# LPG dealers without weighing scales warned

By Asiatu Msuya



**T**he Energy and Water Utility Regulatory Authority (EWURA) has warned Liquified Petroleum Gas (LPG) dealers selling the product without weighing scale contrary to regulatory requirements.

EWURA's Communications and Public Relations Manager, Mr. Titus Kaguo, said this recently in Dodoma, while responding to a question by a journalist from RAS FM, David Mjema, who was inquiring on the measures taken by the Authority to dealers without weighing scales.

Mr. Kaguo said operating business contrary to the working contracts is illegal.

"Non compliance is an offence and attracts penalty of not less than a million for the first offence; and less than five million for the second offence; and the revocation of a licence for an experienced criminal," he stressed.

According to EWURA's Rules LPG facilities must at all times have a weighing scale verified by the

Tanzania Weights and Measures Agency and the gas cylinders must always be sealed.

Kaguo said LPG business is booming because of certainty of its market, contributed by the Authority's regulatory measures in strengthening an enabling environment for business and growing domestic use of the energy.

He said the business must be done in accordance with safety and quality standards in order to meet requirements of the law, regulations and adherence to health and protection of environment.

It should also be noted that an LPG infrastructure must be approved by EWURA and henceforth, LPG facility operation licence.

EWURA will continue to promote investment in LPG business by strengthening its public awareness on the proper uses of the product to avoid potential harm.

# Be aware of Safety precautions in the Petroleum Activities

By Asiatu Msuya



**R**egulation of mid and downstream of petroleum sub-sector is among key responsibilities of the Energy and Water Utilities Regulatory Authority (EWURA).

The Petroleum Act No. 21 of 2015 empowers EWURA to oversee such operations, and ensure regulated services are available at an adequate standard; quality, safety and that such services are reliable.

EWURA's Director of Petroleum, Mr. Gerald Maganga, speaking on the safety on petroleum activities, said such operations must be undertaken with great care and precautions to avoid potential harm.

"Safety measures should be taken while handling, transport, use and sale petroleum products. This includes ensuring that operations are carried in authorized areas," he said.

Road tankers, petrol stations, storage facilities, MUST be made or built to the required quality standards and operated in accordance with safety, health and environmental regulations.

All facilities and infrastructure, at all times, must be equipped with functional fire extinguishers and that staff are trained on how to use them; and all equipment, storage facilities, transportation vehicles and carriers must, at all times be inspected, checked and kept in good condition.

Others are placing alert markers in areas where petroleum activities are carried on e.g. *do not smoke, turn off the engine, switch off the phone, wear safety equipment when entering this place, no naked flame and so on.*

It is important for petroleum service providers, and everyone, to adhere to and abide by the Laws, Regulations, Quality Standards and licencing terms at all times.

Mr. Maganga warned the public against approaching a fuel road tanker after an accident, to avoid potential risks that can be caused by explosion of fuel tanker, and that such vehicles should ONLY be parked in designated areas.