

Newsletter

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Engineer Chibulunje takes the helm





Motto: "Fair Regulation for Positive IMPACT"

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COVER THOTO:

The Minister for Health, Community Development, Gender, Elderly and Children, Hon. Ummy Mwalimu, receives a Dummy Cheque of TZS 100 Million from the Acting Director General for the Energy and Water Utilities Regulatory Authority (EWURA), Eng. Godfrey Chibulunje, donated to support fight against COVID-19 pandemic in Tanzania, in June 2020 at the Prime Minister’s Office in Dodoma. Right is the Authority’s Manager for Communications and Public Relations, Mr. Titus Kaguo.



FROM THE EDITOR

DEAR esteemed readers!

I humbly welcome you all to join us into reading our latest edition of the Energy and Water Utilities Regulatory Authority (EWURA), Newsletter, the 27th Edition in series of EWURA Newsletters publications for the year 2020.

I have a great honour and pleasure to invite you to read various interesting articles from all four sectors regulated by EWURA that have been undertaken for the period between March 2020 and July 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 some of which have been covered in this edition in compliance to EWURA Act, Cap 414 of the Laws of Tanzania, Section 6 (e).

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 got opportunity to be covered include; taking the helm of Engineer Godfrey Chibulunje as new EWURA Ag. Director General, continued efforts to boost awareness campaigns and awards to the best performing water utilities, to mention just a few.

You are welcome!



Titus M. Kaguho

Engineer Chibulunje takes the helm

By Staff Reporter



The Acting Director General for the Energy and Water Utilities Regulatory Authority (EWURA), Eng. Godfrey Chibulunje (left), receives keys for the New EWURA House Building located at Medeli West in Dodoma from the Director General of National Housing Corporation (NHC), Dr. Maulid Banyani as a sign of completion of the construction activities.

Eng. Godfrey Hezekiah Chibulunje has taken over the office as the new Acting Director General of the Energy and Water Utilities Regulatory Authority (EWURA).

Eng. Chibulunje, who leads the Directorate of Electricity, was appointed on 16th April 2020 by the Minister for Water, Professor Makame Mnyaa Mbarawa, replacing the then Acting Director General, Mr. Nzinyangwa Mchany.

Mr. Mchany who is the Director of Regulatory Economics at EWURA, was appointed on 19th January 2018, thus serving as Acting Director General for two years and four months.

According to a notice of appointment issued by the Permanent Secretary for the Ministry of Water, Professor Kitila Mkumbo, the appointment was made pursuant to EWURA Act, Cap 414 of the Laws of Tanzania.



Professor Mkumbo thanked Mr. Mchany for the immense contribution he made at EWURA and the country for the period he was serving as Acting Director General.

Speaking to members of Management after the appointment, Eng. Chibulunje said: “Qualifications for one to be a DG at EWURA are slighter than qualifications for one to head a Directorate. But since there is only one seat for the DG position; there shall be only one person to sit, otherwise all Members of Management are qualified.”

“Much as the Government has trusted me by now,” he said, “please respect the seat and let us all cooperate for the betterment of the Authority.”

On his part, Mr. Mchany thanked staff for the support and cooperation rendered to him during his leadership as Acting Director General of EWURA.

“I have already spoken in person with some of you, but for those whom I have not yet had a

chance to speak with, rest be assured that we shall continue to see each other in the corridors and meeting rooms as part of day-to-day activities,” he emphasised.

Eng. Chibulunje joined EWURA in 2010 as a Principal Technical Engineer, rising to the rank of Commercial Manager of Electricity and later as the Director of Electricity, after the retirement of the former Director of Electricity, Eng. Anastas Mbawala.

Eng. Chibulunje has vast experience more than 19 years in the energy sector, especially on energy Regulations. He possesses managerial experience in Utilities regulation with distinctive blends of technical, economic, and interpersonal skills. He is conversant with numerous global regulatory approaches including, incentive regulation, interregional coordination, regulatory pricing methodologies and international energy markets rules and regulations.





Address billing complaints, Water Authorities urged

By Asiatu Msuya

The Water and Sanitation Authorities (WSSAs) have been directed to address water bills complaints, one of the major issues that cause poor relationship between service providers and their customers.

all WSSAs to conduct joint meter readings with their customers in an attempt to avoid unnecessary complaints.

The order was issued recently by the Board of directors of the Energy and Water Utilities Regulatory Authority (EWURA), following a growing number of water-bills related complaints submitted to EWURA by customers.

“Mr. Ahmad Kilima, EWURA Boards’ Vice-Chairman, noted that 65 per cent of complaints in the water sector relates to water bills, implying that to some degree, there are serious problems that needs a more comprehensive follow-up to ensure that the service is available without glitches.”

Speaking on the same issue, EWURA’s Acting Director General Engineer Godfrey Chibulunje, highlighted that EWURA’s duties extends to conducting regular inspections to WSSAs, in order to check their performance in service delivery; and in due course, any seemingly negligence attracts strict measures.

Mr. Ahmad Kilima, EWURA Boards’ Vice-Chairman, noted that 65 per cent of complaints in the water sector relates to water bills, implying that to some degree, there are serious problems that needs a more comprehensive follow-up to ensure that the service is available without glitches.

He noted that EWURA will continue to conduct special inspections to all water utilities to ensure that water bills management and customer complaints are properly addressed.

“This implies that there are others who do not fulfill their obligations; consequently rising many repeatedly complaints in the matter,” he said. EWURA Board, on the other hand, called on

WSSAs have also been asked to continuously conduct public awareness on the customers’ rights and obligations, proper usage of water, meter readings and enhance customers’ understanding.

Moshi, Makambako & KASHWASA best performers

By Asiatu Msuya

The Water utilities of Moshi, Makambako and KASHWASA have emerged the first winners in the provision of water and sanitation services for 2018/19, in the categories of regional water utilities; district and townships water authorities and national projects respectively.

The authorities have also achieved strategic goals in services delivery. Water utilities of Iringa, Mikumi and Masasi-Nachingwea have ranked second, while those of Mwanza, Biharamulo and Chalinze emerged third winners in provision of water and sanitation services in regional, district and townships and national projects categories, respectively.

Other well performed utilities are Shinyanga, Maganzo and KASHWASA, in management of non revenue water; while Moshi, Iringa, Dodoma, Makambako, Usa-River and Dakawa did well in the submission of regulatory fees.

The ranking follows a competitively 2018/19 performance review by EWURA for 34 regional

water authorities and national projects, and 83 district and township authorities water utilities.

According to the report, there have been notably service delivery improvements in the amount of water produced, the number of people receiving the service, water quality, water customers and an increase of customers connected with sanitation services. Other improvements includes staff ratio, number of clients and efficiency of revenue collection.

The report also noted a significant increase in non revenue water; unsatisfactory production of water in relation to demand; and sewage disposal services that do not meet the requirements.

The Authority reviews annually, the performances of water utilities based on EWURA's Performance Benchmarking Guidelines of 2018.

The review report is available in EWURA website www.ewura.go.tz.



EWURA Board Members inspect the Kahama-Shinyanga Water and Sanitation Authority (KASHWASA) infrastructure. KASHWASA is one of the best performing Water Utility in the country for 2018/19.

Efforts to curb bogus electricians intensified

By Tobietha Makafu



The Energy and Water Utilities Regulatory Authority (EWURA), has warned against unlicensed personnel doing electrical installation works.

It is illegal to undertake electrical installation activities without a license from EWURA. The offence carries a five year jail term, or a fine not exceeding ten million, or both.

EWURA's Director of Electricity, Engineer Godfrey Chibulunje said recently that licensing electrical installation personnel is intended to provide a legally binding procedure.

"Licensing electricians will help the Government fulfill its vision of ensuring that every Tanzanian has access to a safe electricity service, through the use of qualified electricians," he said.

"This aims to counter those who work in residential areas, who does shoddy electrical installations works and without

license thus endangering lives of the people and their properties."

The work of unlicensed electrical installation personnel, who fail to follow professional requirements can result into fire or frequent electrical system faults.

Application process for the license entails online filling of forms, through the LOIS (Licensing and Order Information System), available through the link <https://lois.ewura.go.tz> or through the Authority website www.ewura.go.tz

The applicant must submit a passport size picture with blue background, a Curriculum Vitae, relevant education certificates, application payment receipt, National ID/ vote ID/ and certified certificates.

Upon receipt of the application, EWURA will contact the applicant's college to verify certificates submitted by the

applicant. After confirmation, the application will be submitted to the licensing committee for approval of applicant's eligibility license class.

Electrical installation licenses are issued in various classes according to the applicant's qualifications. Grade A, for instance, is a qualified technician for all installations and distribution activities, grade B Electrical installation from medium voltage up to 33,000 Volts, grade C Electrical installation of not less than 400 volts.

Others are grade D Electrical installations not exceeding 220 Voltage, grade W will operate under the supervision of license holder of class A, B, C or D.

License class S1 is for special Electrical installations of all voltages, while S2 is for specific Electrical activities up to 33,000 Volts, and S3 for special Electrical activities up to 1000 Volts.



Get to know how EWURA sets Water Tariffs

By **Tobietha Makafu**

Evaluating and approving water tariffs for Regional, District, Townships and National projects Water and Sanitation Utilities in the country is one of major responsibilities undertaken by EWURA to fulfill its economic regulatory role in the water and sanitation sector.

The process of Tariff setting starts with the application submission, from the water Utility Authority to EWURA requesting changes in tariffs and other charges in order to meet the

cost of operation, maintenance, electricity as well as for network expansion.

In the process of tariff setting and adjustments EWURA takes into consideration the cost of production and distribution of services, reconnection fee and investment costs in order to protect the interests of customers and maintaining of the sustainability of services.

The Water Authority may request to adjust the cost of clean water and sewage



In water tariff setting, EWURA takes into consideration the cost of production and distribution of services, reconnection fee; and investment costs in the infrastructure, such as this water tank which is under construction by Bukoba Water Utility.



services, and various other charges which are various customer groups such as residents, businesses, institutions, mills and factories.

The charges requested may be of new connection fee, reconnection fee and the cost for water boozers. The application should have a price list containing sufficient information about the prices requested as well as limitations on previous prices.

After receiving and evaluating the tariff requests from the respective Water Utility Authority, EWURA will conduct a keen investigation, regarding the application, by conducting a public inquiry meeting, to gather the required information before making the decision.

Through the public inquiry meeting, EWURA seeks information from stakeholders of the water utility Authority on the respective area, in order to have their views and opinion regarding the validity of the request received.

According to EWURA's Act, any stakeholder who is not satisfied with EWURA's decision, can lodge and appeal at the Fair Competition Tribunal (FCT)

Generally, the process of water tariff review and setting has seven main steps. These are receiving the application, review and asking for clarification if needed, public inquiry meeting, receiving stakeholders written comments, conduct a detailed analysis and submit the recommendations to the Board, announcing the Board decisions (Order) in the Government Gazette and Mainstream Newspapers.

In the Order provided, EWURA will state the costs criteria's and views that led to its decisions and the conditions that the Water Authority will have to comply with.

EWURA's responsibilities in water sector is enshrined in EWURA Act, which has been recognized by the Water Act of 2019. Other responsibilities includes provision of licences to Water and Sanitation Authority and monitoring the implementation of the licence conditions, as well as revoking the licences if there are violation of terms.

Others are complaints handling and resolution in water sector, Public education concerning their rights and responsibilities in accessing the water services in the country and performing other duties in accordance with the Act.





EWURA for more regulatory awareness

By Asiatu Msuya

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

The Energy and Water Utilities Regulatory Authority (EWURA), is targeting to increase stakeholder awareness on regulation, by widening the scope to include the Regional and District Consultative Councils.

EWURA is responsible for enhancing public's understanding of the Authorities' roles and responsibilities, rights and obligations of both service providers and the consumers of the regulated services.

EWURA's Acting Director General, Engineer Godfrey Chibulunje, said recently that enhancing public understanding on regulatory matters will be one of Authority's priorities for 2020.

Engineer Chibulunje said the Authority is committed to ensuring education on regulatory activities is delivered in a clear and creative way, so that stakeholders and the general public understand the impact the Authority has had upon the society.

According to the Ag. DG, EWURA has an outstanding performance amongst its peers for its exemplary regulatory systems and that these achievements should be noticeable and realized by ordinary citizens.

"It is high time now Tanzanians step forward proudly for having an authority such as EWURA," said Engineer Chibulunje.

Public awareness is a legal requirement for EWURA. Section 6 (e) of the EWURA Act, Cap 414, stipulates that, the Authority shall strive to enhance 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.

Implementation of public awareness programme embodies various channels such as newspapers, Radio, Televisions, stakeholder forums and the social media.



How EWURA dispensed regulatory functions during COVID-19

By Asiatu Msuya

Tanzania, like many other countries, has recently suffered the outbreak of corona virus infection (COVID-19). The situation have necessitated the Energy and Water Utilities Regulatory Authority (EWURA), like many other institutions, to take measures to curb the spread of the pandemic.

Such measures have somewhat changed the traditional way regulatory activities to dwell on the use of radio, television, websites and social networks for public awareness and restricting campaigns and all public meetings that attract large gatherings.

Secondly, EWURA now conducts public inquiries on

regulatory matters through newspapers, social media and suggestion boxes to solicit and collect comments for all tariff adjustments; thereby discouraging face-to-face meetings with stakeholders.

Others are limiting unnecessary direct contact with all stakeholders and continually encourage the use of social networks and other electronic means to access services provided by the Authority such as license applications, building permits and lodging complaints.

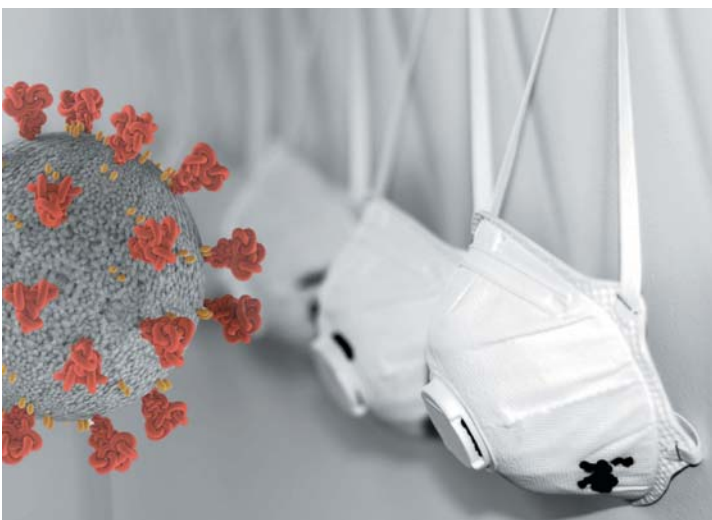
When necessary, meetings are conducted with great care, where participants convene in small groups while strictly observing social distance rules

between persons, wearing masks, washing hands and using hand sanitizers.

The measures have in fact changed the way the Authority discharge its regulatory functions, but the quality of performance and achievements of the same have not been altered.

However, the Authority will continue to reflect and take action on how best to ensure compliance to licensing conditions, safety, health and environment by regulated service providers is enforced.

EWURA is committed to ensuring that adequate service of water and sanitation is sustainably available during and beyond COVID-19.



“ Authority will continue to reflect and take action on how best to ensure compliance to licensing conditions, safety, health and environment by regulated service providers is enforced ”