

# Newsletter

SEPT 2020

ISSN 1821 - 7273 ISSUE NO. 28

## OMCs assure of stable supply on the 2020 General Elections



Motto: *“Fair Regulation for Positive IMPACT”*

## Previous Issue



## EDITORIAL BOARD

### CHAIRMAN

Eng. Godfrey H. Chibulunje

### EDITOR

Mr. Titus M. Kaguo

### ASSISTANT EDITOR

Mr. Wilfred Mwakalosi

### REPORTERS

Ms. Asiatu Msuya  
Ms. Tobietha Makafu

### EWURA HEAD OFFICE

EWURA House, Plot No 3,  
Block AD, Medeli West.  
P.O Box 2857, Dodoma  
Tel: +255-26 2329002-4;  
Fax: +255-26 2329005  
Toll Free: 0800110030  
Email: info@ewura.go.tz

Website: <https://www.ewura.go.tz>

### Social Media

Facebook: <https://www.facebook.com/ewuranews>

Twitter: <https://www.twitter.com/ewuratanzania>

You Tube: EWURA TV

# CONTENTS

From the Editor .....	3
OMCs assure of stable supply on the 2020 General Elections.....	4
Ministry of Water PS happy with EWURA Performance.	5
Petroleum, LPG segments register modest growth.....	6
NPGIS: A digitalized system for information availability.....	7
EWURA moves to curb risks on infrastructure way leaves.	8
EWURA facilitates disputes resolution at the Northern Zone.	9
Singida's licensed electrical installation personnel inspected.....	10
DC assures awareness on EWURA Client Service Charter .....	11
WSSAs trained on water quality monitoring.....	12
EWURA shines at Sabasaba, Nane Nane Exhibitions... 13	
Report indicates EWURA performance on the peak.....	14



## COVER PHOTO:

*EWURA's Acting Director General, Engineer Godfrey Chibulunje (second Left) and Total Tanzania Managing Director, Mr. Jean-Francois Schoepp (Centre) in a group photo with EWURA's Director of Petroleum, Mr. Gerald Maganga (Right), Total Tanzania's Head of Legal Affairs, Ms. Marsha Msuya (second right) and EWURA's Petroleum Commercial Manager, Ms. Kemi Kafanabo (Left), after completion of the meeting when Engineer Chibulunje visited Total Tanzania Ltd as part of his series of meetings with Oil Marketing Companies to satisfy himself on the security of petroleum products supply during the coming General Elections.*



# 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 28th 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 July and September 2020.

EWURA Newsletters always cover all regulatory activities covered during the quarter; and this one features many activities covered during the quarter under review; July to September 2020. 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 regulatory activities that have got opportunity to be covered include; assurance made by Oil Marketing Companies of stable fuel supply during the General Elections, introduction of a System for information on up, mid and down stream petroleum operations, EWURA emerging the third winner in three exhibitions and many more interesting stories.

**You are welcome!**



**Titus M. Kaguo**



# OMCs assure Tanzanians of stable fuel supply on General Elections

By Titus Kaguo & Kemi Kafanabo



**T**ANZANIA's Oil Marketing companies (OMCs) have assured the Energy and Water Utilities Regulatory Authority (EWURA) of stable security of petroleum products supply during the 2020 General Election activities.

Speaking on different occasions during visits made to OMCs, the EWURA Acting Director General, Engineer Godfrey Chibulunje was assured by the Chief Executives of Total Tanzania, GBP Tanzania and Oryx Energies of their commitment to supply sufficient petroleum products during and after the General Election period.

During the visits, which the Director of Petroleum, Mr. Gerald Maganga; and Petroleum Commercial Manager, Ms. Kemi Kafanabo accompanied Eng. Chibulunje, OMCs said were ready to work long hours to make sure supply of petroleum products was stable all over the country.

As the country is heading towards the General Elections, actual daily fuel consumption of diesel in the third quarter of 2020 reached 5.83 million litres increasing from 5.14 million litres attained in 2019; and that of petrol has reached 4.61 million litres increasing from 3.654 million litres attained in 2019.

During the visits, Eng. Chibulunje received various suggestions meant for improving security of supply of petroleum products.

The OMCs raised concerns of some unscrupulous operators selling products at high discounts that are below the cost of products causing loss of business to efficient operators. As a solution, a suggestion was tabled for EWURA to introduce floor price to ensure the Authority protects efficient suppliers just as the cap prices issued every month protects consumers.

Eng. Chibulunje said EWURA and other relevant Authorities including the Fair Competition Commission took the matter for review and consideration.

Other issues that were discussed included fuel supply contracts that retailers need to have entered with OMCs by 30th September 2020 and the recent public notices issued by EWURA requiring that retailers operating in the Northern and Southern regions source products from Tanga and Mtwara ports, respectively. Eng. Chibulunje emphasized on the Government objectives, amongst others, of ensuring security of supply in the country by use of Dar es Salaam, Tanga and Mtwara ports. The companies were thus informed that they should import petroleum products through Tanga port to serve their customers who operate in the Northern regions and through Mtwara port to serve those operating in the Southern regions.



# Ministry of Water PS happy with EWURA Performance

By **Tobietha Makafu**

**T**he Permanent Secretary for the Ministry of Water, Engineer Anthony Sanga, has congratulated EWURA for the good work in regulating the energy and water sectors.

He noted that despite numerous challenges, the services under such sectors have been improved and are provided timely and at affordable price.

Eng. Sanga said this during official visit at EWURA head office in Dodoma, where he discussed with management about responsibilities, achievements and challenges facing the regulator.

During a presentation on achievements of EWURA, the Acting Director General of EWURA Eng. Godfrey Chibulunje said EWURA has continued to implement its activities in a professional manner despite the Covid 19 pandemic in Tanzania.

He said EWURA is proud to have facilitated an increase in licensing of more petrol stations and electrical installation personels, upgrading

categories of water utilities, and increased use of natural gas by industries as well as motor vehicles.

Eng. Sanga congratulated EWURA for its regulatory role well played, citing an example of capacity bulding to water authorities to prepare their own business plans, which enable them to work with professionalism and increase productivity, in ensuring water sector is growing.

“Despite this achievement, I urge you again to ensure that their business plans are alligned with strategic plans to achieve the intended goals in providing water and sanitation services,” said Eng. Sanga.

Eng. Chibulunje promised that EWURA will continue to balance interests of stakeholders, to foster competition, productivity and access to better services for all. He said EWURA will also continue to comply with its six main principles of good governance in the decision-making of regulation that are professional, accountability, participation, transparency, openness, and compliance with the law.



*The Permanent Secretary for the Ministry of Water, Eng. Anthony Sanga (centre sitting) in a group photo with EWURA Management when he visited EWURA Head Quarters.*



# Petroleum, LPG segments register modest growth

By Wilfred Mwakalosi

**P**ETROLEUM products and Liquefied Petroleum Gas (LPG) domestic market has registered a modest growth in the last one year, thanks for conducive investment environment and regulatory measures by the Energy and Water Utilities Regulatory Authority (EWURA). As of December 2019, the number of operational petrol stations had grown to 1,596, up from 1,460 stations of the previous year, an equivalent of 9.32 per cent growth, a report released recently by the regulator indicate.

“An increase in the number of petrol stations is attributed to increased demand of petroleum products, growth in economic activities and increased road networks,” says the report. However, most of the petrol stations are located in urban areas despite the fact that there is an emerging demand of petroleum products in rural areas.

The Director of Petroleum Division with EWURA, Mr. Gerald Maganga, said recently that the regulator has continued to encourage construction of petrol stations in rural areas so as to ensure that petroleum products are distributed in a reliable and safe manner. “For this reason, the Petroleum (Retail Operations in Townships and Villages) Rules 2017 will continue to be applicable where the requirements for constructing a petrol station in rural areas have been lessened to reduce investment costs while observing the Health, Safety and Environment (HSE) requirements,” he said.

According to the report, the security of supply of petroleum products in the country continued to be maintained. On average, Oil Marketing Companies (OMCs) had petroleum stock sufficient to cater the country’s requirements for more than 20 days, which is above the 15 days stipulated in the Petroleum General Regulations. A total of 6.1 billion litres of petroleum products

(diesel, petrol, kerosene, Jet A1 and HFO) were imported in the year 2019, which is a 7% increase compared to products imported in the year 2018. Out of the imported products, 57% were for local consumption while the remaining was transited to neighbouring countries of Zambia, Democratic Republic of Congo (DRC), Rwanda, Malawi and Burundi.

The volume imported for domestic use in 2019 was 3.5 billion litres, which is an increase of 8.4 per cent compared to 3.2 billion litres imported in the previous year. The increase is attributed mainly to ongoing government projects including the construction of roads, Standard Gauge Railway and Mwalimu Nyerere Hydro Power. In addition, fuel was highly needed in the agricultural sector amid high farming activities due to a favourable rainy season.

The LPG business segment continued to grow, with increased imports and investments in storage and refilling plants. In 2019, a total of 166,436 Metric tonnes of LPG were imported, compared to 142,939 MT of the same imported in 2018, an equivalent of 16 per cent increase. About 65 per cent of the imports was for the domestic market, while the remaining 35 per cent was transited to neighbouring countries, 70 per cent of which went to Kenya. The increase in LPG imports is due to government efforts and LPG marketing companies to create public awareness on the importance of using LPG against traditional fuels such as charcoal and firewood.

According to Mr. Maganga, despite the increased LPG consumption in the country, there is still limited distribution of the product in rural areas. “More effort is needed by LPG suppliers to develop affordable distribution mechanism to cater for the low-income earners so that they can afford and access the use of LPG,” he said.



# NPGIS: A digitalized system for information availability

**By Asiatu Msuya**

**T**he Energy and Water Utilities Regulatory Authority (EWURA) has established the National Petroleum and Gas Information System (NPGIS); an integrated and centralized information system for upstream, mid petroleum operations and downstream activities in petroleum and natural gas sectors.

The system, which enables to extract all information and aggregates data into daily, weekly and monthly for petroleum upstream, mid and downstream activities serves various institutions including EWURA, PURA, Ministry of Energy, Ministry of Finance, National Bureau of Statistics and other strategic Government institutions.

Speaking about the system, EWURA's Acting Director General, Engineer Godfrey Chibulunje, said recently that, the NPGIS is geared to a hub for data collection, consolidation and integration

of information on the petroleum and natural gas issues in the country, which assists to have accurate statistics for effective implementation of regulatory activities and government revenue collection.

EWURA's Director of Petroleum, Mr. Gerald Maganga, said NPGIS will assist the access to information on the forecasts of the petroleum demand, importation and proceedings related to discharge of petroleum products from ship to the storage facilities and many other related data.

EWURA calls on all stakeholders to ensure that the system, which will also be integrated into other Government systems; is effective, by submitting relevant information in a timely manner, as it will not only benefit the Authority, but all stakeholders in the oil and natural gas sectors.



# EWURA moves to curb risks on infrastructure way leaves

By Wilfred Mwakalosi

The Energy and Water Utilities Regulatory Authority (EWURA) is in top gear to end risks associated with uncontrolled third-party activities in the shared way leaves that host multibillion dollars' worth of energy and communications infrastructure.

The move will see establishment of rules to govern underground infrastructure management system during maintenance, repairs and construction involving excavations along the way leaves.

The Acting Director General of EWURA, Eng. Godfrey Chibulunje said recently that a draft Memorandum of Understanding (MoU) to enable parties develop a guiding framework for shared way-leaves that was signed a few weeks ago, will help stakeholders formulate a strong regulatory framework to protect the underground infrastructure.

"Now that the MoU is signed, a Joint Technical Committee and binding guidelines consistent with the MoU would be formed, and EWURA will monitor members' compliance to Rules, Regulations, Guidelines and agreed best practices, which will also help the Authority when it comes to dispute resolutions," he said.

The MoU will be used as a tool to enhance public safety and increase the integrity and reliability of Tanzania's underground utility infrastructure, through development and implementation of effective and

efficient damage prevention practices across the country.

Signatories of the MoU are the Tanzania Telecommunications Company Limited (TTCL), Dar es Salaam Water and Sewerage Authority (DAWASA), Pan African Energy (PAET), SONGAS, and Tanzania Petroleum Development Corporation (TPDC).

Others are Tanzania Electric Company Limited (TANESCO), Maurel & Prom, TANROADS, TARURA, Tanzania Zambia Railway Authority (TAZARA) and TAZAMA Pipelines Limited.

In the recent years, there have been an increase in number of incidents resulting from uncontrolled third-party activities in the shared way leaves.

"As a result of these incidents, EWURA, TPDC and PAET in 2018 discussed and agreed for an urgent need to engage a wider spectrum of stakeholders for both the owners and users of the way leave, to work on possible coordinated underground infrastructure management system during maintenance, repairs and construction involving excavations," said the Ag. Director General.

According to EWURA chief, there has been numerous incidents that threaten the shared way leaves. Such incidents include an accident in April 2014 at Kurasini Darajani, where China Railway Construction Engineering Group

(CRCEG) was reported to have damaged an underground gas pipeline by excavator.

In May 2014, Shalom Engineering (Nat Oil Contractor) damaged the same gas pipeline at Kurasini near Tanzania Episcopal Council, in January 2018, an excavator engaged by DAWASCO punctured a gas pipeline at Buguruni kwa Mnyamani damaging properties and infrastructure, and in September, 2018 the Standard Gauge Railway contractor (Yapi Merkezi) punctured a gas pipeline at Ilala Bungoni in Dar es Salaam.

In a quest for a solid solution to the problem, EWURA in collaboration with America's National Association of Regulatory Utility Commissioners (NARUC) and United States Agency for International Development (USAID), two years ago organized a technical workshop on Gas Pipeline Safety to discuss the impact and mitigation measures of risks posed by third party activities within the natural gas network way leaves.

The technical workshop had passed a resolution that EWURA should spearhead formation of MoU to provide for a framework towards mitigation measures. Each organization signing the MoU will have two personnel to form a Joint Technical Committee as per Article 3 of the MoU.

The Joint Technical Committee, will then embark on the preparation of the guidelines.





# EWURA facilitates disputes resolution at the Northern Zone

By Evelyn Shundi



**T**he Energy and Water Utilities Regulatory Authority (EWURA) has amicably managed to resolve grievances of Ekenywa, Mula and Olturoto wards' residents in Arusha District against Tanzania Electricity Supply Company (TANESCO) by installing a transformer to increase power supply in those areas which has completely eliminated the growing nuisance on low power supply in the areas.

Also, the Authority resolved complaints resulted from dilapidated electricity distribution infrastructure in Rau Msufini area, Mabogini Ward, Moshi Rural District in Kilimanjaro region, whereas, TANESCO installed new poles, cables and transformers. A resident of Msufini area, Mr. Khalifa Mwinyimkuu, thanked EWURA for addressing the

matter, which had put in danger the property and lives of the residents.

In addition, complaints on improper billing, unlawful service disconnection, failure or refusal to connect the service, sale or purchase of low quality petroleum products in Arusha, Kilimanjaro and Tanga regions have been addressed in 2019/2020.

In another development, the water and sanitation services customers in Arusha, Kilimanjaro and Tanga regions, who had complaints on invoices, that did not reflect their usage, suspension of services contrary to procedures; and delays in service connections have been given a solution.

In dealing with consumer disputes and complaints against service providers or

service providers against customers, EWURA acts in accordance with the rules and regulations so that customers fulfill their obligations of paying for services and complies with safety healthy and environment.

Complaints can be submitted to EWURA in a letter, email [info@ewura.go.tz](mailto:info@ewura.go.tz); and through LOIS, an electronic system available in EWURA website <https://lois.ewura.go.tz>.

In addition, a complainant may submit specific complaints or grievances that affect the general public to the EWURA Consumer Consultative Council (EWURA CCC). Also, a group of people may file a complaint, subject to the procedures laid down in accordance with the Authority's (Consumer Complaints Settlement Procedure) G.N. 10/2013.



# Singida's licensed electrical installation personnel inspected

By Eng. Evarist Simon

The Energy and Water Utilities Regulatory Authority (EWURA) has recently inspected works performed by the licensed electrical installation personnel in Singida region. The inspection aimed at verifying the quality of works performed by the licensees, that their duties are professionally performed in accordance with their license category issued by EWURA.

The inspection targeted domestic electrical installation, commercial and various works at institutions in the region. The Authority took time to listen and resolving challenges faced licenses' holders while executing of their duties.

The inspection aimed to determine understanding of the licensees on the Electricity (Electrical Installation Services) Rules, 2019, which is an important tool in their daily works performance.

During the inspection, EWURA observed some anomalies in electrical installation activities facing many licensees. One

of them is deficiency on correct measuring tools in filling correct information in customers' application forms, which are submitted to TANESCO by customers. In addition, it was observed that, there was deficiencies in the understanding of the Electricity (Electrical installation services) Rules, 2019.

Inspection of electricity infrastructure is one of the EWURA's scores responsibilities. The infrastructure inspection includes TANESCO's generation, Transmission, Distribution, and power Supply. The Authority also randomly inspect customers' service line connection forms filled by the licensees.

The Electricity Act, Cap 131, Section 8(h) requires that any person practicing electrical installation works to have a valid electrical installation licence issued by EWURA. In that regard, any personnel with EWURA licence can work in any region in the country in accordance with licence classes' category A, B, C, D and W issued by EWURA.

It is illegal to practice electrical installation works without a valid licence. Any person found practicing without a licence shall be liable to a fine not exceeding five million Tanzania Shillings or jail in prison for five years or both.



The Electricity official from EWURA, Eng. Evarist Simon (left) inspecting a main switchboard and contexts of the service line application form during visit to one of the TANESCO customer's house located at Mitundurini Street in Singida region. Others are two licensees; Mr. Omary Hamisi Mtaturu and Haruna Jumannne (right) who are EWURA's class C electrical installation licensees.



# DC assures awareness on EWURA Client Service Charter

By Getrude Mbiling'i

The District Commissioner for Nzega, ACP Advera Bulimba has assured the Energy and Water Utilities Regulatory Authority (EWURA) to create an awareness of EWURA's Client Service Charter in the district.

"You have given me powers, I promise that I will educate my citizens at the district whenever I will be implementing my duties so that my citizens can understand the importance of EWURA's client Service Charter, which is a pre-requisite for good services," said ACP Bulimba recently when was visited by EWURA's Central Zone leadership.

ACP. Bulimba, said many consumers of the regulated services including herself was unaware about the Client Service Charter; and that might be the reason of unsatisfactory service delivery from regulated suppliers.

ACP. Bulimba was satisfied with EWURA's Central Zone leadership explanations on the client Service charter and promised create awareness to her citizens in Nzega whenever implementing her responsibilities.

Acting Zonal Manager for Central Zone, Engineer Maurus Martin, speaking on the

importance of Client Service Charter, said it assists both parties service providers and consumers

"The Client Service Charter details the rights and obligations of both regulated service providers and consumers aiming at delivering all services in line with the laid down legislation, rules and procedures in accordance with the available standards", said Eng. Martin

Eng. Martin also added that all EWURA's regulated service providers are required to have their Client Service Charter; and all consumers should seek such charters whenever

they wish to do so in order to understand their rights and obligations.

EWURA has Client Service Chart, which is used as one of the major tools in executing regulatory functions.

The Charter, among other things has listed many requirements including time lines for the service delivery meant for maintain efficiency and working relationship between service providers and consumers.

The Client Service Charter is available at the Authority's website [www.ewura.go.tz](http://www.ewura.go.tz).



Nzega District Commissioner, ACP Advera Bulimba (second left) with the delegation from EWURA Central Zone office led by the Acting Zonal Manager, Engineer Martin Maurus (first left), Senior Customer Service Officer, Ms. Getrude Mbiling'i and Senior Communications and Public Relations Officer, Ms. Asiatu Msuya. Right is the Nzega District Administrative Secretary, Mr. Onesmo Kisoka.



# WSSAs trained on water quality monitoring

By **Tobietha Makafu**

The Energy and Water Utilities Regulatory Authority (EWURA), has conducted a training to Water Supply and Sanitation Authorities (WSSAs) on the, 2<sup>nd</sup> Water and Wastewater Quality Monitoring Guidelines, with overall objective of providing guidance to Water utilities to develop their own water quality monitoring programmes, for drinking water supply and waste water effluent.

The Guidelines highlight the procedures and methods to be adopted in undertaking the key elements of water and wastewater quality monitoring, in the light of the special challenges encountered by WSSAs at local level by ensuring that water and wastewater services are provided to protect the consumers' health.

Speaking during the opening of the training on behalf of EWURA's Director General, Mr. Nzinyangwa Mchany said: "The key aspects of water and wastewater quality monitoring include, setting up of water and wastewater

quality parameters, number of samples and frequency of sampling, monitoring aspects, both compliance and operation, interpretations and reporting"



He added: We hope that you will implement the guidelines by developing and implementing own quality-monitoring programs for water supply and wastewater effluent. The overall objective is to ensure that, WSSAs meet the National Water Quality and Wastewater Discharge Standards for the well being and safety of the people,"

The second edition guideline came after five years of implementation of the first edition following a number of changes and challenges, which have happened during the period including various reforms in water sector such as the publication of the revised portable water specification by Tanzania Bureau of Standards as well as the enactment of Water Supply and Sanitation Act (2019)

The seminar was Conducted to all WSSAs in Tanzania Mainland which included the Regional and National projects Water Utilities, District and Small towns WSSAs as well as there were representative from RUWASA and the Ministry of Water.



# EWURA shines at Sabasaba, Nane Nane Exhibitions

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA), emerged the third winner during the Dar es Salaam International Trade Fair (DITF) and Nane Nane exhibitions held between July and August in Dar es Salaam, Mbeya and Arusha regions.

At the DITF, EWURA emerged the third winner in the category of energy services, while at Nane Nane exhibitions held in Northern Highland Zone, EWURA emerged the third winner in the category of Regulatory authorities whereby in the Southern Highland Zone in Mbeya EWURA also emerged a third winner in the quality of services category.

Speaking during the DITF closing ceremony on 13th July 2020, the Minister for Trade, Industries and Marketing from Zanzibar, Ambassador Amina Salumu, said: "Let the prizes which you have won today be catalysts for you to continue providing better services."

EWURA's Communications and Public Relations Manager, Mr. Titus Kaguho said: "EWURA is determined to make sure regulatory awareness reaches



*The Deputy Speaker of the Parliament of Tanzania, Hon. Dr. Tulia Ackson (Right) handles a Third Winner Certificate for the Exhibitions to EWURA's Southern Highlands Zonal Manager, Eng. Karim Ally at the climax of Nane Nane Exhibitions held in Mbeya region for Southern Highlands regions.*

every consumer of the energy and water services."

He added that during exhibitions, EWURA disseminates various sectoral reports, fliers and provide awareness on consumer complaints handling; and the procedures of issuance of licenses, as well as the roles

and responsibilities of the regulator.

Other EWURA zonal offices participated in Nane Nane exhibitions whereby the Lake Zone office participated in Simiyu region, Central zone in Dodoma and the Eastern zone in Morogoro region.

# Report indicates EWURA performance on the peak

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA), is determined to be one of the government's institutions that contribute to the national economic development and improve the welfare of the Tanzanian society through delivery of best-regulated services.

According to EWURA's 13<sup>th</sup> Annual Report of 30<sup>th</sup> June 2019, which highlights its performance for the year also summarizes the executed activities, challenges and achievements attained during the period under review.

Speaking about the report, the then EWURA's Acting Director General, Mr. Nzinyangwa Mchany said during the year under review, EWURA maintained Quality Management Systems (QMS), with a view to ensuring that the Authority's operational procedures, for implementing

its roles and functions continued to comply with internationally recognized standards.

On the petroleum sector, the reports highlight success on the importation of petroleum products through the Bulk Procurement System (BPS) by having additional entry ports through Mtwara port, as the third entry of the products after Dar es Salaam and Tanga ports.

Speaking about the Natural Gas sector, Mr. Mchany said, the report indicates the success in the preparation 8 rules governing the regulation of the natural gas sub sector, which has kept growing in the recent years.

In the view of enhancing the performance of regulated water utilities, Mr. Mchany said EWURA had issued revised evaluation criteria for classification of license for water supply and sanitation service providers as well as conducting a training on the

preparation of business plans to 33 District and small towns Water and Sanitation Authority.

According to the report, EWURA managed to review various regulatory tools and developed new ones, in total the Authority reviewed and developed 25 regulatory tools, of which 12 of them were for natural gas, 7 for electricity and 6 for petroleum.

Concerning the licensing activities, the report showed 1,208 licenses were issued to regulated entities whereby 544 were for petroleum, 8 for electricity (3 provisional and 5 generational licenses) and 2 for Water Supply and sanitation. In addition, there were 654 licenses for electrical installation personnel.

Report also indicated success in conducting public awareness campaigns and seminars on the roles and responsibilities of the Authority, rights and obligation of the service providers, the consumer and complaints handling mechanism.

