

UNITED REPUBLIC OF TANZANIA



ENERGY AND WATER UTILITIES REGULATORY AUTHORITY (EWURA)

WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FY 2019/20

DISTRICT AND TOWNSHIP WATER UTILITIES



MARCH 2021

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REGULATORY AUTHORITY
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CHAIRMAN'S STATEMENT

On behalf of the Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA), I would like to present the Water Utilities Performance Review Report for District and Township Water Supply and Sanitation Authorities (DT WSSAs) for the financial year 2019/20, which is the 12th since EWURA started operations in September 2006. During the year under review, there have been major changes and reforms in the water sector. The changes include (i) disestablishment of 27 DT WSSAs; (ii) establishment of three DT WSSAs; (iii) change of Management supervision of 25 DT WSSAs from their respective Board of Directors to supervision by Rural Water Supply and Sanitation Agency (RUWASA). Furthermore, there has been a change of Management supervision of 10 DT WSSAs from their respective Board of Directors to supervision by Regional or National Project WSSAs Boards. It is expected that the reforms and changes made will enhance efficiency in provision of water and sanitation services in Tanzania.

This report identifies areas, which are potential for investment to improve the availability of reliable water supply and sanitation services. The report also presents water supply and sanitation services gaps that require stakeholders' engagement and participation in bridging them. Further, the report serves as an important tool in evaluating progress towards achieving the United Nations Sustainable Development Goal number 6 (*universal access to safely managed water and sanitation for all by 2030*) and National Development Vision 2025 target which aspires high-quality livelihood through universal access to safe water services. In addition, the report assists to evaluate progress towards achieving the National Five Year Development Plan, 2016/17 - 2020/21 that targets a 90% access to safe and clean water and improved sanitation services for the urban population by 2020/21.

Findings and recommendations outlined in this report are key references for DT WSSAs' Boards of Directors, Management and other stakeholders to improve water supply and sanitation services. Furthermore, the report avails accurate data and information on the status of the provision of water supply and sanitation services for proper planning and efficient allocation of resources. In addition, the report is an important tool to enable the public demand better services from WSSAs in their respective areas and make them accountable for their actions.

My sincere appreciation goes to the Ministry of Water and RUWASA for their inputs and comments during the preparation of the report. I also wish to extend my appreciation to the Permanent Secretary of the Ministry of Water and other stakeholders for their cooperation, which enabled EWURA to conduct its functions during the FY 2019/20. I would like to thank the Boards of Directors and Management teams of all DT WSSAs for their commendable cooperation that has made the preparation of this report successful. Finally, I take this opportunity to congratulate the EWURA Board Members, Management and Staff for their undivided commitment, dedication and hard work during the FY 2019/20.



Ahmad S. K. Kilima
Deputy Board Chairman
March 2021

FOREWORD

The DT WSSAs Performance Review Report for financial year 2019/20 provides an overview of the status of DT WSSAs in provision of water supply and sanitation services. It also provides an indication of future water supply and sanitation needs of District headquarters and Townships. Following the reform and major changes in the Water Sector in the year under the review, this year's report provides an analysis of the performance of 58 District and Township WSSAs (DT WSSAs) as compared to 83 similar utilities analysed in the FY 2018/19 report. The Report is prepared in compliance with Section 29(2) of the Water Supply and Sanitation Act, 2019 that mandates EWURA to prepare a comparative report of the licenced water supply and sanitation service providers annually.

This report shows the performance of the DT WSSAs by considering key performance indicators for provision of water and sanitation services such as water and sanitation services coverage, water supply service hours, metering ratio, staff productivity, non-revenue water and financial performance. For instance, during the year under review, service hour increased by two hours to 14hours, staff productivity improved from 11 to eight staff per 1000 connections. On the other hand, Non-Revenue Water (NRW) deteriorated from 36% to 38%.

The report has for the first time included basic sanitation data that focus on the need to address inclusive urban sanitation and regulation of entire sanitation service chain (containment, emptying, transport, treatment, disposal or reuse). Besides, the report ranks the WSSAs' performance; and provides key observations and recommendations for improving water supply and sanitation services in the DT WSSAs' operational areas.

I am pleased to note that during the year under review, DT WSSAs continued to perform well and shown improvement in the areas of population living in area with service network, service hours, staff productivity, metering ratio, production and revenue collection. However, the performance of the DT WSSA deteriorated in reducing None Revenue Water. The report has identified areas for improvement, which include potential investment area in critical water and sanitation infrastructure to ensure the reliability of water supply and improved sanitation services, water quality monitoring; reduction of non-revenue water; improvement and advocating for inclusive urban sanitation; customer metering and reporting.

EWURA appreciates the invaluable comments and inputs received from the Ministry of Water, RUWASA, DT WSSAs and other stakeholders during the preparation of the report. Finally, EWURA wishes to congratulate DT WSSAs that continue to show improvement in their performance, encourage them to sustain the realised momentum and urge other DT WSSAs to work hard to improve their performance. EWURA will continue to regulate WSSAs to ensure quality, availability and affordability of water and sanitation services.



Eng. Godfrey H. Chibulunje
Acting Director General
March 2021

ABBREVIATIONS AND ACRONYMS

CAG	Controller and Auditor General
CBWSO	Community Based Water Supply Organization
DT	District and Township
EAS	East African Standards
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
NP	National Water Project
NRW	Non-Revenue Water
O&M	Operation and Maintenance
OSS-FSM	On Site Sanitation and Faecal Sludge Management
RS	Reporting Score
RUWASA	Rural Water Supply and Sanitation Agency
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
WSSA	Water Supply and Sanitation Authority

MEASUREMENT UNITS AND SYMBOLS

CFU/100ml	Colony Forming Units per hundred millilitres of a sample
<i>E. coli</i>	Escherichia coli
km	kilometre
m	metre
m ³	cubic metre
m ³ /day	cubic metre per day
m ³ /hr	cubic metre per hour
m ³ /conn/ day	cubic metre per connection per day
mg/L	milligram per litre
NTU	Nephelometric Turbidity Unit
%	percent
pH	Potentiometric Hydrogen ion Concentration
TZS	Tanzanian Shillings

DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
i.	Average hours of service	Average hours per day a consumer can draw water from a household connection or the public standpipe. 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	The ratio of operating costs to operating revenues. Operational costs include all the expenses together with depreciation and interest costs. Sound financial management requires that this ratio should be less than 1.	ratio
v.	The proportion of the population living within the area with water network	The proportion of the population living within the area with the 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.	The proportion of population served with water	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 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 (excluding arrears) expressed as a percentage of total billings during the year.	(%)
viii.	Staff per 1000 water connections	The ratio of total staff to total water supply and sewerage connections multiplied by 1000.	Ratio
ix.	Water quality compliance	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	The ratio of operating expenses to the operating revenue. The operation expenses do not include depreciation and interest expenses. Sound financial management requires that this ratio should be well below 1.	Ratio

EXECUTIVE SUMMARY

Introduction

The Water Utilities Performance Review Report for DT WSSAs for FY 2019/20 is the 12th DT WSSAs performance review report prepared by EWURA. Following the reforms and major changes in the Water Sector in the year under review, this year's report provides an analysis of the performance of 58 District and Township (DT WSSAs) whereas 83 utilities were analysed in the FY 2018/19 report. The report analyses and compares the performance of 58 DT WSSAs over the past three years from FY 2017/18 to FY 2019/20. Among the 58 DT WSSAs, 52 are operating in district headquarters and six (6) are operating in townships. This report has not included the analysis of Rombo, Chala and Laela WSSAs. These WSSAs have no management in place and the water service in their respective service areas is provided by Community Based Water Supply Organisations (CBWSOs).

This report has included analysis of Kyela-Kasumulu and Same-Mwanga WSSAs for the first time, since their declaration as WSSAs on 23rd August 2019. Kyela and Kasumulu WSSAs were merged to form Kyela-Kasumulu WSSA while Same and Mwangi WSSAs were merged to form Same-Mwanga WSSA after disestablishment of Same and Mwangi WSSAs.

The main objective of this report is to provide an overall performance of DT WSSAs by considering key performance data and indicators in the provision of water supply and sanitation services. Also, the report ranks the WSSAs' performance in the provision of water and sanitation services. Towards the end, the report provides key observations and recommendations with a 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 sheet and consultative meetings that involved DT WSSAs, MoW, RUWASA and EWURA. In addition, clarifications sought from DT WSSAs on their performance trend and findings during performance inspections conducted by EWURA provided input to the report.

Performance Highlights

To enlighten the performance of DT WSSAs during FY 2017/18 to FY 2019/20, a summary of the 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; (i) submission of reports; and performance ranking is discussed.

i. Water Abstraction

Over the past three years, there has been a continuous increase in water abstraction. During the FY 2019/20 water abstraction increased by 3% as compared to an increase by 1% in FY 2018/19 from FY 2017/18. The increase has been due to investment on water supply infrastructure including addition of boreholes and acquisition of sources in some of DT WSSAs.



ii. Water Production

Over the past three years, there has been a continuous increase in water production among DT WSSAs. During the FY 2019/20 water production increased by 1% as compared to an increase by 10% in FY 2018/19 from FY 2017/18. Generally, water production for FY 2019/20 was only 33% of the water demand. The increase in production was due to increase in abstraction and increase in pumping hours in some DTWSSAs.



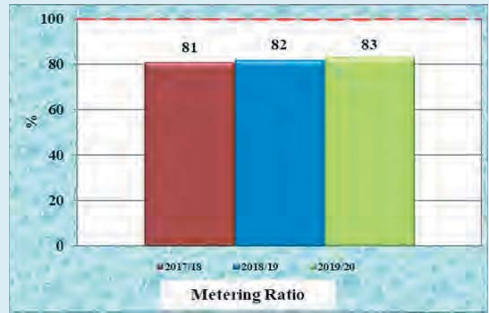
iii. Hours of Service

The average hours of service during the year under review improved by 2 hours and increased the momentum that was registered in the FY 2018/19. The improvement in service hours was mainly attributed to the completion of various water supply projects and increased water production. Despite continuous improvement registered in the past three years, the current average service hours of 14 is still lagging behind the service level benchmark by 10 hours.



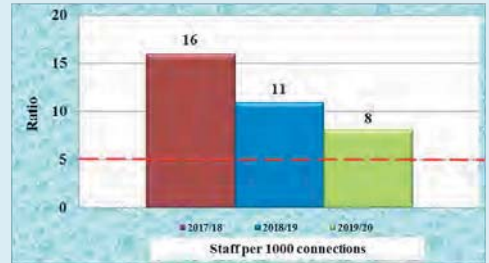
iv. Metering Ratio (%)

In the year under review, the overall metering ratio improved from 82% in the FY 2018/19 to 83% in the FY 2019/20. However, the attained metering ratio of 83% is below the service level benchmark of 100%. Therefore, DT WSSAs should increase effort to meter their customers.



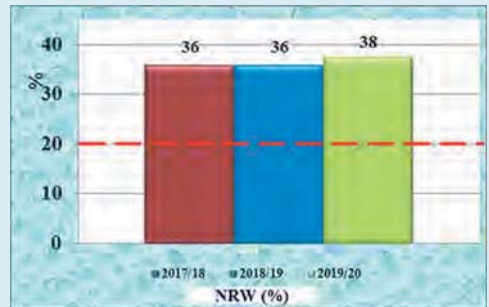
v. Staff Productivity

During the FY 2019/20, performance in terms of staff productivity significantly improved from 11 staff per 1000 connections in FY 2018/19 to eight (8) in FY 2019/20. The attained staff productivity of eight (8) staff per 1000 connections is within acceptable boundaries of 8-5 staff per 1000 personnel for DT WSSAs. However, the DT WSSAs should continue to improve towards the service level benchmark of less than 5.



vi. Non-Revenue Water (%)

The NRW for DT WSSAs deteriorated by 2% from FY 2017/18 to FY 2019/20 reaching 38%. This performance is unsatisfactory and is still far from a service level benchmark for NRW of less than 20%.



vii. Revenue and Expenditure

Total revenue collection from water sales for DT WSSAs increased by 24% from 9.14 billion in the FY 2017/18 to 11.35 billion in the FY 2019/20. The increase was due to increase in connection and number of customers. On the other hand, operation and maintenance expenses incurred by the utilities decreased by 18% from TZS 12.58 billion in the FY 2018/19 to TZS 14.91 billion in the FY 2019/20. DT WSSAs remained dependent on government subsidies for a large part of their operation and maintenance expenditures.



viii. Institutional Status of DT WSSAs

During the year under review, the water sector experienced major reform and changes, which resulted in rearrangement and management transfer of some of WSSAs whereby some DT WSSAs were either disestablished and clustered or put under the supervision of RUWASA or other WSSAs. The reform led to a decrease in the total number of DT WSSAs from 83 to 61. However, this report does not consider three (3) DT WSSAs namely Rombo, Chala and Laela WSSAs that have never operated since their declarations due to absence of Management.

Out of 61, DT WSSA analysed in this report, 47 DT WSSAs have active boards of directors, which include, ten (10) DT WSSAs under the supervision of the Boards of Region WSSAs; 25 DT WSSAs under the supervision of RUWASA; and 12 DT WSSAs which are stand-alone. The tenure of the boards of directors of 12 DT WSSAs has expired while boards for two (2) DT WSSAs had never been appointed.

ix. Submission of Reports

During the FY 2019/20, out of 58 DT WSSAs, 22 (38%) submitted their financial reports timely i.e. by 30th September 2020. The percentage compliance with the submission of financial reports among DT WSSAs for FY 2017/18 and 2018/19 were 44% (40 out of 82) and 31% (26 out of 83) respectively. For three consecutive years, only Biharamulo WSSA submitted its financial reports timely. Conversely, for three consecutive years, twelve (12) DT WSSAs have never submitted their financial reports; these are Dakawa, Gairo, Kibondo, Kilindoni, Kilwa-Masoko, Kishapu, Mahenge, Namanyere, Kibaigwa, Maganzo, Mombo and Tunduma.

a) Submission of Annual Technical Report

During the FY 2019/20, out of 58 DT WSSAs, 18 submitted their Annual Technical Reports timely. Percentage compliance with submission of Annual Technical Reports declined from 52% in FY 2017/18 to 36% and 31% in FY 2018/19 and FY 2019/20 respectively. Apart from 18 DT WSSAs that timely submitted their annual report during FY 2019/20, nine (9) DT WSSAs submitted their annual reports late and the remaining 31 DT WSSAs submitted their performance data in a customized datasheet. For three consecutive years, nine (9) DT WSSAs timely submitted their annual reports; these were Biharamulo, Nzega, Kibaigwa, Rujewa, Igunga, Manyoni, Mpwapwa, Mafinga and Muleba. Conversely, for three consecutive years, six (6) DT WSSAs have never submitted their annual reports; these are Ifakara, Kibondo, Namanyere, Sengerema, Tarime and Tunduma

b) Submission of Financial Reports

During the FY 2019/20, out of 58 DT WSSAs, 22 (38%) timely submitted their financial reports i.e. by 30th September 2020. The percentage compliance with the submission of financial reports among DT WSSAs for FY 2017/18 and 2018/19 were 44% (40 out of 82) and 31% (26 out of 83) respectively. For three consecutive years, only Biharamulo WSSA submitted its financial reports timely. Conversely, for three consecutive years, twelve (12) DT WSSAs have never submitted their financial reports; these are Dakawa, Gairo, Kibondo, Kilindoni, Kilwa-Masoko, Kishapu, Mahenge, Namanyere, Kibaigwa, Maganzo, Mombo and Tunduma.

c) Submission of Monthly MajiS Reports

During the FY 2019/20, out of 58 DT WSSAs, 15 (equivalent to 26%) submitted all 12 monthly MajiS reports. The percentage compliance in terms of a number of DT WSSAs that submit all their monthly MajiS reports was 14% and 17% in FY 2018/19 and 2017/18 respectively. For three consecutive years, unsatisfactory performers in terms of submission of monthly MajiS reports among DT WSSAs were Mahenge, Namanyere, Tarime and Ushiroambo.

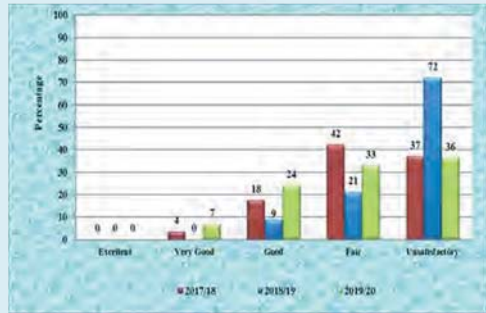
d) Submission of Annual MajiS Reports

During the FY 2019/20, out of 58 DT WSSAs, 28 (48%) submitted their annual MajiS reports timely i.e. by 30th September 2020. The percentage compliance with the submission of annual MajiS reports among DT WSSAs for FY 2017/18 and 2018/19 were 30% (25 out of 82) and 31% (26 out of 83) respectively.

x.

Performance Ranking

DT WSSAs were ranked using the Performance Benchmarking Guidelines for Water Utilities of 2018. From the ranking results, Biharamulo WSSA (Kagera Region) has emerged the overall best performer in the provision of water and sanitation services during FY 2019/20 among DT WSSAs. The overall least performer is Tunduma WSSA (Songwe Region). Also, the ranking results show that the performance of 7% DT WSSAs was rated as “very good”, 24% DT WSSAs was rated as “good”, 33% DT WSSAs was rated as “fair” while the remaining 36 of DT WSSAs was rated as “unsatisfactory”.



Implementation of the Recommendations of the Previous Report

The FY 2018/19 report recommended the DT WSSAs to:

- Submit a proposal to the MoW for investment on improvement of water production;
- Prepare and implement water quality monitoring programmes in accordance with the Water and Wastewater Quality Monitoring Guidelines;
- Acquire land for construction of wastewater treatment facilities;
- Submit proposal to the MoW for investment on construction of wastewater treatment facilities;
- Install bulk meters to determine the actual water produced;
- Attaining 100% customer metering;
- Comply with reporting requirements; and
- Design and implement strategies to ensure reduction of NRW starting in March 2019 and include the strategies in their business plans.

Generally, the some of the recommendations were not satisfactorily implemented and therefore the same recommendations are considered in this report.

Major Observations and Recommendations

The report revealed the observations that will improve the performance of DT WSSAs in providing sustainable water and sanitation services. The observations on the key issues are narrated as follows: -

- Inadequate water production infrastructures to satisfy demand;
- Inadequate monitoring of the quality of water supplied to customers;
- Lack of wastewater and faecal sludge treatment facilities;
- Low metering ratio;
- High Non-Revenue Water;
- Lack of sufficient and qualified staff;
- Lack of sewerage network;
- Inadequate protection of water sources; and
- Unsatisfactory submission of monthly and annual reports.

In conclusion, the performance of DT WSSAs in FY 2019/20 as compared to FY 2018/19 has shown improvement in the areas of water abstraction, water production, service hours, metering ratio, staff productivity and water sales collections. Despite the mentioned improvements, the report has identified areas for improvement which includes water production; water quality monitoring, report submission, improvement of work force and water source protection. DT WSSAs need to implement recommendations regarding the identified issues and include them as part of their business plan targets. It is envisaged that the implementation of the recommendations will result in improvement in water and sanitation services provided by DT WSSAs.

1.0 INTRODUCTION

Section 29(2) of the Water Supply and Sanitation Act, 2019 requires EWURA to, among other things; prepare annually, an analysis report on the performance of the regulated water utilities. In complying with this requirement, EWURA has prepared the FY 2019/20 Water Utilities Performance Review Report for District and Township (DT) WSSAs. This is the 12th DT WSSAs performance comparison and analysis report prepared by EWURA.

During the year under review, major reforms and changes were witnessed. The reforms and changes resulted in the disestablishment of 27 DT WSSAs and establishment of three DT WSSAs. Therefore, this year report provides a comparative analysis of the performance of 58 District and Township WSSAs (DT WSSAs) as compared to 83 utilities analysed in the FY 2018/19 to reflect the reforms. Among the 58 DT WSSAs, 52 are operating in district headquarters and six (6) are operating in townships. This report has not included the analysis of a newly established Rombo WSSA and existing Chala and Laela WSSAs, which have no management in place and water services in their respective service areas are provided by Community Based Water Supply Organisations (CBWSOs).

This report has included analysis of Kyela-Kasumulu and Same-Mwanga WSSAs for the first time, as they were declared as WSSAs on 23rd August 2019. Kyela and Kasumulu WSSAs were merged to form Kyela-Kasumulu WSSA while Same and Mwanga WSSAs were also merged to form Same-Mwanga WSSA after disestablishment of Kyela, Kasumulu, Same and Mwanga WSSAs.

The objective of this report is to illustrate the performance of DT WSSAs taking into account key performance data and indicators for the provision of water and sanitation services. Further, the report ranks the WSSAs' performance in the provision of water services. In addition, the report provides key observations and recommendations, which will foster a sustainable provision of water supply and sanitation services within the jurisdiction of DT WSSAs.

Preparation of the report was based on data and information reported by DT WSSAs through annual performance reports and monthly progress reports; clarification provided by DT WSSAs on their performance trend; and findings during performance inspections conducted by EWURA. The report has also received inputs on the operations and performance of DT WSSAs from the Ministry of Water (MoW) and Rural Water Supply and Sanitation Agency (RUWASA), which was also the basis for the clarification of the submitted data and information.

This report is divided into five chapters, namely (i) Introduction; (ii) Performance Analysis; (iii) Implementation of Regulatory Obligations; (iv) Performance Ranking; and (v) Major Observations and Recommendations. The analysis provides an evaluation and performance comparison of DT WSSAs in the light of key performance data and indicators, which covers technical, commercial, financial and managerial aspects of WSSAs; and implementation of regulatory obligations. Thereafter based on the submitted data and information in the above analysis, the report ranks the WSSAs' performance in the provision of water and sanitation services in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018. 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 2017/18 to FY 2019/20; and details of DT WSSAs' compliance with regulatory obligations.

2.0 PERFORMANCE ANALYSIS

The performance analysis of DT WSSAs during the FY 2019/20 is based on water sources, water production, water demand, water services coverage, customer metering, staff productivity, non-revenue water, revenue collection, expenditure and institutional status. The performance for FY 2019/20 is also compared with the performance achieved in two previous financial years of 2017/18 and 2018/19. In areas where there is a significant change, the reason for the change is provided to allow interventions and enable other WSSAs to learn from each other and benchmark their performance.

2.1 Water Sources and Abstraction

Rivers have been the major source of water for DT WSSAs for three consecutive years followed by springs and boreholes (see Table 1 and Figure 1 and 2). During the year under review, lakes were the least used source of water compared to FY 2018/19 and 2017/18 when dams were the least used source of water among DT WSSAs followed by lakes.

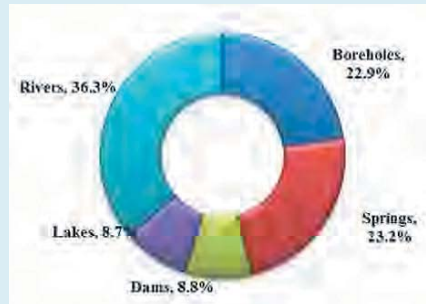


Figure 1: Water Abstraction in FY 2019/20

Table 1: Contribution of Water Abstraction for each Type of Water Source

Type of Water Source	% Contribution to Total Water Abstraction		
	2017/18	2018/19	2019/20
Rivers	31.8	33.0	36.3
Boreholes	24.1	24.8	22.9
Springs	27.1	26.4	23.2
Dams	6.6	6.8	8.8
Lakes	10.4	9.1	8.7

The general trend in terms of water abstraction among DT WSSAs shows an increase from 26.5 Million m³/year in FY 2017/18 to 30.5 million m³/year in FY 2019/20. The analysis of water abstraction from individual DT WSSAs showed the following:

- Handeni, Katesh, Kilindoni, Korogwe, Kyela-Kasumulu, Loliondo, Ngara, Ushirombo and Tunduma WSSAs had more than 20% increase in water abstraction to water abstraction in the FY 2018/19; and
- Chato, Chunya, Gairo, Kasulu, Kibaya and Ludewa WSSAs had more than 20% decreased in water abstraction compared to water abstraction in the FY 2018/19.



Figure 2: Total Water Abstraction

An outline of DT WSSAs with significant changes in water abstraction and reasons for the changes is presented in Table 2 and water abstraction from each DT WSSA over the past three years is shown in Table A2.1 (a) and Table A2.1(b) of Appendix 2.

Table 2: List of DT WSSAs with Significant Change in Water Abstraction

Name of WSSA	% Change (+ve or -ve)	Reasons
Ushiroombo	328	New Katente borehole (14m ³ /hr) which started operating in August 2019. The Government through MoW financed the borehole.
Gairo	167	Addition of five new boreholes with a total capacity of 1,110m ³ /hr which started operation from February 2020. The boreholes were financed by the Government through the MoW.
Tunduma	55	Addition of two new boreholes at Sogea Mpya (20m ³ /hr) and Ikulu (14 m ³ /hr) which commenced operations since August 2019 financed by the Government through the MoW.
Katesh	48	Increase of spring recharge due to sufficient rainfall
Loliondo	40	Addition of Waso borehole (12m ³ /hr) which started operation in May 2020 financed by the Government through MoW also increased pumping hours for JICA borehole from 20 to 24 hrs to meet the demand.
Handeni	34	Increase of pumping hours at Nderema Borehole, resume of operation of Chanika dam and increase in bulk water purchased from HTM
Tarime	29	Increased utilization of the spring water source due to increase of recharge resulting from sufficient rainfall.
Mafinga	25	Acquisition of four water sources (Bumilayinga, Kikombo, Rungemba and Maduma rivers) acquired from Mafinga TC. The estimated water abstraction from the sources is estimated at 124,830m ³ per year.
Chato	-54	Frequent pipe burst along the main transmission pipeline at Rubambangwe area due to dilapidated DN250mm transmission pipeline.
Kibaya	-37	Non operation of Shiuki borehole which has a capacity of 7 m ³ /hr for the entire financial year 2019/20 due to motor breakdown
Kasulu	-26	High turbidity of a spring water source during the rainy season resulted in consumers switching to consuming rainwater.
Chunya	-24	Two boreholes did not operate for two months from February to May 2020 due to failure to pay electricity bills. Also, the Chokaa borehole did not operate for three months from December 2019 to February 2020 due to the breakdown of borehole motor.
Ludewa	-24	Non-operation of Mapetu-I spring water source from December 2019 to March 2020 after washout of part of the main pipe by floods. The capacity of the spring water source is 20m ³ /hr.
Mwanhuzi	-22	Dry out of Mwanahina dam for a period of two months from October to November 2019 due to prolonged drought.

2.2 Water Production and Measurement Methods

2.2.1 Water Production

Water production among the DT WSSAs increased from 25.5 Million m³/year in FY 2017/18 to 28.6 Million m³/year in FY 2019/20. Water production data for DT WSSAs is presented in Table A2.3 of Appendix 2 and summarized in Figure 3.



Figure 3: Total Water Production

During FY 2019/20, eight (8) DT WSSAs of Ushiroombo, Tunduma, Katesh, Loliondo, Kilindoni, Handeni, Mafinga and Ngara registered an increase in water production by 20% or more as compared to the water production registered in FY 2018/19. An outline of DT WSSAs with significant changes in water production and reasons for the changes is presented in Table 3.

Table 3: List of DT WSSAs with Significant Increase in Water Production

SN	Name of DT WSSA	% Increase	Reasons
1.	Ushiroombo	328	New Katente borehole (14m ³ /hr) which started operating in August 2019. The borehole was financed by the Government through MoW.
2.	Tunduma	55	Addition of two new boreholes at Sogea Mpya (20m ³ /hr) and Ikulu (14 m ³ /hr) which commenced operations since August 2019 financed by the Government through the MoW.
3.	Katesh	50	Increase of spring recharge due to sufficient rainfall
4.	Loliondo	40	Addition of Waso borehole (12 m ³ /hr) which started operation in May 2020 financed by the Government through MoW. Also, increased pumping hours for JICA borehole from 20 to 24 hours to meet the demand.
5.	Kilindoni	35	Installation of two new pumps one at Bomani spring with capacity 116 m ³ /hr and another at Kigamboni borehole with capacity of 10 m ³ /hr. Financed by the Government through MoW.
6.	Handeni	34	Increase of pumping hours at Nderema Borehole, resume of operation of Chanika dam and increase in bulk water purchased from HTM
7.	Mafinga	25	Acquisition of four water sources (Bumilayinga, Kikombo, Rungemba and Maduma rivers) acquired from Mafinga TC. The estimated water abstraction from the sources is estimated at 124,830m ³ per year.
8.	Ngara	23	Replacement of one pump motor with a capacity of 30m ³ /hr at Mukidyama borehole which did not operate in the previous years

Conversely, a significant decrease in water production (by 20% or more) was registered by five (5) DT WSSAs, namely Chato (54%), Kibaya (37%), Kasulu (26%), Chunya and Ludewa (24%). The reasons for the decrease in water production for these DT WSSAs are the same as provided in section 2.1 of this Report.

2.2.2 Water Production Measurement Methods

The performance of DT WSSAs was also analysed in terms of the application of acceptable methods of ascertaining the amount of water they produce. Generally, DT WSSAs apply three methods to determine the amount of abstracted and supplied, which are (i) bulk water meter; (ii) bulk water meter and estimates; and (iii) estimates. The utilities utilizing both bulk meter and estimates imply that they have multiple water sources and some of the sources are unmetered. During FY 2019/20 among 58 DT WSSAs 27 DT WSSAs used bulk water meter; 20 used both bulk meter and estimates and 11 DT WSSAs estimated the amount of water produced. Table 4 shows a list of WSSAs and the methods used to determine water production during FY 2019/20.

Table 4: Methods used by DT WSSAs to Determine Water Production

Bulk Water Meter Only	Bulk Water Meter and Estimates	Estimates Only
1. Biharamulo	1. Gairo	1. Chato
2. Bunda	2. Handeni	2. Dakawa
3. Chunya	3. Itumba-Isongole	3. Ifakara
4. Igunga	4. Katesh	4. Kasulu
5. Karagwe	5. Kibondo	5. Ludewa
6. Karatu	6. Kilindoni	6. Lushoto
7. Kibaya	7. Kilwa Masoko	7. Mugumu
8. Kiomboi	8. Korogwe	8. Namtumbo
9. Kishapu	9. Kyela-Kasumulu	9. Rujewa
10. Kondoa	10. Mahenge	10. Tunduru
11. Liwale	11. Makete	11. Mombo
12. Loliondo	12. Mbulu	
13. Mafinga	13. Mpwapwa	
14. Manyoni	14. Namanyere	
15. Mbinga	15. Orkesumet	
16. Muleba	16. Same Mwanga	
17. Mwanhuzi	17. Sengerema	
18. Ngara	18. Songe	
19. Nzega	19. Tarime	
20. Ruangwa	20. Ushiroambo	
21. Tukuyu		
22. Utete		
23. Kibaigwa		
24. Maganzo		
25. Makambako		
26. Tunduma		
27. Turiani		

The analysis of DT WSSAs in terms of percentage using a bulk meter to measure the amount of water produced indicates that there was an improvement from 46% in FY 2017/18 to 51% in FY 2018/19 and a slight drop to 47% in FY 2019/20. However, there has been an improvement in percentage of DT WSSAs that estimates water production from 22% in FY 2017/18 to 19% in FY 2019/20. Table 5 presents the trend in terms of water production measurement methods from FY 2017/18 to FY 2019/20.

Table 5: Trend in Water Production Measurement Methods

Methodology	FY					
	2017/18		2018/19		2019/20	
	No.	%	No.	%	No.	%
Bulk Water Meter	38	46	42	51	27	47
Both bulk meter and estimate	26	32	24	29	20	34
Estimate	18	22	17	20	11	19
Total Number of Utilities Analysed	82		83		58	

2.3 Water Demand

Total water demand in areas served by DT WSSAs increased by 3.6% from FY 2018/19 to FY 2019/20 compared to an increase of 6.1% observed between FY 2017/18 and FY 2018/19. During the year under review, four DT WSSAs recorded a significant increase in water demand (20% and above). These were Gairo, Kiomboi, Manyoni, and Makambako WSSAs.

On the other hand, Kondoia WSSA recorded highest decrease in water demand (14%) among DT WSSAs. Water demand for Kondoia WSSA was reviewed during the reporting year as part of a response to observations by the MoW that previously computation of water demand did not consider and include the category of industrial demand. A summary of the annual water demand for DT WSSAs is presented in Table A2.3 of Appendix 2 and illustrated in Figure 4.

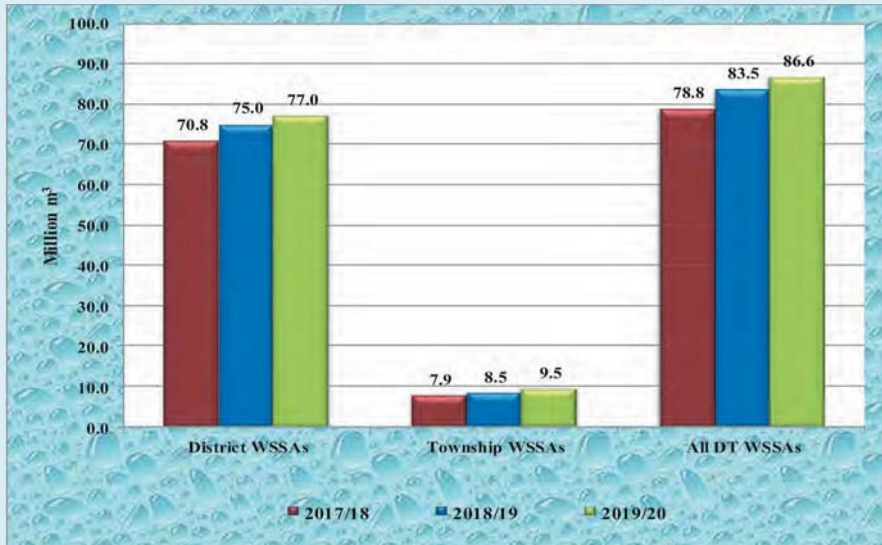
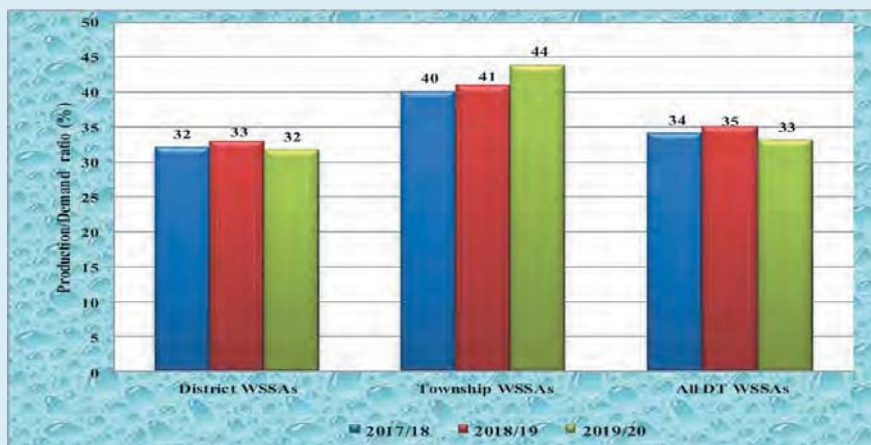
**Figure 4: Annual Water Demand**

Table 6: DT WSSAs with Significant increase in Water Demand

Name of DT WSSA	% Increase	Reasons
Gairo	33	The water demand was recomputed based on actual population data that was reviewed by the Local Government. The reviewed population figure increased by 29% compared to the same reported in FY 2018/19.
Kiomboi	33	Change of per capita water consumption from 45litres/day to 75litres/day.
Makambako	43	Water demand was reviewed during the design of Makambako water supply improvement project in September 2019.
Manyoni	39	The water demand was computed by considering the population of Itigi township, which was extended to Manyoni WSSA service area.

The performance of DT WSSAs was also analysed in terms of the ratio of water production to demand. In general, there were no significant changes in the ratio over the past three years, however, there was a slight decrease of the ratio in FY 2019/20 by 2.9% from FY 2017/18. It is evident that there is still a big gap between production and water demand of more than 50%. Interventions in terms of investment in water supply infrastructure are paramount to bridge the gap between water demand and supply within DT WSSAs service areas. 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 the year under review, over the past two financial years, the percentage of DT WSSAs that installed treatment facilities was maintained to 76% compared to 51% in FY 2017/18. Six (6) DT WSSAs namely Igunga, Nzega, Sengerema, Mwanhuzi, Kishapu and Maganzo have conventional water treatment plants.

During FY 2019/20, 37 DT WSSAs carried out water treatment process by disinfection mostly by chlorination. However, it was noted that 14 DT WSSAs are supplying untreated water to their customers. Table 7 shows the status of availability of water treatment facilities among DT WSSAs during FY 2019/20.

Table 7: Availability of Water Treatment Facilities

WSSAs with Conventional Water Treatment plant	WSSAs with Disinfection Unit only		WSSAs without Treatment Unit
1. Igunga	1. Biharamulo	20. Mafinga	1. Dakawa
2. Kishapu	2. Bunda	21. Mahenge	2. Ludewa
3. Nzega	3. Chato	22. Makete	3. Lushoto
4. Sengerema	4. Chunya	23. Manyoni	4. Mbulu
5. Maganzo	5. Dakawa	24. Mbinga	5. Mugumu
6. Mwanhuzi	6. Gairo	25. Mpwapwa	6. Namanyere
	7. Handeni	26. Muleba	7. Orkesumet
	8. Ifakara	27. Namtumbo	8. Ushirombo
	9. Itumba-Isongole	28. Ngara	9. Mombo
	10. Karagwe	29. Ruangwa	10. Tunduma
	11. Karatu	30. Rujewa	11. Kibondo
	12. Kasulu	31. Same-Mwanga	12. Kiomboi
	13. Katesh	32. Tukuyu	13. Songe
	14. Kibaya	33. Tunduru	14. Tarime
	15. Kilwa Masoko	34. Utete	
	16. Kondo	35. Kibaigwa	
	17. Kyela-Kasumulu	36. Korogwe	
	18. Liwale	37. Makambako	
	19. Loliondo	38. Turiani	

2.4.2 Water Quality Monitoring

During the year under review, the water quality compliance was analysed based on tested parameters of E.coli, Turbidity, Residual Chlorine and pH. This section details on the water quality monitoring compliance level taking into consideration tests done by WSSAs and those done by EWURA in FY 2019/20.

During FY 2019/20, 47% of DT WSSAs had water quality monitoring plan being an improvement as compared to 44% and 13% of DT WSSAs that had a plan in the FY 2018/19 and FY 2017/18 respectively. Over the past three years, there has been a continuous improvement in the number of DT WSSAs conducting water quality tests. In the FY 2019/20, 48% of DT WSSAs as compared to 40% in the FY 2018/19 and 33% in the FY 2017/18 conducted water quality monitoring tests and submitted test results to EWURA.

However, there has been a decreasing trend in the total number of samples tested by DTWSSAs. In FY 2019/20, a total number of 529 samples were collected and analysed which is 16% of the required number of samples (3312) being a decrease from 30% in FY 2018/19 and 38% in the FY 2017/18. The number of water quality tests conducted were not compliant to the requirements of TBS (TZS¹ 789:2018 – EAS 12:2018) Standards for Drinking Water Quality, which require the number of samples to be proportional to the population served. Further, in the FY 2019/20, Biharamulo, Mugumu and Utete WSSAs had a total number of samples that comply by 100% to the required number of samples.

¹ Tanzanian Standards

In FY 2019/20, the overall compliance on the tested parameters were 82% for the residual chlorine 88% for pH, 78% for turbidity and 89% for *E. coli*. Over the past three years, there has been uneven trend in *E. coli*, pH and residual chlorine compliance. The *E. coli* compliance level decreased to 89% in FY 2019/20 as compared to 94% in FY 2018/19 and 92% in FY 2017/18. Residual chlorine compliance level decreased to 82% in FY 2019/20 as compared to 87% in FY 2018/19 and 79% in FY 2017/18. The pH compliance level decreased to 88% in FY 2019/20 as compared to 97% in FY 2018/19 and 93% in FY 2017/18. However, turbidity compliance level has been continuously decreasing over the past three years. Turbidity compliance level decreased to 78% in FY 2019/20 as compared to 94% and 99% in FY 2018/19 and FY 2017/18 respectively. The percentage of water quality compliance on the tested parameters on each WSSA in FY 2019/20 was as shown in Figure 6(a) and 6(b).

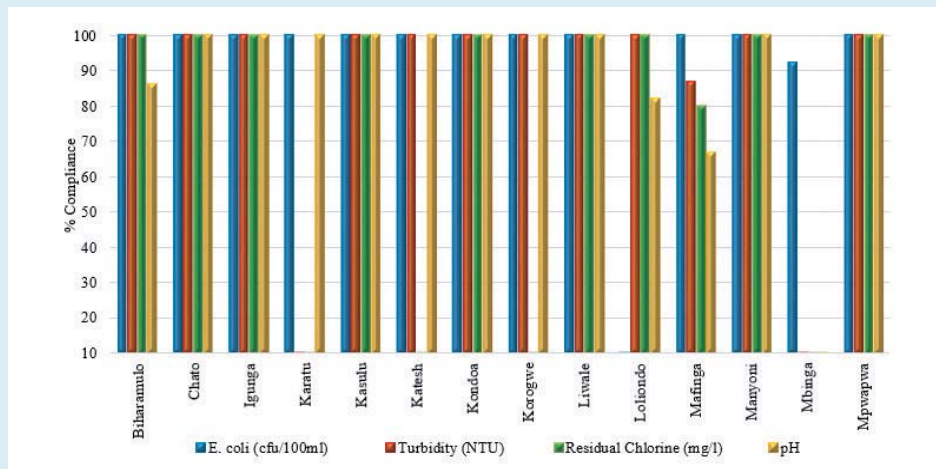


Figure 6 (a): Water Quality Compliance Status as Tested by DT WSSAs

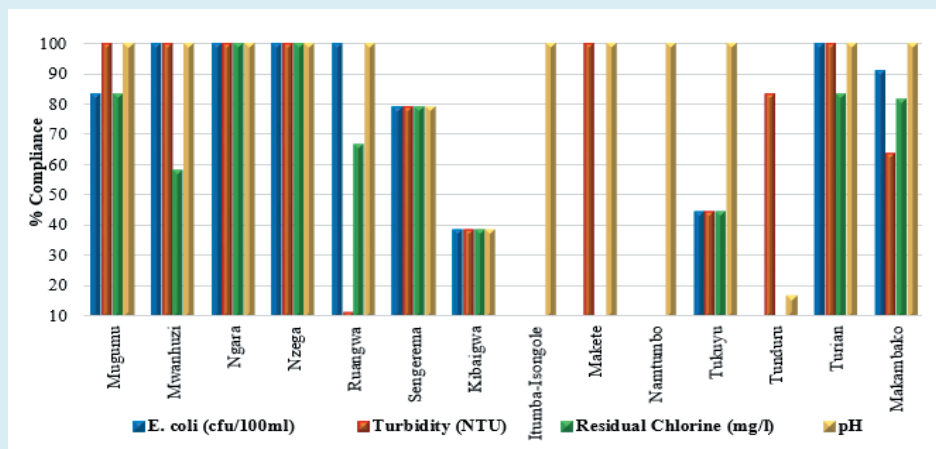


Figure 6 (b): Water Quality Compliance Status as Tested by DT WSSAs

During the year under review, EWURA conducted water quality monitoring tests to 17 selected DT WSSAs. A total of 213 samples were collected and analysed for pH, Turbidity, *E. coli* and Residual Chlorine. The test results revealed that the overall compliance was 91% for pH, 63% for turbidity, 86% for E-Coli and 31% for the residual chlorine.

Generally, there has been continuous improvement in *E. coli* and pH while uneven trend observed on turbidity and residual chlorine compliance. The *E. coli* compliance level improved to 86% in FY 2019/20 as compared to 85% in FY 2018/19 and 71% in FY 2017/18. The pH compliance level improved to 91% in FY 2019/20 as compared to 86% stagnated in FY 2018/19 and FY 2017/18. Further, Residual chlorine compliance level slightly increased to 31% in FY 2019/20 as compared to 30% in FY 2018/19 and remained at 31% in FY 2017/18. Turbidity compliance level decreased to 63% in FY 2019/20 as compared to 84% and 64% in FY 2018/19 and FY 2017/18 respectively.

Generally, when comparing EWURA to DT WSSAs test results, there has been a continuous water quality improvement among DT WSSAs in terms of *E. coli* and pH levels. However, water quality compliance trends reveal that most DT WSSAs are not complying with the required levels of residual chlorine in the distribution system. Also, there has been a decreasing trend in turbidity compliance level among DTWSSAs.

Detailed results for each parameter are presented in Appendix 5. The percentage of water quality compliance on the tested parameters in each DTWSSA for FY 2019/20 was as shown in Figure 7(a) and 7(b).

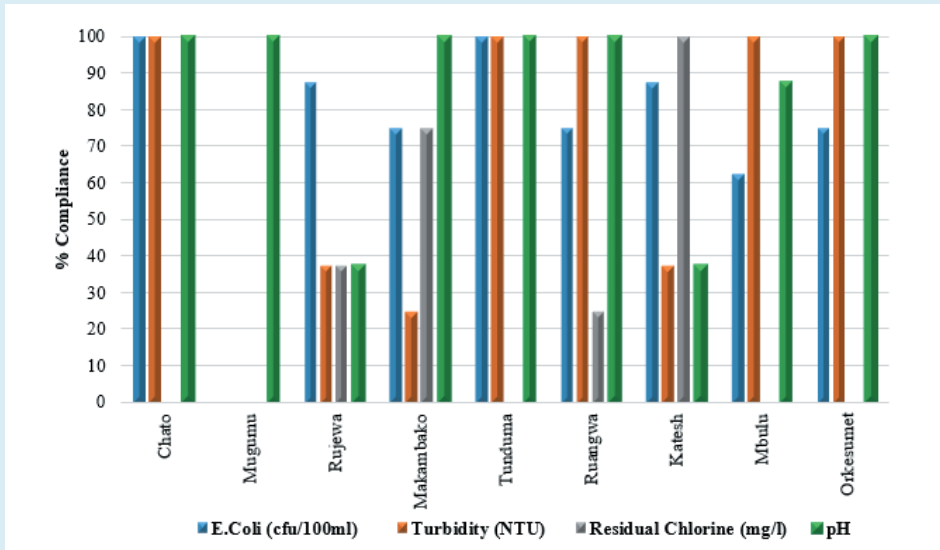


Figure 7(a): Water Quality Percentage Compliance Reported by EWURA

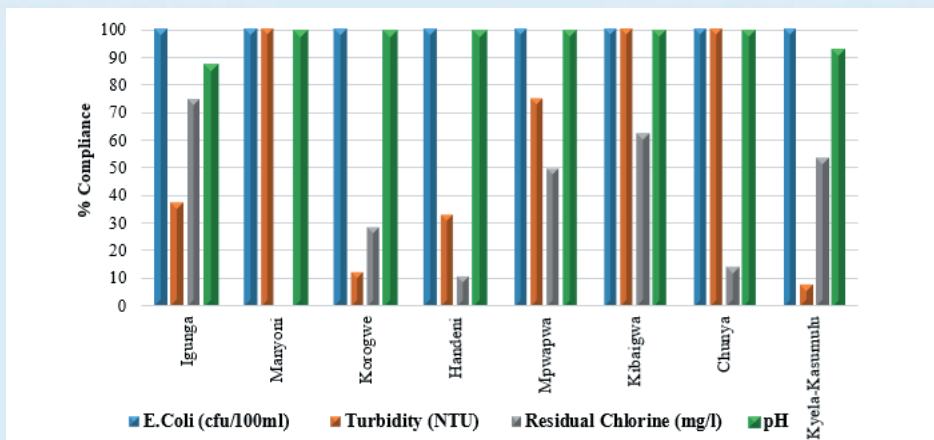


Figure 7(b): Water Quality Percentage Compliance Reported by EWURA

2.5 Sanitation Services

In this report, provision of sanitation services was analysed in terms of non-sewered sanitation services since during the year under review no DT WSSAs had sewered sanitation.

2.5.1 Non-Sewered Sanitation

The analysis of non-sewered sanitation was based on basic sanitation data collected from DT WSSAs. The DT WSSAs collaborated with their respective Local Government Authorities in the collection of the data. Also, some of the data were obtained from the National Sanitation Portal, which means National Sanitation Management Information System (NSMIS) which is administered by the Ministry of Health. The collected basic sanitation data were analysed in terms of containments, emptying facilities and transportation of faecal sludge whose data appeared to be more consistent and sufficient for analysis. Table A.2.9 summarises the existing preliminary information on OSS-FSM for 58 DT WSSAs.

2.5.1.1 Containments

The analysis of collected basic sanitation data showed that the total number of households in the DT WSSAs service areas during the year under review was 1,169,981. About 85% of the households used latrines (21% traditional and 64 % improved ventilated pit latrines) to contain faecal sludge, 13% used septic tanks and the remaining 2% practised open defecation. Further analysis of the data showed that 18% of latrines in DT WSSA service areas were emptyable.

2.5.1.2 Emptying Facilities and Transportation

The analysis of the collected basic sanitation data indicated that the total number of cesspit emptier trucks operating in the DT WSSAs services areas in FY 2019/20 were 18 out of which, four (4) were owned and operated by the Utilities, one (1) was owned by the Local Government Authorities (LGAs) and 13 were privately owned. Out of 58 DT WSSAs only two had cesspit emptier trucks namely Sengerema (2) and Kyela - Kasumuhi (2). Emptying and

transportation of faecal sludge in the DT WSSAs service areas are dominated by Private Sectors which were Sengerema and Kyela - Kasumulu WSSAs. Collaborative efforts between WSSAs, Local Governments, Private Sector and other stakeholders need to be instituted to increase faecal sludge emptying and transportation facilities.

2.5.1.3 Faecal Sludge Treatment Facilities

The analysis of DT WSSAs in terms of availability of faecal sludge treatment facilities showed that among 58 DT WSSAs, only Sengerema WSSA has faecal sludge treatment facility. Biharamulo WSSA is the only DT WSSA already acquired land for construction of faecal sludge treatment facility.

2.6 Water Service Coverage

Water coverage has been analysed based on two indicators namely population living in area with water network and population directly served with water. Earlier indicator analyses efforts taken by WSSAs to extend water supply network close to required vicinity of the population while the latter analyses efforts taken by WSSAs to connect customers to the water network.

2.6.1 Population Living in the Area with Water Supply Network

Over the past three years, there has been an increasing trend on the proportion of the population living in the areas with water supply network within DT WSSAs service areas. During the FY 2019/20, the overall proportion of the population living in the area with water network increased by 5% compared to an increase of 2% observed in FY 2018/19 and an increase of 4.4% during FY 2017/18. Although the indicator has registered an improvement in the year under review, this change is still inadequate considering the acceptable range of 75% to 85% for District capitals and Township areas. The proportion of the population living in the area with the water network is summarized in Figure 8 and detailed in Figure 9 and Table A2.5 of Appendix 2.



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

During the year under review, four (4) DT WSSAs registered significant increase (more than 20%) in the population living in area with water network. None of DT WSSAs that registered significant decrease (more than 20%) in population living in area with water network in the FY 2019/20. A list of DT WSSAs showed increase is presented in Table 8.

Table 8: DT WSSAs with Significant Increase in Proportion of Population Living in the Area with Water Supply Network

Name of DT WSSA	% Increase	Reason(s)
Gairo	45	Extension of the water network at a length of 30 km under the financial support from the Government through Ministry of Water.
Chato	26	Extension of the water network 4.6 km at Chato beach and Mbuya areas.
Nzega	25	Extension of water network for 11 km under the Lake Victoria project financed by the Ministry of Water.
Mbinga	22	Extension of water network for a length of 1km to improve access to safe drinking water at Mbinga town.

Further analysis indicates that five (5) DT WSSAs namely Katesh, Kondo, Ludewa, Kibaigwa and Turiani WSSAs had no changes in the proportion of population living in area with water supply network. Seven (7) DT WSSAs had shown no changes in the proportion of population living in the area with water network for the past three years in a row. These were Dakawa, Ifakara, Kibaya, Ngara, Tukuyu, Utete and Tunduma WSSAs. Furthermore, it was observed that nine (9) WSSAs reported highest network coverage above the acceptable higher boundary of 85: Nzega (98%), Kibaigwa (98%), Sengerema (97%), Turiani (93%), Kilwa Masoko (88%), Ngara (88%), Korogwe (85%), Lushoto (85%) and Ushirombo (85%) WSSAs. The least performers in the proportion of the population living in the area with water network (below 20%) were Karatu (19%) and Mbulu (18%) WSSAs. However, in Karatu town the majority of population access water supplied by the Registered Board Trustee of Karatu Villages Water Supply (KAVIWASU), which is not regulated by EWURA.

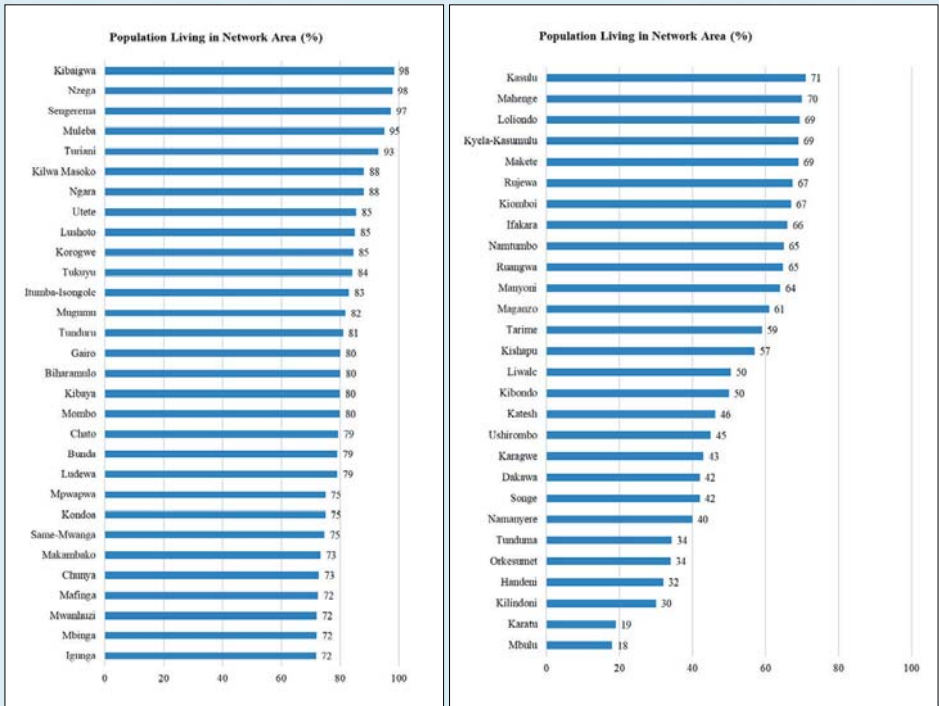


Figure 9: Population Living in the Area with Water Network (%)

2.6.2 Population directly served with water

In the year under review, the proportion of population with direct access to water supply from the DT WSSAs water network has decreased by 3% as compared to an increase of 3% observed in the FY 2018/19. The proportion of the population directly served with water is summarized in Figure 10 and detailed in Table A2.5 of Appendix 2.

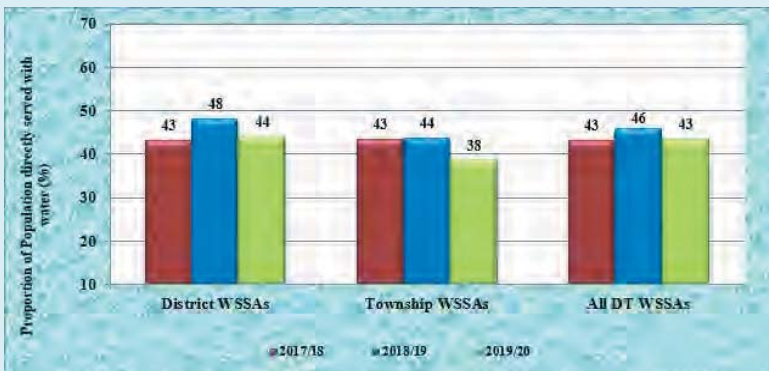


Figure 10: Population Directly Served with Water (%)

During the FY 2019/20, significant increase in proportion of population with direct access to water supply (increase by more than 20%) were observed in two (2) DT WSSAs as summarized in Table 9.

Table 9: DT WSSAs with Significant increase in Proportion of Population directly served with water

Name of DT WSSA	% Increase	Reasons
Chato	28	Increase of 469 new water connections following the extension of the water network at Chato beach (5km) and Mbuya areas (2 km).
Muleba	24	Increase of 187 new water connections attributed by extension of network by 1.47 km to NHC, Buyanga and Kibonangonwa.

In the FY 2019/20, the DT WSSAs that registered the highest proportion of population with direct access to water supply were Kibaigwa (98%), Sengerema (95%), Muleba (94%), Ngara (88%), Korogwe (84%) and Nzega (81%). The DT WSSAs that registered low proportion of population directly served with water (below 20 per cent) were Tunduma (4%), Karatu (11%), Ushirombo (12%), Mbulu (16%), Dakawa (16%) and Karagwe (18%). Figure 11 compares the proportion of the population living in the area with water network and the proportion of the population directly served with water for DT WSSAs in FY 2019/20.

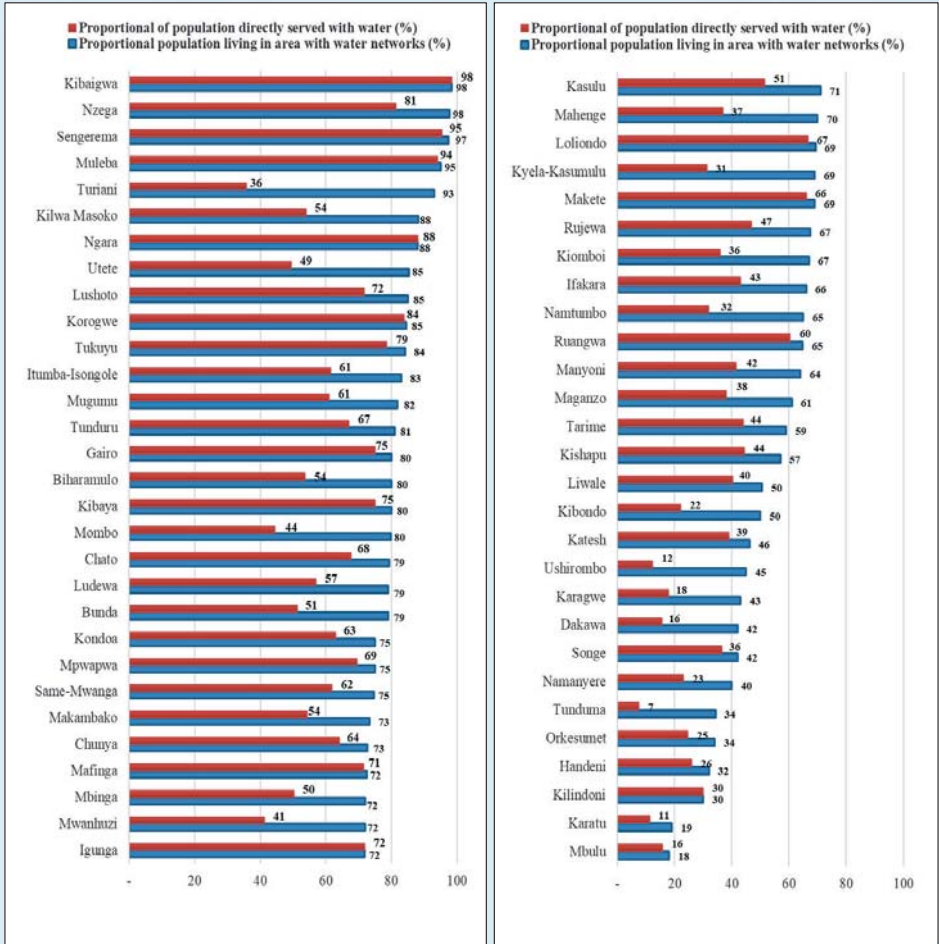


Figure 11: Comparison between proportions of Population living in the Area with Water Network and Population Served with Water

2.6.3 Average Hours of Service

The average service hours during the year under review improved by two hours as compared to an increase of one hour in FY 2018/19 and two hours in FY 2017/18. The improvement in service hours was mainly attributed to the completion to various water supply projects in DT WSSAs service areas in which development of new water sources contributed to an increase in water production. Despite the improvement in average service hours, reliability of water supply in terms of average service hours is unsatisfactory as the averages are still 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 12.

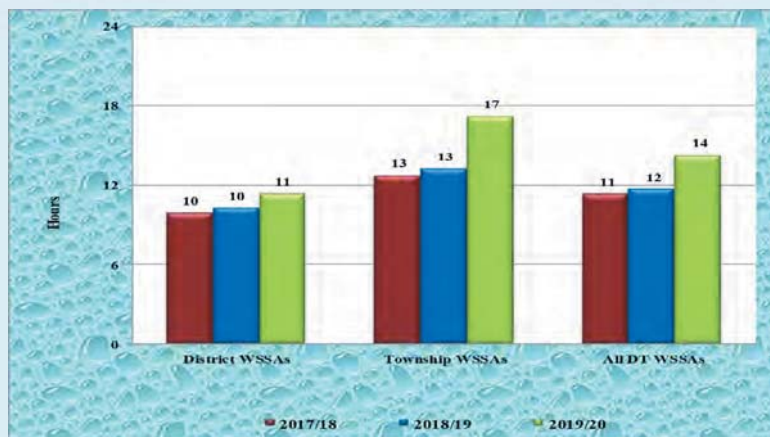


Figure 12: Overall Average Hours of Service

During the year under review, the number of DT WSSAs with 24 hours' supply decreased to three (3) as compared to four (4) attained in FY 2018/19. Utete and Turiani WSSAs maintained 24 hours of service for three consecutive years while Makete WSSA attained 24 hours of service during the period under review. During the year under review, the number of WSSAs with at least 20 hours of service increased to ten (10) from nine (9) reported during FY 2018/19. During the year under review Makambako, Maganzo, Kibaigwa, Mbinga, Sengerema, Kishapu and Muleba WSSAs had at least 20 hours of service but did not manage to attain 24 hours of service. Gairo, Karatu, Loliondo and Lushoto WSSAs had a significant increase in service hours (increase by more than five hours) as clarified in Table 10.

Table 10: DT WSSAs with Significant Increase in Hours of Service

Name of WSSA	Increase in hours of service	Reasons
Gairo	9	Improvement in water production after addition of five new boreholes drilled and developed under financial support from MoW
Karatu	5	Increase reliability of water supply following the addition of one borehole (Kwa tomu) with production capacity of 1200 m ³ /day
Loliondo	10	An argumentation of water production resulted from the addition of one borehole (Waso) with a production capacity of 288 m ³ /day, which started operation in May 2020. Also increased pumping hours for existing JICA borehole from 20 to 24 hrs.
Lushoto	6	Increase of reliability of water supply following the completion of the water supply project in Lushoto township

A comparison of service hours for DT WSSAs during FY 2019/20 is shown in Figure 12. During the year under review, 12 DT WSSAs registered low hours of service below five (5) hours per day due to various reasons comprising lack of reliable water sources and infrastructure to ensure adequate water production and frequent power outage as indicated in Figure 13.

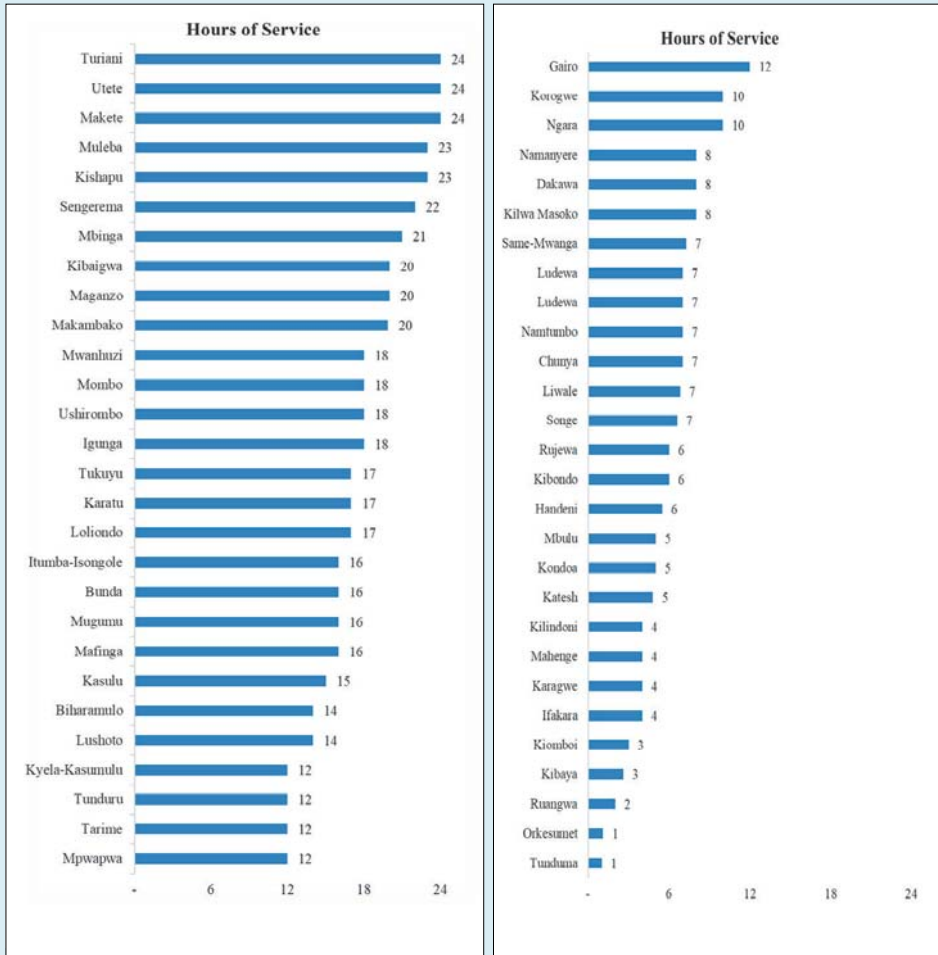


Figure 13: Comparison of Average Hours of Services in 2019/20

2.7 Metering Ratio

In the year under review, the overall metering ratio improved from 82% in the FY 2018/19 to 83% as summarized in Figure 14 and detailed in Table A2.6 of Appendix 2. Still, the attained metering ratio of 83% is below the acceptable sector benchmark of 100%. However, 31 WSSAs attained metering ratio of 100% while Ludewa WSSA reported zero metering ratio. During the year under review, Ludewa WSSA removed all water meters from customers due to excessively turbid water during the rainy season. DT WSSAs should increase efforts to meter all customers in their service areas. A comparison of the metering ratio for DT WSSAs in FY 2019/20 is presented in Figure 14 and Figure 15.



Figure 14: Average Metering Ratio

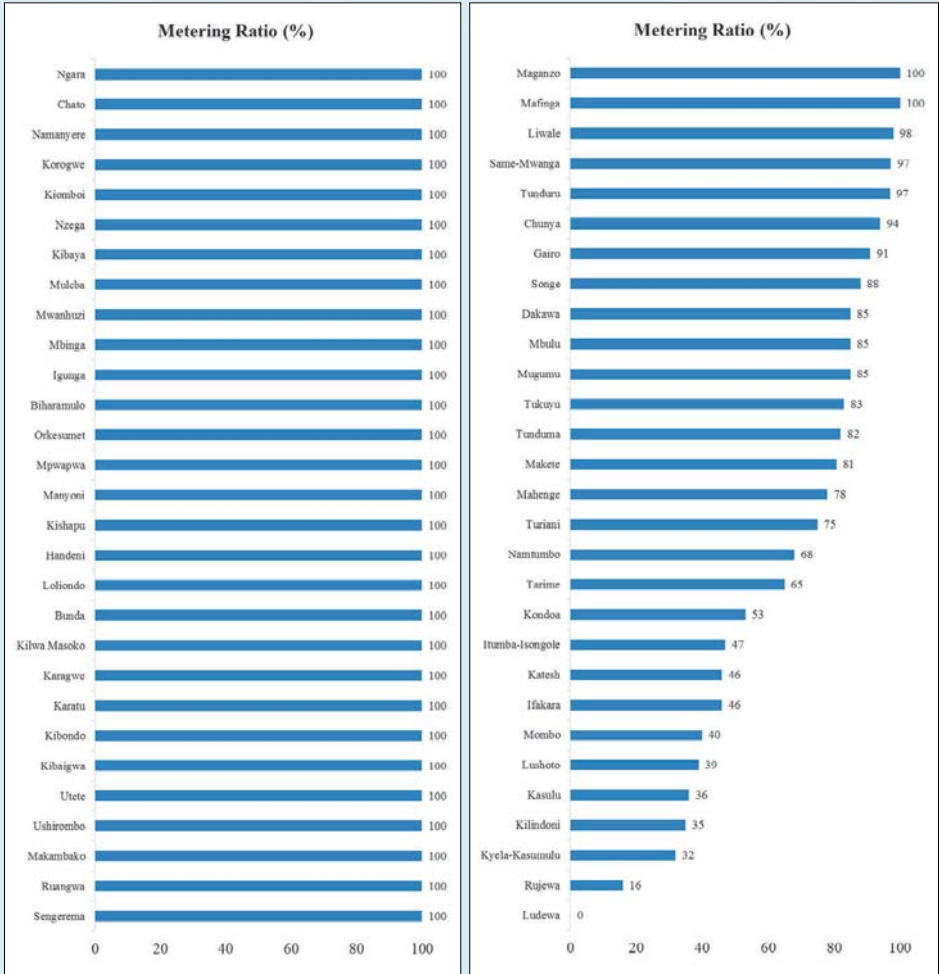


Figure 15: Comparison of Metering Ratio in FY 2019/20

2.8 Staff Productivity

During the FY 2019/20, there was significant improvement of the overall staff productivity for DT WSSAs from 10 staff per 1000 connections to eight (8) staff per 1000 connections. The attained staff productivity of eight (8) staff per 1000 connections complies with acceptable boundaries of 8-5 staff per 1000 personnel for DT WSSAs. However, DT WSSAs should continue to improve towards the service level benchmark of less than five (5). A summary of staff per 1000 connections is shown in Figure 16 and detailed in Table A2.6 of Appendix 2.



Figure 16: Average Staff per 1000 Connections

The analysis of staff productivity for the year under review showed that eight (8) DT WSSAs attained the service level benchmark of below five (5) staff per 1000 connections and 17 DT WSSAs attained acceptable service level of 8-5 staff per 1000 connections as shown by Figure 17.

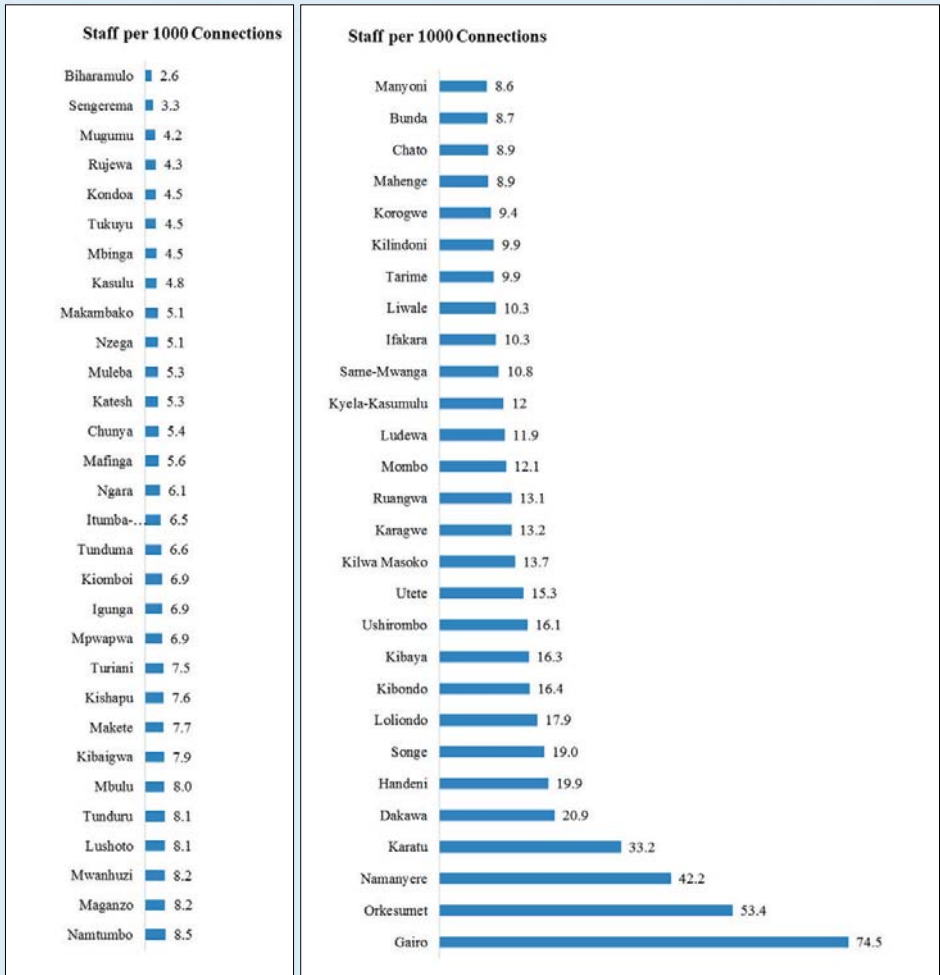


Figure 17: Comparison of Staff per 1000 Water Connections in FY 2019/20

2.9 Non-Revenue Water

This section discusses the performance of DT WSSAs in reducing Non-Revenue Water (NRW). The analysis of NRW was done in two folds: percentage of water production; and volume of water loss per connection per day.

2.9.1 NRW as a Percentage of Water Production

In the year under review, overall NRW for DT WSSAs worsened by 2% from the FY 2018/19 while remained the same between FY2018/19 and FY 2017/18. NRW is still high compared to acceptable service level benchmark of less than 20%. The NRW (%) performance trend for DT WSSAs is summarized in Figure 18.

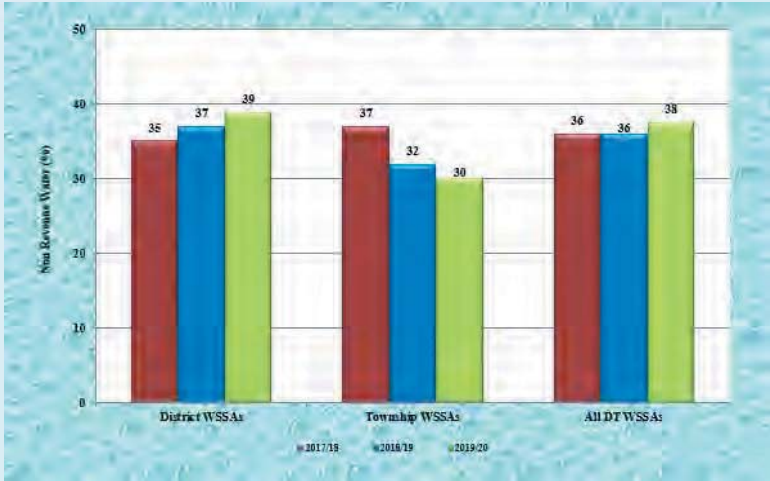


Figure 18: Average Non-Revenue Water

Figure 19 presents a comparison of NRW in the FY 2019/20 and the DT WSSAs that have no bulk meters in all water sources, and not attained 100% customer metering. The reliability and accuracy of the reported NRW of these DT WSSAs are low. In this regard, the reliability and accuracy of NRW data for DT WSSAs with red colour (38 WSSAs) in Figure 19 are low.



Figure 19: Comparison of Non-Revenue Water (%) in FY 2019/20

Note: — The WSSA has not attained 100% metering ratio; and not all water sources are metered. Hence, water consumption by customers (billed volume) and water production volume data, which are used to compute NRW, were estimated.

2.9.2 NRW as the Volume of Water Loss Per Connection per Day

NRW as the volume of water loss per connection per day is among the recommended indicators to measure the performance of the water utility in improving NRW. In the FY 2019/20, there was improvement of 19% in reduction of average daily water loss per connection per day for DT WSSAs. The registered NRW as volume loss per connection among DT WSSAs was 260 litres in FY 2019/20 compared to 270 and 280 litres registered in FY 2018/19 and FY 2017/18 respectively. NRW (m^3 per connection per day) performance trend for DT WSSAs is summarized in Figure 20.

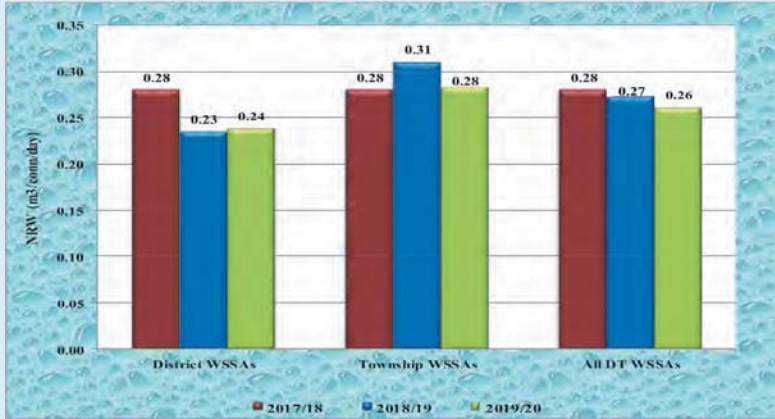


Figure 20: NRW as the volume of water loss per connection per day

Figure 21 illustrates the performance of each WSSA effort to reduce physical water loss by fixing water pipe leakage on time, applying quality water pipes connections and replacing dilapidated water pipes timely.

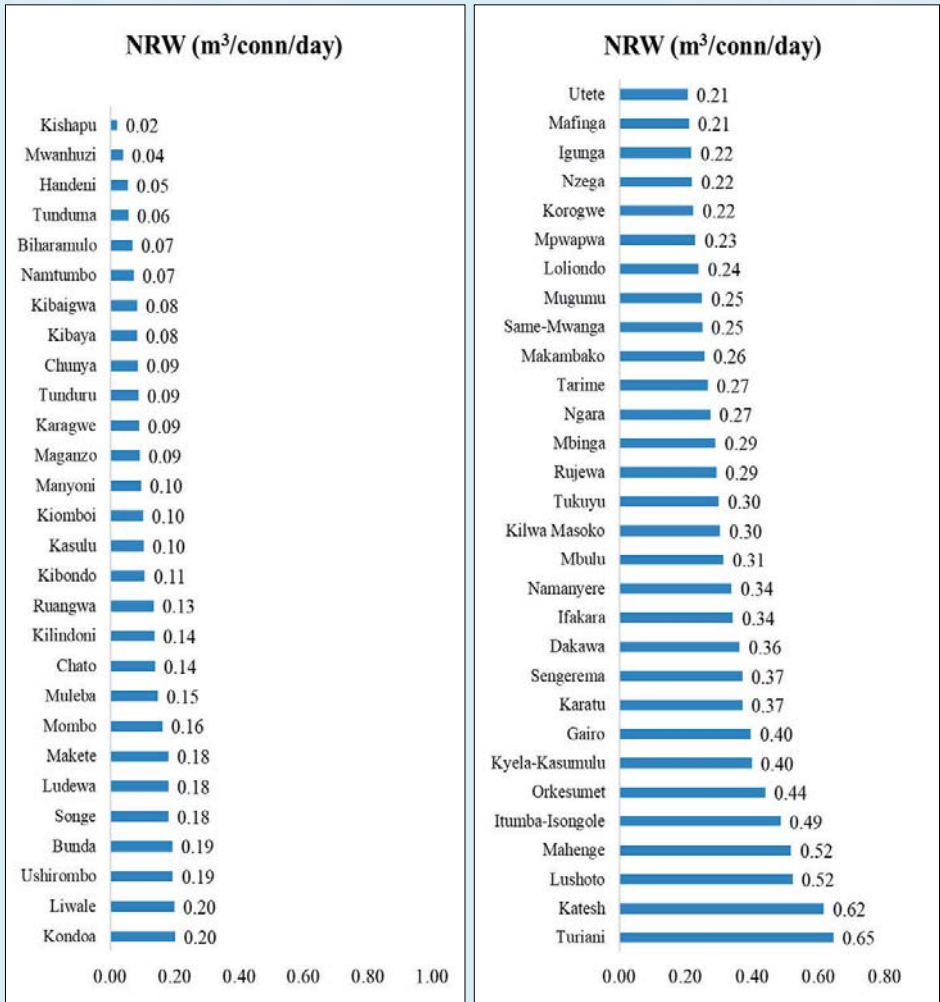


Figure 21: Comparison of NRW (m³/connection/day) in FY 2019/20

2.10 Water Sales Revenue and Expenditure

2.10.1 Revenue from Water Sales

During the year under, revenue generation from water sales for DT WSSAs increased by 6% from TZS 12.48 billion in FY 2018/19 to TZS 13.19 billion in the FY 2019/20. The increase followed a 19% increase in revenue observed in the preceding year. Figure 22 shows trend of revenue from water sales for 58 DT WSSAs whose performance is analysed in the report.



Figure 22: Revenue from Water Sales (TZS in billion)

Growth in revenue generation differed widely among DT WSSAs in FY 2019/20. Table 11 and 12 below presents DT WSSAs that recorded a significant change in water sales (of 20% and above) and major reasons for the changes.

Table 11: WSSAs with Increased Water Sales of 20% and Above

S/No	Name of WSSA	% Increase	Major Reason(s) for Increase
1.	Biharamulo	34	Increase in tariff and number of new customers (283). In addition, installed billing software has improved billing accuracy
2.	Bunda	60	Increase in water sales is due to approved new water tariff (refer tariff GN No. 189 Published On 15/3/2019) and increase of 1,172 water connections.
3.	Chato	35	Addition of new water connections by 469 and detection of illegal water connections (25 customers)
4.	Dakawa	23	Increase in 43 new connections
5.	Gairo	67	Increase in billed volume by 77.5% caused by the increase of domestic customer connections from 3 to 258.
6.	Handeni	37	Increase of 93 new customers and service reconnection to 41 customers
7.	Karagwe	65	The increase in water sales is attributed to the impact of the change of multi-year tariff and the addition of 208 new water connections
8.	Kasulu	37	Increase of 526 water connections
9.	Kilindoni	26	Increase in daily water production from 277m ³ to 355m ³
10.	Makete	61	Use of new tariff, increase in water production and metering ratio
11.	Manyoni	23	Increase in annual billed volume by 10%
12.	Ngara	167	Increase in billed volume by 4% due to an increase in water connections by 157
13.	Rujewa	27	Increase in water connections by 6% and metering ratio by 2%
14.	Ushiroambo	103	Increase in billed volume by 57% due to addition of water boreholes with a capacity of 14m ³ /hr
15.	Makambako	32	Implementation of new tariff that was approved in 2019
16.	Tunduma	144	Increase in annual water production by 55%

Table 12: WSSAs with a Decrease in Water Sales of 20% and Above

S/No	Name of WSSA	% Decrease	Major Reason(s) for Decrease
1.	Chunya	24	Decrease in annual water production from 136,640 m ³ to 103,889 m ³
2.	Ifakara	21	Decrease in billed volume by 24%
3.	Itumba-Isongole	20	A decrease in water production by 14%
4.	Kibaya	31	Decrease in water production by 36.9%
5.	Kondoa	29	Decrease in water production by 3%
6.	Liwale	22	Decrease in billed volume by 11%
7.	Ludewa	53	Decrease in water production and inaccurate billing due to decrease in metering ratio and defunct billing system
8.	Mugumu	52	Impact of increased customer metering ratio from 48% to 85% Customers previously charged flat rates regardless of consumption, pay according to water they consume

2.10.2 Revenue Collection

During the year under review, revenue collection from water sales for DT WSSAs whose performance is analysed in this report increased by 12% from TZS 10.12 billion in FY 2018/19 to TZS 11.35 billion in FY 2019/20. The increase in revenue during the year was higher than 11% increase recorded in FY 2018/19. Figure 23 shows trend of revenue collection for 58 DT WSSAs whose performance is analysed in the report.

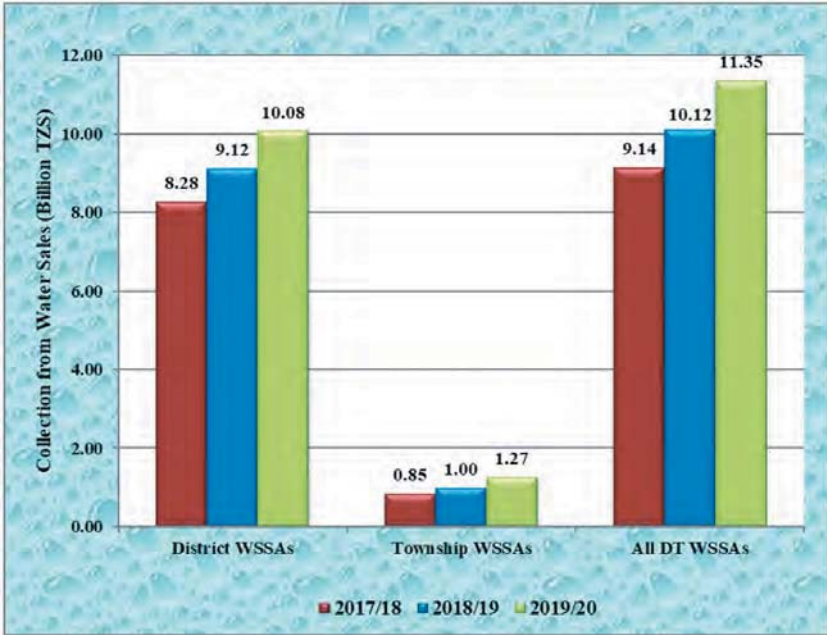


Figure 23: Revenue Collection from Water Sales for the period of 2017/18 – 2019/20

2.10.3 Revenue Collection Efficiency

The average revenue collection efficiency for DT WSSAs over the period from FY 2017/18 and FY 2019/20 showed uneven trend with a decrease from 86% to 82% between FYs 2017/18 and 2018/19 and an increase to 83% in 2019/20. Compared to the performance benchmark of greater than 95%, the attained average collection efficiency is not satisfactory. In FY 2019/20, most of the DT WSSAs managed to separate arrears from the current collection, implying increased accuracy in information on revenue collection. Figure 24 summarizes the revenue collection efficiencies over the reporting period.

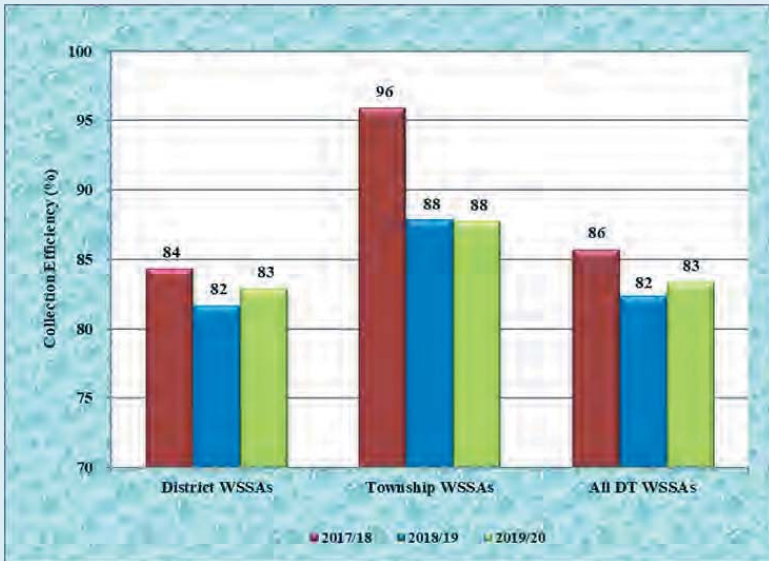


Figure 24: Revenue Collection Efficiencies for the Period of 2017/18 – 2019/20

2.10.4 Operation and Maintenance Expenses (O&M)

During the year under review, overall operation and maintenance expenses for DT WSSAs decreased by 8% from TZS 16.17 billion in the FY 2018/19 to TZS 14.91 billion in the FY 2019/20, compared to an increase of 28% observed between FY 2017/18 and FY 2018/19. Figure 25 depicts the trend in O & M expenses for 58 existing DT WSSA the period of 2017/18 to 2019/20.

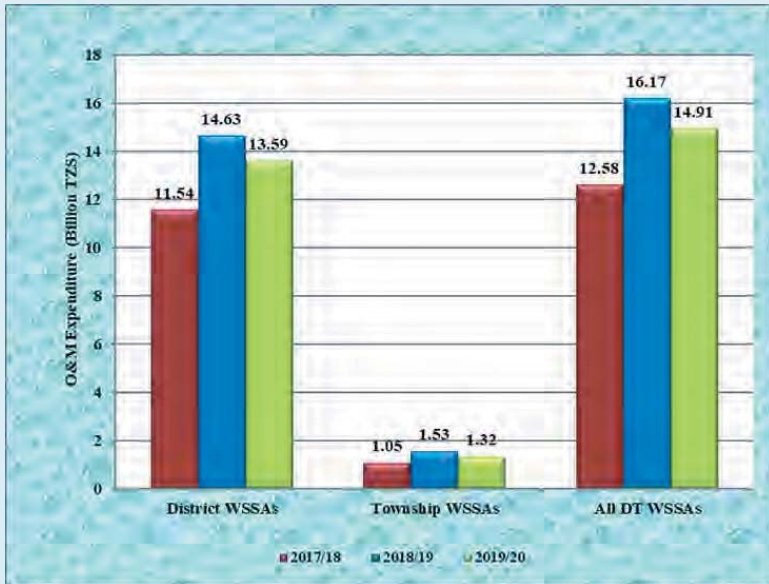


Figure 25: Operation and Maintenance Expenses

Table 13 and 14 presents DT WSSAs that recorded a significant change in O&M expenses (of 20% and above) and major reasons for the changes.

Table 13: WSSAs with Increased O & M Expenses of 20% and Above

S/No	Name of WSSA	% Increase	Major Reason(s) for Increase
1.	Biharamulo	153	i. Increase in electricity costs resulting from an increase in water production ii. Repair of old and dilapidated pipes at Majengo and Mjini Kati area iii. Inclusion of depreciation charges during the year
2.	Dakawa	80	Frequent repair and maintenance of pump motors damaged by fluctuation in power supply
3.	Gairo	610	Increase in electricity and chemical costs following installation of a (reverse osmosis) water treatment plant in March 2020
4.	Igunga	106	Increase in distribution expenses due to increased fixing of water pipes leakages in the service area following additional water source from Lake Victoria Project in the exiting water distribution system
5.	Makete	66	The increased charge for depreciation of assets from TZS 22.56 million in FY 2018/19 to TZS 78.13 million in FY 2019/20 resulted from inclusion of all asset of the WSSA including completed projects
6.	Karagwe	54	Water distribution expenses increased following the improvement of water distribution network by installing an interconnection to areas with low water pressure
7.	Kilindoni	23	Increase in electricity costs after installation of new pumps.
8.	Ludewa	133	Inclusion of personnel costs in FY 2019/20 for RUWASA Staffs working for the Utility amounting to TZS 27 Million. This cost was not included in FY 2018/19
9.	Manyoni	27	Extension of the service area to Itigi township resulted in increase of operation and maintenance costs.
10.	Mbinga	37	Increase in repair and maintenance cost from TZS 41.78 Million in FY 2018/19 to TZS 75.29 Million and other costs included in O&M
11.	Mugumu	32	Payment of electricity debt using funds from the Ministry of Water was included in the Operation and Maintenance expenses
12.	Tukuyu	31	Inclusion of depreciation charges amounting to TZS 98.166 Million in total O&M cost during the year under review
13.	Mwanhuzi	24	Water production expenses increased due to major repair of two pumps and the associated motor.
14.	Namanyere	59	Increased Maintenance cost as a result of increased repair of pipe busts caused by road construction
15.	Ushirombo	97	Increased water production expenses (electricity costs) after addition of the new water source at Kitende area (Installation of new water submersible pump)
16.	Maganzo	24	Water distribution expenses increased due to regular replacement of the pre-paid smart cards and solar batteries at five water kiosks (Maganzo WSSA water kiosks use the pre-paid system) stolen by culprits
17.	Tunduma	212	Increased electricity expenses for water production after the commencement of operation of new water project with two new constructed boreholes with capacities (Sogea Mpya 444m ³ /day, Ikulu 326.4m ³ /day) since August 2019
18	Ruangwa	28	Increase in maintenance expenses and depreciation charge during the year
19	Sengerema	123	Inclusion of depreciation charge on operation and maintenance expenses during the year

Table 14: WSSAs with a Decrease in Operational Expenses by 20% and Above

S.No	Name of WSSA	% Decrease	Major Reason(s) for Decrease
1.	Handeni	54	No major maintenance and repair activities conducted during the year under review as compared to the previous year. During the previous year, Handeni WSSA received a grant of TZS 284,030,184 from MoW which was used to extend 13km of water distribution pipelines, replace two water pumps and water meters, rehabilitate networks, storage tanks and water kiosks. Though the activities are investment in nature it was reported as part of distribution and maintenance costs. In the FY 2019/20 the Utility spent TZS 46,806,250 for water distribution and maintenance expenses.
2.	Kibaya	66	The decrease was attributed to a decrease in water production by 37% which leads to a decrease in electricity consumption. Also, due to financial constraints, no major activities conducted as compared to FY 2018/19.
3.	Kilwa Masoko	33	Decrease of repair and maintenance costs due to the replacement of the distribution lines
4.	Lushoto	31	During the FY 2018/19, the Utility rehabilitated about 0.9km of the dilapidated network while for the year under review there were no major activities with financial implications conducted. Further, two seconded staff whose salaries were included in the previous year are no longer working with the Utility.
5.	Mafinga	51	Replacement of the transmission line from the water source to Changarawe water storage tank.
6.	Mpwapwa	59	No major maintenance activities conducted due to replacement of transmission lines, tertiary and secondary water distribution lines
7.	Muleba	31	Decreases were due to some of the expenses not being met because of non-meeting of targeted revenue from its source. Also, various expenses were not incurred
8.	Nzega	58	Replacement of dilapidated water distribution system
9.	Orkesumet	33	In FY 2018/19 the maintenance expenses were TZS 9,082,550 of which a total of TZS Tshs 6,829,210 was used for the replacement of two pumps (Idara ya Maji and Narosoito borehole) while during the reporting period the Utility used TZS 3,821,100 as maintenance expenses. Also, the Utility faced financial constrains thus some of the administration activities were not implemented as planned
10.	Bunda	42	The decrease was attributed to a decrease in water production which leads to a decrease in electricity consumption
11.	Liwale	28	Absence of data on depreciation charges for the FY 2019/20
12.	Songe	43	Replacement of old surface pumps for Mnembure 1 and 2 with submersible pumps hence reduced electricity cost. Further, there was a reduction in repair and maintenance expenses following replacement of dilapidated networks through Songe Vilindwa Water Project financed by the MoW and supervised by Tanga WSSA
13.	Tarime	76	Decrease in water production expenses due to a decrease in water production which led to less electricity consumption
14.	Utete	75	Reduction of electricity costs following the employment of pump attendant to control pumping operations. Also, the rectification of previous year data on personnel expenses by the exclusion of allowances paid by the Ministry of Water to counterpart staff who supervised water supply improvement project in Utete.
15.	Kibaigwa	48	Reduction in maintenance costs following the replacement of water pumps and motors (2 units) in FY 2018/19.
16.	Turiani	41	No major maintenance activities conducted as compared to the previous year

2.10.5 Personnel Expenses

Total personnel expenses incurred by DT WSSAs decreased by 24% between FY 2018/19 and FY 2019/20 compared to an increase by 39% observed between FY 2017/18 and FY 2018/19. Figure 26 depicts the trend in personnel expenses from FY 2017/18 to FY 2019/20.

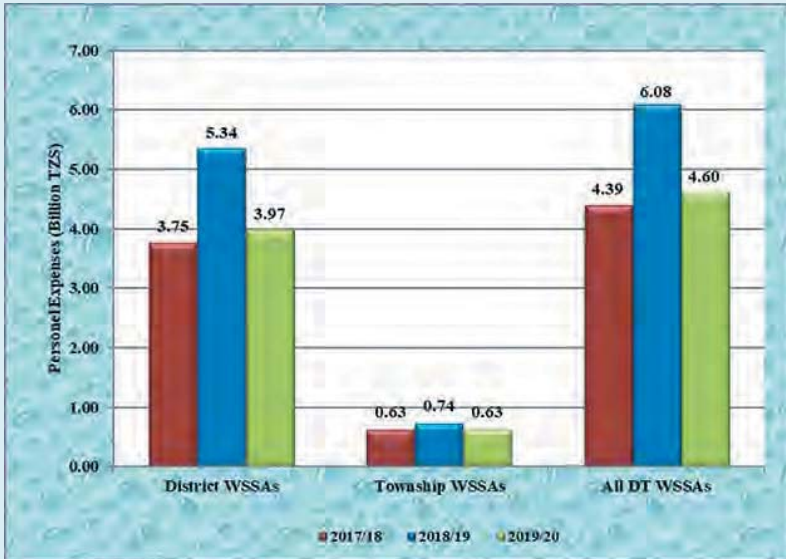


Figure 26: Personnel Expenses

2.10.6 Personnel Expenses as a Percentage of Revenue Collection

During the period under review, overall personnel expenditure as a percentage of revenue collection from water sales improved from 60% recorded in FY 2018/19 to 41% in FY 2019/20. Nevertheless, the overall personnel expenses as a percentage of revenue collection remained higher than the benchmark of 30% as shown in Figure 27. DT WSSAs are required to exert more efforts in collecting revenue, reducing NRW, connecting more customers and ensure optimal staffing to attain the service level benchmark.

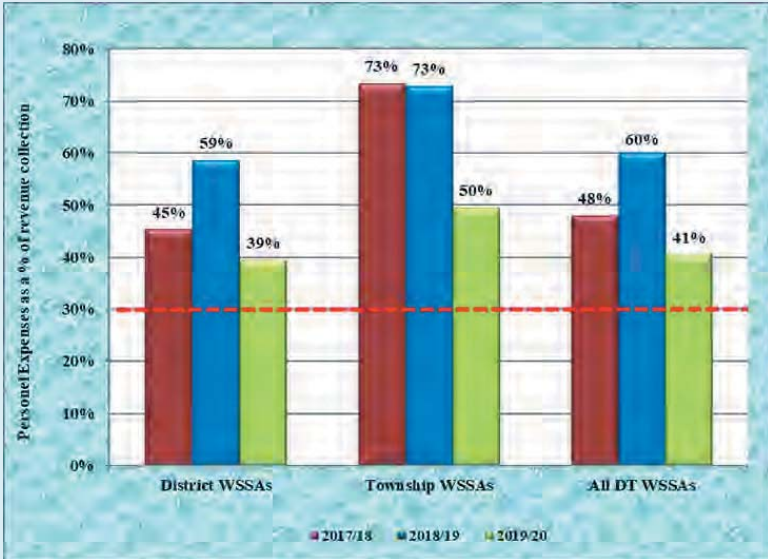


Figure 27: Personnel Expenditure as a Percentage of Revenue Collection from Water Sales

2.10.7 Working Ratio

The average working ratio improved to 0.98 in FY 2019/20 from 1.06 recorded in FY 2018/19 and 0.95 in FY 2017/18 as shown in Figure 28. A decrease in working ratio implies improvement in WSSAs' ability to cover operations and maintenance expenses using their own revenue collection. However, the overall working ratios for DT WSSAs remained far above the benchmarking level of less than 0.67. Figure 27 shows the overall working ratios for the period under review.

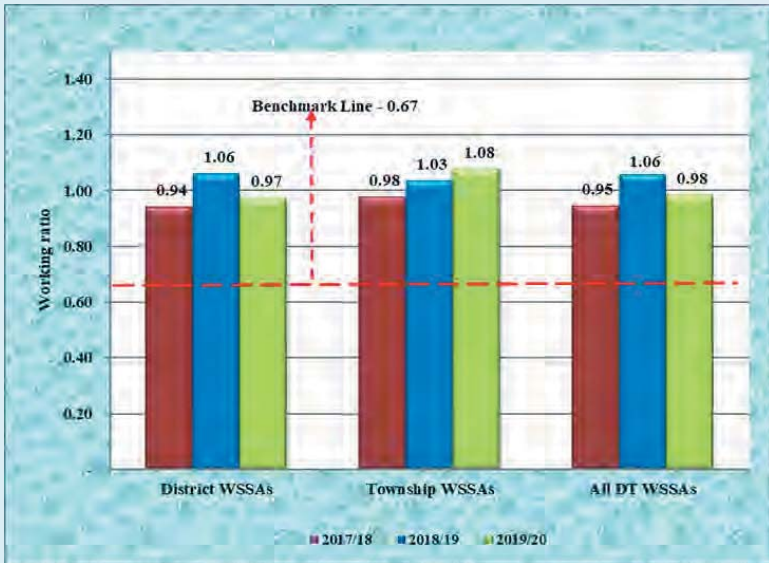


Figure 28: Working Ratio

2.11 Institutional Status of DT WSSAs

2.11.1 DT WSSAs' Board of Directors

During the year under review, the water sector experienced major reform and changes, which resulted in rearrangement and management of some of WSSAs whereby, some DT WSSAs were either disestablished and clustered or placed under the supervision of RUWASA or other WSSAs. The reform led to a decrease in the total number of DT WSSAs from 83 to 61 WSSAs. However, among the 61 WSSAs, three (3) DT WSSAs namely Rombo, Chala and Laela have never operated since their declarations due to absence of Management and their areas are predominantly served by CBWSOs.

Out of 61 DT WSSAs analysed in this report, 47 DT WSSAs have active boards of directors that include ten (10) DT WSSAs under the supervision of the Boards of Region WSSAs; 25 DT WSSAs under the supervision of RUWASA; and 12 DT WSSAs that are stand-alone. The tenure of the boards of directors of 12 DT WSSAs have expired while boards for 2 (two) DT WSSAs had never been appointed. A detailed status of establishment of DT WSSAs Boards of Directors is shown in Appendix 3, Table A3.1.

2.11.2 DT WSSAs' Management and Staff

During the year under review, DT WSSAs experienced an increase in number of staff from 888 in FY 2018/19 to 982 in FY 2019/20. The number of staff employed by DT WSSAs increased from 469 to 501 staff during the year. Moreover, number of female staff increased to 230 in FY 2019/20 from 217 in FY 2018/19 and 201 in FY 2017/18 which is equivalent to 23% of total staff in FY 2019/20. A detailed status of staff among DT WSSAs is shown in Appendix 2, Table A2.6.

3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS

Implementation of regulatory obligations is analysed in terms of implementation of tariff conditions and fulfilment of reporting requirements by DT WSSAs during FY 2019/20. In addition, implementation of regulatory obligations is analysed in terms of compliance with remittance of regulatory levy and implementation of the recommendations provided by EWURA in the Water Utilities Performance Review Report for the FY 2018/19.

3.1 Tariff Reviews and Implementation of Tariff Conditions

During the FY 2019/20, two (2) DT WSSAs namely Igunga and Nzega applied for tariff review. Application for tariff reviews made by Igunga and Nzega WSSAs was mainly triggered by the need to cover operation and maintenance expenses associated with the Lake Victoria Water Supply Project recently completed. Table 15 indicates the trend of the number of DT WSSAs that submitted tariff review applications over the past three years.

Table 15: Summary of DT WSSAs that submitted Tariff Review Applications

Category	2017/18	2018/19	2019/20
District WSSAs	2	28	2
Township WSSAs	0	5	0
Total Submission	2	33	2

During FY 2019/20, EWURA approved seven (7) tariff applications from DT WSSAs. The tariff applications that were approved during the FY 2019/20 are shown in Table 16 some of which were submitted in FY 2018/19.

Table 16: Tariff Review Determinations

S/N	Name WSSA	Existing Average Metered Tariff (TZS/m ³)	Approved Average Metered Tariff (TZS/m ³)					Date of Approval	Effective Date
		2018/19	2019/20	2020/21	2021/22	2022/23			
1.	Mugumu	540	825	1,073	1,180		23 rd Aug 2019	01 st Dec 2019	
2.	Kilindoni	317	1,041	1,141	1,221		18 th July 2019	01 st Dec 2019	
3.	Namtumbo	540	888	1,015	1,105		28 th Sept 2019	-	
4.	Tunduru	613	886	1,028	1,248		28 th Sept 2019	-	
5.	Biharamulo	1,200	1,300	1,300	1,400		23 rd Sept 2019	01 st Dec 2019	
6.	Igunga		1,244	1,586	1,648	1,709	28 th May 2020	-	
7.	Nzega		1,223	1,450	1,480	1,480	28 th May 2020	-	

Tariff approvals are accompanied by tariff orders containing conditions for the respective WSSAs to fulfil within a specified period. During the period under review, 29 DT WSSAs had active tariff comprising a total of 234 conditions to fulfil. Among the active tariffs, the tariffs for 17 DT WSSAs were approved by indexation in the year 2011. DT WSSAs that were operating with indexed tariffs were Chunya, Dakawa, Gairo, Handeni, Itumba-Isongole, Kasulu, Kibondo, Loliondo, Ludewa, Lushoto, Mahenge, Muleba, Mwanhuzi, Namanyere, Orkesumet, Rujewa, Tarime, Ushirombo, Mombo and Tunduma. These DT WSSAs were required to fulfil a condition for timely submission of monthly MajiS reports.

The percentage compliance with the implementation of tariff conditions in FY 2019/20 was 56.5%, which is 6.5% less as compared to that attained in FY 2018/19 and 9.5% lower as compared to that attained in FY 2017/18. Details of compliance to tariff conditions including evaluation criteria are shown in Appendix 4 Table A4.1.

During the period under review, 12 DT WSSAs namely Mafinga, Kiomboi, Kishapu, Maganzo, Katesh, Kibaya, Songe, Ifakara, Kilwa-Masomo, Utete, Mbinga and Ruangwa had expired tariff orders. Further, Chato and Karatu WSSAs were using former CBWSO tariffs while Same-Mwanga and Kyela-Kasumululu applied tariffs that were approved before they were established. Appendix 4 indicates implementation of tariff order among the DT WSSAs.

3.2 Compliance with Report Submission

According to the Water Supply and Sanitation Act, 2019 WSSAs are obliged to submit to EWURA monthly and annual performance data through the Water Utilities Information System (MajiS) and their Annual Performance Reports including Financial Statements. Generally, good performers in report submission of reports during FY 2019/20 were Biharamulo, Igunga, Makete, Muleba, Ngara, Nzega and Rujewa WSSAs that managed to timely submit all the required reports. The least performers in the submission of reports were Kibondo, Kiomboi, Mahenge, Namanyere and Tunduma. Appendix 4-Table A4.2 presents the details on the submission of reports. The DT WSSAs compliance with the submission of reports was as follows:

3.2.1 Annual Technical Reports

During the FY 2019/20, out of 58 DT WSSAs, 18 submitted their Annual Technical Reports timely. Percentage compliance with submission of Annual Technical Reports declined from 52% in FY 2017/18 to 36% and 31% in FY 2018/19 and FY 2019/20 respectively. Apart from 18 DT WSSAs that timely submitted their annual report during FY 2019/20, nine (9) DT WSSAs submitted their annual reports late and the remaining 31 DT WSSAs submitted their performance data in a customized datasheet. For three consecutive years, nine (9) DT WSSAs timely submitted their annual reports; these were Biharamulo, Nzega, Kibaigwa, Rujewa, Igunga, Manyoni, Mpwapwa, Mafinga and Muleba. Conversely, for three consecutive years, six (6) DT WSSAs have never submitted their annual reports; these are Ifakara, Kibondo, Namanyere, Sengerema, Tarime and Tunduma.

3.2.2 Financial Reports

During the FY 2019/20, out of 58 DT WSSAs, 22 (38%) submitted their financial reports timely i.e. by 30th September 2020. The percentage compliance with the submission of financial reports among DT WSSAs for FY 2017/18 and 2018/19 were 44% (40 out of 82) and 31% (26 out of 83) respectively. For three consecutive years, only Biharamulo WSSA submitted its

financial reports timely. Conversely, for three consecutive years, twelve (12) DT WSSAs have never submitted their financial reports; these are Dakawa, Gairo, Kibondo, Kilindoni, Kilwa-Masoko, Kishapu, Mahenge, Namanyere, Kibaigwa, Maganzo, Mombo and Tunduma.

3.2.3 MajiS Reports

MajiS report submission is done by analysing submission of monthly and annual MajiS reports as follows:

a) Submission of Monthly MajiS Reports

During the FY 2019/20, out of 58 DT WSSAs, 15 (equivalent to 26%) submitted all 12 monthly MajiS reports. The percentage compliance in terms of a number of DT WSSAs that submit all their monthly MajiS reports was 14% and 17% in FY 2018/19 and 2017/18 respectively. For three consecutive years, unsatisfactory performers in terms of submission of monthly MajiS reports among DT WSSAs were Mahenge, Namanyere, Tarime and Ushiroambo.

b) Submission of Annual MajiS Reports

During the FY 2019/20, out of 58 DT WSSAs, 28 (48%) submitted their annual MajiS reports timely i.e. by 30th September 2020. The percentage compliance with the submission of annual MajiS reports among DT WSSAs for FY 2017/18 and 2018/19 were 30% (25 out of 82) and 31% (26 out of 83) respectively.

For three consecutive years, Biharamulo, Chunya, Igunga, Loliondo, Muleba, Ruangwa, Rujewa and Kibaigwa WSSAs submitted their annual MajiS reports timely. Conversely for three consecutive years, 15 DT WSSAs have never submitted their annual MajiS reports, these are Dakawa, Gairo, Karagwe, Kasulu, Kibondo, Kilwa-Masoko, Kiomboi, Kondo, Liwale, Lushoto, Mahenge, Manyoni, Mwapwa, Tarime and Tunduma.

3.3 Implementation of Recommendations of FY 2018/19 Report

Generally, the implementation of the recommendations made in the FY 2018/19 was satisfactory as presented in Appendix A4.3 of this report.

3.4 Compliance with Remittance of Regulatory Levy

Section 43 of EWURA Act, Cap 414, requires all WSSAs to remit levy not exceeding one per cent of the gross operating revenue from the regulated goods and services. The amount invoiced to DT WSSAs for the year under review was TZS 112,088,711.30. As of the due date, which is 31st August 2020, a total of TZS 69,595,099.09 equivalent to 35% of the annual invoice was collected from DT WSSAs. During the FY 2019/20 Mahenge, Mombo and Orkesumet WSSAs had 100% compliance with remittance of regulatory levy. A list of DT WSSAs and status of remittance of EWURA levy is as shown in Appendix 7.

4.0 PERFORMANCE RANKING

This chapter outlines the Performance ranking of DT WSSAs according to the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018. Ranking of the performance of WSSAs are in two-fold: the overall ranking and the utility ranking. In ranking the performance of DT WSSAs, the source of data on performance targets was the WSSAs' approved Business Plans. In the absence of Business Plan, the WSSAs was awarded zero (0) score on the attainment of performance targets.

4.1 Overall Ranking

The overall ranking intends to gauge the overall performance of WSSAs by taking into consideration individual efforts as well as external factors such as financing from the government and development partners. In obtaining the score for overall ranking EWURA considers two types of scores, which are utility indicator performance score and compliance to regulatory requirement score. The utility indicator performance score accounts for 70% and compliance to the regulatory requirement is 30% of the total performance score. The output of overall ranking is the identification of the overall best performing WSSA.

4.2 Utility Ranking

The utility ranking measures the efforts that the utility has made in attaining the performance targets specified in the respective utility business plan.

4.3 Procedure for Ranking

4.3.1 Overall Ranking Procedure

The total performance score of a WSSA was computed as a sum of the performance score for each indicator and the compliance to regulatory requirement score. The overall ranking of the performance of WSSAs was done in the following steps:

i. Determining the KPI achievement of a WSSA

Performance score for each performance indicator is calculated as a summation of scores based on the best performer, attainment of performance target, confidence grading and attainment of service level benchmarks multiplied by the respective indicator weighting as described in Table 17.

Table 17: Key Performance Indicators

Indicator No.	Performance Indicators	Weight	Service Level Benchmark
KPI 1	The proportion of population served with water (%)	9%	100
KPI 2	Average hours of supply (hrs.)	9%	24
KPI 3	Water quality compliance (%)		
	<i>E. coli</i>	14%	98
	Turbidity	9%	98
KPI 4	Metering ratio (%)	9%	100
KPI 5	Non-Revenue Water (%)	9%	≤ 20
KPI 6	Revenue collection efficiency (%)	14%	≥ 95
KPI 8	Working ratio (ratio)	5%	≤ 1.0
KPI 9	Personnel/1000 (W&S) connections (ratio)	5%	≤ 5
KPI 11	The proportion of the population receiving WSSAs regulated sanitation services (%)	8%	100%
KPI12	Percentage of staff employed by WSSA	9%	

(a) Calculating Score Based on the Best Performer (SBP)

The maximum score for the best performer on each performance indicator is 70 points. The score for attaining a national average (median) on any performance indicator is 50 points while a WSSA will be awarded a score of 0 points for attaining a minimum performance on any indicator. Intermediate performances are allocated pro-rata by interpolating between the minimum, average and best performance.

(b) Calculating Scores Based on Attainment of Performance Target (SPT)

WSSA was awarded 10 points for attaining or surpassing the performance target on each performance indicator. The intermediate performance was allocated pro-rata by interpolating between 0 and 10 points. In addition, decreasing performance as compared to actual performance in the previous year was awarded 0 points.

(c) Calculating Scores Based Confidence Grading (SCG)

A WSSA was awarded 10 points for surpassing the Confidence Grading of B2, 5 points for attaining a confidence grading of B2 and 0 points for a Confidence Grading below B2 on each performance indicator. The evaluation criteria for allocating confidence grading is presented in Table 18.

Table 18: Assessment Confidence Grading on Data Reliability and Accuracy

Data Reliability		
Reliability Bands		Definition
A	Reliable	Data based on sound records procedures investigations or analyses that are properly documented and recognized as the best available assessment methods
B	Fairly Reliable	Data based on records, procedures, investigations or analyses that are properly documented and recognized as the best available assessment methods. However, up to 30% of the data is based on extrapolations.
C	Unreliable	Data based on extrapolation from records that cover more than 30 per cent of the service provider's system.
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%

(d) Calculating scores based on attainment of service level Benchmark (SSLB)

A WSSA was awarded 5 points for being within the acceptable boundaries and 0 points for not attaining the acceptable boundaries for KPIs. Scores for utilities that surpass the acceptable boundaries were allocated pro-rata by interpolating between 5 and 10 points. 10 points were allocated for attaining or surpassing the service level benchmarks.

ii. Determining the Score for Compliance with Regulatory Requirements (CRR)

The score based on compliance with regulatory requirements were calculated based on attainment of score based on the weight of each obligation as presented in Table 19.

Table 19: Compliance to regulatory requirements

Code No.	Regulatory Requirement	Total Score
CRR1	Timely submission of monthly MajJS reports	12
CRR2	Timely submission of draft annual MajJS report	5
CRR3	Timely submission of the draft annual report	5
CRR4	Timely submission of draft financial statements	5
CRR5	Payment of regulatory levy	25
CRR6	Presence of approved business plan	10
CRR7	Presence of approved customer service charter	10
CRR8	Submission of the final annual report for the previous year	6
CRR9	Availability of Water Quality Monitoring Plan	14
CRR10	Availability of faecal sludge treatment facilities	8





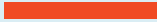
4.3.2 Utility Ranking Procedure

Utility ranking is determined by summing up the scores for the attainment of performance targets for each indicator as presented in Table 18. WSSAs were awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performances were allocated pro-rata by interpolating between 0 and 10 points. In addition, decreasing performance as compared to actual performance in the previous year was awarded 0 points

4.4 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 are as shown in Table 20.

Table 20: Classification of Overall Scores.

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

4.5 Results of Performance Ranking

4.5.1 Overall Ranking Results

Based on the above overall ranking criteria, Biharamulo WSSA emerged the overall best utility in the provision water supply services after scoring 81.0 points, which are interpreted as Very Good performance. On the other hand, Tunduma WSSA was the overall least performer in the provision of water services after scoring 18.2 points, which are interpreted as unsatisfactory performance.

4.5.2 Utility Ranking Results

Based on the criteria for determining utility ranking, Igunga WSSA was the best performer under the category of utility ranking in water services while Chato, Chunya, Gairo, Kibondo, Lushoto, Mahenge, Namanyere, Tarime, Utete and Tunduma were the least performers. Generally, the utility ranking results show that the performance of DT WSSAs in attaining performance targets indicated in their Business Plans is unsatisfactory. Table 21 summarizes the results on the performance ranking evaluation DT WSSAs in provision of water supply and sanitation services.

Table 21: Summary of Ranking for 58 DT WSSAs

SN	Utility Name	Total Weighted Score	Score on Compliance of Regulatory Requirements	Overall Ranking			Utility Ranking						
				Overall Ranking Score	Classification	Interpretation	Overall Rank (2019/20)	Overall Rank (2018/19)	Previous Rank (2017/18)	Utility Ranking Score	Classification	Interpretation	Utility Rank
1	Biharamulio	51.0	30.00	81.0	B	Very Good	1	3	3	60.1	C	Good	5
2	Bunda	34.8	25.00	59.8	C	Good	16	44	47	46.9	D	Fair	17
3	Chato	45.4	0.00	45.4	D	Fair	32	34	na	0.0	E	Unsatisfactory	49
4	Chunya	30.5	0.00	30.5	E	Unsatisfactory	51	49	19	0.0	E	Unsatisfactory	49
5	Dakawa	30.6	6.50	37.1	E	Unsatisfactory	40	40	67	6.5	E	Unsatisfactory	39
6	Gairo	29.7	0.00	29.7	E	Unsatisfactory	53	82	79	0.0	E	Unsatisfactory	49
7	Handeri	29.1	20.00	49.1	D	Fair	28	57	66	20.0	E	Unsatisfactory	26
8	Ifakara	34.7	2.00	36.7	E	Unsatisfactory	41	79	72	37.7	E	Unsatisfactory	21
9	Igunga	48.3	20.00	68.3	C	Good	8	4	1	67.3	C	Good	1
10	Itumba-Isongole	28.4	23.50	51.9	D	Fair	23	33	11	23.5	E	Unsatisfactory	24
11	Karagwe	26.0	5.00	31.0	E	Unsatisfactory	49	37	31	5.0	E	Unsatisfactory	42
12	Karatu	43.4	20.00	63.4	C	Good	13	58	59	20.0	E	Unsatisfactory	26
13	Kasulu	38.2	12.00	50.2	D	Fair	27	66	29	12.0	E	Unsatisfactory	31
14	Katesh	32.7	8.00	40.7	D	Fair	37	30	44	8.0	E	Unsatisfactory	36
15	Kibava	34.7	1.00	35.7	E	Unsatisfactory	44	8	14	1.0	E	Unsatisfactory	47
16	Kibondo	30.3	0.00	30.3	E	Unsatisfactory	52	76	73	0.0	E	Unsatisfactory	49
17	Kilindoni	20.6	0.00	20.6	E	Unsatisfactory	57	67	81	4.5	E	Unsatisfactory	44
18	Kilwa Masoko	38.6	6.50	45.1	D	Fair	33	55	41	6.5	E	Unsatisfactory	39
19	Kimbozi	29.9	6.00	35.9	E	Unsatisfactory	43	51	60	23.5	E	Unsatisfactory	24
20	Kishapu	34.3	12.00	46.3	D	Fair	30	32	25	12.0	E	Unsatisfactory	31
21	Kondoa	48.9	18.50	67.4	C	Good	10	53	46	58.7	C	Good	7
22	Koroowe	44.3	26.00	70.3	B	Very Good	4	22	28	26.0	E	Unsatisfactory	22
23	Kyela-Kasumulu	30.5	7.00	37.5	E	Unsatisfactory	39	na	52	7.0	E	Unsatisfactory	38
24	Liwale	37.5	6.50	44.0	D	Fair	35	41	64	6.5	E	Unsatisfactory	39
25	Loliondo	48.4	17.00	65.4	C	Good	12	19	8	66.0	C	Good	2
26	Ludewa	12.8	11.00	23.8	E	Unsatisfactory	56	61	77	11.0	E	Unsatisfactory	35
27	Lushoto	30.7	0.00	30.7	E	Unsatisfactory	50	62	35	0.0	E	Unsatisfactory	49
28	Mafinga	52.5	6.50	59.0	C	Good	17	17	26	52.6	D	Fair	12
29	Mahenge	23.9	0.00	23.9	E	Unsatisfactory	55	81	80	0.0	E	Unsatisfactory	49
30	Makete	42.4	5.00	47.4	D	Fair	29	9	40	47.0	D	Fair	16
31	Manyoni	49.6	18.50	68.1	C	Good	9	18	50	57.0	C	Good	9
32	Mbinga	38.5	14.50	53.0	D	Fair	21	14	16	14.5	E	Unsatisfactory	29
33	Mbulu	29.4	14.50	43.9	D	Fair	36	72	62	14.5	E	Unsatisfactory	29
34	Mpwapa	50.3	8.50	58.8	C	Good	18	15	21	42.7	D	Fair	19
35	Mueba	39.3	30.00	69.3	C	Good	6	5	23	61.5	C	Good	4

SN	Utility Name	Total Score	Score on Compliance of Regulatory Requirements	Overall Ranking			Utility Ranking				Utility Rank		
				Overall Ranking Score	Classification	Interpretation	Overall Rank (2019/20)	Overall Rank (2018/19)	Previous Rank (2017/18)	Utility Ranking Score		Classification	Interpretation
36	Mugumu	40.2	20.00	60.2	C	Good	15	77	51	57.3	C	Good	8
37	Mwanzuzi	39.9	12.00	51.9	D	Fair	22	12	9	12.0	E	Unsatisfactory	31
38	Namanvere	25.1	0.00	25.1	E	Unsatisfactory	54	63	82	0.0	E	Unsatisfactory	49
39	Namitumbo	34.9	18.50	53.4	D	Fair	20	38	42	56.4	C	Good	10
40	Ngara	43.2	30.00	73.2	B	Very Good	2	60	45	52.5	D	Fair	13
41	Nzega	47.3	25.00	72.3	B	Very Good	3	21	2	59.1	C	Good	6
42	Orkesumet	32.5	2.00	34.5	E	Unsatisfactory	45	73	68	2.0	E	Unsatisfactory	46
43	Ruangwa	33.6	20.00	53.6	D	Fair	19	43	12	20.0	E	Unsatisfactory	26
44	Ruiewa	32.4	18.50	50.9	D	Fair	25	29	49	44.1	D	Fair	18
45	Same-Mwanga	36.2	24.00	60.2	C	Good	14	na	22	24.0	E	Unsatisfactory	23
46	Sengerema	39.3	12.00	51.3	D	Fair	24	16	13	52.0	D	Fair	14
47	Songe	33.5	1.00	34.5	E	Unsatisfactory	46	52	55	1.0	E	Unsatisfactory	47
48	Tarime	33.5	0.00	33.5	E	Unsatisfactory	47	75	71	0.0	E	Unsatisfactory	49
49	Tukuyu	37.5	7.50	45.0	D	Fair	34	6	30	7.5	E	Unsatisfactory	37
50	Tunduru	45.8	5.00	50.8	D	Fair	26	27	36	63.5	C	Good	3
51	Ushiroambo	27.8	5.00	32.8	E	Unsatisfactory	48	71	37	5.0	E	Unsatisfactory	42
52	Utete	39.9	0.00	39.9	E	Unsatisfactory	38	35	48	0.0	E	Unsatisfactory	49
53	Kibaigwa	49.5	19.50	69.0	C	Good	7	10	4	54.1	D	Fair	11
54	Maganzo	33.8	12.00	45.8	D	Fair	31	1	53	12.0	E	Unsatisfactory	31
55	Makambako	42.1	23.50	65.6	C	Good	11	1	17	47.5	D	Fair	15
56	Mombo	32.6	4.00	36.6	E	Unsatisfactory	42	64	61	4.0	E	Unsatisfactory	45
57	Tunduma	18.2	0.00	18.2	E	Unsatisfactory	58	78	75	0.0	E	Unsatisfactory	49
58	Turiani	44.4	25.00	69.4	C	Good	5	13	27	39.4	E	Unsatisfactory	20

Table 22: Performance Ranking Comparison

Summary of Classification		2017/18	2018/19	2019/20
Excellent		0	0	0
Very Good		2	0	4
Good		10	5	14
Fair		24	12	19
Unsatisfactory		21	41	21
Total		57	58	58

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 identified. This section highlights key issues observed and their corresponding recommendations as shown in Table 23.

Table 23: Major Observations and Recommendations

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible
1.	Inadequate Water supply infrastructure.	The average water production observed in DT WSSAs was only 33% of the water demand, which shows a big gap between water production and demand.	DT WSSAs are required prepared sound and long term strategic plan for investment in water production infrastructures in line with National Developments Plan in consultation with MoW and other key stakeholders.	June 2021	DT WSSAs
2.	Water Source protection	The major sources of water among the DT WSSA are rivers and springs whose catchments management are complex and requires collaborative efforts	There is a need for special strategies to ensure that all rivers and springs source catchment are protected against pollution and encroachment to ensure sustainable provision of water services among DT WSSAs service areas.	Continuous	DT WSSAs
3.	Inadequate Water Quality Monitoring	Only 27 out of 58 DT WSSAs performed water quality tests. Further, the number of water quality tests conducted were not compliant with the requirements of TBS (TZS 789:2016-EAS. 12:2014).	All DT WSSAs need to prepare and implement water quality monitoring programs pursuant to the Water and Wastewater Quality Monitoring Guidelines 2020.	Continuous	DT WSSAs

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible
4.	Lack of wastewater collection and treatment facilities	Only 1 out of 58 DT WSSA has faecal sludge treatment facilities.	(a) DT WSSAs should acquire land for the construction of wastewater treatment facilities; (b) DT WSSAs should prepare a sound strategic plan that prioritises investment in the construction of wastewater collection and treatment facilities in Consultation with the Government	June 2022 June 2022	DT WSSAs
5.	Low metering in the water supply system	Out of 58 DT WSSAs, 26 have installed bulk meters in all of their water sources Out of the 58 DT WSSAs, 31 DT WSSAs have attained 100% metering ratio.	DT WSSAs should aim at attaining universal metering	June 2021	DT WSSAs
6.	Unsatisfactory Reporting in MajiS system	Out of 58 DT WSSAs, Only 16 WSSAs submitted all Monthly MajiS and 24 WSSAs submitted annual MajiS on time.	DT WSSAs are required to comply with reporting requirements following the Water Supply and Sanitation Services Rules, 2011 (GN 387).	Continuous	DT WSSAs
7.	High NRW	NRW is still high to most DT WSSAs. Out of 58 DT WSSAs, only seven (7) WSSAs have attained a service level benchmark of NRW (below 20%).	DT WSSAs should design and implement strategies to ensure the continuous reduction of NRW. NRW reduction strategies should be included in their business plans.	Continuous	DT WSSAs
8.	Gender imbalance	Out of 982 staff, only 230 staff are female which is less than a target of 50% number of female staff.	DT WSSAs should prepare and implement a strategy for employing female staff	Continuous	DT WSSAs
9.	Lack of sufficient and qualified staff	DT WSSAs are still faced with a challenge of adequate and qualified staff.	DTWSSAs should recruit appropriate staff to fill vacancies	Continuous	DT WSSAs

SN.	Key issue	Key Observation	Recommendation	Deadline	Responsible
10.	Use of outdated tariff	It has been observed that some of DTWSSAs have not reviewed their tariff since 2011	DTWSSAs should review and for tariff that in-line with their operational costs	Continuous	DT WSSAs
11.	Inadequate stakeholders co-ordination in the provision of non-sewered sanitation and Faecal Sludge Management	The roles and responsibilities between LGA and DT WSSAs in management of OSS and FS are not well established.	It recommended that DT WSSAs initiate efforts in collaboration with LGAs to develop MoU that stipulate the roles and responsibilities of Water Authorities, LGAs and other stakeholders in the management of OSS and FS	June 2022	DT WSSAs and LGAs
		DT WSSA does not have baseline data covering the entire sanitation value chain in their service areas	DT WSSA should partner with Local Government Authorities and other stakeholders to conduct a survey and establish baseline sanitation data in their service areas	June 2022	DT WSSAs

In conclusion, the overall performance of DT WSSAs in FY 2019/20 has shown improvement in the areas of population living in area with service network, service hours, staff productivity, metering ratio, water abstraction, water production and revenue. The report identified areas that need improvement which includes reduction of non-revenue water, water production; water quality monitoring; water sales, acquisition land for construction of wastewater treatment facilities; customer metering and reporting. Therefore, DT WSSAs should implement recommendations to improve water and sanitation services in their service areas.

APPENDICES

APPENDIX 1: WATER UTILITIES PROFILES

BIHARAMULO WSSA PROFILE						2019/20											
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 headquarter of Biharamulo District, Kagera Region. Biharamulo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 35,591 out of whom 19,090 are 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 1444m ³ /day. The present production capacity is low compared with the estimated water demand of 2,362m ³ /day. The utility has no water treatment facilities. The total length of the distribution system is 53.8 km and water is supplied through rationing at an average of fourteen hours per day. The system has seven storage tanks with combined capacity of 790m ³ . The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 12% of the total households in the service area have septic tanks while 88% have latrines. The utility has two (2) permanently employed staff seconded from RUWASA and two (2) 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	: 1,543															
	Total active connections	: 1,543															
	Total domestic connections	: 1,409															
	Total operational kiosks	: 20															
	Metering ratio	: 100%															
	NRW	: 12%															
	Total staff	: 4															
	Staffs/1000 connections	: 2.6															
	Annual O&M costs	: TZS 409,357,000															
	Annual water collections (arrears included)	: TZS 266,186,000															
	Annual water billing	: TZS 280,696,000															
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>Kiosk</th> </tr> </thead> <tbody> <tr> <td>Consumption Charge (TZS/m³)</td> <td>1,300</td> <td>1,630</td> <td>1,660</td> <td>2,000</td> <td>1,500</td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres. (ii) Last tariff review effective date: 1st December 2019.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	Consumption Charge (TZS/m ³)	1,300	1,630	1,660	2,000	1,500
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk												
Consumption Charge (TZS/m ³)	1,300	1,630	1,660	2,000	1,500												
Challenges	<ol style="list-style-type: none"> 1. Low production from the available water sources; 2. Low network coverage; 3. Inadequate water treatment facilities; 4. Insufficient water storage capacity; and 5. Lack of authority's qualified staffs. 																

BUNDA WSSA PROFILE		2019/20																						
EWURA LICENSE No. WSSSL/80/12 – Class III																								
District: Bunda, Region: Mara																								
General Description About the Utility	<p>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 172,467 out of whom 88,480 are 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 2,976m³/day. Water from the intake is pumped Mipungani booster station and thereafter is boosted to 15 water storage tanks located on different areas of Bunda town with total storage capacity of 2,205m³. The water storage tanks distributing water to customers by gravity. The present production capacity is low compared with the estimated water demand of 7,582m³/day. The utility has no water treatment facilities. The total length of water distribution system is 318.831km and water is supplied through rationing at an average of 16 hours per day. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 39% of the total households in the service area have septic tanks while 53% have latrines and about 8% do not have any containment facility (open defecation). The utility has six (6) permanently employed staff seconded from Central Government/ LGA and 37 staff employed on contract terms by the utility which makes the utility to have a total number of 43.</p>																							
General Data About Water Utility	<table> <tbody> <tr> <td>Total water connections</td> <td>: 4,939</td> </tr> <tr> <td>Total active connections</td> <td>: 4,757</td> </tr> <tr> <td>Total domestic connections</td> <td>: 4,482</td> </tr> <tr> <td>Total operational kiosks</td> <td>: 85</td> </tr> <tr> <td>Metering ratio</td> <td>: 100</td> </tr> <tr> <td>NRW</td> <td>: 41%</td> </tr> <tr> <td>Total staff</td> <td>: 43</td> </tr> <tr> <td>Staffs/1000 connections</td> <td>: 8.7</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 1, 404,439,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 876,439,000</td> </tr> <tr> <td>Annual water billing</td> <td>: TZS 1,106,269,000</td> </tr> </tbody> </table>		Total water connections	: 4,939	Total active connections	: 4,757	Total domestic connections	: 4,482	Total operational kiosks	: 85	Metering ratio	: 100	NRW	: 41%	Total staff	: 43	Staffs/1000 connections	: 8.7	Annual O&M costs	: TZS 1, 404,439,000	Annual water collections (arrears included)	: TZS 876,439,000	Annual water billing	: TZS 1,106,269,000
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Consumption Charge (TZS/m ³)	1,860	2,660	2,670	2,670	2,700	2,600																		
Challenges	<ol style="list-style-type: none"> 1. High level of NRW 2. Low coverage 3. Lack of water treatment facilities 4. Insufficient storage tanks 5. Lack of wastewater treatment facilities 																							

CHATO WSSA PROFILE		2019/20																									
EWURA LICENSE No. WSSSL/02/2018																											
District Chato, Regiona Geita																											
General Description About the Utility	Chato Water Supply and Sanitation Authority (Chato WSSA) was declared a fully autonomous public water utility through Government Notice No 35 published on 2 nd February 2018. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Chato Township area located in the Chato District, Geita Region. Chato WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 51797 people out of whom 35,043 are served by the utility. The utility draws water from Lake Victoria source at Rubambangwe area. Water from the source is pumped through the transmission main to a storage tank located at Rubambangwe and Mbuye area in Chato town centre. The installed production capacity is 2,070m ³ /day. The present production capacity is low compared with the estimated water demand of 4,832m ³ /day. The utility has no water treatment facilities. The total length of the distribution system is 83.8 km and water is supplied through rationing at an average of 15hrs per day. The system has one storage tank with a capacity of 480m ³ . The Township has no sewerage system and depends on non-sewered sanitation. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 75% of the total households in the service area have septic tanks while 24% have latrines and about 1.6% do not have any containment facility (open defecation). The Utility has three (3) permanently employed staff seconded from RUWASA and the rest employed on contract terms.																										
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>: 2,371</td> </tr> <tr> <td>Total Active Connections</td> <td>: 2,303</td> </tr> <tr> <td>Total domestic connections</td> <td>: 2,231</td> </tr> <tr> <td>Total active water kiosk</td> <td>: 85</td> </tr> <tr> <td>Metering Ratio</td> <td>: 100%</td> </tr> <tr> <td>NRW</td> <td>: 30%</td> </tr> <tr> <td>Total Staff</td> <td>: 21</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 8.9</td> </tr> <tr> <td>Annual O&M Costs</td> <td>: TZS 199,662,000</td> </tr> <tr> <td>Annual Water Collections (arrears included)</td> <td>: TZS 335,233,000</td> </tr> <tr> <td>Annual Water Billings</td> <td>: TZS 348,015,000</td> </tr> </table>					Total Water Connections	: 2,371	Total Active Connections	: 2,303	Total domestic connections	: 2,231	Total active water kiosk	: 85	Metering Ratio	: 100%	NRW	: 30%	Total Staff	: 21	Staff/1000 connections	: 8.9	Annual O&M Costs	: TZS 199,662,000	Annual Water Collections (arrears included)	: TZS 335,233,000	Annual Water Billings	: TZS 348,015,000
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Category of customer	Domestic	Institutional	Commercial	Industrial																							
Consumption charge (TZS/m ³)	1,500	1,500	1,500	1,500																							
Challenges	<ol style="list-style-type: none"> 1. Insufficient water production capacity 2. Inadequate water distribution network 3. Insufficient storage capacity 4. Lack of sufficient qualified personnel to run the scheme 5. Lack of water treatment plant 																										

CHUNYA WSSA PROFILE		2019/20																																	
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 headquarter 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 28,515 people out of whom 18,266 are directly served with water. The utility draws water from six boreholes located at Chokaa, Kidole and Itewe areas. The average water production from the sources during the reporting period was 284m ³ /day. The source installed production capacity is 1,100m ³ /day. The present production capacity is not sufficient to meet the estimated water demand of 2,216m ³ /day. The utility has no water treatment facilities. The total length of the entire pipe network is 44.5km and water is supplied at an average of 7hrs/day. The network has 5 storage tanks of different capacities with combined storage volume of 925m ³ . The Township has no sewerage system. It is estimated that 19% of the total households in the service area have septic tanks while 75% have latrines and 6% do not have any containment facility (open defecation). The Utility has one (1) permanently employed staff seconded from the District Council and seven (7) staff are employed by the Utility which makes total of eight (8) staff.																																		
General Data About Water Utility	Total water connections : 1,471 Total active connections : 799 Total domestic connections : 1,357 Total active kiosk/standpipe : 2 Metering ratio : 94% NRW : 44% Total staff : 8 Staff/1000 connections : 5.4 Annual O&M costs : TZS 159,823,000 Annual water collections (arrears included) : TZS 69,989,000 Annual water billings : TZS 80,517,000																																		
Tariff Structure	<table border="1"> <thead> <tr> <th colspan="2">Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Industrial</th> </tr> </thead> <tbody> <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> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 50 per 20 litres. (ii) Last tariff review effective date: 1st June, 2011</p>		Category of customer		Domestic	Institutions	Commercial	Industrial	Metered (TZS/m ³)	1-20m ³	1,000	N/A	1,500	2,500	>20m ³	1500	N/A	1,500	2,500	1-50m ³		1,500	1,500	2,500	>50m ³		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																														
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	>50m ³		2,000	1,500	2,500																														
Flat rate (TZS/Month)		7,000	11,500	19,000	32,000																														
Challenges	<ol style="list-style-type: none"> 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 power control devices 5. Inadequate number of qualified staff 																																		

DAKAWA WSSA PROFILE		2019/20															
EWURA LICENCE No. WSSSL/25/2012 – Class III																	
District Mvomero, Region Morogoro																	
General Description About the Utility	Dakawa 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 the overall provision of water within the urban area of Dakawa, the headquarter of Mvomero District. Dakawa is located 35km from Morogoro Municipality along Morogoro - Dodoma Highway. Dakawa Water Supply and Sanitation Authority cover 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 49,270 of which 16% only are served. Dakawa Water Supply and Sanitation Authority depends on boreholes to serve its customers. The boreholes are all located at Wami Dakawa village and currently have a production capacity of 2,088m ³ /day which is inadequate compared to the estimated water demand of 3,448.9m ³ /day. The total length of the distribution system is 19.1km and water is supplied at an average of 8hrs/day. Dakawa WSSA has four storage tanks with a storage capacity of 235m ³ ; which can sustain the service for over two hours (1.64hours). The Authority has 13 staff (two are seconded from DED office) and 11 are contracted staff by the utility. The utility has no water treatment facilities. It is estimated that 5% of the total households in the service area have septic tanks while 85% have latrines and about 10% do not have any containment facility (open defecation).																
General Data About Water Utility	Total water connections : 621 Total active connections : 533 Total active water kiosk/standpipe : 11 Metering ratio : 85% NRW : 41% Total staff : 13 Staff/1000 connections : 20.9 Annual O&M costs : TZS 64,953,000 Annual water collections (arrears included) : TZS 81,153,000 Annual water billings : TZS 89,343,000																
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Category of customer	Domestic	Institutional	Commercial	Industrial													
Consumption charge (TZS/m ³)	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 demand 2. Low water supply services coverage 3. High NRW 4. Low customer base, and 5. Inadequate water storage capacity. 																

GAIRO WSSA PROFILE		2019/20															
EWURA LICENCE No. WSSSL/26/2012 - Class III																	
District Gairo, Region Morogoro																	
General Description About the Utility	<p>The Gairo 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 headquarter 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. Water supply to Gairo township depends on gravity scheme, originating from Ukaguru mountains range as well as ten (10) boreholes of which seven (7) were drilled in 2012. The average water production reported in 2019/20 is 358.9m³/day which is 7% of the present estimated daily water demand of 5,173.7m³/day. The Authority supplies water to 75% of the population residing in Gairo town. The reported Non-revenue water is 46% while water supply is through rationing at an average of 12 hours per day. There is Reverse Osmosis Desalination plant installed in February 2020 which reduces salt from water abstracted from the boreholes. There are 15 concrete block tanks with a total storage capacity of 2,420m³. The tanks were constructed at various locations along the main pipeline from the Mahelo source to Gairo town. The distribution network for water supply at the township (79.5km in length) is in fair condition as 31km of the network is new, constructed in 2012. Gairo WSSA has a total of 31 of whom 24 are employed by the WSSA. It is estimated that 41% of the total households in the service area have septic tanks while 58% have latrines and about 1% do not have any containment facility (open defecation).</p>																
General Data About Water Utility	<p>Total water connections : 416 Total active connections : 416 Total active water kiosk/standpipe : 92 Metering ratio : 91% NRW : 46% Total staff : 31 Staff/1000 connections : 74.5 Annual O&M costs : TZS 211,529,000 Annual water collections (arrears included) : TZS 211,529,000 Annual water billings : TZS 180,749,000</p>																
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Category of customer	Domestic	Institutional	Commercial	Industrial													
Consumption charge (TZS/m ³)	300	335	390	-													
Flat rate charge (TZS/Month)	-	11,500	-	-													
Challenges	<ol style="list-style-type: none"> 1. High NRW 2. Inadequate water production against demand 3. Low customer base 4. Inadequate revenues to cover expenditures 																

HANDENI WSSA PROFILE		2019/20																																				
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 30th January 2004. Handeni WSSA is responsible for the overall operation and management of water supply and sanitation services within Handeni Township which is the headquarter of the Handeni District, Tanga Region. Its area of responsibility has a total population of 88,356 people out of whom 22,928 are directly served with water. Handeni WSSA has four (4) water sources of which one (1) Bwawani Chamika Dan is a surface and three (3) namely Ndelema, Bwawani and Soko la Zamani boreholes are ground. Also, the Utility purchase water from Handeni Trunk Main National Project WSSA. The water sources total installed production capacity is 792m ³ /day. During the reporting period, the average daily water production for all water sources was 239.13m ³ /day which is not sufficient to meet the estimated water demand of 6,184.54m ³ /day. The utility has no water treatment facilities and out of four (4), operating source chlorination is conducted at one source only. The total length of the water network is 70.77km of which 7.67km is for transmission, 63.1km is for distribution networks and water is supplied at an average of 5.5hours per day. The Utility has thirteen (13) storage tanks with a total storage capacity of 835m ³ . The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 97% of the total households in the service area have latrines and about 3% do not have any containment facility (open defecation). Handeni WSSA has three (3) permanent employed staff seconded from Handeni Town Council and twelve (12) are employed by the utility (on permanent and contract basis) which makes the utility to have a total of fifteen (15) staff.																																					
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>:</td> <td>754</td> </tr> <tr> <td>Total active connections</td> <td>:</td> <td>351</td> </tr> <tr> <td>Total domestic connections</td> <td>:</td> <td>586</td> </tr> <tr> <td>Total water kiosk/standpipe working</td> <td>:</td> <td>54</td> </tr> <tr> <td>Metering ratio</td> <td>:</td> <td>100%</td> </tr> <tr> <td>NRW</td> <td>:</td> <td>17%</td> </tr> <tr> <td>Total staff</td> <td>:</td> <td>15</td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>19.9</td> </tr> <tr> <td>Annual O&M costs</td> <td>:</td> <td>TZS 208,556,195</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>:</td> <td>TZS 97,570,598</td> </tr> <tr> <td>Annual water billings</td> <td>:</td> <td>TZS 108,869,500</td> </tr> </table>					Total water connections	:	754	Total active connections	:	351	Total domestic connections	:	586	Total water kiosk/standpipe working	:	54	Metering ratio	:	100%	NRW	:	17%	Total staff	:	15	Staff/1000 connections	:	19.9	Annual O&M costs	:	TZS 208,556,195	Annual water collections (arrears included)	:	TZS 97,570,598	Annual water billings	:	TZS 108,869,500
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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. Lack of water treatment plant for treating water 3. Lack of sufficient and competent staff 4. Lower water supply coverage, only 26% of the population are served with water 5. Lack of sanitation facilities for safe disposal of sewage/sludge 																																					

IFAKARA WSSA PROFILE		2019/20															
EWURA LICENCE No. WSSSL/27/2012 - Class III																	
District Ifakara, Region Morogoro																	
General Description About the Utility	<p>Ifakara Water Supply and Sanitation Authority (Ifakara WSSA) was established in 2005 pursuant to the Act No. 8 of 1997. Ifakara WSSA started its operations on 1st 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 headquarter of Kilombero District in Morogoro Region. Ifakara WSSA is classified as Category C water authority. Its area of responsibility has a total population of 128,744 of which 21,610 people are served. The utility draws water from only one type of water source comprising of seven boreholes, which are fairly protected and equipped with submersible pumps. The combined production capacity is approximately 1,920m³/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 1,043.7m³/day is low compared to the estimated water demand of 8,970m³/day. Water supply is supplemented by shallow wells fitted with hand pumps, drilled in most of the households around the township, although water from these wells is not safe owing to the high-water table. The utility has no water treatment facilities and a 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 4hrs /day. The water supply system has six storage tanks with a total capacity of 730m³. The town has no sewerage system. It is estimated that 38% of the total households in the service area have septic tanks while 62% have latrines.</p>																
General Data About Water Utility	<p>Total water connections : 1,261 Total active connections : 893 Total active water kiosk/standpipe : 40 Metering ratio : 46% NRW : 41% Total staff : 13 Staff/1000 connections : 10.3 Annual O&M costs : TZS 83,013,000 Annual water collections (arrears included) : TZS 83,684,000 Annual water billings : TZS 83,684,000</p>																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> </tr> </thead> <tbody> <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> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres. (ii) Last tariff review effective date: 1st November 2015</p>		Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m ³)	1,000-1,170	1,330	1,510		Flat rate charge (TZS/Month)	7,600			
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Consumption charge (TZS/m ³)	1,000-1,170	1,330	1,510														
Flat rate charge (TZS/Month)	7,600																
Challenges	<ol style="list-style-type: none"> 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		2019/20												
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 headquarter of Igunga District, Tabora Region. Igunga WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 61,300 out of whom 44,136 are directly served by the utility. The utility draws water from Bulenya earth-fill dam and bulk water supply from KASHWASA. The water treatment plant from Bulenya dam has the production capacity of 1,910m ³ /day. Water is supplied through rationing at an average of 18 hrs per day. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Igunga District Town Council. The township has no sewerage system. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 20% of the total households in the service area have septic tanks while 70% have latrines and about 10% do not have any containment facility (open defecation).													
General Data About Water Utility	Total water connections : 2,462 Total active connections : 2,224 Total domestic connections : 2,219 Total active water kiosk/standpipe : 57 Metering ratio : 100% NRW : 31% Total staff : 17 Staff/1000 connections : 6.9 Annual O&M costs : TZS 971,777,000 Annual water collections (arrears included) : TZS 602,204,000 Annual water billings : TZS 504,879,000													
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>Bowser</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>1,060</td> <td>1,390</td> <td>1,750</td> <td>1,750</td> <td>3,460</td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres. (ii) Last tariff review effective date 1st December 2020</p>		Category of customer	Domestic	Institutional	Commercial	Industrial	Bowser	Consumption charge (TZS/m ³)	1,060	1,390	1,750	1,750	3,460
Category of customer	Domestic	Institutional	Commercial	Industrial	Bowser									
Consumption charge (TZS/m ³)	1,060	1,390	1,750	1,750	3,460									
Challenges	<ol style="list-style-type: none"> Inadequate water service coverage Inadequate water production against demand Low revenue collection efficiency 													

ITUMBA- ISONGOLE WSSA PROFILE		2019/20																						
EWURA LICENCE No. WSSSL/52/2012 – Class III																								
District: Ileje, Region: Songwe																								
General Description About the Utility	<p>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 headquarter 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 25,160 people of whom 10,378 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 1,675m³/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 1,761m³/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 8 storage tanks with combined capacity of 965m³. The Township has no sewerage system. It is estimated that 15% of the total households in the service area have septic tanks while 85% have latrines. The Utility has one (1) permanent employed staff seconded from RUWASA and 9 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have 10 staff.</p>																							
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>: 1,691</td> </tr> <tr> <td>Total active connections</td> <td>: 1,232</td> </tr> <tr> <td>Total domestic connections</td> <td>: 1,537</td> </tr> <tr> <td>Total active kiosk/standpipe</td> <td>: 8</td> </tr> <tr> <td>Metering ratio</td> <td>: 47%</td> </tr> <tr> <td>NRW</td> <td>: 49%</td> </tr> <tr> <td>Total staff</td> <td>: 10</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 6.5</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 90,261,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 56,688,000</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 57,964,000</td> </tr> </table>		Total water connections	: 1,691	Total active connections	: 1,232	Total domestic connections	: 1,537	Total active kiosk/standpipe	: 8	Metering ratio	: 47%	NRW	: 49%	Total staff	: 10	Staff/1000 connections	: 6.5	Annual O&M costs	: TZS 90,261,000	Annual water collections (arrears included)	: TZS 56,688,000	Annual water billings	: TZS 57,964,000
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Category of customer	Domestic	Institutions	Commercial	Kiosk																				
Metered (TZS/m ³)	300	335	390	250																				
Flat rate (TZS/Month)	4,500	10,000	9,500	12,000																				
Challenges	<ol style="list-style-type: none"> 1. Old and dilapidated distribution network 2. High turbidity of water during rainy season 3. Limited distribution network which do not cover WSSA operational area 4. Lack of office building and competent staff 5. Low metering ratio 																							

KARAGWE WSSA PROFILE		2019/20																						
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 headquarter of the Karagwe District, Kagera Region. Karagwe WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 89,631 out of whom 15,930 are served by the utility. The utility draws water from three sources, Katoma borehole, Umururongo borehole and Charuhanga stream intake. The combined installed production capacity is 530m ³ /day. Water from the three intakes is pumped to four tanks with a total storage capacity of 560 m ³ located at Kayanga town centre which distributes water to customers by gravity. The present production capacity is low compared with the estimated water demand of 10,583m ³ /day. The utility has no water treatment facilities. The total length of the transmission and distribution system is 91km and water is supplied by rationing at an average of four hours per day. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 17% of the total households in the service area have septic tanks while 75% have latrines and about 8% do not have any containment facility (open defecation). The utility has three (3) permanent staff seconded from RUWASA and eight (8) staff employed on contract terms by the utility, which makes the utility to have a total number of 11.																							
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>: 835</td> </tr> <tr> <td>Total active connections</td> <td>: 775</td> </tr> <tr> <td>Total domestic connections</td> <td>: 668</td> </tr> <tr> <td>Total operational kiosks</td> <td>: 37</td> </tr> <tr> <td>Metering ratio</td> <td>: 100%</td> </tr> <tr> <td>NRW</td> <td>: 26%</td> </tr> <tr> <td>Total staff</td> <td>: 11</td> </tr> <tr> <td>Staffs/1000 connections</td> <td>: 11.97</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 177,262,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 119,273,000</td> </tr> <tr> <td>Annual water billing</td> <td>: TZS 164,710,000</td> </tr> </table>		Total water connections	: 835	Total active connections	: 775	Total domestic connections	: 668	Total operational kiosks	: 37	Metering ratio	: 100%	NRW	: 26%	Total staff	: 11	Staffs/1000 connections	: 11.97	Annual O&M costs	: TZS 177,262,000	Annual water collections (arrears included)	: TZS 119,273,000	Annual water billing	: TZS 164,710,000
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Category of customer	Domestic	Institutional	Commercial	Construction	Car wash																			
Consumption charge (TZS/m ³)	1,800	2,000	1,500	5,000	5,000																			
Challenges	<ol style="list-style-type: none"> Inadequate water production capacity Very low service coverage, hence low customer base Lack of water treatment facility. Lack of sufficient qualified personnel to run the scheme High level of NRW Lack of wastewater treatment facilities 																							

KARATU WSSA PROFILE		2019/20																									
EWURA LICENCE : PWSSSL/01/2019 (Provisional)																											
District: Karatu, Region: Arusha																											
General Description About the Utility	<p>Karatu Water Supply and Sanitation Authority (Karatu WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published on 30th January 2016. Karatu WSSA is responsible for the overall operation and management of water supply and sanitation services within Karatu Township, which is the headquarter of Karatu District, Arusha Region. Its area of responsibility has a total population of 62,302 out of whom 7,004 are directly served by Karatu WSSA. Karatu WSSA has two (2) groundwater sources namely Bwawani and Kwa Tomu boreholes with a total installed production capacity of 1,680m³/day. During the reporting period, the average daily water production for all water sources was 495.24m³/day which is not sufficient to meet the estimated water demand of 5,034.76m³/day. The utility has no water treatment facilities. However, chlorination is conducted. The total length of the water network is 33.68km of which 4.68km is for transmission, 29km is for distribution networks and water is supplied at an average of 17hours per day. The Utility has two (2) storage tanks with a total storage capacity of 450m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 34.4% of the total households in the service area have septic tanks while 65.4% have latrines and about 0.2% do not have any containment facility (open defecation). Karatu WSSA has three (3) permanent employed staff of which two (2) are seconded from Karatu District Council and one (1) from Moshi WSSA and ten (10) are employed by the utility (on permanent and contract basis) which makes the utility to have thirteen (13) staff.</p>																										
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 392</td></tr> <tr><td>Total active connections</td><td>: 372</td></tr> <tr><td>Total domestic connection</td><td>: 290</td></tr> <tr><td>Total active water kiosk/standpipe</td><td>: 24</td></tr> <tr><td>Metering ratio</td><td>: 100 %</td></tr> <tr><td>NRW</td><td>: 29 %</td></tr> <tr><td>Total staff</td><td>: 13</td></tr> <tr><td>Staff/1000 connections</td><td>: 33</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 304,366,977</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 202,635,867</td></tr> <tr><td>Annual water billings</td><td>: TZS 212,221,500</td></tr> </table>					Total water connections	: 392	Total active connections	: 372	Total domestic connection	: 290	Total active water kiosk/standpipe	: 24	Metering ratio	: 100 %	NRW	: 29 %	Total staff	: 13	Staff/1000 connections	: 33	Annual O&M costs	: TZS 304,366,977	Annual water collections (arrears included)	: TZS 202,635,867	Annual water billings	: TZS 212,221,500
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Category of customer	Domestic	Institutional	Commercial	Industrial																							
Consumption charge (TZS/m ³)	1,750	1,750	2,000	2,000																							
Challenges	<ol style="list-style-type: none"> 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. Lack of sanitation facilities for safe disposal of sewage/sludge 5. Inadequate working tools and technical equipment 																										

KASULU WSSA PROFILE		2019/20																						
EWURA LICENSE No. WSSSL/69/12– Class III																								
District: Kasulu, Region: Kigoma																								
General Description About the Utility	<p>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 headquarter of the Kasulu District, Kigoma Region. Kasulu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 82,572 out of whom 42,480 are 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 5,513m³/day. The utility has no water treatment facilities. The total length of the distribution system is 52.245km and water is supplied through rationing at an average of 15 hours per day. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 6.5% of the total households in the service area have septic tanks while 93% have latrines and about 0.5% do not have any containment facility (open defecation). The utility has one (1) permanent staff employed by MoW and twenty (20) staff employed on contract terms by the utility which makes the utility to have a total number of 21.</p>																							
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>: 4,389</td> </tr> <tr> <td>Total active connections</td> <td>: 3,511</td> </tr> <tr> <td>Total domestic connections</td> <td>: 4,073</td> </tr> <tr> <td>Total operational kiosks</td> <td>: 7</td> </tr> <tr> <td>Metering ratio</td> <td>: 36%</td> </tr> <tr> <td>NRW</td> <td>: 27%</td> </tr> <tr> <td>Total staff</td> <td>: 21</td> </tr> <tr> <td>Staffs/1000 connections</td> <td>: 4.8</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 208,619,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 184,248,000</td> </tr> <tr> <td>Annual water billing</td> <td>: TZS 221,089,000</td> </tr> </table>		Total water connections	: 4,389	Total active connections	: 3,511	Total domestic connections	: 4,073	Total operational kiosks	: 7	Metering ratio	: 36%	NRW	: 27%	Total staff	: 21	Staffs/1000 connections	: 4.8	Annual O&M costs	: TZS 208,619,000	Annual water collections (arrears included)	: TZS 184,248,000	Annual water billing	: TZS 221,089,000
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Consumption charge (TZS/m ³)	300	400	510	NA																				
Flat rate charge (TZS/Month)	4,500	-	-	NA																				
Challenges	<ol style="list-style-type: none"> 1. Low water production capacity. 2. Old and dilapidated water production and distribution infrastructure. 3. Lack of water treatment facility. 4. Low metering ratio. 5. Low network coverage. 																							

KIBAYA WSSA PROFILE		2019/20																										
EWURA LICENCE No. WSSSL/02/2012 - Class III																												
District: Kiteto, Region: Manyara																												
General Description About the Utility	<p>Kibaya Water Supply and Sanitation Authority (Kibaya WSSA) was declared a fully autonomous public water utility through Government Notice No.20 published in 2004. The Utility is responsible for the overall operation and management of water supply and sanitation services within Kibaya Township, which is the head-quarter of Kiteto District, Manyara Region. Its area of responsibility has a total population of 26,971 out of whom 20,228 are directly served by the Utility. Kibaya WSSA has six (6) water source of which one (1) namely Chemchem is a surface source (spring) and five (5) sources namely Shiuki, Kageze, Chemchem, Silangaa Juu and Kaloleni are ground source (borehole). The water sources total installed production capacity is 536m³/day. During the reporting period, the average daily water production for all water sources was 232.75m³/day which is not sufficient to meet the estimated water demand of 1,887.98m³/day. The utility has no water treatment facilities. However, chlorination is conducted. The total length of the water network is 38km of which 13km is transmission pipelines and 25km is distribution networks, and water is supplied at an average of 2.6hours per day. The Utility has ten (10) storage tanks with a total storage capacity of 708m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 15.9% of the total households in the service area have septic tanks while 78.7% have latrines and about 5.4% do not have any containment facility (open defecation). Kibaya WSSA has one (1) permanent employed staff seconded from Kiteto District Council and ten (10) are employed by the utility (on permanent and contract basis) which makes the utility to have a total of eleven (11) staff.</p>																											
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 674</td></tr> <tr><td>Total active connections</td><td>: 584</td></tr> <tr><td>Total domestic connection</td><td>: 659</td></tr> <tr><td>Total active water kiosk/standpipe</td><td>: 34</td></tr> <tr><td>Metering ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 29.3%</td></tr> <tr><td>Total staff</td><td>: 11</td></tr> <tr><td>Staff/1000 connections</td><td>: 16.3</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 101,396,646</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 82,841,758</td></tr> <tr><td>Annual water billings</td><td>: TZS 100,228,525</td></tr> </table>						Total water connections	: 674	Total active connections	: 584	Total domestic connection	: 659	Total active water kiosk/standpipe	: 34	Metering ratio	: 100%	NRW	: 29.3%	Total staff	: 11	Staff/1000 connections	: 16.3	Annual O&M costs	: TZS 101,396,646	Annual water collections (arrears included)	: TZS 82,841,758	Annual water billings	: TZS 100,228,525
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101,396,646																												
Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash																							
Consumption charge (TZS/m ³)	1,970	2,020	1,970	2,020	2,020																							
Challenges	<ol style="list-style-type: none"> Lack of reliable water sources and supply to meet the demand Low coverage of the pipe network Dilapidated water infrastructure which needs replacement Lack of office building and transport Lack of sanitation facilities for safe disposal of sewage/sludge Inadequate working tools and technical equipment 																											

KATESH WSSA PROFILE		2019/20																						
EWURA LICENCE No. WSSSL/12/2012 - Class III																								
District: Hanang, Region: Manyara																								
General Description About the Utility	<p>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 Katesh Township which is the headquarter of the Hanang District, Manyara Region. Its area of responsibility has a total population of 33,173 people out of whom 12,919 are directly served by the Utility. Katesh WSSA has two (2) water source of which one (1) namely Himiti is a surface source (spring) and one (1) sources namely Mogitu is a ground source (borehole). The water sources total installed production capacity is 3,917m³/day. During the reporting period, the average daily water production for all water sources was 2,353m³/day which is not sufficient to meet the estimated water demand of 3,154m³/day. The utility has no water treatment facilities and chlorination is not conducted regularly. The total length of the water network is 55.44km of which 19.68km is transmission and 35.76km is distribution networks, and water is supplied at an average of 4.8 hours per day. The Utility has nine (9) storage tanks with a total storage capacity of 1,295m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 37.5% of the total households in the service area have septic tanks while 62.1% have latrines and about 0.4% do not have any containment facility (open defecation). Katesh WSSA has three (3) permanent employed staff seconded from Hanang District Council and nine (9) are employed by the utility (on permanent and contract basis) which makes the utility to have a total of twelve (12) staff.</p>																							
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>: 2,269</td> </tr> <tr> <td>Total active connections</td> <td>: 2,219</td> </tr> <tr> <td>Total number of domestic connections</td> <td>: 2,082</td> </tr> <tr> <td>Total water kiosk/standpipe operating</td> <td>: 17</td> </tr> <tr> <td>Metering ratio</td> <td>: 46%</td> </tr> <tr> <td>NRW</td> <td>: 59.36%</td> </tr> <tr> <td>Total staff</td> <td>: 12</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 5.3</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 214,550,279</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 80,483,693</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 146,090,504</td> </tr> </table>		Total water connections	: 2,269	Total active connections	: 2,219	Total number of domestic connections	: 2,082	Total water kiosk/standpipe operating	: 17	Metering ratio	: 46%	NRW	: 59.36%	Total staff	: 12	Staff/1000 connections	: 5.3	Annual O&M costs	: TZS 214,550,279	Annual water collections (arrears included)	: TZS 80,483,693	Annual water billings	: TZS 146,090,504
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Consumption charge (TZS/m ³)	800	1,000	1,200	1,400	1,200																			
Flat rate TZS/month	6,000	12,000	15,000	20,000	20,000																			
Challenges	<ol style="list-style-type: none"> Inadequate water sources High NRW due to dilapidated pipe network and low metering ratio Unwillingness of customers to pay their water bills Lack of water treatment facility Lack of sufficient staff Lack of sanitation facilities for safe disposal of sewage/sludge 																							

KIBONDO WSSA PROFILE		2019/20																																	
EWURA LICENSE No. WSSSL/70/2012– Class III																																			
District: Kibondo, Region: Kigoma																																			
General Description About the Utility	<p>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 headquarter of the Kibondo District, Kigoma Region. Kibondo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 54,303 out of whom 12,008 are served by the utility. The utility draws water from one stream, five springs and five boreholes. The combined installed production capacity is 3,832m³/day. Water from sources is pumped to nine tanks with a total storage capacity of 894.5m³ located at Kibondo town centre which distributes water to customers by gravity. The present production capacity is low compared with the estimated water demand of 4,414m³/day. The utility has no water treatment facilities. The total length of the distribution system is 38.4km and water is supplied through rationing at an average of 6 hours per day. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 31% of the total households in the service area have septic tanks while 48% have latrines and about 21% do not have any containment facility (open defecation). The utility has one (1) permanent staff employed by MoW and thirty-five (35) staff employed on contract terms by the utility which makes the utility to have a total number of 36.</p>																																		
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 2,190</td><td></td></tr> <tr><td>Total active connections</td><td>: 1,240</td><td></td></tr> <tr><td>Total domestic connections</td><td>: 1,126</td><td></td></tr> <tr><td>Total operational kiosks</td><td>: 12</td><td></td></tr> <tr><td>Metering ratio</td><td>: 100%</td><td></td></tr> <tr><td>NRW</td><td>: 29%</td><td></td></tr> <tr><td>Total staff</td><td>: 36</td><td></td></tr> <tr><td>Staffs/1000 connections</td><td>: 16.4</td><td></td></tr> <tr><td>Annual O&M costs</td><td>: TZS 81,904,000</td><td></td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 105,345,000</td><td></td></tr> <tr><td>Annual water billing</td><td>: TZS 118,364,000</td><td></td></tr> </table>		Total water connections	: 2,190		Total active connections	: 1,240		Total domestic connections	: 1,126		Total operational kiosks	: 12		Metering ratio	: 100%		NRW	: 29%		Total staff	: 36		Staffs/1000 connections	: 16.4		Annual O&M costs	: TZS 81,904,000		Annual water collections (arrears included)	: TZS 105,345,000		Annual water billing	: TZS 118,364,000	
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Category of customer	Domestic	Institutional	Commercial	Industrial																															
Consumption charge (TZS/m ³)	850	860	890	NA																															
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Challenges	<ol style="list-style-type: none"> 1. Lack of sufficient qualified personnel to run the scheme 2. Inadequate water production capacity 3. Low water service coverage 4. Lack of wastewater treatment facilities. 5. High NRW 6. Lack of water treatment facilities 																																		

KILINDONI WSSA PROFILE		2019/20															
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 of 16,662 people in which 5,110 people are served with water. The Kilindoni town gets water from natural springs and boreholes. There are three spring water sources and three boreholes located at Bomani, Kigamboni Kulungeni and Kilimahewa with total installed production capacity of 1,104m ³ /day. The estimated average water produced from the sources during the reporting period was 168.8m ³ /day. Water supplied to Kilindoni WSSA is not sufficient to meet the estimated water demand of 2,301m ³ /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 145m ³ . The town has no sewerage system. It is estimated that 46% of the total households in the service area have septic tanks while 53% have latrines and about 2% do not have any containment facility (open defecation). The Utility has four staff whereby all four (4) staff are employed on contract terms by utility.																
General Data About Water Utility	Total Water Connections : 506 Total Active Connections : 419 Total Domestic Connections : 471 Total Water Kiosk/Standpipe : 7 Metering Ratio : 35% NRW : 41% Total Staff : 4 Staff/1000 connections : 9.9 Annual O&M Costs : TZS 28,602,000 Annual Water Collections (Arrears included) : TZS 11,061,000 Annual Water Billings : TZS 25,543,000																
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Category of customer	Domestic	Institutions	Commercial	Industrial													
Metered (TZS/m ³)	1,000	1,100	1,150	500													
Flat rate charge (TZS/month)	5500-																
Challenges	<ol style="list-style-type: none"> 1. Insufficient water production as compared to the current water demand 2. Low metering ratio 3. Lack of sufficient and qualified staff. 4. Low customer base 5. Limited network coverage 																

KILWA MASOKO WSSA PROFILE		2019/20																																																																					
EWURA LICENCE No. WSSSL/ 21/2012– Class III																																																																							
District: Kilwa, Region: Lindi																																																																							
General Description About the Utility	<p>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 28th 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 headquarter of Kilwa District in Lindi Region. Its area of responsibility has a total population of 19,587 people out of whom 10,545 are served. The utility draws water from five boreholes located at different locations of Masoko town such as Mkapa garden, which contribute 37% of water production, and Mpara 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 2,688m³/day. The present production is 1,236.9 m³/day which is very low compared with the estimated water demand of 2,436.1m³/day. The utility has no conventional water treatment facilities. The total length of the distribution system is 62km and water is supplied through rationing at an average of 8hrs/day. The system has three (3) functioning storage tanks with total capacity of 477m³. The town has no sewerage system; onsite sanitation is used under the monitoring of the Kilwa District Council. It is estimated that 32% of the total households in the service area have septic tanks while 62% have latrines and about 6% do not have any containment facility (open defecation). The Utility has 24 total staff whereby three (3) are permanent staff seconded from Kilwa District Council and twenty one (21) staff on contract terms by utility.</p>																																																																						
General Data About Water Utility	<table> <tr> <td>Total Water Connections</td> <td>:</td> <td>1,891</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>1,879</td> <td colspan="3"></td> </tr> <tr> <td>Total Domestic Connections</td> <td>:</td> <td>1,759</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Kiosk/Standpipe</td> <td>:</td> <td>7</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>100%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>46%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>24</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>13.7</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>TZS 196,279,000</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>:</td> <td>TZS 297,422,000</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>TZS 297,422,000</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	1,891				Total Active Connections	:	1,879				Total Domestic Connections	:	1,759				Total Active Kiosk/Standpipe	:	7				Metering Ratio	:	100%				NRW	:	46%				Total Staff	:	24				Staff/1000 connections	:	13.7				Annual O&M Costs	:	TZS 196,279,000				Annual Water Collections (Arrears included)	:	TZS 297,422,000				Annual Water Billings	:	TZS 297,422,000			
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Metered customers (TZS/m ³)	1,000	1,300	1,300	1,300																																																																			
Challenges	<ol style="list-style-type: none"> 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 5. Insufficient revenue against expenditures 																																																																						

KIOMBOI WSSA PROFILE		2019/20															
EWURA LICENCE No. WSSSL/55/2012 - Class III																	
District: Iramba, Region: Singida																	
General Description About the Utility	Kiomboi Water Supply and Sanitation 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 headquarter 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 16,766 out of whom 6005 are directly served with water. The utility draws water from three operating boreholes, the total present production capacity from the boreholes is 299m ³ /day. Water is supplied through rationing at an average of 3 hrs per day. The township has no sewerage system. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 16% of the total households in the service area have septic tanks while 82% have latrines and about 2% do not have any containment facility (open defecation)																
General Data About Water Utility	Total water connections : 1016 Total active connections : 965 Total domestic connections : 921 Total active water kiosk/standpipe : 4 Metering ratio : 100% NRW : 36% Total staff : 7 Staff/1000 connections : 6.9 Annual O&M costs : TZS 103,634,000 Annual water collections (arrears included) : TZS 56,032,000 Annual water billings : TZS 77,044,000																
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Category of customer	Domestic	Institutional	Commercial	Industrial													
Consumption charge (TZS/m ³)	1,045	1,095	1,075	1,095													
Flat rate charge (TZS/Month)	4,500	10,000	9,500	10,000													
Challenges	<ol style="list-style-type: none"> Inadequate water production against demand Insufficient revenue to meet expenditures Inadequate water service coverage Lack of sufficient skilled staff 																

KISHAPU WSSA PROFILE		2019/20																						
EWURA LICENSE No. WSSSL/58/2012 – Class III																								
District: Kishapu, Region: Shinyanga																								
General Description About the Utility	<p>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 headquarter of the Kishapu District, Shinyanga Region. Kishapu WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 25,077 out of whom 11,140 are served by the utility. The utility purchase bulk water 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 not sufficient to meet the estimated water demand of 1,731m³/day. The utility has no water treatment facilities. The total length of the distribution system is 40.766 km and water is supplied at an average of 23 hours per day. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 39% of the total households in the service area have septic tanks while 59% have latrines and about 2% do not have any containment facility (open defecation). The utility has three (4) permanently employed staff seconded from RUWASA and three (3) staff employed on contract terms by the utility, which makes the utility to have a total number of seven (7).</p>																							
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 924</td></tr> <tr><td>Total active connections</td><td>: 912</td></tr> <tr><td>Total domestic connections</td><td>: 839</td></tr> <tr><td>Total operational kiosks</td><td>: 11</td></tr> <tr><td>Metering ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 6%</td></tr> <tr><td>Total staff</td><td>: 7</td></tr> <tr><td>Staffs/1000 connections</td><td>: 7.6</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 217,109,000</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 179,247,000</td></tr> <tr><td>Annual water billing</td><td>: TZS 183,734,000</td></tr> </table>		Total water connections	: 924	Total active connections	: 912	Total domestic connections	: 839	Total operational kiosks	: 11	Metering ratio	: 100%	NRW	: 6%	Total staff	: 7	Staffs/1000 connections	: 7.6	Annual O&M costs	: TZS 217,109,000	Annual water collections (arrears included)	: TZS 179,247,000	Annual water billing	: TZS 183,734,000
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Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash and Garage																			
Consumption charge (TZS/m ³)	1,510	2,050	2,100	3,020	2,450																			
Challenges	<ol style="list-style-type: none"> 1. Low water network coverage 2. Lack of sufficient qualified personnel to run the scheme 3. Lack of water treatment facilities 4. Lack of water treatment plant 																							

KONDOA WSSA PROFILE		2019/20																									
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 33,846 out of whom 20,645 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 2,159m ³ /day. The water is supplied through rationing at an average of 5hrs/day. The township has no sewerage system. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 40% of the total households in the service area have septic tanks while 60% have latrines.																										
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>: 4,024</td> </tr> <tr> <td>Total active connections</td> <td>: 3,986</td> </tr> <tr> <td>Total domestic connections</td> <td>: 3,889</td> </tr> <tr> <td>Total active water kiosk/standpipe</td> <td>: 24</td> </tr> <tr> <td>Metering ratio</td> <td>: 53%</td> </tr> <tr> <td>NRW</td> <td>: 40%</td> </tr> <tr> <td>Total staff</td> <td>: 18</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 4.5</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 245,969,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 249,681,000</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 283,699,000</td> </tr> </table>					Total water connections	: 4,024	Total active connections	: 3,986	Total domestic connections	: 3,889	Total active water kiosk/standpipe	: 24	Metering ratio	: 53%	NRW	: 40%	Total staff	: 18	Staff/1000 connections	: 4.5	Annual O&M costs	: TZS 245,969,000	Annual water collections (arrears included)	: TZS 249,681,000	Annual water billings	: TZS 283,699,000
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Category of customer	Band (m ³)	Domestic	Institutional	Commercial	Industrial																						
Consumption charge (TZS/m ³)	0 - 5	1,200	1,500	1,500	1,500																						
	5-10	1,400																									
	>10	1,500																									
Challenges	<ol style="list-style-type: none"> Inadequate water production against demand Inadequate water service coverage Inadequate customer metering rate High NRW 																										

KOROGWE WSSA PROFILE		2019/20																																																																					
EWURA LICENCE No. WSSSL/03/2012 - Class III																																																																							
District: Korogwe, Region: Tanga																																																																							
General Description About the Utility	<p>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 Korogwe Township which is the headquarter of the Korogwe District in Tanga Region. Its area of responsibility has a total population of 83,878 people of whom 70,315 are directly served with water. Korogwe WSSA has nine (9) water sources of which two (2) namely Mbeza stream and Pangani river are surface and eight (8) namely Kilole I, Kilole II, Old Korogwe, Mtonga, Kwamemangube, Mbeza mawe, KwaKombo and KwaMeta boreholes are ground. Also, the Utility purchase water from Handeni Trunk Main National Project WSSA. The water source's total installed production capacity is 4,107m³/day. During the reporting period, the average daily water production for all water sources was 2,313.24m³/day which is not sufficient to meet the estimated water demand of 5,975.02m³/day. The utility has no water treatment facilities and chlorination not conducted. The total length of the water network is 102.8km of which 24.8km is transmission pipelines and 78km is distribution networks. The Utility supply water at an average of 10.4hours per day. The Utility has thirteen (13) storage tanks with a total storage capacity of 2,725m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 11.6%% of the total households in the service area have septic tanks while 87.6% have latrines and about 0.8% do not have any containment facility (open defecation). Korogwe WSSA has six (6) permanent employed staff seconded from Korogwe Town Council and thirty six (36) are employed by the utility (on permanent and contract basis) which makes the utility to have a total of forty two (42) staff.</p>																																																																						
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>:</td> <td>4,353</td> <td colspan="3"></td> </tr> <tr> <td>Total active connections</td> <td>:</td> <td>3,666</td> <td colspan="3"></td> </tr> <tr> <td>Total domestic connections</td> <td>:</td> <td>3,905</td> <td colspan="3"></td> </tr> <tr> <td>Total active water kiosk/standpipe</td> <td>:</td> <td>110</td> <td colspan="3"></td> </tr> <tr> <td>Metering ratio</td> <td>:</td> <td>100%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>42%</td> <td colspan="3"></td> </tr> <tr> <td>Total staff</td> <td>:</td> <td>42</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>9.4</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M costs</td> <td>:</td> <td>TZS 600,567,413</td> <td colspan="3"></td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>:</td> <td>TZS 487,222,280</td> <td colspan="3"></td> </tr> <tr> <td>Annual water billings</td> <td>:</td> <td>TZS 567,454,744</td> <td colspan="3"></td> </tr> </table>					Total water connections	:	4,353				Total active connections	:	3,666				Total domestic connections	:	3,905				Total active water kiosk/standpipe	:	110				Metering ratio	:	100%				NRW	:	42%				Total staff	:	42				Staff/1000 connections	:	9.4				Annual O&M costs	:	TZS 600,567,413				Annual water collections (arrears included)	:	TZS 487,222,280				Annual water billings	:	TZS 567,454,744			
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Tariff Structure	Consumption Band (m³)	Domestic (TZS/m³)	Institutional (TZS/m³)	Commercial (TZS/m³)	Water Tanker and Industry (TZS/m³)																																																																		
	0-7	1,010	-	-	2,290																																																																		
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	<p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres. (ii) Last tariff review effective date: 1st November 2016.</p>																																																																						
Challenges	<ol style="list-style-type: none"> 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 sanitation facilities for safe disposal of sewage / sludge 																																																																						

2019/20

KYELA-KASUMULU WSSA PROFILE
NOT LICENCED
District: Kyela, Region: Mbeya

General Description About the Utility Kyela-Kasumulu Water Supply and Sanitation Authority (Kyela WSSA) was established as fully autonomous public water utility through Government Gazette number (GN) 673 of 23rd August 2019 after the disestablishment of Kyela and Kasumulu WSSAs through the same GN. Kyela-Kasumulu WSSA is responsible for the overall operation and management of water supply and sanitation services within Kyela and Kasumulu Townships in Kyela District, Mbeya Region. Its area of responsibility has a total population of 102,104 people of whom 31,820 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. Additionally, water production from this source does not serve Kyela Township only, since water from Kanga group also serves other villages in Busokelo District that were designated to be served by the scheme. Other water sources for Kyela Township are two boreholes located at the Police area and Kyela District Hospital in Kyela Township. Kasumulu Township receives water from one surface water source, which is Mwega river intake, and two boreholes, which are Lubele I and II located at Lubele area in Kasumulu Township. Mwega river intake is a gravity scheme located at Landani village in Iljeje District about 15kms from Kasumulu Township. The scheme also serves other several villages, which are located along transmission main before reaching Kasumulu Township. The combined water sources produced an average of 3,140m³/day during the reporting period. The combined installed production capacity for all water sources is 5,791m³/day. The present production capacity does not meet the estimated water demand for Kyela and Kasumulu Townships of 8,571m³/day. The total length of the entire pipe network is 85.73 km and water is supplied at an average of 12hrs/day. The networks have seven (7) storage tanks with a combined storage volume of 765m³. The Townships has no sewerage system; It is estimated that 34% of the total households in the service area have septic tanks while 66% have latrines. The Utility has one (1) permanently employed staff seconded from RUWASA and 38 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have 39 staff.

General Data About Water Utility	Total water connections	: 3,341
	Total active connections	: 2,562
	Total domestic connections	: 3,122
	Total active kiosk/standpipe	: 3
	Metering ratio	: 32%
	NRW	: 42%
	Total staff	: 39
	Staff/1000 connections	: 11.7
	Annual O&M costs	: TZS 62,393,000
	Annual water collections (arrears included)	: TZS 73,249,000
Annual water billings	: TZS 112,618,000	

Tariff Structure	Townships	Category of customer	Domestic	Institutions	Commercial	Industrial
	Kyela		Metered (TZS/m ³)	300	335	390
Flat rate (TZS/Month)			4,500	10,000	9,500	13,000
Kasumulu		Metered (TZS/m ³)	395	450	560	670
		Flat rate charge (TZS/month)	4,500	10,000	9,500	13,000

Note: (i) The charge at water kiosks is TZS 20 per 20 litres.
(ii) Last tariff review effective date: 1st November 2016.

Challenges	<ol style="list-style-type: none"> 1. Low water production as compared to demand 2. Irrigation activities by farmers at Mbambo (Busokelo) that diverts water from main farming areas; 3. Inadequate and dilapidated pipe network 4. Low metering ratio 5. Insufficient number of qualified staff 6. Poor maintenance of distribution line due to low revenue collection from customers
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LIWALE WSSA PROFILE		2019/20																						
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 35,004 of which 14,094 are served. 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 1,224m ³ /day. The present water production of 856m ³ /day is insufficient compared to the estimated water demand of 2,080.5m ³ /day. The total length of the distribution system is 41.16 km and the daily average hours of service water is 7 hrs. The system has three storage tanks with a total capacity of 405m ³ . The town has no sewerage system. It is estimated that 94% have latrines and about 6% do not have any containment facility (open defecation). The Utility has twenty (20) total staff where by seventeen (17) are permanent staff seconded from Liwale District Council and three (3) staff on contract terms by utility.																							
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 1,943</td></tr> <tr><td>Total active connections</td><td>: 1,762</td></tr> <tr><td>Total domestic connections</td><td>: 1,668</td></tr> <tr><td>Total operational kiosks</td><td>: 3</td></tr> <tr><td>Metering ratio</td><td>: 98%</td></tr> <tr><td>NRW</td><td>: 45.2%</td></tr> <tr><td>Total staff</td><td>: 20</td></tr> <tr><td>Staffs/1000 connections</td><td>: 10.3</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 177,496,000</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 106,240,000</td></tr> <tr><td>Annual water billing</td><td>: TZS 108,240,000</td></tr> </table>		Total water connections	: 1,943	Total active connections	: 1,762	Total domestic connections	: 1,668	Total operational kiosks	: 3	Metering ratio	: 98%	NRW	: 45.2%	Total staff	: 20	Staffs/1000 connections	: 10.3	Annual O&M costs	: TZS 177,496,000	Annual water collections (arrears included)	: TZS 106,240,000	Annual water billing	: TZS 108,240,000
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Category of customer	Domestic	Commercial	Institutions	Industrial																				
Metered customers (TZS/m ³)	740	890	870	960																				
Challenges	<ol style="list-style-type: none"> Inadequate water production compared to water demand Inefficient revenue collection Low network coverage Inefficient staff to connection ratio Unavailability of sewerage services 																							

LOLIONGO WSSA PROFILE		2019/20															
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 Loliondo Township which is the headquarter of the Ngorongoro District in Arusha Region. Its area of responsibility has a total population of 17,156 people of whom 11,417 are directly served with water by the utility. Loliondo WSSA has two water sources namely Jica and Wasso boreholes with a total installed production capacity of 696m ³ /day. During the reporting period, the average daily water production for all water sources was 348.83m ³ /day which is not sufficient to meet the estimated water demand of 1,366.44m ³ /day. The utility has no water treatment facilities. However, chlorination is conducted. The total length of the water network is 39.16km of which 6.5km is for transmission and 32.66km is distribution networks. The Utility supply water at an average of 17hours per day. The Utility has eight (8) storage tanks with a total storage capacity of 735m ³ . The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 11.1% of the total households in the service area have septic tanks while 66.2% have latrines and about 22.7% do not have any containment facility (open defecation). Loliondo WSSA has three (3) permanent employed staff seconded from Ngorongoro District Council and eleven (11) are employed by the utility (on permanent and contract basis) which makes the utility to have fourteen (14) staff.																
General Data About Water Utility	Total Water Connections : 783 Total Active Connections : 783 Total domestic connections : 689 Total active Water Kiosk/Standpipe : 18 Metering Ratio : 100% NRW : 54 % Total Staff : 14 Staff/1000 connections : 17.9 Annual O&M Costs : TZS 161,833,586 Annual Water Collections (arrears included) : TZS 128,925,300 Annual Water Billings : TZS 149,116,900																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Commercial</th> <th>Institutions</th> <th>Industrial</th> </tr> </thead> <tbody> <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> </tbody> </table> <p>Note:</p> <ol style="list-style-type: none"> The charges at water kiosks is TZS 50 per 20 litres. Last tariff review effective date: 1st June, 2011 		Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m ³)	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/m ³)	2,500	2,500	2,500	2,500													
Flat rate (TZS/month)	5,000	-	20,000	-													
Challenges	<ol style="list-style-type: none"> Inadequate and unreliable water supply; Low water distribution network resulting into low customer base; Lack of working tools and transport facilities; and Lack of fund for investment into new water supply infrastructure Lack of sanitation facilities for safe disposal of sewage/sludge 																

LUDEWA WSSA PROFILE		2019/20															
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 headquarter of Ludewa District in Njombe Region. Ludewa WSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 10,779 people in whom 6,142 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 326.5 m ³ /day. The combined installed production capacity is 795m ³ /day while the estimated water demand is 1,045m ³ /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 7hrs/day. The Township has 4 storage tanks with a combined storage volume of 775m ³ . The Township has no sewerage system; presently, It is estimated that 21% of the total households in the service area have septic tanks while 79% have latrines. The Utility has 3 permanently employed staff seconded from RUWASA and 4 staff have been employed by the Utility (on permanent and contract basis) which makes the utility to have 7 staff.																
General Data About Water Utility	Total water connections : 587 Total active connections : 436 Total domestic connections : 544 Total active water kiosk/standpipe : 7 Metering ratio : 0% NRW : 32% Total staff : 7 Staff/1000 connections : 11.9 Annual O&M costs : TZS 39,126,000 Annual water collections (arrears included) : TZ 8,200,000 Annual water billings : TZS 15,000,000																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>Metered (TZS/m³)</td> <td>540</td> <td>550</td> <td>560</td> <td></td> </tr> <tr> <td>Flat rate (TZS/Month)</td> <td>4,500</td> <td>11,500</td> <td>9,500</td> <td>5,000</td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 10 per 20 litres. (ii) Last tariff review effective date: 1st June, 2011</p>		Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/m ³)	540	550	560		Flat rate (TZS/Month)	4,500	11,500	9,500	5,000
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Metered (TZS/m ³)	540	550	560														
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Challenges	<ol style="list-style-type: none"> 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 4. Low metering ratio (0%) 5. Leakages due to dilapidated distribution network constructed in 1975 																

LUSHOTO WSSA PROFILE		2019/20																																							
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. The Utility is responsible for the overall operation and management of water supply and sanitation services within Lushoto Township which is the headquarter of the Lushoto District Council, Tanga Region. Its area of responsibility has a total population of 31,506 out of whom 22,557 are directly served by the utility. Karatu WSSA has five (5) water sources namely Kwembago, Kemfa, Kindoi, Kibohelo and Makunguru springs are surface with a total installed production capacity of 3,196m ³ /day. During the reporting period, the average daily water production for all water sources was 2,283m ³ /day which is not sufficient to meet the estimated water demand of 2,926m ³ /day. The utility has no water treatment facilities and no chlorination is conducted. The total length of the water network is 117.25km of which 48.45km is for transmission and 68.8km is for distribution networks. The Utility has nine (9) storage tanks with a total storage capacity of 1,168m ³ . The Utility supply water at an average of 13.5hours per day. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 2.2% of the total households in the service area have septic tanks while 93.2% have latrines and about 4.6% do not have any containment facility (open defecation). Lushoto WSSA has three (3) permanent employed staff seconded from Lushoto District Council and fourteen (14) are employed by the utility (on permanent and contract basis) which makes the utility to have a total of thirteen (17) staff.																																								
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Challenges	<ol style="list-style-type: none"> Inadequate transmission and distribution pipeline to meet water demand Lack of water and wastewater treatment facilities Funds for rehabilitation of existing infrastructure Expansion of the distribution network Lack of office building and transport for the authority 																																								

MAFINGA WSSA PROFILE		2019/20																						
EWURA LICENCE No. WSSSL/39/2012 – Class III																								
District: Mafinga, Region: Iringa																								
General Description About the Utility	<p>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 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 71,641 people out of whom 51,151 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 2,701m³/day. Water is supplied through rationing at an average of 16hrs/day. The township has no sewerage system. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 43% of the total households in the service area have septic tanks while 57% have latrines.</p>																							
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 4,119</td></tr> <tr><td>Total active connections</td><td>: 2,350</td></tr> <tr><td>Total domestic connections</td><td>: 3,754</td></tr> <tr><td>Total active water kiosk/standpipe</td><td>: 99</td></tr> <tr><td>Metering ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 32%</td></tr> <tr><td>Total staff</td><td>: 23</td></tr> <tr><td>Staff/1000 connections</td><td>: 5.6</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 320,652,000</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 490,188,000</td></tr> <tr><td>Annual water billings</td><td>: TZS 435,720,000.</td></tr> </table>		Total water connections	: 4,119	Total active connections	: 2,350	Total domestic connections	: 3,754	Total active water kiosk/standpipe	: 99	Metering ratio	: 100%	NRW	: 32%	Total staff	: 23	Staff/1000 connections	: 5.6	Annual O&M costs	: TZS 320,652,000	Annual water collections (arrears included)	: TZS 490,188,000	Annual water billings	: TZS 435,720,000.
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Metered (TZS/m ³)	790	880	830	930																				
Flat rate (TZS/Month)	8,000	40,850	40,850	60,800																				
Challenges	<ol style="list-style-type: none"> 1. Low pipe network coverage in the service area 2. High NRW 																							

MAHENGE WSSA PROFILE		2019/20																				
EWURA LICENCE No. WSSSL/29/2012 - Class																						
District: Ulanga, Region: Morogoro																						
General Description About the Utility	<p>Mahenge Water Supply and Sanitation Authority (Mahenge-WSSA) was established by Act No. 8 of 1997 on 13th 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 headquarter 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 26,535 out of which 9,750 are served. Mahenge-WSSA depends on 6 spring intakes and one newly constructed borehole. Most of these schemes were constructed in the late 1970s. Water production for FY 2019/20 was 663.75m³/day which is inadequate compared with the estimated water demand of 1,990.13m³/day. Water is supplied through rationing at an average of 4hrs/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 47km. There are five (5) storage tanks in place located at Nawenge, Vigoi, Mirwatu and Mzenega areas with a total capacity of 675m³. The town has no sewerage system. It is estimated that 3% of the total households in the service area have septic tanks while 96.1% have latrines and about 0.9% do not have any containment facility (open defecation). The utility has nine (9) staff of which three (3) staff are employed by the utility on a contract basis while the remaining staff are seconded from Ulanga District Council.</p>																					
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>: 1,943</td> </tr> <tr> <td>Total active connections</td> <td>: 1,762</td> </tr> <tr> <td>Total active water kiosk/standpipe</td> <td>: 3</td> </tr> <tr> <td>Metering ratio</td> <td>: 78%</td> </tr> <tr> <td>NRW</td> <td>: 79%</td> </tr> <tr> <td>Total staff</td> <td>: 9</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 8.9</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 57,752,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 60,581,000</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 73,200,000</td> </tr> </table>		Total water connections	: 1,943	Total active connections	: 1,762	Total active water kiosk/standpipe	: 3	Metering ratio	: 78%	NRW	: 79%	Total staff	: 9	Staff/1000 connections	: 8.9	Annual O&M costs	: TZS 57,752,000	Annual water collections (arrears included)	: TZS 60,581,000	Annual water billings	: TZS 73,200,000
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Consumption charge (TZS/m ³)	395	450	560	-																		
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Challenges	<ol style="list-style-type: none"> Inadequate water production against demand Inadequate water service coverage Inadequate revenues against expenditures Low customer base Lack of adequate qualified staff 																					

MAKETE WSSA PROFILE		2019/20																							
EWURA LICENCE No. WSSSL/45/2012 – Class III																									
District: Makete, Region: Njombe																									
General Description About the Utility	<p>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 headquarter 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 14,637 people of whom 11,487 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 866m³/day. The combined installed water production capacity is 2,047m³/day. The water demand for the Township is estimated at 2,230m³/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 24hrs per day. The network has four (4) storage tanks with combined storage volume of 525m³. The Township has no sewerage system. It is estimated that 65% of the total households in the service area have septic tanks while 35% have latrines. The Utility has three (3) permanent 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.</p>																								
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>:1,696</td> </tr> <tr> <td>Total active connections</td> <td>:1,498</td> </tr> <tr> <td>Total domestic connections</td> <td>:1,569</td> </tr> <tr> <td>Total active kiosk/standpipe</td> <td>:-</td> </tr> <tr> <td>Metering ratio</td> <td>:81%</td> </tr> <tr> <td>NRW</td> <td>:35%</td> </tr> <tr> <td>Total staff</td> <td>:13</td> </tr> <tr> <td>Staff/1000 connections</td> <td>:7.7</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 167,133,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 90,125,000</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 133,800,000</td> </tr> </table>		Total water connections	:1,696	Total active connections	:1,498	Total domestic connections	:1,569	Total active kiosk/standpipe	:-	Metering ratio	:81%	NRW	:35%	Total staff	:13	Staff/1000 connections	:7.7	Annual O&M costs	: TZS 167,133,000	Annual water collections (arrears included)	: TZS 90,125,000	Annual water billings	: TZS 133,800,000	
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Challenges	<ol style="list-style-type: none"> 1. Inadequate water production as compared to the demand 2. Low network coverage 3. Shortage of qualified staffs 4. High NRW (35%) 5. Lack of office building for office works 																								

MANYONI WSSA PROFILE		2019/20																						
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 59,814 of whom 24,846 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 952 m ³ /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. The township has no sewerage system. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 6% of the total households in the service area have septic tanks while 92% have latrines and about 2% do not have any containment facility (open defecation).																							
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 2,436</td></tr> <tr><td>Total active connections</td><td>: 2,276</td></tr> <tr><td>Total domestic connections</td><td>: 2,266</td></tr> <tr><td>Total active water kiosk/standpipe</td><td>: 45</td></tr> <tr><td>Metering ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 25%</td></tr> <tr><td>Total staff</td><td>: 21</td></tr> <tr><td>Staff/1000 connections</td><td>: 8.6</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 308,572,000</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 303,211,000</td></tr> <tr><td>Annual water billings</td><td>: TZS 297,873,000</td></tr> </table>		Total water connections	: 2,436	Total active connections	: 2,276	Total domestic connections	: 2,266	Total active water kiosk/standpipe	: 45	Metering ratio	: 100%	NRW	: 25%	Total staff	: 21	Staff/1000 connections	: 8.6	Annual O&M costs	: TZS 308,572,000	Annual water collections (arrears included)	: TZS 303,211,000	Annual water billings	: TZS 297,873,000
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Consumption charge (TZS/m ³)	1,285	1,309	1,892	2,249																				
Challenges	<ol style="list-style-type: none"> 1. Inadequate water production against demand 2. Inadequate water service coverage 3. Lack of sufficient skilled staff 4. Insufficient revenue generated against expenditure 																							

MBINGA WSSA PROFILE		2019/20																									
EWURA LICENCE No. WSSSL/33/2012 – Class III																											
District: Mbinga, Region: Songea																											
General Description About the Utility	<p>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 1st 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 headquarter 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 57,531 people in whom 28,887 are directly served with water. The utility draws water from five (5) water sources namely Ndengu stream and Lupembe A, B, C and D streams. The total installed water production capacity for all 5 water sources is approximately 6,000m³/day. Average water production from the sources during the reporting period was estimated to be 2,260.5m³/day. The present water production is lower compared to the estimated water demand of 5,569.8m³/day. The utility has no proper water treatment facilities; the chlorination is just done to storage tanks by calibrating dosage depending on the quantity of water flowing in. The total length of the distribution system is 49.74km and water is supplied through rationing at an average of 21hrs/ day. The system has four storage tanks with a total capacity of 700m³. The Township has no sewerage system and it is estimated that 38% of the total households in the service area have septic tanks while 62% have latrines. The Utility has one (1) permanent employed staff seconded from the MoW and 13 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have 14 staff.</p>																										
General Data About Water Utility	<table border="0"> <tr><td>Total water connections</td><td>: 3,096</td></tr> <tr><td>Total active connections</td><td>: 2,991</td></tr> <tr><td>Total domestic connections</td><td>: 2,863</td></tr> <tr><td>Total active kiosk/standpipe</td><td>: 5</td></tr> <tr><td>Metering ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 40%</td></tr> <tr><td>Total staff</td><td>: 14</td></tr> <tr><td>Staff/1000 connections</td><td>: 4.5</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 375,684,000</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 265,488,000</td></tr> <tr><td>Annual water billings</td><td>: TZS 321,382,000</td></tr> </table>					Total water connections	: 3,096	Total active connections	: 2,991	Total domestic connections	: 2,863	Total active kiosk/standpipe	: 5	Metering ratio	: 100%	NRW	: 40%	Total staff	: 14	Staff/1000 connections	: 4.5	Annual O&M costs	: TZS 375,684,000	Annual water collections (arrears included)	: TZS 265,488,000	Annual water billings	: TZS 321,382,000
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Cons: 0 – 10m ³ (TZS/m ³)	585	660	670	660																							
Above 10 m ³ (TZS/m ³)	670	660	680	810																							
Challenges	<ol style="list-style-type: none"> 1. Dilapidated infrastructures (distribution network) 2. Lack of sanitation facilities 3. Low network coverage 4. Lack of office building for office works 5. Lack of conventional treatment plant 																										

MBULU WSSA PROFILE		2019/20																						
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.20 published in 2004. The Utility is responsible for the overall operation and management of water supply and sanitation services within Township, which is the headquarter of Mbulu District, Manyara Region. Its area of responsibility has a total population of 158,509 out of whom 24,954 are directly served by the Utility. Mbulu WSSA has five (5) water source of which two (2) are surface namely Enderer and Indirim springs and three (3) are ground namely Ayamohe and Imboru Isale boreholes with a total installed production capacity is 3,168m ³ /day. During the reporting period, the average daily water production for all water sources was 1,638.33m ³ /day which is not sufficient to meet the estimated water demand of 12,760m ³ /day. The utility has no water treatment facilities and chlorination is not conducted. The total length of the water network is 93.24km of which 28.8km is transmission pipelines and 64.44km is distribution networks. The Utility supply water at an average of 5.2 hours per day. The Utility has nine (8) storage tanks. It is estimated that 53% of the total households in the service area have septic tanks while 47% have latrines and about 0.1% do not have any containment facility (open defecation). Mbulu WSSA has one (1) permanent employed staff seconded from Mbulu District Council and eighteen (18) are employed by the utility (on permanent and contract basis) which makes the utility to have a total of nineteen (19) staff																							
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>: 2,388</td> </tr> <tr> <td>Total active connections</td> <td>: 2,153</td> </tr> <tr> <td>Total domestic connection</td> <td>: 2,018</td> </tr> <tr> <td>Total active water kiosk/standpipe</td> <td>: 33</td> </tr> <tr> <td>Metering ratio</td> <td>: 84.7%</td> </tr> <tr> <td>NRW</td> <td>: 46%</td> </tr> <tr> <td>Total staff</td> <td>: 19</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 8</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 170,163,385</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 119,717,428</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 174,863,870</td> </tr> </table>		Total water connections	: 2,388	Total active connections	: 2,153	Total domestic connection	: 2,018	Total active water kiosk/standpipe	: 33	Metering ratio	: 84.7%	NRW	: 46%	Total staff	: 19	Staff/1000 connections	: 8	Annual O&M costs	: TZS 170,163,385	Annual water collections (arrears included)	: TZS 119,717,428	Annual water billings	: TZS 174,863,870
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Category of customer	Domestic	Institutional	Commercial	Industrial																				
Consumption charge (TZS/m ³)	540	550	560	570																				
Flat rate TZS/month	4,500	10,000	9,500																					
Challenges	<ol style="list-style-type: none"> 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. Lack of sanitation facilities for safe disposal of sewage/sludge 6. Inadequate working tools and technical equipment 																							

MPWAPWA WSSA PROFILE		2019/20			
EWURA LICENCE No. WSSSL/20/2012 - Class III					
District: Mpwapwa, Region: Dodoma					
General Description About the Utility	<p>Mpwapwa Water Supply and Sanitation Authority (Mpwapwa WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21st 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 headquarter of Mpwapwa District in Dodoma Region. Its area of operation has a total population of 46,708 out of whom 32,435 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 1950.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. The township has no sewerage system. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 2% of the total households in the service area have septic tanks while 98% have latrines.</p>				
General Data About Water Utility	<p>Total water connections : 3,462 Total active connections : 2,721 Total domestic connections : 3,337 Total active water kiosk/standpipe : 15 Metering ratio : 100% NRW : 41% Total staff : 24 Staff/1000 connections : 6.9 Annual O&M costs : TZS 179,084,000 Annual water collections (arrears included) : TZS 415,205,000 Annual water billings : TZS 422,000,000</p>				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	650 - 1,080	1,430	1,590	1,090
	<p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres. (ii) Last tariff review effective date: 1st December, 2018</p>				
Challenges	<ol style="list-style-type: none"> 1. Inadequate water production against demand 2. High NRW 3. Inefficient revenue collection rate 				

MUGUMU WSSA PROFILE		2019/20																									
EWURA LICENSE No. WSSSL/74/2012																											
District: Serengeti, Region: Mara																											
General Description About the Utility	<p>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 headquarter of the Serengeti District, Mara Region. Mugumu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 32,894 out of whom 8,680 are served by the utility. The utility draws water from Manchira Dam and from one borehole located at Mugumu town center. The combined installed water production capacity is 2,400m³/day. The present production capacity is low compared with the estimated water demand of 2,287m³/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 52.8km and water is supplied through rationing at an average of 16 hours per day. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 37% of the total households in the service area have septic tanks while 56% have latrines and about 7% do not have any containment facility (open defecation). The Authority has 1 permanent staff employed by MoW and seven (7) staff employed under contract terms by the utility which makes the utility to have a total number of 8 employees.</p>																										
General Data About Water Utility	<table border="0"> <tr><td>Total Water Connections</td><td>: 1,916</td></tr> <tr><td>Total Active Connections</td><td>: 1,584</td></tr> <tr><td>Total domestic connections</td><td>: 1,430</td></tr> <tr><td>Total Operating Water Kiosk/Standpipe</td><td>: 1</td></tr> <tr><td>Metering Ratio</td><td>: 85%</td></tr> <tr><td>NRW</td><td>: 26%</td></tr> <tr><td>Total Staff</td><td>: 8</td></tr> <tr><td>Staffs/1000 connection</td><td>: 4.2</td></tr> <tr><td>Annual O&M Costs</td><td>: TZS 250,747,000</td></tr> <tr><td>Annual Water Collections (arrears included)</td><td>: TZS 131,305,000</td></tr> <tr><td>Annual Water Billings</td><td>: TZS 169,329,000</td></tr> </table>					Total Water Connections	: 1,916	Total Active Connections	: 1,584	Total domestic connections	: 1,430	Total Operating Water Kiosk/Standpipe	: 1	Metering Ratio	: 85%	NRW	: 26%	Total Staff	: 8	Staffs/1000 connection	: 4.2	Annual O&M Costs	: TZS 250,747,000	Annual Water Collections (arrears included)	: TZS 131,305,000	Annual Water Billings	: TZS 169,329,000
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Tariff Structure	Category of customer	Domestic	Institution	Commercial	Industrial																						
	Consumption charge (TZS/m ³)	810	825	840	900																						
	<p>Note: (i) The charge at water kiosks is TZS 15 per 20 litres. (ii) Last tariff review effective date: 1st December 2019.</p>																										
Challenges	<ol style="list-style-type: none"> 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 																										

MULEBA WSSA PROFILE		2019/20																									
EWURA LICENSE No. WSSSL/73/2012– Class III																											
District: Muleba, Region: Kagera																											
General Description About the Utility	<p>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 headquarter of the Muleba District, Kagera Region. Muleba WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 24,360 out of whom 22,650 are 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 1,551 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 47.72km and water is supplied at an average of 23 hours per day. It is estimated that 35% of the total households in the service area have septic tanks while 65% have latrines. The Authority has five (5) staff seconded from RUWASA and eight (8) staff employed under contract terms by the utility, which makes the utility to have a total number of 13 employees.</p>																										
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 2,467</td></tr> <tr><td>Total active connections</td><td>: 2,391</td></tr> <tr><td>Total domestic connections</td><td>: 2,200</td></tr> <tr><td>Total operational kiosks</td><td>: 28</td></tr> <tr><td>Metering ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 32 %</td></tr> <tr><td>Total staff</td><td>: 13</td></tr> <tr><td>Staffs/1000 connections</td><td>: 6.4</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 256,826 ,000</td></tr> <tr><td>Annual water collections (arrears include</td><td>: TZS 301,836 ,000</td></tr> <tr><td>Annual water billing</td><td>: TZS 150,547 ,000</td></tr> </table>					Total water connections	: 2,467	Total active connections	: 2,391	Total domestic connections	: 2,200	Total operational kiosks	: 28	Metering ratio	: 100%	NRW	: 32 %	Total staff	: 13	Staffs/1000 connections	: 6.4	Annual O&M costs	: TZS 256,826 ,000	Annual water collections (arrears include	: TZS 301,836 ,000	Annual water billing	: TZS 150,547 ,000
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial																						
	Consumption charge (TZS/m ³)	800	1,000	1,200	1,200																						
	Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000																						
	<p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres. (ii) Last tariff review effective date: 1st June 2011.</p>																										
Challenges	<ol style="list-style-type: none"> 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 																										

MWANHUZI WSSA PROFILE		2019/20																												
EWURA LICENSE No. WSSSL/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 headquarter of the Meatu District, Simiyu Region. Mwanhuzi WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 43,364 out of whom 15,324 are 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 785m ³ , which distributes water to customers, by gravity. The present production capacity is low compared with the estimated water demand of 2,677m ³ /day. The utility has no water treatment facilities. The total length of the distribution system is 52.48km and water is supplied at an average of 22 hours per day. It is estimated that 56% of the total households in the service area have septic tanks while 43% have latrines and about 1% do not have any containment facility (open defecation). The Authority has one (1) staff seconded from RUWASA and seventeen (19) staff employed on permanent basis by the utility which makes the utility to have 20 staff.																													
General Data About Water Utility	<table border="0"> <tr><td>Total Water Connections</td><td>: 2,439</td></tr> <tr><td>Total Active Connections</td><td>: 2,065</td></tr> <tr><td>Total domestic connections</td><td>: 2,251</td></tr> <tr><td>Total Operating Water Kiosk/Standpipe</td><td>: 28</td></tr> <tr><td>Metering Ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 14%</td></tr> <tr><td>Total Staff</td><td>: 20</td></tr> <tr><td>Staffs/1000 connection</td><td>: 8.6</td></tr> <tr><td>Annual O&M Costs</td><td>: TZS 265,591 ,000</td></tr> <tr><td>Annual Water Collections (arrears included)</td><td>: TZS 194,812 ,000</td></tr> <tr><td>Annual Water Billings</td><td>: TZS 251,958 ,000</td></tr> </table>					Total Water Connections	: 2,439	Total Active Connections	: 2,065	Total domestic connections	: 2,251	Total Operating Water Kiosk/Standpipe	: 28	Metering Ratio	: 100%	NRW	: 14%	Total Staff	: 20	Staffs/1000 connection	: 8.6	Annual O&M Costs	: TZS 265,591 ,000	Annual Water Collections (arrears included)	: TZS 194,812 ,000	Annual Water Billings	: TZS 251,958 ,000			
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Category of customer	Domestic	Institutional	Commercial	Industrial																										
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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	<ol style="list-style-type: none"> 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		2019/20																									
EWURA LICENCE No. WSSSL/36/2012 – Class III																											
District: Nkasi, Region: Rukwa																											
General Description About the Utility	<p>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 28,748 people of whom 5,000 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 150.8m³/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 present water production is lower compared to the estimated water demand of 2,150m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 29.7 km and water are supplied at an average of 8hrs/day. The network has 2 storage tanks with a combined storage volume of 360m³. The Township has no sewerage system; It is estimated that 30% of the total households in the service area have septic tanks while 70% have latrines. The Utility has 13 permanently employed staff seconded from the District Council and RUWASA and currently there is no staff employed by the Utility</p>																										
General Data About Water Utility	<table border="0"> <tr><td>Total water connections</td><td>: 308</td></tr> <tr><td>Total active connections</td><td>: 255</td></tr> <tr><td>Total domestic connections</td><td>: 250</td></tr> <tr><td>Total active kiosk/standpipe</td><td>: 10</td></tr> <tr><td>Metering ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 69%</td></tr> <tr><td>Total staff</td><td>: 13</td></tr> <tr><td>Staff/1000 connections</td><td>: 42.2</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 12,563,000</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 11,087,000</td></tr> <tr><td>Annual water billings</td><td>: TZS 17,163,000</td></tr> </table>					Total water connections	: 308	Total active connections	: 255	Total domestic connections	: 250	Total active kiosk/standpipe	: 10	Metering ratio	: 100%	NRW	: 69%	Total staff	: 13	Staff/1000 connections	: 42.2	Annual O&M costs	: TZS 12,563,000	Annual water collections (arrears included)	: TZS 11,087,000	Annual water billings	: TZS 17,163,000
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Consumption Rate (TZS/m ³)	720	900	1,170	1,260																							
Flat rate (TZS/month)	5,500	10,000	11,500	13,000																							
Challenges	<ol style="list-style-type: none"> 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. Insufficient storage capacities 5. Low pipeline network coverage not matching with the population growth 																										

NAMTUMBO WSSA PROFILE		2019/20																						
EWURA LICENCE No. WSSSL/34/2012 – Class III																								
District: Namtumbo, Region: Ruvuma																								
General Description About the Utility	<p>Namtumbo Water Supply and Sanitation Authority (Namtumbo WSSA) was established by Act No. 8 of 1997 and came into operation on 8th 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 headquarter of Namtumbo District in Ruvuma Region. Its area of responsibility has a total population of 49,619 people of whom 15,782 are directly served with water. The utility draws water from two main water sources namely Matogoro B intake (Namikiga and Matogoro streams) located at Libango village (gravity scheme) and Rwinga river intake water source (pumping scheme). The total installed water production capacity of all water sources is approximately 1,900m³/day. The total installed production capacity 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 water production (water reaching Namtumbo - input into distribution network at Namtumbo Township) of 460.8m³/day for the reporting period is low compared with the estimated water demand (for Namtumbo Township) of 3,234.5m³/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 six storage tanks with a total capacity of 485m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 12% of the total households in the service area have septic tanks while 88% have latrines and about 0% do not have any containment facility (open defecation). The Utility has one (1) permanent employed staff, seconded from RUWASA and 11 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have 12 staff.</p>																							
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>: 1,415</td> </tr> <tr> <td>Total active connections</td> <td>: 1,034</td> </tr> <tr> <td>Total domestic connections</td> <td>: 1,322</td> </tr> <tr> <td>Total active kiosk/standpipe</td> <td>: -</td> </tr> <tr> <td>Metering ratio</td> <td>: 68%</td> </tr> <tr> <td>NRW</td> <td>: 22%</td> </tr> <tr> <td>Total staff</td> <td>: 12</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 8.5</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 119,757,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 58,943,000</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 92,571,000</td> </tr> </table>		Total water connections	: 1,415	Total active connections	: 1,034	Total domestic connections	: 1,322	Total active kiosk/standpipe	: -	Metering ratio	: 68%	NRW	: 22%	Total staff	: 12	Staff/1000 connections	: 8.5	Annual O&M costs	: TZS 119,757,000	Annual water collections (arrears included)	: TZS 58,943,000	Annual water billings	: TZS 92,571,000
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Category of customer	Domestic	Commercial	Institutions	Industrial																				
Metered customers (TZS/m ³)	540	1,025	1,000	-																				
Flat rate (TZS/month)	4,500	21,500	21,500	-																				
Challenges	<ol style="list-style-type: none"> 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 etc. 																							

NGARA WSSA PROFILE		2019/20			
EWURA LICENSE No. WSSSL/71/2012– Class III					
District: Ngara, Region: Kagera					
General Description About the Utility	<p>Ngara Water Supply and Sanitation Authority (Ngara WSSA) was declared a fully autonomous public water utility 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 headquarter of the Ngara District, Kagera Region. Ngara WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 40,407 people of which 36,380 are currently served. 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 2,540m³/day. The total length of the distribution system is 59.45km 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 network has 10 storage tanks with combined storage volume of 4,860m³. The Township has no sewerage system and depends on non-sewered sanitation. It is estimated that 39% of the total households in the service area have septic tanks while 60.6% have latrines and about 0.4% do not have any containment facility (open defecation). The utility have 18 staff.</p>				
General Data About Water Utility	<p>Total water connections : 2,801 Total active connections : 2,183 Total domestic connections : 2,085 Total operating water kiosk : 30 Metering ratio : 100% NRW : 30% Total staff : 18 Staffs/1000 connection : 8.2 Annual O&M costs : TZS 194,502,000 Annual water collections (arrears included) : TZS 323,701,000 Annual water billings : TZS 553,713,000.</p>				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m ³)	1,240-1,280	1,590	1,662	1,662
	Flat rate charge (TZS/m ³)	12,000	12,000	12,000	12,000
	<p>Note: (i) The charge at water kiosks is TZS 25 per 20 litres (ii) Last tariff review effective date: 1st December 2018.</p>				
Challenges	<ol style="list-style-type: none"> 1. High level of NRW 2. Inadequate water distribution network 3. Insufficient water production capacity 4. Inadequate water storage facility 5. Lack of wastewater treatment facilities 				

NZEGA WSSA PROFILE						2019/20											
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 77,212 out of whom 28,770 are directly served with water by the Utility. Currently, Nzega WSSA depends on Uchama dam and borehole situated at Nzega Bus Station for its water abstraction. Water production is 1869 m ³ /day, and water is supplied through rationing at an average of 4hrs/day. The township has no sewerage system; onsite sanitary facilities are in use under the Nzega District Town Council. The township has no sewerage system. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 31% of the total households in the service area have septic tanks while 65% have latrines and about 4% do not have any containment facility (open defecation).																
General Data About Water Utility	Total water connections	:	3,526														
	Total active connections	:	3,108														
	Total domestic connections	:	3,170														
	Total active water kiosk/standpipe	:	39														
	Metering ratio	:	100%														
	NRW	:	41%														
	Total staff	:	18														
	Staff/1000 connections	:	5.1														
	Annual O&M costs	:	TZS 626,920,000														
	Annual water collections (arrears included).	:	TZS 577,299,000														
	Annual water billings	:	TZS 498,698,000														
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>1,240</td> <td>1,375</td> <td>1,485</td> <td>1,485</td> <td>2,000</td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres. (ii) Last tariff review effective date: 1st December, 2017</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Cattle trough	Consumption charge (TZS/m ³)	1,240	1,375	1,485	1,485	2,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Cattle trough												
Consumption charge (TZS/m ³)	1,240	1,375	1,485	1,485	2,000												
Challenges	<ol style="list-style-type: none"> 1. Inadequate water production against demand 2. Inadequate water service coverage 3. Inefficient revenue collection rate 																

ORKESUMET WSSA PROFILE		2019/20																							
EWURA LICENCE No. WSSSL/13/2012 - Class III																									
District: Simanjiro, Region: Manyara																									
General Description About the Utility	<p>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 Utility is responsible for the overall operation and management of water supply and sanitation services Orkesumet Town which is the headquarter of the Simanjiro District, Manyara Region. Its area of responsibility has a total population of 18,653 out of whom 4,589 are directly served by the utility. Orkesumet WSSA has two (2) groundwater source namely Idara ya Maji and Chumvi boreholes with a total installed production capacity of 414m³/day. During the reporting period, the average daily water production for all water sources was 157.67m³/day which is not sufficient to meet the estimated water demand of 1,501.53m³/day. The utility has no water treatment facilities and chlorination is not conducted. The total length of the water network is 24.75km of which 0.75km is transmission pipelines and 24km is distribution networks. The Utility supply water at an average of 1.1hours per day. The Utility has five (5) storage tanks with a total storage capacity of 210m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 11.2% of the total households in the service area have septic tanks while 88.8% have latrines. Orkesumet WSSA has five (5) permanently employed staff seconded from Simanjiro District Council and two (2) are employed by the utility on contract basis which makes the utility to have a total of seven (7) staff.</p>																								
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>: 131</td> </tr> <tr> <td>Total active connections</td> <td>: 89</td> </tr> <tr> <td>Total domestic connections</td> <td>: 76</td> </tr> <tr> <td>Total active kiosks</td> <td>: 14</td> </tr> <tr> <td>Metering ratio</td> <td>: 100%</td> </tr> <tr> <td>NRW</td> <td>: 37%</td> </tr> <tr> <td>Total staff</td> <td>: 7</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 53.44</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 93,487,765</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 78,910,000</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 91,322,300</td> </tr> </table>			Total water connections	: 131	Total active connections	: 89	Total domestic connections	: 76	Total active kiosks	: 14	Metering ratio	: 100%	NRW	: 37%	Total staff	: 7	Staff/1000 connections	: 53.44	Annual O&M costs	: TZS 93,487,765	Annual water collections (arrears included)	: TZS 78,910,000	Annual water billings	: TZS 91,322,300
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Category of customer	Domestic	Institutional	Commercial																						
Consumption charge (TZS/m ³)	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 the development of new water sources and construction of water supply network 3. Low customer base 4. Insufficient number of staff 5. Lack of adequate storage tanks 6. Lack of sanitation facilities for safe disposal of sewage/sludge 																								

RUANGWA WSSA PROFILE		2019/20																						
EWURA LICENCE No. WSSSL/ 24/2012– Class III																								
District: Ruangwa, Region: Lindi																								
General Description About the Utility	Ruangwa 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 headquarters of Ruangwa District in Lindi Region. Ruangwa town has a current population of about 14,729 out of whom 9,876 are served by the utility. The water supply scheme for Ruangwa town comprises of two boreholes located at Matyatya Valley, and two newly drilled boreholes at Kitandi area. The boreholes pump water into four storage tanks with a total capacity of 675m ³ . From these storage tanks, water is supplied to the township through a distribution network with a total length of 32.6km and water is supplied at an average of 2hrs/day. The current installed capacity is 2,007m ³ /day while the actual water production is 452m ³ /day which does not meet daily estimated water demand that stands at 1,263m ³ /day. The utility has no conventional water treatment facilities however; chlorine is applied through storage tanks. The town has no sewerage system. It is estimated that 26% of the total households in the service area have septic tanks while 70% have latrines and about 4% do not have any containment facility (open defecation). The Utility has sixteen (16) staff whereby ten (10) are permanent staff seconded from Ruangwa District Council and six (6) staff on contract terms.																							
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>: 1,219</td> </tr> <tr> <td>Total Active Connections</td> <td>: 868</td> </tr> <tr> <td>Total Domestic connections</td> <td>: 1,133</td> </tr> <tr> <td>Active water kiosk</td> <td>: 20</td> </tr> <tr> <td>Metering Ratio</td> <td>: 100%</td> </tr> <tr> <td>NRW</td> <td>: 36%</td> </tr> <tr> <td>Total Staff</td> <td>: 16</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 13.1</td> </tr> <tr> <td>Annual O&M Costs</td> <td>: TZS 151,420,000</td> </tr> <tr> <td>Annual Water Collections (Arrears included)</td> <td>: TZS 147,421,000</td> </tr> <tr> <td>Annual Water Billings</td> <td>: TZS 147,421,000</td> </tr> </table>		Total Water Connections	: 1,219	Total Active Connections	: 868	Total Domestic connections	: 1,133	Active water kiosk	: 20	Metering Ratio	: 100%	NRW	: 36%	Total Staff	: 16	Staff/1000 connections	: 13.1	Annual O&M Costs	: TZS 151,420,000	Annual Water Collections (Arrears included)	: TZS 147,421,000	Annual Water Billings	: TZS 147,421,000
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Category of Customer	Domestic	Commercial	Institution	Industrial																				
Metered Customers (TZS/m ³)	1,410	1,700	1,850	1,850																				
Challenges	<ol style="list-style-type: none"> 1. Inadequate water production against water demand 2. Low network coverage 3. High NRW 4. Insufficient revenue against expenditures 5. Inefficient staff to connection ratio. 																							

2019/20

RUJEWAWSSA PROFILE

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 45,200 people of whom 21,196 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, Ihangha, Isisi and Bomani area, in Rujewa Township. During the reporting period the sources produced an average of 2,157.8m³/day. The estimated daily water demand for the Township is 7,765.6m³/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 56.3km. The Rujewa WSSA has 9 storage tanks with total water storage capacity of 725m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 38% of the total households in the service area have septic tanks while 59% have latrines and about 3% do not have any containment facility (open defecation). The Utility has two (2) permanent employed staff seconded from the District Council and RUWASA and nine (9) staff are employed by the Utility (on permanent and contract basis) which makes a total of 11 staff.

General Data About Water Utility

Total water connections	: 2,568
Total active connections	: 1,492
Total domestic connections	: 2,398
Total active kiosk/standpipe	: 49
Metering ratio	: 16%
NRW	: 35%
Total staff	: 11
Staff/1000 connections	: 4.3
Annual O&M costs	: TZS 86,785,000
Annual water collections (arrears included)	: TZS 85,832,000
Annual water billings	: TZS 91,842,000

Tariff Structure

Category of customer	Band	Domestic	Institution	Commercial	Kiosk
Consumption rate (TZS/m ³)	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

Note: (i) The charge at water kiosks is TZS 50 per 20 litres.
 (ii) Last tariff review effective date: 1st June, 2011

Challenges

1. Old and inadequate infrastructure
2. Insufficient storage capacity
3. Inadequate authority office and office equipment
4. Low water production capacity compared to the demand
5. Low metering ratio

SAME - MWANGA WSSA PROFILE		2019/20																																												
District: Same and Mwangi, Region: Kilimanjaro																																														
General Description About the Utility	Same - Mwangi Water Supply and Sanitation Authority (Same - Mwangi WSSA) was declared a fully autonomous public water utility through Government Notice No.672 published on 6 th September 2019. The Utility is responsible for the overall operation and management of water supply and sanitation services within Same Township, Mwangi Township and part of Same, Mwangi and Korogwe Districts covered by Same - Mwangi - Korogwe Water Supply Project. Its area of responsibility has a total population of 49,694 out of whom 30,733 are directly served by the Utility. Same - Mwangi WSSA has nine (9) water source of which two (2) are surface namely Same and Mahuu springs and seven (7) are ground namely KLS3/10, KLS4/11, KL 793/07, KL/BH/306/2014, KL/BH/60/13, KL/BH/82/13 and Stelingi boreholes with a total installed production capacity is 5,561m ³ /day. During the reporting period, the average daily water production for all water sources was 2,406.49m ³ /day which is not sufficient to meet the estimated water demand of 4,472.46m ³ /day. The utility has no water treatment facilities and chlorination is conducted at only three sources located at Mwangi. The total length of the water network is 139.92km of which 23.85km is transmission pipelines and 116.07km is distribution networks. The Utility supply water at an average of 7.28hours per day. The Utility has fourteen (14) storage tanks with a total storage capacity of 1,609m ³ . The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 80% of the total households in the service area have septic tanks while 18% have latrines and about 2% do not have any containment facility (open defecation). Same - Mwangi WSSA has eleven (11) permanent employed staff seconded from Same and Mwangi District Council and thirty four (34) are employed by the utility (on permanent and contract basis) which makes the utility to have a total of forty five (45) staff.																																													
General Data About Water Utility	Total water connections : 4,256 Total active connections : 3,719 Total domestic connection : 3,867 Total active water kiosk/standpipe : 59 Metering ratio : 97.26% NRW : 44.2% Total staff : 45 Staff/1000 connections : 10.81 Annual O&M costs : TZS 579,793,882 Annual water collections (arrears included) : TZS 525,162,591 Annual water billings : TZS 561,885,950																																													
Tariff Structure	<table border="1"> <thead> <tr> <th>Township</th> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Car Wash</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Same</td> <td>Consumption (TZS/m³)</td> <td>750</td> <td>1,500</td> <td>1025</td> <td>1,500</td> <td></td> </tr> <tr> <td>Flat rate TZS/month</td> <td>5,500</td> <td>NA</td> <td>NA</td> <td>NA</td> <td></td> </tr> <tr> <td rowspan="4">Mwangi</td> <td><3 (TZS/m³)</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>1,400</td> </tr> </tbody> </table>	Township	Category of customer	Domestic	Institutional	Commercial	Industrial	Car Wash	Same	Consumption (TZS/m ³)	750	1,500	1025	1,500		Flat rate TZS/month	5,500	NA	NA	NA		Mwangi	<3 (TZS/m ³)	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	1,400	Note: (i) The charge at water Kiosks is TZS 20 per 20 litres.					
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	>10	1,150	1,300	1,400																																										
Challenges	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. Lack of sanitation facilities for safe disposal of sewage/sludge 6. Inadequate working tools and technical equipment																																													

SENGEREMA WSSA PROFILE		2019/20																																				
EWURA LICENSE No. WSSSL/84/2012- Class III																																						
District: Sengerema, Region: Mwanza																																						
General Description About the Utility	<p>Sengerema Water Supply and Sanitation Authority (Sengerema WSSA) was declared a fully autonomous public water utility through in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within Sengerema town which is the headquarter 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 105,856 people out of 100,940 are currently served. The main water source for the utility is from Lake Victoria located at Nyamazugo water treatment. Water from Nyamazugo hill water tank gravitates to 4 storage tanks located at Sengerema town centre, which is about 12km Northwest of Sengerema town.</p> <p>During the reporting period, the average daily water production was at the average of 4,422m³/day which is below the estimated daily water demand of 6,200m³/day for the Township. The combined installed production capacity is 9,000m³/day. The total length of the entire pipe network is 108.45km and water is supplied through rationing at an average of 22hrs/day. The network has 10 storage tanks with a combined storage volume of 4,860m³. The Township has no sewerage system and depends on non-sewered sanitation. It is estimated that 5% of the total households in the service area have septic tanks while 84% have latrines and about 10 % do not have any containment facility (open defecation). The Authority has one (1) staff seconded from Mwanza Water Supply and Sanitation Authority and nineteen (21) staff employed by the utility on contract terms, which makes the utility to have twenty two (22) staff.</p>																																					
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>:</td> <td>6,649</td> </tr> <tr> <td>Total active connections</td> <td>:</td> <td>6,649</td> </tr> <tr> <td>Total domestic connections</td> <td>:</td> <td>6,144</td> </tr> <tr> <td>Total operational water kiosk/standpipe</td> <td>:</td> <td>166</td> </tr> <tr> <td>Metering ratio</td> <td>:</td> <td>100%</td> </tr> <tr> <td>NRW</td> <td>:</td> <td>56%</td> </tr> <tr> <td>Total staff</td> <td>:</td> <td>22</td> </tr> <tr> <td>Staffs/1000 connections</td> <td>:</td> <td>3.3</td> </tr> <tr> <td>Annual O&M costs</td> <td>:</td> <td>TZS 111,110,000</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td>:</td> <td>TZS 862,004,000</td> </tr> <tr> <td>Annual water billings</td> <td>:</td> <td>TZS 869,558,000</td> </tr> </table>					Total water connections	:	6,649	Total active connections	:	6,649	Total domestic connections	:	6,144	Total operational water kiosk/standpipe	:	166	Metering ratio	:	100%	NRW	:	56%	Total staff	:	22	Staffs/1000 connections	:	3.3	Annual O&M costs	:	TZS 111,110,000	Annual water collections (Arrears included)	:	TZS 862,004,000	Annual water billings	:	TZS 869,558,000
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Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial																																	
	Consumption charge (TZS/m ³)	1,090 – 1,100	1,100	1,130	1,220																																	
	Note: (i) The charge at water kiosks is TZS 21.80 per 20 litres. (ii) Last tariff review effective date: 1 st June 2019.																																					
Challenges	<ol style="list-style-type: none"> 1. Old and dilapidated water supply and distribution infrastructure 2. High NRW 3. Lack of wastewater treatment facility 4. Low water network coverage 5. Lack of sewerage network 																																					

SONGE WSSA PROFILE		2019/20																							
EWURA LICENCE No.WSSSL/14/2012 - Class III																									
District: Kilindi, Region: Tanga																									
General Description About the Utility	<p>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 Utility is responsible for the overall operation and management of water supply and sanitation services Songe Township which is the headquarter of the Kilindi District, Tanga Region. Its area of responsibility has a total population of 26,517 out of whom 9,640 are directly served by the utility. Songe WSSA has four (4) ground water source namely Mnembure shallow well I, Mnembure shallow well II, Mnembure borehole and Mabombwe borehole with a total installed production capacity of 588m³/day. During the reporting period, the average daily water production for all water sources was 141.87m³/day which is not sufficient to meet the estimated water demand of 2,195.17m³/day. The utility has no water treatment facilities and chlorination is not conducted. The total length of the water network is 24.90km of which 4.17km is transmission pipelines and 20.75km is distribution networks. The Utility supply water at average of 6.6hours per day. The Utility has nine (9) storage tanks with a total storage capacity of 315m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 52.9% of the total households in the service area have latrines while 47.1% do not have any containment facility (open defecation). Songe WSSA has two (2) permanent employed staff seconded from Kilindi District Council and six (6) are employed by the utility (on permanent and contract basis) which makes the utility to have eight (8) staff.</p>																								
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>: 420</td> </tr> <tr> <td>Total active connections</td> <td>: 291</td> </tr> <tr> <td>Total domestic connections</td> <td>: 326</td> </tr> <tr> <td>Total active water kiosk/standpipe</td> <td>: 19</td> </tr> <tr> <td>Metering ratio</td> <td>: 88%</td> </tr> <tr> <td>NRW</td> <td>: 53.5 %</td> </tr> <tr> <td>Total staff</td> <td>: 8</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 19</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 59,697,268</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 56,569,777</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 61,124,558</td> </tr> </table>			Total water connections	: 420	Total active connections	: 291	Total domestic connections	: 326	Total active water kiosk/standpipe	: 19	Metering ratio	: 88%	NRW	: 53.5 %	Total staff	: 8	Staff/1000 connections	: 19	Annual O&M costs	: TZS 59,697,268	Annual water collections (arrears included)	: TZS 56,569,777	Annual water billings	: TZS 61,124,558
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Category of customer	Domestic	Institutional	Commercial																						
Consumption rate (TZS/m ³)	1,550	1,700	2,250																						
Flat rate(TZS/month)	6,900	32,000	40,000																						
Challenges	<ol style="list-style-type: none"> 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. 6. Lack of sanitation facilities for safe disposal of sewage / sludge 																								

TARIME WSSA PROFILE		2019/20																									
EWURA LICENSE No. WSSSL/77/2012- Class III																											
District: Tarime, Region: Mara																											
General Description About the Utility	<p>Tarime Water Supply and Sanitation Authority (Tarime WSSA) was declared a fully autonomous public water utility 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. Tarime WSSA is classified as a class C Water Authority. Its area of responsibility has a total population of 97,031 people out of 16,032 are currently served. The main water sources for Tarime Town are Nyandurumo spring, deep boreholes and Tagota dam. Water from Nyandurumo spring and Tagota dam gravitate to Bomani water storage before being distributed to customers. Water from deep boreholes is pumped directly to the distribution system. During the reporting period, the average daily water production was at the average of 1,065m³/day which is below the estimated daily water demand of 4,112m³/day for the Township. The combined installed production capacity is 3,180m³/day. The total length of the entire pipe network is 55.18km and water is supplied through rationing at an average of 12hrs/day. The network has 4 storage tanks with a combined storage volume of 800m³. The Township has no sewerage system and depends on non-sewered sanitation. It is estimated that 43% of the total households in the service area have septic tanks while 33% have latrines and about 24% do not have any containment facility (open defecation). The Authority has one (1) permanently 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.</p>																										
General Data About Water Utility	<table> <tr> <td>Total water connections</td> <td>: 2,019</td> </tr> <tr> <td>Total active connections</td> <td>: 1,774</td> </tr> <tr> <td>Total domestic connections</td> <td>: 1,779</td> </tr> <tr> <td>Total operational water kiosk/standpipe</td> <td>: 9</td> </tr> <tr> <td>Metering ratio</td> <td>: 61%</td> </tr> <tr> <td>NRW</td> <td>: 44%</td> </tr> <tr> <td>Total staff</td> <td>: 20</td> </tr> <tr> <td>Staffs/1000 connections</td> <td>: 10</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 141,438,000</td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td>: TZS 153,142,000</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 153,142,000</td> </tr> </table>					Total water connections	: 2,019	Total active connections	: 1,774	Total domestic connections	: 1,779	Total operational water kiosk/standpipe	: 9	Metering ratio	: 61%	NRW	: 44%	Total staff	: 20	Staffs/1000 connections	: 10	Annual O&M costs	: TZS 141,438,000	Annual water collections (Arrears included)	: TZS 153,142,000	Annual water billings	: TZS 153,142,000
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Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial																						
	Consumption charge (TZS/m ³)	540	550	560	570																						
	Flat rate charge (TZS/Month)	4,500	10,000	9,500	NA																						
	Note: (i) The charge at water kiosks is TZS 10 per 20 litres. (ii) Last tariff review effective date: 1 st June 2011.																										
Challenges	<ol style="list-style-type: none"> 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 6. Inadequate storage capacity, available capacity 800m³ while requirement is 4,200m³ 7. Low water tariff as compared to the current operational costs 																										

TUKUYU WSSA PROFILE		2019/20																						
EWURA LICENCE No. WSSSL/44/2012 – Class III																								
District: Rungwe, Region: Mbeya																								
General Description About the Utility	<p>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 headquarter of Rungwe District in Mbeya Region. Tukuyu WSSA is classified as Category C Water Authority, which started its operations in 2004. Its area of responsibility has a total population of 50,926 people out of whom 40,000 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 5,809.7m³/day which is below the estimated daily water demand of 6,214m³/day for the Township. The combined installed production capacity is 6,267m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 56.45km and water is supplied through rationing at an average of 17hrs/day. The network has 5 storage tanks with combined storage volume of 1,010m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 24% of the total households in the service area have septic tanks while 73% have latrines and about 3% do not have any containment facility (open defecation). The Utility has three (3) permanent employed staff seconded from the District Council and RUWASA and 20 staff are employed by the Utility (on contract basis) which makes the utility to have 23 staff.</p>																							
General Data About Water Utility	<table border="0"> <tr> <td>Total water connections</td> <td>: 5,112</td> </tr> <tr> <td>Total active connections</td> <td>: 4,702</td> </tr> <tr> <td>Total domestic connections</td> <td>: 4,863</td> </tr> <tr> <td>Total active kiosk/standpipe</td> <td>: 2</td> </tr> <tr> <td>Metering ratio</td> <td>: 83%</td> </tr> <tr> <td>NRW</td> <td>: 26%</td> </tr> <tr> <td>Total staff</td> <td>: 23</td> </tr> <tr> <td>Staff/1000 connections</td> <td>: 4.5</td> </tr> <tr> <td>Annual O&M costs</td> <td>: TZS 360,534,000</td> </tr> <tr> <td>Annual water collections (arrears included)</td> <td>: TZS 256,006,000</td> </tr> <tr> <td>Annual water billings</td> <td>: TZS 332,248,000</td> </tr> </table>		Total water connections	: 5,112	Total active connections	: 4,702	Total domestic connections	: 4,863	Total active kiosk/standpipe	: 2	Metering ratio	: 83%	NRW	: 26%	Total staff	: 23	Staff/1000 connections	: 4.5	Annual O&M costs	: TZS 360,534,000	Annual water collections (arrears included)	: TZS 256,006,000	Annual water billings	: TZS 332,248,000
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Category of customer	Domestic	Institutions	Commercial	Industrial																				
Metered (TZS/m ³)	300	335	390	500																				
Flat rate (TZS/month)	3,000	10,000	9,500	13,000																				
Challenges	<ol style="list-style-type: none"> Inadequate storage capacity, available capacity 810m³ while requirement is 2,160m³ Low water tariff as compared to the current operational costs Low metering ratio Delay of bills payment especially by Government Institutions resulting to low collection efficiency Inadequate number of qualified staff. 																							

TUNDURU WSSA PROFILE		2019/20																									
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 30 th 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 headquarter of Tunduru District, in Ruvuma Region. Its area of responsibility has a total population of 68,340 people of which 30,164 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 sources' total installed production capacity is 1,600m ³ /day. During the reporting period, the average daily water production for all water sources was 804m ³ /day, which is not sufficient to meet the estimated water demand of 3,415m ³ per day. The utility has no water treatment facilities and chlorination is not regularly done. The total length of the distribution system is 37km and water is supplied at an average of 12 hrs/day. The utility has 12 storage tanks with a total capacity of 455m ³ . The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 35% of the total households in the service area have septic tanks while 65% have latrines. The Utility has three (3) permanent employed staff seconded from RUWASA and 15 staff are employed by the utility (on permanent and contract basis) which makes the utility to have 18 staff.																										
General Data About Water Utility	Total water connections : 2,218 Total active connections : 2,132 Total domestic connections : 2,197 Total active kiosk/standpipe : 6 Metering ratio : 97% NRW : 24% Total staff : 18 Staff/1000 connections : 8.1 Annual O&M costs : TZS 128,617,000 Annual water collections (arrears included) : TZS 118,231,000 Annual water billings : TZS 127,890,000																										
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Commercial</th> <th>Institutions</th> <th>Industrial</th> </tr> </thead> <tbody> <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> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres. (ii) Last tariff review effective date: 1st June, 2011</p>		Category of customer	Domestic	Commercial	Institutions	Industrial	Metered: 0 – 5m ³ (TZS/m ³)	540	605	550	760	Metered: 5 – 10m ³ (TZS/m ³)	585	605	550	760	Metered: above 10m ³ (TZS/m ³)	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 – 5m ³ (TZS/m ³)	540	605	550	760																							
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Metered: above 10m ³ (TZS/m ³)	625	605	550	760																							
Flat rate (TZS/month)	4,500	9,500	16,500	13,000																							
Challenges	<ol style="list-style-type: none"> 1. Old and dilapidated infrastructures (constructed in 1953) 2. High electricity cost for running pumping stations 3. Low water network coverage 4. Lack of adequate skilled personnel 5. Non-payment of water bills especially by institution customers 																										

USHIROMBO WSSA PROFILE		2019/20																																																																						
EWURA LICENSE No. WSSSL/68/2012- Class III																																																																								
District: Bukombe, Region: Geita																																																																								
General Description About the Utility	<p>Ushiroombo Water Supply and Sanitation Authority (Ushiroombo WSSA) was declared a fully autonomous public water utility in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Ushiroombo township which is the headquarter of the Bukombe District, Geita Region. Ushiroombo WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 55,834 people of which 7,250 are currently served. The main water source for Ushiroombo Township is from three (3) boreholes located 1.8km western of Ushiroombo town. During the reporting period, the average daily water production was at the average of 568m³/day which is below the estimated daily water demand of 3,915m³/day for the Township. The combined installed production capacity is 5,184m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 26.4km and water is supplied through rationing at an average of 18hrs/day. The network has 2 storage tanks with a combined storage volume of 90m³. The Township has no sewerage system and depends on non-sewered sanitation. It is estimated that 100% of the total households in the service area have latrines. The Utility has 3 permanent employed staff seconded from the District Council and 5 staff is employed by the Utility (on contract basis) which makes the utility to have 8 staff.</p>																																																																							
General Data About Water Utility	<table border="0"> <tr> <td>Total Water Connections</td> <td>:</td> <td>498</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>467</td> <td colspan="3"></td> </tr> <tr> <td>Total domestic connections</td> <td>:</td> <td>460</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe - Operational</td> <td>:</td> <td>18</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>100%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>17%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>8</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>17.2</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M Costs</td> <td>:</td> <td>TZS 147,936,000</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Collections (arrears included)</td> <td>:</td> <td>TZS 72,811,000</td> <td colspan="3"></td> </tr> <tr> <td>Annual Water Billings</td> <td>:</td> <td>TZS 110,072,000</td> <td colspan="3"></td> </tr> </table>						Total Water Connections	:	498				Total Active Connections	:	467				Total domestic connections	:	460				Total Water Kiosk/Standpipe - Operational	:	18				Metering Ratio	:	100%				NRW	:	17%				Total Staff	:	8				Staff/1000 connections	:	17.2				Annual O&M Costs	:	TZS 147,936,000				Annual Water Collections (arrears included)	:	TZS 72,811,000				Annual Water Billings	:	TZS 110,072,000			
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	Consumption charge (TZS/m ³)	1,500	1,500																																																																					
	New Connection Fees (TZS/connection)	15,000	15,000																																																																					
<p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres. (ii) Last tariff review effective date: 1st June, 2011</p>																																																																								
Challenges	<ol style="list-style-type: none"> 1. Low water production capacity 2. Low water distribution network coverage leading to very low customer base 3. Lack of wastewater treatment facilities 4. Inadequate storage capacity, available capacity 90m³ while requirement is 3,600m³ 5. Low water tariff as compared to the current operational costs 6. Delay of bills payment especially by Government Institutions resulting to low collection efficiency 																																																																							

UTETE WSSA PROFILES		2019/20																						
EWURA LICENCE No. WSSSL/05/2014– Class III																								
District: Rufiji, Region: Coast																								
General Description About the Utility	<p>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. It started its operation in December, 2003. Its area of responsibility has a total population of 15,695 out of whom 7,755 are accessing water services provided by the utility. The total water demand for the town is estimated at 1,012.3m³/day while water production is estimated as 508.7m³/day. Utete WSSA draws water from a borehole namely Lugongwe borehole that has installed production capacity of 1,560m³/day. The water network has is 26.07km with a total storage capacity of 550m³. Utete WSSA supplies water to its customers for 24hours a day. The town has no sewerage system. It is estimated that 8% of the total households in the service area have septic tanks while 92% have latrines. The Utility has fourteen (14) staff.</p>																							
General Data About Water Utility	<table> <tr><td>Total Water Connections</td><td>: 913</td></tr> <tr><td>Total Active Connections</td><td>: 863</td></tr> <tr><td>Total Domestic Connections</td><td>: 810</td></tr> <tr><td>Total active Kiosk/Standpipe</td><td>: 4</td></tr> <tr><td>Metering Ratio</td><td>: 100%</td></tr> <tr><td>NRW</td><td>: 37%</td></tr> <tr><td>Total Staff</td><td>: 14</td></tr> <tr><td>Staff per 1000 connections</td><td>: 15.3</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 50,550,000</td></tr> <tr><td>Annual collection from water sales</td><td>: TZS 73,653,000</td></tr> <tr><td>Annual water billing</td><td>: TZS 120,000,000</td></tr> </table>		Total Water Connections	: 913	Total Active Connections	: 863	Total Domestic Connections	: 810	Total active Kiosk/Standpipe	: 4	Metering Ratio	: 100%	NRW	: 37%	Total Staff	: 14	Staff per 1000 connections	: 15.3	Annual O&M costs	: TZS 50,550,000	Annual collection from water sales	: TZS 73,653,000	Annual water billing	: TZS 120,000,000
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Category of Customer	Domestic	Institutions	Commercial	Kiosk																				
Metered Customers (TZS/m ³)	830-1,200	1,500	1,600	1,000																				
Challenges	<ol style="list-style-type: none"> 1. Inadequate water production against water demand 2. Inadequate water supply services coverage 3. Inefficient revenue collection 4. Inefficient staff to connections ratio 																							

KIBAIGWA WSSA PROFILE		2019/20													
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 31,132 out of whom 30,630 are directly served by the Utility. The utility draws water from four deep boreholes, with a total daily production of 1,088m ³ /day. Water is supplied for 24hrs a day. The township has no sewerage system; onsite sanitary facilities are in use under Kongwa District Council. The township has no sewerage system. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 34% of the total households in the service area have septic tanks while 76% have latrines.														
General Data About Water Utility	Total water connections	:	2,403												
	Total active connections	:	2,208												
	Total domestic connections	:	2,026												
	Total active water kiosk/standpipe	:	82												
	Metering ratio	:	100%												
	NRW	:	19%												
	Total staff	:	19												
	Staff/1000 connections	:	8												
	Annual O&M costs	:	TZS 242,718,200												
	Annual water collections (arrears included)	:	TZS 408,162,000												
	Annual water billings	:	TZS 398,128,000												
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>1,480 – 1,490</td> <td>1,500</td> <td>1,600</td> <td></td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 30 per 20 litres. (ii) Tariff review effective date: Government Notice No. 543 Published on 26th July 2019.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m ³)	1,480 – 1,490	1,500	1,600	
Category of customer	Domestic	Institutional	Commercial	Industrial											
Consumption charge (TZS/m ³)	1,480 – 1,490	1,500	1,600												
Challenges	<ol style="list-style-type: none"> Lack of sufficient skilled staff Lack of sewerage services 														

MAGANZO WSSA PROFILE		2019/120																																																																					
EWURA LICENSE No. WSSSL/60/2012																																																																							
District: Kishapu, Region: Sinyanga																																																																							
General Description About the Utility	<p>Maganzo Water Supply and Sanitation Authority (Maganzo WSSA) was declared a fully autonomous public water utility in 2004. Maganzo WSSA is responsible for the overall operation and management of water supply and sanitation services within Maganzo Township. Maganzo WSSA is classified as Category C Water Authority, which started its operations in 2004. Its area of responsibility has a total population of 14,508 people out of whom 4,169 people are directly served with water. The main water source for Maganzo Township is from bulk water purchase from the Kahama-Shinyanga Water Supply and Sanitation Authority (KASHWASA). During the reporting period, the average daily water production was at an average 234m³/day which is below the estimated daily water demand of 792m³/day for the Township. The combined installed production capacity is 1,831m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 14.54km and water is supplied at an average of 20hrs/day. The network has 2 storage tanks with a combined storage volume of 215m³. The Township has no sewerage system and depends on non-sewered sanitation. It is estimated that 21% of the total households in the service area have septic tanks while 78% have latrines and about 1% do not have any containment facility (open defecation). The Utility has one permanent employed staff seconded from RUWASA and two staff are employed by the Utility (on contract basis) which makes the utility to have three (3) staff.</p>																																																																						
General Data About Water Utility	<table> <tr> <td>Total Water Connections</td> <td>:</td> <td>364</td> <td colspan="3"></td> </tr> <tr> <td>Total Active Connections</td> <td>:</td> <td>364</td> <td colspan="3"></td> </tr> <tr> <td>Total domestic connections</td> <td>:</td> <td>309</td> <td colspan="3"></td> </tr> <tr> <td>Total Water Kiosk/Standpipe - Operational</td> <td>:</td> <td>25</td> <td colspan="3"></td> </tr> <tr> <td>Metering Ratio</td> <td>:</td> <td>100%</td> <td colspan="3"></td> </tr> <tr> <td>NRW</td> <td>:</td> <td>14%</td> <td colspan="3"></td> </tr> <tr> <td>Total Staff</td> <td>:</td> <td>3</td> <td colspan="3"></td> </tr> <tr> <td>Staff/1000 connections</td> <td>:</td> <td>8.2</td> <td colspan="3"></td> </tr> <tr> <td>Annual O&M costs</td> <td>:</td> <td>TZS 180,131,000</td> <td colspan="3"></td> </tr> <tr> <td>Annual water collections (Arrears included)</td> <td>:</td> <td>TZS 126,821,000</td> <td colspan="3"></td> </tr> <tr> <td>Annual water billings</td> <td>:</td> <td>TZS 130,726,000</td> <td colspan="3"></td> </tr> </table>					Total Water Connections	:	364				Total Active Connections	:	364				Total domestic connections	:	309				Total Water Kiosk/Standpipe - Operational	:	25				Metering Ratio	:	100%				NRW	:	14%				Total Staff	:	3				Staff/1000 connections	:	8.2				Annual O&M costs	:	TZS 180,131,000				Annual water collections (Arrears included)	:	TZS 126,821,000				Annual water billings	:	TZS 130,726,000			
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Consumption charge (TZS/m ³)	1,500	2,060	2,100	2,930																																																																			
Challenges	<ol style="list-style-type: none"> 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. Lack of wastewater treatment facilities 																																																																						

MAKAMBAKO WSSA PROFILE
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 in Makambako Township situated in Njombe District, Njombe Region. Makambako WSSA started its operation in January 2004 and is classified as Category ‘C’ water authority. Its area of responsibility has a total population of 84,272 people of whom 45,661 people are directly served with water. The average water production from the sources during the reporting period was 3,069m³/day. The source installed production capacity is 3,972m³/day. The reported present production capacity is not sufficient to meet the estimated water demand of 8,876.8m³/day. The utility has no water treatment facilities. The total length of the entire pipe network is 78.92km and water is supplied at an average of 20hrs/day. The network has 12 storage tanks of different sizes with a total storage capacity of 1,140m³. The Township has no sewerage system; It is estimated that 51% of the total households in the service area have septic tanks while 49% have latrines. The Utility has one (1) permanent employed staff seconded from MoW and 26 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have 27 staff.

General Data About Water Utility	Total water connections	: 5,298
	Total active connections	: 5,241
	Total domestic connections	: 4,920
	Total active water kiosk/standpipe	: 19
	Metering ratio	: 100%
	NRW	: 44%
	Total staff	: 27
	Staff/1000 connections	: 5
	Annual O&M costs	: TZS 593,433,000
	Annual water collections (are included)	: TZS 509,558,000
Annual water billings	: TZS 519,584,000	

Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Construction
	Metered (TZS/m ³)	1,000	1,400	1,400	2,000	1,000	2,000

Note: Tariff effective date: 1st July, 2019

Challenges	<ol style="list-style-type: none"> 1. Low water production as compared to the demand 2. Lack of conventional treatment plant 3. High NRW values due to old network 4. Old and inadequate infrastructures for water supply 5. Inadequate office building
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MOMBO WSSA PROFILE		2019/20																						
EWURA LICENCE No. WSSSL/06/2012 - Class III																								
District: Korogwe, Region: Tanga																								
General Description About the Utility	<p>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 Utility is responsible for the overall operation and management of water supply and sanitation services within Mombo Township, in Korogwe District Council, Tanga Region. Its area of responsibility has a total population of 20,343 out of whom 9,040 are directly served by the utility. Mombo WSSA has one (1) surface water source namely Mbokoi stream with a total installed production capacity of 620m³/day. During the reporting period, the average daily water production for all water sources was 445m³/day which is not sufficient to meet the estimated water demand of 1,610.74m³/day. The utility has no water treatment facilities and chlorination is not conducted. The total length of the water network is 13.07km of which 6.31km is transmission pipelines and 6.76km is distribution networks. The Utility supply water at an average of 18hours per day. The Utility has one (1) storage tank with a total storage capacity of 90m³. The Township has no sewerage system and depends on non-sewered sanitation. The utility has neither emptying facility for faecal sludge nor faecal sludge treatment facility. It is estimated that 67.6% of the total households in the service area have septic tanks while 29.8% have latrines and about 2.6% do not have any containment facility (open defecation). Mombo WSSA has two (2) permanent employed staff seconded from Korogwe District Council and seven (7) are employed by the utility (on permanent and contract basis) which makes the utility to have nine (9) staff.</p>																							
General Data About Water Utility	<table> <tr><td>Total water connections</td><td>: 743</td></tr> <tr><td>Total active connections</td><td>: 611</td></tr> <tr><td>Total domestic connections</td><td>: 654</td></tr> <tr><td>Total active kiosks/standpipe</td><td>: 10</td></tr> <tr><td>Metering ratio</td><td>: 32.71%</td></tr> <tr><td>NRW</td><td>: 27%</td></tr> <tr><td>Total staff</td><td>: 9</td></tr> <tr><td>Staff/1000 connections</td><td>: 12.11</td></tr> <tr><td>Annual O&M costs</td><td>: TZS 69,399,183</td></tr> <tr><td>Annual water collections (arrears included)</td><td>: TZS 44,291,764</td></tr> <tr><td>Annual water billings</td><td>: TZS 51,667,393</td></tr> </table>		Total water connections	: 743	Total active connections	: 611	Total domestic connections	: 654	Total active kiosks/standpipe	: 10	Metering ratio	: 32.71%	NRW	: 27%	Total staff	: 9	Staff/1000 connections	: 12.11	Annual O&M costs	: TZS 69,399,183	Annual water collections (arrears included)	: TZS 44,291,764	Annual water billings	: TZS 51,667,393
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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																				
Challenges	<ol style="list-style-type: none"> 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 sanitation facilities for safe disposal of sewage/sludge. 6. Lack of authority's office building and transport. 																							

TUNDUMA WSSA PROFILE		2019/20												
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 7,580 people are directly served with water. The utility draws water from five WSSAs boreholes located at Ikulu, Sogea, and Tazara areas. It also manages five boreholes drilled by Town council. During reporting period, seven boreholes were operational and the average water production from the sources was 95.9m ³ /day. The source installed water production capacity in the reporting period was 1,239.2m ³ /day. The present production capacity is not sufficient to meet the estimated water demand of 7,167.4m ³ /day. The utility has no water treatment facilities. The total length of the entire pipe network is 48.7km and water is supplied at an average of 1hr/day. The distribution network has 5 storage tanks of different sizes and 2 simtanks of 10m ³ , each that sum up to a storage volume of 610m ³ . The Township has no sewerage system. It is estimated that 35% of the total households in the service area have septic tanks while 65% have latrines. The Utility has three (3) permanent employed staff seconded from the District Council and RUWASA and two (2) staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of five (5) staff.													
General Data About Water Utility	Total water connections : 753 Total active connections : 690 Total domestic connections : 616 Total active kiosk/standpipe : 15 Metering ratio : 82% NRW : 45% Total staff : 5 Staff/1000 connections : 7 Annual O&M costs : TZS 52,337,000 Annual water collections (arrears included) : TZS 16,199,000 Annual water billings : TZS 28,749,000													
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutions</th> <th>Commercial</th> </tr> </thead> <tbody> <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> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 50 per 20 litres. (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	<ol style="list-style-type: none"> 1. Inadequate water production from water sources within Tunduma WSSA service area 2. Inadequate qualified staff 3. Lack of adequate infrastructure for provision of services 4. Low water production 5. High electricity costs with frequent interruptions due to Low voltage on power supplied 													

TURIANI WSSA PROFILE		2019/20															
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 on 30 th December, 2016. It is 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 71,103 out of which 25,380 people are currently served. The utility draws water from Mvaji and Divue Rivers as well as Madizini borehole, the sources altogether have a total production capacity of 6,580m ³ /day which is sufficient compared with the estimated water demand of 6,476m ³ /day. During the reported period, Turiani WSSA produced a total 2,407,100m ³ of water. The total length of the pipeline system is 103km. Water is supplied for 24hrs/day. The system has four storage tanks and 20 poly tanks with a combined storage capacity of 675m ³ . The township has no sewerage system; it is estimated that 24% of the total households in the service area have septic tanks while 72% have latrines and about 4% do not have any containment facility (open defecation). Turiani WSSA has 20 staff; three (3) of them are permanent employees seconded from Mvomero District Council and the rest are contract employees.																
General Data About Water Utility	Total water connections : 2,652 Total active connections : 2,552 Total active water kiosk/standpipe : 23 Metering ratio : 75% NRW : 26% Total staff : 20 Staff/1000 connections : 8 Annual O&M costs : TZS 204,243,000 Annual water collections (arrears included) : TZS 190,473,000 Annual water billings : TZS 200,829,000																
Tariff Structure	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> </tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m³)</td> <td>890</td> <td>940</td> <td>1,050</td> <td>1,160</td> </tr> <tr> <td>Flat rate charge (TZS/Month)</td> <td>3,970</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p>Note: (i) The charge at water kiosks is TZS 20 per 20 litres. (ii) Last tariff review effective date: 1st April, 2019</p>		Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m ³)	890	940	1,050	1,160	Flat rate charge (TZS/Month)	3,970	-	-	-
Category of customer	Domestic	Institutional	Commercial	Industrial													
Consumption charge (TZS/m ³)	890	940	1,050	1,160													
Flat rate charge (TZS/Month)	3,970	-	-	-													
Challenges	<ol style="list-style-type: none"> Inadequate water service coverage Inadequate sanitation services Low customer metering rate Insufficient revenues against O&M expenses Low collection efficiency 																

APPENDIX 2

KEY PERFORMANCE DATA AND INDICATORS (2017/18 to 2019/20)

Table A2.1(a): Amount of Water Abstraction from Various Sources

S/N	Name of WSSA	Boreholes (m ³ /year)				Dams (m ³ /year)				Rivers (m ³ /year)				Lakes (m ³ /year)				Springs (m ³ /year)			
		2017/18	2018/19	2019/20	2019/20	2017/18	2018/19	2019/20	2019/20	2017/18	2018/19	2019/20	2019/20	2017/18	2018/19	2019/20	2019/20	2017/18	2018/19	2019/20	
District Water Supply and Sanitation Authorities																					
1	Biharumulo				150,000	197,848															
2	Bunda																				
3	Chato																805,673	887,138	838,028		
4	Chunya	151,325	136,640	103,889																	
5	Dakawa	154,080	175,895	197,976																	
6	Gairo	16,519	14,838	57,929																	
7	Handeni	18,474	36,782	48,743	1,682	28,440	37,980	1,765.7	56.0	560.0											
8	Ifakara	210,520	220,050	232,750		0															
9	Ilunga					828,954	697,240	637,460													
10	Iumba-Isongole								566,322.0	709,543.0	613,177.0										
11	Karagwe	36,974	48,631	48,431																	
12	Karatu	259,000	185,970	180,761							15,430.0										
13	Kasulu																				
14	Katesh	43,080	9,553	6,240					937,289	827,167	608,313										
15	Kibaya	103,244	99,552	57,059																	
16	Kibondo	78,500	73,000	75,920																	
17	Kilindoni	18,840	32,781	18,840																	
18	Kilwa Masoko	390,172	443,577	451,494																	
19	Kiomboli	109,344	122,607	108,953																	
20	Kishapu																				
21	Kondoa	49,130	49,130	231,190.0																	
22	Korogwe	192,370	232,287	246,739																	
23	Kyela-Kasumululu	687,118	334,467	529,105																	
24	Liwale																				
25	Loliondo	86,825	90,787	127,323																	
26	Ludewa																				
27	Lushoto																				
28	Mafinga																				
29	Mahenge	57,600	70,200	131,400																	
30	Makete																				
31	Manyoni	291,496	303,171	347,716																	
32	Mbinga																				
33	Mbulu	155,520	274,234	225,535																	
34	Mpwapwa	886,488	667,726	711,587																	

S/N	Name of WSSA	Boreholes (m ³ /year)			Dams (m ³ /year)			Rivers (m ³ /year)			Lakes (m ³ /year)			Springs (m ³ /year)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
35	Mugumu				437,000	648,560	690,278									
36	Muleba							36,342.0	46,219.0	50,943.0			327,070	360,579	369,579	
37	Mwanhuzzi				310,275	337,659	262,274									
38	Namanyere	6,113	6,960	3,159	25,380	49,185	52,044									
39	Namitumbo															
40	Ngara	513,841	441,835	545,180									460,450	435,600	444,000	
41	Nzega		87,843	67,827	669,561	773,040	777,040									
42	Orkesumet	70,203	151,485	165,003												
43	Ruarungwa	101,530	48,600	45,765				744,000	744,000	744,000						
44	Rujewa	904,188	746,128	845,138												
45	Same-Mwanga															
46	Sengerema												1,362,312	1,670,500	1,698,896	
47	Songe	30,376	47,059	51,784												
48	Tarime	151,200	61,320	62,050	68,400	73,000	71,175									
49	Tukuyu							1,568,535	1,711,320	1,678,693			307,800	246,375	358,619	
50	Tunduru	173,637	164,516	226,072									427,305	465,960	447,650	
51	Ushiroambo	50,456	48,438	207,360									89,478	90,340	68,200	
52	Ulete	164,275	160,475	185,664												
TOTAL 1		6,213,038	5,642,756	6,004,130	2,341,252	2,757,124	2,726,099	7,036,807	7,200,975	7,483,468	2,215,335	3,573,498	5,403,214	6,189,291	6,397,961	
Township Water Supply and Sanitation Authorities																
53	Kibagwa	429,575	395,062	379,176									95,254	74,431	85,400	
54	Maganzo															
55	Makambako	62,736	44,397	159,701				1,050,479	1,027,171	963,884.0						
56	Mombo							207,360	162,425	162,425						
57	Tunduma	38,230	22,605	35,096												
58	Turiani															
TOTAL 2		530,541	465,064	573,973				2,639,771	3,635,096	3,528,009			95,254	74,431	85,400	
TOTAL (1+2)		6,743,578	6,107,820	7,178,103	2,341,252	2,757,124	2,726,099	9,676,578	10,836,071	11,011,477	2,310,589	3,647,929	5,403,214	6,189,291	6,397,961	

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

FY	Total Water Abstraction (Million m ³)		
	2017/18	2018/19	2019/20
District WSSAs	23.2	25.4	26.3
Township WSSAs	3.3	4.2	4.2
All DT WSSAs	26.5	29.5	30.5

Table A2.2 (a): Analysis of Amount of Water Produced, Billed and Demand

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 (%)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
District Water Supply and Sanitation Authorities													
1	Biharumulo	278,947	302,582	319,110	820,411	839,500	862,167	228,445	266,272	260,817	34	36	37
2	Bunda	805,673	881,138	838,028	2,521,055	2,686,765	2,767,368	439,981	576,665	490,683	32	33	30
3	Chato		891,000	407,321		1,717,200	1,763,564		534,600	286,754		52	23
4	Chunyva	124,984	136,640	103,889	786,210	808,840	811,056	136,285	116,091	115,920	16	17	13
5	Dekawa	154,080	175,895	197,976	1,111,578	1,235,382	1,258,854	39,937	63,500	70,875	13	14	16
6	Gairo	179,769	179,098	131,006	1,416,675	1,419,850	1,888,401	63,500	39,937	39,937	1	3	4
7	Handeni	21,922	65,278	87,283	2,195,456	2,226,192	2,257,356	15,188	53,052	72,514	1	11	12
8	Ifakara	339,800	355,900	380,954	2,851,201	3,197,327	3,274,079	301,360	295,400	242,737	12	11	12
9	Igunga	809,232	697,240	637,460	1,460,000	1,508,338	1,552,080	473,164	534,728	442,579	54	46	41
10	Ithumba-Isungole	566,322	709,543	613,177	693,595	693,595	644,599	380,521	410,572	313,865	82	102	95
11	Karagwe	85,538	91,243	104,373	3,655,375	3,754,070	3,862,938	64,422	72,535	76,887	2	2	3
12	Karatu	141,330	185,970	180,761	1,715,500	1,775,543	1,837,686	91,395	138,420	127,651	8	10	10
13	Kasulu	937,289	827,167	608,313	1,894,845	1,964,954	2,012,113	543,696	542,203	441,274	49	42	30
14	Katesh	397,667	572,639	858,992	1,085,178	1,117,734	1,151,266	258,606	351,230	349,137	37	51	75
15	Kibaya	111,904	111,586	70,406	618,162	661,338	689,114	77,270	77,402	49,753	18	17	10
16	Kibondo	283,041	281,287	290,412	1,515,852	1,567,391	1,611,278	326,580	293,922	205,745	30	30	18
17	Kilindoni	60,600	45,780	61,600	502,143	803,000	840,000	33,940	38,005	36,210	12	6	7
18	Kilwa Masoko	390,155	443,577	451,494	831,440	821,740	889,200	242,022	239,741	241,518	47	54	51
19	Kiombi	106,756	122,607	108,953.0	486,180	568,440	757,973	91,198	80,801	71,509	25	22	14
20	Kishapu	53,433	124,860	120,040	598,813	614,729	631,941	43,628	112,458	112,838	9	20	19
21	Kondoa	690,580	809,570	788,055	2,259,350	2,263,000	1,935,810	424,150	485,742	491,875	30	36	41
22	Korogwe	816,914	706,298	844,332	2,071,752	2,125,617	2,180,883	487,750	457,551	489,769	39	33	39
23	Kyala-Kasumulu	1,348,071	890,545	1,149,276	2,985,287	3,136,469	3,136,986	672,734	600,822	662,397	45	38	37
24	Liwale	252,906	268,038	312,450	675,877	736,694	759,365	181,278	191,579	171,246	37	36	41
25	Loliondo	88,825	90,787	127,323	471,036	484,696	498,752	56,587	50,546	58,932	19	26	26
26	Ludewa	121,482	157,408	119,492	381,425	381,425	382,470	86,781	91,790	80,934	32	41	31
27	Lushoto	799,457	822,960	833,236	1,038,599	1,053,099	1,067,420	441,847	429,668	434,136	77	78	78
28	Maringa	753,613	790,306	985,698	2,458,855	2,458,855	2,458,855	456,150	487,450	669,808	31	32	40
29	Mahenge	266,625	224,640	242,269	678,900	703,874	726,396	185,012	124,640	51,000	39	32	33
30	Makete	308,474	304,861	316,986	812,125	813,950	816,180	178,989	170,273	205,852	38	37	39
31	Mwanyoni	291,496	303,171	347,537	691,499	808,560	1,121,094	227,089	238,804	261,983	42	37	41
32	Mbinga	741,264	810,765	827,350	1,924,117	1,992,000	2,038,560	452,000	500,636	500,239	39	41	31
33	Mbulu	537,544	652,666	597,991	4,322,616	4,486,875	4,657,377	283,395	294,795	324,884	12	15	13
34	Mipwapwa	886,488	841,376	711,587	1,286,110	1,142,450	1,202,760	827,561	532,273	422,000	69	74	59
35	Mugumu	437,000	648,560	670,611	784,121	813,600	834,754	316,026	443,992	486,788	56	80	80

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 (%)			
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	
36	Muleba	363,412	406,798	420,522	566,088	588,675	588,732	290,730	306,859	287,315	62	72	71	
37	Mwanhuzi	295,881	306,983	262,274	977,083	991,323	1,004,452	248,791	263,252	226,140	31	31	26	
38	Namanwere	31,493	56,145	55,203	703,299	786,940	786,940	11,663	19,844	17,206.77	5	8	7	
39	Nantumbo	182,805	173,053	168,635	980,795	1,146,630	1,183,824	124,207	132,757	131,173	19	15	14	
40	Ngara	513,841	441,835	545,180	923,400	927,100	951,205	245,625	220,643	246,871	56	48	57	
41	Nzega	585,632	701,600	682,266	1,796,099	1,796,099	1,971,456	440,063	461,812	400,769	33	39	35	
42	Okesumet	70,203	56,220	57,549	525,084	535,426	535,426	37,459	33,184	36,529	13	11	11	
43	Ruangwa	101,530	151,485	165,003	398,675	461,120	461,120	56,736	89,640	105,088	25	37	36	
44	Rujewa	792,600	722,880	789,765	2,842,200	2,842,200	2,842,200	520,469	519,348	515,288	28	25	28	
45	Same-Mwanga	920,939	764,666	878,370	2,028,485	2,028,485	1,632,448	493,974	475,208	490,191	45	37	54	
46	Sengerema	1,297,440	1,698,896	1,613,951	2,555,000	2,555,000	2,345,500	1,014,628	1,072,467	713,375	51	71	71	
47	Songe	30,376	47,059	51,784	770,125	785,527	801,238	15,445	24,384	24,091	4	6	6	
48	Tarime	527,400	509,165	447,650	1,404,000	1,404,000	1,500,880	226,092	243,005	251,510	38	35	30	
49	Tukuyu	1,902,623	2,148,124	2,126,343	2,072,060	2,268,476	2,274,142	1,227,880	1,519,297	1,568,313	92	95	94	
50	Tunduru	263,115	254,856	294,272	1,050,991	1,050,991	1,249,890	170,815	177,917	223,985	25	24	24	
51	Ushiroombo	50,456	48,438	207,360	1,350,949.00	1,395,530.32	1,429,023.00	41878	40,203	172,109	4	3	15	
52	Utete	163,324	159,338	185,664	308,967	366,949	369,516	145,687	142,920	117,048	53	43	50	
TOTAL/AVG. 1		22,282,311	24,170,511	24,397,532	70,824,636	70,824,636	75,029,922	77,039,242	14,444,222	15,696,264	14,918,624	32	33	32
Township Water Supply and Sanitation Authorities														
53	Kibalgwa	429,575	398,062	379,176	432,000	432,000	432,000	350,854	347,739	306,603	99	92	88	
54	Maganzo	95,254	76,140	85,400	271,299	281,337	288,215	75,403	74,431	73,368	35	27	30	
55	Makambako	1,113,215	1,071,568	1,123,585	2,221,755	2,264,331	3,248,912	779,332	744,176	628,645	50	47	35	
56	Mombo	207,360	162,425	162,425	563,986	575,266	587,921	112,707	116,351	118,575	37	28	28	
57	Tunduma	38,230	22,605	35,096	2,623,255	2,644,816	2,623,255	29,005	17,988	19,441,00	1	1	1	
58	Turiani	1,381,932	2,445,500	2,401,700	1,827,476	2,319,702	2,363,777	1,077,546	1,809,670	1,770,258	76	105	102	
TOTAL/AVG. 2		3,265,566	4,176,300	4,187,382	7,939,773	8,517,452	9,545,081	2,424,847	3,110,354	2,923,890	40	41	44	
TOTAL / AVERAGE 3		25,547,877	28,346,811	28,584,914	76,764,409	83,547,373	86,584,323	16,869,069	18,806,618	17,842,513	34	35	33	

Table A2.2(b): Analysis of Amount of Water Produced, Billed and Demand

	Total Water Production (Million m ³)		
	FY	2017/18	2018/19
District WSSAs		22.3	24.2
Township WSSAs		3.3	4.2
All DT WSSAs		25.5	28.3

Table A2.3: Analysis of Non Revenue Water

S/N	WSSA	NRW (%)			NRW (m ³ /conn/day)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
District Water Supply and Sanitation Authorities							
1	Biharamulo	18	12	12	0.13	0.08	0.07
2	Bunda	45	35	41	0.39	0.22	0.19
3	Chato		40	30		0.51	0.14
4	Chunya	33	42	44	0.09	0.12	0.09
5	Dakawa	12	34	41	0.09	0.29	0.36
6	Gairo	65	78	46	1.41	1.66	0.40
7	Handeni	31	19	17	0.03	0.05	0.05
8	Ifakara	11	17	41	0.08	0.12	0.34
9	Igunga	20	23	31	0.21	0.23	0.22
10	Itumba-Isongole	33	42	49	0.32	0.51	0.49
11	Karagwe	31	21	26	0.14	0.08	0.09
12	Karatu	35	26	29	0.76	0.55	0.37
13	Kasulu	42	34	27	0.29	0.20	0.10
14	Katesh	35	39	59	0.19	0.28	0.62
15	Kibaya	31	31	29	0.18	0.15	0.08
16	Kibondo	27	37	29	0.17	0.23	0.11
17	Kilindoni	44	17	41	0.17	0.04	0.14
18	Kilwa Masoko	38	46	47	0.24	0.31	0.30
19	Kiomboi	26	34	65	0.09	0.13	0.10
20	Kishapu	18	10	6.0	0.06	0.04	0.02
21	Kondo	40	40	38	0.21	0.24	0.20
22	Korogwe	45	35	42	0.28	0.18	0.22
23	Kyela-Kasumulu	50	33	42	0.41	0.24	0.40
24	Liwale	28	28.5	45.2	0.11	0.11	0.20
25	Loliondo	36	44	54	0.13	0.15	0.24
26	Ludewa	29	42	32	0.18	0.32	0.18
27	Lushoto	45	48	48	0.52	0.54	0.52
28	Mafinga	39	38	32	0.23	0.22	0.21
29	Mahenge	17	45	79	0.14	0.29	0.52
30	Makete	42	44	35	0.23	0.23	0.18
31	Manyoni	24	21	25	0.09	0.07	0.10
32	Mbinga	39	38	40	0.31	0.30	0.29
33	Mbulu	47	55	46	0.35	0.46	0.31
34	Mpwapwa	7	37	41	0.05	0.26	0.23
35	Mugumu	27.7	32	26	0.19	0.30	0.25
36	Muleba	20	25	32	0.1	0.12	0.15
37	Mwanhuzi	16	14	13.8	0.06	0.05	0.04
38	Namanyere	63	65	69	0.21	0.33	0.34
39	Namtumbo	32	23	22	0.13	0.09	0.07
40	Ngara	52	50	54	0.27	0.22	0.27
41	Nzega	25	34	41	0.13	0.22	0.22

S/N	WSSA	NRW (%)			NRW (m ³ /conn/day)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
42	Orkesumet	47	41	37	0.58	0.49	0.44
43	Ruangwa	44	41	36	0.12	0.15	0.13
44	Rujewa	34	28	35	0.46	0.23	0.29
45	Same-Mwanga	46	38	44	0.30	0.19	0.25
46	Sengerema	22	36	56	0.17	0.29	0.37
47	Songe	49	48	53	0.11	0.16	0.18
48	Tarime	57	52	44	0.47	0.39	0.27
49	Tukuyu	35	29	26	0.43	0.38	0.30
50	Tunduru	35	30	24	0.16	0.11	0.09
51	Ushirombo	17	17	17	0.05	0.05	0.19
52	Utete	11	10	37	0.06	0.05	0.21
	TOTAL/AVG. 1	34	37	39	0.28	0.23	0.24
Township Water Supply and Sanitation Authorities							
53	Kibaigwa	18	13	19	0.11	0.06	0.08
54	Maganzo	21	2	14	2.18	0.02	0.09
55	Makambako	30	31	44	0.19	0.18	0.26
56	Mombo	46	28	27	0.38	0.18	0.16
57	Tunduma	24	20	45	0.04	0.02	0.06
58	Turiani	22	26	26	0.43	0.74	0.65
	TOTAL/AVG. 2	37	32	30	0.28	0.31	0.28
	TOTAL / AVERAGE	36	36	38	0.28	0.27	0.26

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)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
District Water Supply and Sanitation Authorities																
1	Biharumulo	1089	1260	1543	1037	1,260	1,543	945	1,150	1,409	6	12	20	6	12	20
2	Bunda	2579	3767	4939	2009	3,553	4,757	2,223	3,313	4,482	18	75	86	19	74	85
3	Chato		1,902	2,371		1,815	2,303		1,781	2,231		95	95		85	85
4	Chunya	1,270	1,312	1,471	821	794	799	1,197	1,237	1,357	4	4	4	1	2	2
5	Dakawa	554	574	621	501	574	533	447	501	491	30	18	14	3	10	11
6	Gairo	226	229	416	226	229	416	3	261	177	168	92	174	168	92	92
7	Handeni	591	661	754	47	217	351	458	490	586	52	79	54	22	59	54
8	Ifakara	1,340	1,362	1,261	1,306	1,315	893	1,220	1,240	1,161	48	48	58	33	35	40
9	Itungu	1,804	1,976	2,462	1,372	1,976	2,224	1,507	1,757	2,219	34	33	37	31	33	57
10	Itumba-Isongole	1,564	1,614	1,691	1,491	1,521	1,232	1,487	1,517	1,537	69	69	72	15	15	8
11	Karagwe	577	627	835	554	583	775	448	475	668	27	49	49	27	37	37
12	Karatu	179	237	392	175	233	372	123	166	290	14	17	35	14	17	24
13	Kasulu	3,720	3,863	4,389	2,972	3,029	3,511	3,429	3,568	4,073	4	4	7	4	4	7
14	Katesh	2,056	2,147	2,269	1,936	2,112	2,219	1,889	1,967	2,082	27	32	35	8	14	17
15	Kibaya	523	622	674	523	578	659	446	530	584	32	36	34	30	34	34
16	Kibondo	2,018	2,058	2,190	1,496	1,132	1,240	1,197	1,037	1,126	11	11	13	9	10	12
17	Kilindini	431	548	506	386	548	419	351	515	471	5	4	7	7	2	1
18	Kiwa Masoko	1,723	1,824	1,891	1,691	1,806	1,879	1,553	1,700	1,759	9	8	8	9	7	7
19	Kiromboi	900	915	1,016	793	901	965	749	827	921	18	18	18	6	4	4
20	Kishepu	434	828	924	383	816	912	383	752	839	9	11	11	9	11	11
21	Kondoa	3,632	3,757	4,024	3,455	3,660	3,986	3,361	3,648	3,889	11	24	24	3	24	24
22	Korogwe	3,578	3,870	4,353	2,885	3,208	3,666	3,309	3,569	3,905	67	90	135	47	67	110
23	Kyela-Kaumulu	4,510	3,315	3,341	2,775	2,736	2,562	4,286	3,097	3,122	68	38	41	13	13	3
24	Livale	1,735	1,873	1,943	1,730	1,872	1,762	1,641	1,779	1,668	7	7	7	5	3	3
25	Loliondo	660	732	783	644	728	783	573	643	689	28	19	18	24	15	18
26	Ludewa	538	563	587	328	402	436	496	520	544	7	7	7	7	7	7
27	Lushoto	1,879	1,997	2,094	1,350	1,314	1,441	1,592	1,688	1,738	7	7	6	6	6	6
28	Mafinga	3,507	3,795	4,119	2,483	2,350	2,350	3,189	3,462	3,754	1	1	99	1	1	0
29	Manenge	731	943	1,014	586	677	791	707	639	950	4	3	3	3	1	1
30	Makete	1,536	1,604	1,696	1,242	1,269	1,498	1,452	1,479	1,569						
31	Manyoni	2,062	2,438	2,436	1,854	2,288	2,276	1,818	2,235	2,266	41	52	52	25	41	45
32	Mbinga	2,582	2,844	3,096	2,592	2,744	2,991	2,375	2,626	2,863	6	7	6	1	7	5
33	Mbulu	1,970	2,138	2,388	1,961	1,924	2,153	1,632	1,780	2,018	34	40	43	27	33	33
34	Mpwapa	3,006	3,255	3,462	2,536	3,138	2,721	2,985	3,134	3,337	18	18	25	15	10	15
35	Mtunganu	1,740	1,862	1,916	1,639	1,530	1,584	1,563	1,392	1,430	4	7	7	1	1	1
36	Muleba	2,039	2,280	2,467	1,940	2,183	2,391	1,829	2,085	2,200	22	23	23	17	18	18

S/N	Name of WSSA	Total Connections (Nos)		Active Connections(Nos)		Domestic connections (Nos)		Total Kiosks (Nos)		Total Active Kiosks (Nos)					
		2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19				
37	Mwanzuzi	2,065	2,262	2,060	1,754	2,065	1,898	2,086	2,251	26	28	22	24	24	
38	Namanysere	260	297	260	274	255	215	252	250	15	15	11	10	10	
39	Namitumbo	1,233	1,294	848	823	1,034	1,145	1,202	1,322	-	-	0	0	0	
40	Ngara	2,682	2,801	2,682	2,801	2,953	2,458	2,562	2,738	33	33	29	30	30	
41	Nzeza	3,041	3,041	2,737	2,737	3,108	2,692	2,692	3,170	34	43	24	37	39	
42	Orkesumet	127	128	83	84	89	63	75	76	23	23	16	14	14	
43	Ruangwa	991	1,098	838	674	868	923	1,021	1,133	10	20	10	15	20	
44	Rujewa	1,635	2,418	1,089	1,314	1,492	1,533	2,273	2,398	148	148	148	50	49	
45	Same-Mwanga	3,929	4,128	3,260	3,388	3,435	3,551	3,749	3,867	63	63	65	57	59	
46	Sengerema	4,536	5,668	6,649	4,371	5,443	6,649	4,242	5,217	137	143	166	125	158	
47	Songe	362	400	420	202	271	291	298	316	29	38	42	8	19	
48	Tarime	1,768	1,867	2,019	1,581	1,722	1,774	1,471	1,717	6	9	9	6	6	
49	Tukuyu	4,313	4,553	3,518	3,812	4,702	4,025	4,252	4,863	2	2	2	2	2	
50	Tunduru	1,592	1,963	2,218	1,615	1,963	2,132	1,566	1,927	10	10	10	6	4	
51	Ushiombo	475	488	498	466	467	443	455	460	14	17	18	8	9	
52	Uhete	807	846	913	732	863	765	803	810	4	4	4	0	4	
Total/Avg. 1		89,129	98,844	108,963	85,353	93,570	80,141	88,901	98,273	1,473	1,730	1,897	997	1,296	
Township Water Supply and Sanitation Authorities															
53	Kibaigwa	1,919	2,160	2,403	1,597	1,875	2,208	1,833	1,971	2026	86	85	90	81	85
54	Maganzo	25	215	364	25	215	364	-	165	309	25	25	25	25	25
55	Makambako	4,816	5,055	5,298	4,466	4,208	5,241	4,471	4,668	4,920	50	49	30	50	49
56	Mombo	689	718	743	563	605	611	603	630	664	23	16	16	15	14
57	Tunduma	698	715	753	220	297	690	214	231	616	6	25	35	6	9
58	Turiani	1,947	2,362	2,652	1,898	2,207	2,552	1,819	2,251	2,538	18	25	28	18	25
Total/Avg. 2		10,094	11,225	12,213	8,769	9,407	11,666	8,940	9,916	11,063	208	225	224	195	207
Total /Average (1+2)		99,223	110,069	121,196	84,810	94,760	105,236	89,081	98,817	1,681	1,955	2,121	1,192	1,503	1,496

Table A2.5: Analysis of Water Supply Coverage and Service Hours

S/N	Name of WSSA	Total Population in the service area [No]			Proportion of Population Living in the area with water network[%]			Average No of people served per domestic connections	Average No of people served per kiosk	Boarding Institution population (No)	Population Directly Served (No)		Population Directly Served (%)		Average Service Hours [hrs]		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20				2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	
District Water Supply and Sanitation Authorities																	
1	Bharamulo	32,556	34,655	35,591	70	78	80	10	250	0	19,090	50	54	54	14	14	14
2	Bunda	163,890	168,425	172,467	58	76	79	15	250	0	88,480	50	50	51	16	16	16
3	Chatu	43,279	43,279	51,797	70	73	79	6	250	407	35,043	-	40	68	20	20	15
4	Chunya	26,930	27,711	28,515	70	70	73	10	250	4,196	18,266	56	60	64	7	6	7
5	Dakawa	47,450	48,352	49,270	42	42	42	10	250	0	7,660	14	14	16	7.5	8	8
6	Gairo	38,813	40,016	51,797	35	35	35	80	80	0	8,685	90	90	75	3	3	12
7	Handeni	85,934	87,137	88,356	40	40	40	12	250	2,396	22,928	14	30	26	8	5	6
8	Ifakara	111,593	125,140	128,744	66	66	66	10	250	0	21,610	19	52	43	3	4	4
9	Ikingu	57,371	37,980	61,300	66	66	72	6	250	0	27,564	38	63	72	14	14	18
10	Itumba-Isongole	23,219	23,621	25,160	80	83	80	6	100	356	10,378	65	61	61	16	16	16
11	Korogwe	86,911	87,190	89,631	38	41	43	10	250	0	15,930	11	16	18	4	4	4
12	Karatu	58,159	60,195	62,302	15	15	19	7	200	174	7,004	6	8	11	11	12	17
13	Kasulu	78,287	80,479	82,572	69	69	71	10	250	0	42,480	45	48	51	15	15	15
14	Katesh	31,269	32,207	33,173	43	46	46	5	100	809	12,919	33	38	39	2.5	3	3
15	Kibaya	24,841	25,884	26,971	80	79.95	80	10	400	788	20,228	75	76	75	2.3	2	3
16	Kibondo	46,157	53,030	54,303	68	46	50	8	250	0	12,008	28	23	22	5	4	6
17	Kilindoni	16,348	16,432	16,662	22	22	30	5	200	0	2,555	11	29	30	4	5	4
18	Kilwa Masoko	19,163	19,374	19,587	86	87	88	5	250	0	10,545	41	68	54	3	4	8
19	Kiomboi	18,481	16,766	16,766	62	61	67	5	250	400	6,005	35	35	36	4	4	3
20	Kishapu	21,871	24,394	25,077	50	48	57	10	250	0	11,140	36	45	44	12	20	23
21	Kondoa	33,150	33,846	32,767	70	75	75	5	50	0	20,645	49	62	63	3	4	5
22	Korogwe	79,681	81,753	83,878	71	79	85	10	250	3,765	20,315	56	68	84	7	8	10
23	Kyela-Kasumulu	94,340	99,711	102,104		69					31,820		31				12
24	Liwale	29,455	33,639	35,004	50	53	50.5	8	250	0	14,094	49	49	40	5	7	7
25	Loliondo	16,203	16,672	17,156	69	63	69	10	200	927	11,417	65	62	67	7	7	17
26	Ludewa	12,446	12,446	10,779	74	79	79	10	36	450	6,142	54	54	57	8	8	7
27	Lushoto	30,642	31,071	31,506	73	73	85	10	250	3,677	22,557	57	68	72	7	8	14
28	Mafinga	74,851	77,343	71,641	60	58	72	12	250	6,103	51,151	53	72	71	7	14	16
29	Mahenge	24,915	25,712	26,595	66	66	70	10	250	0	9,750	40	26	37	7	4	4
30	Makete	14,208	14,315	14,637	64	65	69	7	250	504	11,487	53	55	66	19	21	24
31	Mwanyoni	33,088	32,088	59,814	60	58	64	6	250	0	24,846	59	58	42	13	12	12
32	Mbinga	64,270	54,896	57,531	47	50	72.0	9	200	2,120	28,887	37	47	50	19	19	21
33	Mbulu	147,115	152,706	158,509	17	17	18	10	100	1,474	24,954	15	15	16	8	5	5
34	Mpwapwa	44,715	45,654	46,708	84	69	75	5	250	12,000	32,435	45	60	69	12	12	12

S/N	Name of WSSA	Total Population in the service area [No]			Proportion of Population Living in the area with water network[%]		Average No of people served per domestic connections	Average No of people served per kiosk	Boarding Institution population (No)	Population Directly Served (No)	Population Directly Served (%)			Average Service Hours [hrs]			
		2017/18	2018/19	2019/20	2017/18	2018/19					2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
35	Mugumu	23,475	32,060	32,894	31	75	82	6	100	0	8,680	39	53	61	16	14	16
36	Muleba	23,360	24,360	25,334	80	70	95	10	100	0	23,800	76	70	94	23	23	23
37	Mwanhuzi	41,898	43,364	44,405	68	70	72	6	200	0	18,306	40	41	41	22	22	18
38	Namanayere	24,934	24,048	28,748	36	36	40	10	250	0	5,000	19	23	23	8	8	8
39	Namtumbo	47,988	47,988	49,619	63	63	65	10	250	2,562	15,782	22	23	32	7	7	7
40	Nagara	38,535	39,306	40,407	88	88	88	6	300	0	36,380	86	86	88	8	8	10
41	Nzeqa	75,364	75,476	77,212	73	73	98	6	250	0	28,770	47	73	81	3	4	24
42	Orkesumet	17,803	18,223	18,653	60	33	34	10	250	329	4,589	26	25	25	2	2	1
43	Ruangwa	14,554	14,841	14,729	61	62	65	5	250	0	9,876	49	60	60	2,8	2	2
44	Rujewa	57,565	57,565	45,200	58	57	67	7	90	0	21,196	27	30	47	5,83	6	6
45	Same-Mwanga	46,539	47,254	49,694			75	5	125	4,023	30,733			62			7
46	Sengerema	100,071	102,873	105,856	85	96	97	10	250	0	100,940	80	87	95	19	22	22
47	Songe	30,152	25,997	26,517	34	41	42	15	250	0	9,640	21	37	36	2,6	4	7
48	Tarime	91,030	94,572	97,031	47	58	59	8	300	0	16,032	15	43	44	12	12	12
49	Tukuyu	50,926	50,926	50,926	84	84	84	7	250	5,459	40,000	83	87	79	17	18	17
50	Tunduru	48,657	48,784	68,340	64	70	81	12	300	2,000	30,164	45	70	67	12	12	12
51	Ushiombo	54,366	55,834	57,174	23	26	45	10	300	0	7,580	11	12	12	16	16	18
52	Uteje	14,108	14,362	15,695	85	85	85	7	250	1,085	7,755	45	46	49	24	24	24
TOTAL/AVG. 1		3,007,009	3,131,082	2,716,985	62.2	60.3	66.6	8.5	220.2	56,004.0	1,182,697	43	48	44	9.88	10.23	11.59
Township Water Supply and Sanitation Authorities																	
53	Kibagwa	30,703	31,133	31,132	99	92	98	5	250	0	30,630	92	99	98	24	24	20
54	Maganzo	13,702	14,099	14,508	75	53	61	5.4	100	0	4,169	46	43	38	18	18	20
55	Makambako	81,155	83,391	84,272	68	66	73	8	200	2,501	45,661	48	50	54	15	24	19.9
56	Mombo	19,249	19,634	20,343	80	81	80	10	250	0	9,040	51	52	44	16	16	18
57	Tunduma	102,666	102,666	102,666	34	34	34	5	300	0	7,580	4	4	7	2	4	1
58	Turiani	55,631	70,615	71,103	92	93	93	10	250	0	25,380	38	38	36	24	24	24
TOTAL/AVG. 2		639,387	593,634	324,024	65.0	69.7	73.3	4.3	1,350	2,501	122,460	43	44	38	12.7	13.2	17.1
TOTAL / AVERAGE (1+2)		3,646,395	3,664,716	3,041,009	63.0	65.0	70.0	51.9	1,570.2	58,505.0	1,305,157	43	46	43	11.3	11.7	14

Table A2.6: Analysis of Metering and Staff Levels

S/N	Name WSSA	Metering Ratio (%)			Total Staff (Nos)			Employed by WSSA			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
District Water Supply and Sanitation Authorities																
1	Bihararamulo	100	100	100	4	4	4	2	0		3.7	3.2	2.6	1	1	2
2	Bunda	100	100	100	21	32	43	0	9		8.1	8.5	8.7	4	4	9
3	Chato					23.0	21	no data	3			12.1	8.9	3	3	4
4	Chunya	87	86	94	9	8	8	6	5	7	7.1	6.1	5.4	1	1	1
5	Dakawa	80	83	85	13	13	13	0	11	11	23.5	22.6	20.9	2	3	3
6	Gairo	26	26	91	6	6	31	0	0	24	26.5	26.2	74.5	1	1	5
7	Handeni	100	100	100	10	14	15	8	9	12.0	16.9	21.2	19.9	0	2	2
8	Ifakara	25	40	46	13	12	13	0	6	7	9.7	8.8	10.3	0	0	0
9	Igunga	100	100	100	16	17	17	2	2	17	9.3	8.6	6.9	4	4	5
10	Itumba-Isongole	37	37	47	12	12	11	11	11	10.0	7.6	7.4	6.5	2	2	2
11	Karagwe	100	100	100	12	12	11	5	0	7.6	19.1	13.2	1	1	1	2
12	Karatu	100	100	100	12	10	13	7	8	10.0	67.0	42.2	33.2	2	2	3
13	Kasulu	35	38	36	16	16	21	2	0	4.3	4.1	4.8	2	2	3	3
14	Katesh	35	45	46	14	14	12	10	10	9	6.8	6.5	5.3	2	2	2
15	Kibaya	100	100	100	10	10	11	6	9	10	19.1	16.1	16.3	2	2	3
16	Kibondo	90	95	100	37	40	36	1	0	18.3	19.4	16.4	16	15	1	1
17	Kilimdoni	33	33	35	7	5	5	4	4	4	16.2	9.1	9.9	0	0	1
18	Kilwa Masoko	100	100	100	26	26	26	0	20	15.1	14.3	13.7	5	5	5	5
19	Kiombi	100	100	100	7	7	7	0	0	8.6	7.7	6.9	1	1	1	1
20	Kishapu	100	100	100	5	7	7	0	0	11.0	8.5	7.6	2	1	3	3
21	Kondo	70	48	53	22	17	18	0	0	18	6.3	4.5	4.5	4	3	4
22	Korogwe	100	100	100	48	45	41	38	39	35	13.4	11.6	9.4	17	17	16
23	Kyela-Kasumululu				32	25	27	39		38.0				11.7	8	14
24	Liwale	95	98	98	24	21	20	0	16	3	13.8	11.2	10.3	3	3	3
25	Lolondo	100	99	100	13	14	14	10	10	8	19.7	19.1	17.9	6	6	3
26	Ludewa	60	36	0	6	7	7	4	4	4	11.2	12.4	11.9	2	1	1
27	Lushoto	42	25	39	14	17	17	13	13	14	7.5	8.5	8.1	3	3	5
28	Mafinga	88	100	100	24.0	20	23	0	0	18	6.8	5.3	5.6	7	7	8
29	Manenge	42	85	78	10	10	9	0	6	3	13.7	10.6	8.9	1	3	3
30	Makete	56	72	81	13	13	13	10	10	10.0	8.5	8.1	7.7	2	3	3
31	Manyoni	100	100	100	9	9	9	0	0	8	4.6	3.7	8.6	3	4	4
32	Mbinga	100	100	100	20	21	14	19	20	13.0	7.7	7.4	4.5	8	9	7
33	Mbulu	82	83	85	20	24	19	23	23	18.0	10.2	11.2	8.0	4	4	7
34	Mwapapa	100	100	100	32	32	24	1	1	1	10.6	9.8	6.9	5	5	5

S/N	Name WSSA	Metering Ratio (%)			Total Staff (Nos)			Employed by WSSA			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
35	Mlugumu	50	48	85	12	4	8	0	0	7.0	6.9	7.5	4.2	3	1	2
36	Muleba	100	100	100	10	13	13	2	0		4.9	5.7	5.3	1	2	2
37	Mwanhuzi	100	100	100	18	20	20	1	0		8.7	8.0	8.2	4	4	5
38	Namanyere	100	100	100	15	13	11	11	11	0	57.7	50.5	42.2	0	7	7
39	Namturnbo	54	64	68	12	11	12	10	9	11	9.7	8.5	8.5	2	2	2
40	Ngara	100	100	100	18	18	18	0	0		6.7	6.4	6.1	4	4	5
41	Nzega	100	100	100	29	17	18	0	0		9.5	5.6	5.1	8	4	4
42	Orkesumet	100	100	100	8	7	7	3	2	2.0	63.0	54.7	53.4	1	1	1
43	Ruangwa	100	100	100	15	15	16	13	13	6	15.1	13.7	13.1	4	4	2
44	Rujewa	19	14	16	12	11	11	10	9	9.0	7.3	4.5	4.3	3	4	4
45	Same-Mwaranga			97			46			34.0			10.8			10
46	Sengerema	100	100	100	20	25	22	2	0	21.0	4.4	4.4	3.3	9	3	1
47	Songe	97	92	88	10	8	8	7	6	6.0	27.6	20.0	19.0	0	1	1
48	Tarime	55	61	65	20	20	20	0	0		11.3	10.7	9.9	6	6	6
49	Tukuyu	83	83	83	24	23	23	21	20	20.0	5.6	5.1	4.5	11	10	10
50	Tunduru	97	98	97	18	17	18	15	15	15	11.3	8.7	8.1	2	2	3
51	Ushiroambo	100	100	100	6	8	8	0	0		12.6	16.4	16.1	1	1	2
52	Utete	100	100	100	19	18	14	4	6	6	23.5	21.3	15.3	3	3	4
	TOTAL/AVG. 1	80	82	84	796	813	899	399	469	448	14	8.2	8.2	183	193	209
Township Water Supply and Sanitation Authorities																
53	Kibatgwa	100	100	100	15	17	19	1	0		8	9	8	4	4	4
54	Maganzo	100	100	100	2	3	3	0	0	1	80	14	8	0	1	1
55	Makambako	100	100	100	19	21	27	17	20	26	4	4	5	3	4	8
56	Mombo	46	50	40	7	8	9	6	6	7	10	11	12	2	2	2
57	Tunduma	77	77	82	15	8	5	11	4	2	22	21	7	3	7	1
58	Turiani	90	74	75	20	18	20	16	16	17	10	8	8	6	6	5
	TOTAL/AVG. 2	86	84	83	164	75	83	76	95	53	18.0	11	8	18	24	21
	TOTAL / AVERAGE (1+2)	81	82	83.2	960	888	982	472	469	501	16.0	10	8	201	217	230

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 (%)		
		2017/18	2018/19	2019/20				2017/18	2018/19	2019/20		2017/18	2018/19	2019/20
District Water Supply and Sanitation Authorities														
1	Biharamulo	140,485	209,388	280,696	79,095	359,791	10,481	148,723	195,811	266,186	345,281	105.9	93.5	94.8
2	Bunda	477,632	693,013	1,106,269	85,760	1,192,029		373,310	508,681	876,439	962,199	99.9	73.4	79.2
3	Chato	NA	258,592	348,015	12,897	360,912		183,615	183,615	335,233	348,130	71.0	96.3	96.3
4	Chunya	127,254	106,336	80,517	14,573	95,030		121,488	104,820	69,989	84,502	95.5	98.6	86.9
5	Dakawa	56,622	72,901	89,343	1,656	90,999		42,570	52,830	81,153	82,809	75.2	72.5	90.8
6	Gairo	108,225	108,226	180,749	33,759	214,508		98,066	84,107	177,770	211,529	90.6	71.7	98.4
7	Handeni	22,610	79,305	108,669	27,678	136,547		19,731	66,381	71,697	99,575	87.3	83.7	66.0
8	Ifakara	115,189	105,470	83,684	723	84,407		105,460	93,326	83,684	84,407	91.6	88.5	100.0
9	Igunga	435,195	591,405	504,879	160,988	665,867		372,240	486,666	441,216	602,204	85.5	82.3	87.4
10	Itumba-Isongole	53,480	72,551	57,964	1,397	59,361		67,601	48,280	55,291	56,688	76.7	66.5	95.4
11	Karagwe	111,278	99,814	164,710	13,248	177,958		111,278	133,245	119,273	132,521	86.4	133.5	72.4
12	Karatu	149,802	209,526	212,222	57,973	270,195	-	148,560	200,425	202,636	260,609	99.2	95.7	95.5
13	Kasulu	185,339	161,723	221,089	21,128	242,217	41,635	152,670	141,215	184,248	205,376	82.4	87.3	83.3
14	Katesh	80,439	78,939	146,090	6,097	152,187		74,083	69,939	80,484	86,581	39.7	88.6	55.1
15	Kibaya	142,619	144,297	100,229	10,317	110,546		133,897	140,835	82,841	93,158	93.9	97.6	82.7
16	Kibondo	99,102	125,920	118,365	286	118,651		87,474	121,990	105,345	105,631	88.3	96.9	89.0
17	Kilindoni	20,753	20,257	25,543	4,654	30,197		16,761	21,244	11,061	15,715	80.8	104.9	43.3
18	Kiyela-Masoko	310,879	265,532	297,422	10,616	308,038		232,789	256,167	297,422	308,038	74.9	96.5	100.0
19	Kiombi	107,198	85,742	74,727	2,317	77,044		90,335	52,616	53,715	56,032	84.3	61.4	71.9
20	Kishapu	57,721	154,581	183,734	6,336	190,070		24,512	152,397	179,247	185,583	42.5	98.6	97.6
21	Kondoa	205,739	399,030	283,699	7,149	290,848		203,000	214,493	242,532	249,681	98.7	53.8	85.5
22	Korogwe	704,710	569,558	567,455	70,661	638,116	67,000	533,020	480,227	497,220	567,881	75.6	84.32	87.6
23	Kyela-Kasumulu	145,247	107,037	112,618	3,943	116,560		74,944	74,047	69,306	73,249	87.7	69.6	61.5
24	Liwale	143,508	139,100	108,240	128	108,368		74,828	123,092	106,240	106,368	52	88.5	98.2
25	Loliondo	133,766	135,532	149,117	11,147	160,264		133,924	111,264	128,925	140,072	100.1	82.09	86.5
26	Ludewa	34,191	31,890	15,000	300	15,300		15,421	17,181	8,200	8,500	45.1	53.7	54.7
27	Lushoto	103,358	92,435	98,001	15,644	113,645		93,746	81,138	86,553	102,197	91.2	87.8	88.3
28	Mafinga	399,370	425,460	435,720	54,468	490,188		488,055	421,336	435,720	490,188	122.2	99.0	100.0
29	Mahenge	65,051	55,389	73,200	13,384	86,584		65,051	1	60,581	73,965	100	0.0	82.8
30	Makete	92,294	83,009	133,800	3,500	137,300		68,182	75,001	90,125	93,625	73.9	90.4	67.4
31	Mwanyoni	115,708	241,990	297,873	13,267	311,140		105,000	233,677	289,944	303,211	90.7	100.0	97.3
32	Mbinga	277,805	306,905	321,382	17,794	339,177		271,710	269,170	265,488	283,283	97.8	87.7	82.6
33	Mbulu	105,056	170,810	174,864	30,133	204,997		54,866	118,802	119,717	149,850	52.2	69.6	68.5

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 (%)			
		2017/18	2018/19	2019/20				2017/18	2018/19	2019/20		2017/18	2018/19	2019/20	2017/18
34	Mipwapwa	411,668	475,611	422,000	89,170	511,170		411,668	394,128	326,035	415,205	100	82.9	82.9	77.3
35	Mugumu	349,900	354,090	169,329	5,080	174,409		299,800	29,035	131,305	136,385	85.7	8.2	8.2	77.5
36	Muleba	265,162	289,484	269,063	55,054	324,117		234,852	289,484	278,584	333,638	88.5	100.0	103.5	103.5
37	Mwanhuzi	242,044	246,553	251,958	13,789	265,747		274,774	299,381	194,871	208,601	113.5	121.4	77.3	77.3
38	Namanyeru	14,591	15,473	17,163		17,163		9,559	11,379	11,087	11,087	65.5	73.5	64.6	64.6
39	Nantumbo	76,378	80,414	92,571	23,331	115,902		62,917	60,438	58,943	82,274	82.4	75.2	63.7	63.7
40	Ngara	147,373	207,114	553,713	7,921	561,634		132,599	190,545	323,701	331,622	90	92.0	92.0	58.5
41	Nzega	445,414	574,208	498,698	193,210	691,908		360,199	486,543	394,089	577,299	80.9	84.7	77.0	77.0
42	Orkesumet	101,515	83,221	91,322	210	91,532		94,363	77,482	78,910	79,120	93	83.1	86.4	86.4
43	Ruangwa	97,170	130,398	147,421	17,397	164,818	14,129	99,235	110,773	147,421	164,818	102.1	84.9	100.0	100.0
44	Rujewa	56,216	72,551	91,842	11,484	103,326		63,590	48,280	85,832	97,316	72.7	66.5	93.5	93.5
45	Same-Mwanga	592,698	571,155	325,638	7,955	333,593	15,000	485,540	489,997	312,275	320,230	88.0	85.3	95.9	95.9
46	Sengerema	356,954	777,653	869,558	22,928	892,486		465,181	637,675	899,076	862,004	130.5	82.0	96.5	96.5
47	Songe	43,846	63,543	61,125	19,285	80,410		39,867	60,777	56,570	75,855	84.5	95.6	92.5	92.5
48	Tarime	134,096	137,750	153,142	5,778	158,920		118,641	96,776	153,142	158,920	85	70.3	100.0	100.0
49	Tukuyu	370,968	390,869	332,248	60,288	392,536		248,392	262,766	256,006	316,294	67	72.5	77.1	77.1
50	Tunduru	180,000	144,741	127,890	7,210	135,100		164,000	131,230	118,231	125,442	91.1	90.7	92.4	92.4
51	Ushiroambo	50,850	54,092	110,072	920	110,992		52,055	54,902	72,811	73,731	102.4	101.5	66.1	66.1
52	Urete	147,876	140,796	120,000	1,873	121,873		64,393	52,027	73,653	75,526	43.5	37.0	61.4	61.4
TOTAL/AVG. 1		9,398,243	11,195,379	11,860,837	1,335,840	13,196,677	146,245	8,275,154	9,100,677	10,078,164	11,414,004	84.3	81.7	82.8	82.8
Township Water Supply and Sanitation Authorities															
53	Kibaigwa	453,952	480,531	398,128	17,244	415,372		377,444	453,952	390,918	408,162	100.0	85.7	98.2	98.2
54	Maganzo	43,734	130,493	130,726	25,804	156,530		43,734	126,821	152,625	152,625	100.0	107.4	97.0	97.0
55	Makambako	408,936	395,043	519,584	79,662	599,246	353,500	300,041	323,800	509,558	589,220	79.2	97.4	98.1	98.1
56	Mombo	56,239	45,102	51,667	7,784	59,451		38,295	33,064	44,292	52,076	58.8	79.7	85.7	85.7
57	Tunduma	10,407	11,782	28,749		28,749		9,849	10,407	16,199	16,199	100.0	78.3	56.3	56.3
58	Turiani	128,034	209,750	200,829	8,414	209,243		125,840	137,670	182,059	190,473	107.5	86.8	90.7	90.7
TOTAL/AVG. 2		1,114,803	1,284,701	1,329,683	138,908	1,468,591	353,500	660,855	1,019,585	1,269,847	1,408,755	95.9	87.8	87.7	87.7
TOTAL / AVERAGE (1+2)		10,513,045	12,484,080	13,190,520	1,474,748	14,665,268	501,745	9,136,009	10,120,262	11,348,011	12,822,759	85.7	82.4	83.3	83.3

Table A2.8: Analysis of Expenditure

S/N	Name of WSSA	Personnel Costs (Thousand TZS/year)				Depreciation Costs (Thousand TZS/year)				Total O&M Expenditure Including Depreciation (Thousand TZS/year)				Working ratio 2018/19	Working ratio 2019/20	Operating ratio 2019/20
		2017/18	2018/19	2019/20	2019/20	2017/18	2018/19	2019/20	2019/20	2017/18	2018/19	2019/20	2019/20			
District Water Supply and Sanitation Authorities																
1	Biharamulo	53,921	49,715	53,446	98,399	0	84,640	117,539	161,995	409,357	0.14	0.77	1.16	1.16	1.46	1.46
2	Bunda	168,999	257,172	303,909	1,535,029	1,535,029	388,137	2,007,395	2,412,285	1,404,439	0.99	1.27	1.27	1.27	1.27	1.27
3	Chato	168,849	26,894	no data	no data	no data	no data	168,849	199,662	199,662	0.57	0.65	0.57	0.57	0.57	0.57
4	Chunya	45,558	33,101	24,580	20,567	47,425	55,319	162,778	168,893	168,893	1.12	1.14	1.30	1.30	1.98	1.98
5	Dakawa	18,206	17,160	16,200.0	no data	0	no data	47,224	36,152	64,953.0	0.83	0.50	0.73	0.73	0.73	0.73
6	Gairo	30,762	52,293	27,287.0	no data	0	30,000	58,498	29,813	211,529.0	0.54	0.28	1.00	1.00	1.17	1.17
7	Handeni	57,276	78,373	83,241	no data	0	no data	82,956	398,860	183,416	3.67	5.03	1.68	1.68	1.68	1.68
8	Ifakara	35,600	22,950	23,831.0	no data	0	25,135	106,202	93,918	83,013.0	0.92	0.89	0.69	0.69	0.99	0.99
9	Igunga	145,693	159,154	165,564	200,648	143,750	238,931	389,285	471,307	971,777	0.43	0.55	1.45	1.45	1.92	1.92
10	Itumba-Isongole	39,090	43,628	54,992	12,857	16,613	no data	69,945	96,230	90,261	1.07	1.10	1.56	1.56	1.56	1.56
11	Karagwe	48,182	42,602	70,733	107,960	110,709	no data	247,301	115,048	177,282	1.23	0.24	1.08	1.08	1.08	1.08
12	Karatu	55,948	95,179	69,349	no data	0	no data	211,842	267,284	278,591	1.41	1.28	1.31	1.31	1.31	1.31
13	Kasulu	101,053	139,574	172,259	no data	0	45,658	187,001	202,630	208,619	1.01	1.25	0.74	0.74	0.94	0.94
14	Katesh	101,524	113,290	113,279	no data	0	no data	159,340	160,470	154,364	1.98	2.03	1.06	1.06	1.06	1.06
15	Kibaya	69,983	69,181	28,882	no data	109,794	no data	265,925	270,733	91,482	1.86	1.12	0.91	0.91	0.91	0.91
16	Kibondo	48,204	63,872	59,178	no data	0	no data	75,295	86,615	81,904	0.76	0.69	0.89	0.89	0.69	0.69
17	Kilindoni	11,480	6,575	10,780.0	no data	0	no data	27,056	23,319	28,602.0	1.30	1.15	1.12	1.12	1.12	1.12
18	Kilwa Masoko	97,751	112,598	126,129.0	56,380	56,380	4,662.0	275,806	294,502	196,279.0	0.71	0.90	0.64	0.64	0.66	0.66
19	Kiromboi	17,716	3,690	4,630	no data	0	no data	108,114	105,214	103,634	1.01	1.23	1.39	1.39	1.39	1.39
20	Kishapu	18,928	44,981	62,702	no data	0	9,500	18,611	220,211	217,109	0.32	1.42	1.13	1.13	1.18	1.18
21	Kondoa	54,237	39,094	69,958	no data	0	no data	204,685	224,339	245,969	0.99	0.56	0.87	0.87	0.87	0.87
22	Korogwe	238,069	275,449	242,460	87,696	0	no data	543,309	618,585	596,264	0.65	1.09	1.05	1.05	1.05	1.05
23	Kyala-Kasumulu	36,969	20,7719	23,643.8	156,219	48,958	117,497.1	238,310	117,614	192,624.3	0.50	0.64	0.87	0.87	1.71	1.71
24	Liwale	42,496	99,552	37,574.0	no data	61,954	no data	132,659	245,420	177,496.0	0.92	1.32	1.64	1.64	1.64	1.64
25	Loliondo	72,788	58,240	48,195	29,924	31,193	no data	121,399	175,078	144,134	0.68	1.06	0.87	0.87	0.97	0.97
26	Ludewa	3,750	4,665	32,165	no data	0	no data	12,397	16,805	39,126	0.36	0.53	2.61	2.61	2.61	2.61
27	Lushoto	123,806	115,665	60,132	no data	0	no data	93,678	151,270	104,666	0.91	1.64	1.07	1.07	1.07	1.07
28	Mafinga	90,662	174,862	188,243	no data	148,027	no data	354,474	650,413	320,652	0.89	1.18	0.74	0.74	0.74	0.74
29	Matenge	no data	no data	25,014.0	no data	0	no data	no data	68,903	57,752	na	na	1.24	0.79	0.79	0.79
30	Makeke	38,938	44,744	41,000	18,760	22,563	78,132	81,940	100,562	167,133	0.68	0.94	0.87	0.87	1.25	1.25
31	Manyoni	64,005	45,310	61,880	no data	17,929	no data	101,138	243,830	308,572	0.87	0.93	1.04	1.04	1.04	1.04
32	Mbinga	135,558	141,362	144,376	42,023	64,916	55,480	297,999	273,688	375,684	0.71	0.88	1.00	1.00	1.17	1.17
33	Mbulu	56,305	50,925	49,467	no data	0	no data	108,827	127,692	139,703	1.04	0.75	0.80	0.80	0.80	0.80
34	Mpwapwa	119,416	144,710	152,909	102,301	105,220	101,522	471,320	434,182	179,084	0.90	0.69	0.18	0.18	0.42	0.42
35	Mugumu	104,930	85,090	61,457	no data	0	no data	171,550	190,450	250,747	0.49	0.54	1.48	1.48	1.48	1.48

S/N	Name of WSSA	Personel Costs (Thousand TZS/year)				Depreciation Costs (Thousand TZS/year)				Total O&M Expenditure Including Depreciation (Thousand TZS/year)				Working ratio	Working ratio	Operating ratio
		2017/18	2018/19	2019/20	2019/20	2017/18	2018/19	2019/20	2019/20	2017/18	2018/19	2019/20	2019/20			
36	Muleba	179,229	144,205	157,585	87,923	no data	no data	359,156	372,911	387,359	1.12	0.99	1.11	1.44		
37	Mwaruhuzi	99,731	110,774	119,026	no data	no data	no data	262,028	213,731	265,591	1.08	0.87	1.05	1.05		
38	Mwananyere	35,44.3	7,547.1	760	no data	no data	no data	5,373	7,900	12,563	0.37	0.51	0.73	0.73		
39	Namumbo	26,636	24,337	24,258	73,087	69,094	no data	120,241	119,602	119,757	0.67	0.63	0.50	1.29		
40	Ngara	6,402	35,770	35,271	no data	no data	no data	161,950	205,296	194,502	1.10	0.99	0.99	0.35		
41	Nizega	151,838	153,848	180,525	436,852	579,476	no data	887,288	1,496,853	626,920	1.01	1.60	1.26	1.26		
42	Orkesumet	76,087	53,934	27,027	no data	no data	no data	110,984	95,035	64,148	1.09	1.14	0.70	0.70		
43	Ruangwa	41,698	43,050	68,872.0	127,410	127,410	0	153,938	198,220	238,477	0.73	1.83	1.03	2.07		
44	Rujewa	30,110	43,628	36,397	no data	16,613	no data	89,872	96,230	86,785	1.60	1.10	0.94	0.94		
45	Same-Mwangwa	266,812	250,889	98,000	132,527	127,641	63,980	538,892	684,582	289,138	0.741	0.98	0.89	0.89		
46	Sengerema	95,656	168,709	206,856	no data	no data	no data	534,729	828,955	1,848,680	1.50	1.07	1.00	2.13		
47	Songe	17,330	24,860	11,650	51,969	0	no data	98,215	82,173	46,785	1.05	1.29	0.77	0.77		
48	Tarime	92,435	95,652	76,871	131,095	10,566	no data	131,095	141,438	34,102	0.00	0.95	0.22	0.22		
49	Tukuyu	142,453	89,836	126,511.00	98,807	0	98,166	227,193	274,332	360,534	0.35	0.70	0.79	1.09		
50	Tunduru	37,123	37,123	35,645	no data	no data	no data	143,823	135,217	128,617	0.80	0.93	1.01	1.01		
51	Ushiroombo	13,060	14,502	24,359	no data	no data	no data	72,045	75,025	147,936	1.42	1.39	1.34	1.34		
52	Utete	127,024	114,175	6,000.0	73,449	45,816	9,804.0	168,307	199,104	50,550.0	0.64	1.09	0.34	0.42		
TOTAL/AVG. 1		3,754,368	5,338,683	3,971,953	4,270,811	4,584,951	2,696,330	11,601,108	14,690,018	13,585,007	0.94	1.06	0.97	1.15		
Township Water Supply and Sanitation Authorities																
53	Kibaigwa	109,437.0	122,291.0	132,643.0	no data	no data	no data	298,435	464,274	242,718.2	0.66	0.97	0.61	0.61		
54	Maaganzo	6,673.7	41,140.5	31,355.5	no data	no data	no data	44,491	145,523	180,131	1.02	1.12	1.38	1.38		
55	Makambako	176,352.6	194,409.9	304,840	42,073	96,527	111,877	401,542	591,256	593,433	0.88	1.25	0.93	1.14		
56	Mombo	55,525.0	40,648.0	28,202.0	no data	no data	no data	93,378	57,154	51,699	1.66	1.27	1.00	1.00		
57	Tunduma	6,185.0	7,087.0	13,224.3	no data	no data	no data	12,035	16,768	52,337	1.16	1.42	1.82	1.82		
58	Turiani	58,820.0	75,580.6	119,480.0	no data	no data	no data	133,407	204,693	204,243.0	1.04	0.69	0.72	1.02		
TOTAL/AVG. 2		631,833	742,879	629,745	100,273	312,028	171,877	983,289	1,479,667	1,324,561	1.07	1.12	1.08	1.00		
TOTAL / AVERAGE (1+2)		4,386,201	6,081,562	4,601,698	4,371,084	4,896,979	2,668,207	12,584,397	16,169,685	14,909,568	0.96	1.07	0.98	1.13		

Table A2.9: Preliminary Sanitation Information within Service Areas of DT WSSAs

S/No	WSSA	total Households	Households with septic tanks	Household without Latrines (Open Defecation)	Households with Traditional pit latrine	Household with Improved ventilated pit latrine (VIP Latrine)	Households with empiable latrines in a service area	Proportion of household with Septic tanks	Proportion of Household without Latrines (Open Defecation)	Proportion of Households with Traditional pit latrine	Proportion of Household with Improved ventilated pit latrine (VIP Latrine)	Availability of faecal sludge treatment facility (Yes/No)	Number of Cesspit emitters trucks owned by Utility	Number of Cesspit emitters trucks owned by LGA(s)	Number of Private owned Cesspit emitters registered by WSSA/ LGA
1	Bihararamulo	3,691	432	11	873	2,375	3,807	12	0	24	64	NO	0	0	0
2	Burunda	38,673	15,243	3,213	4,974	15,243	20,217	39	8	13	39	NO	0	0	1
3	Chato	6,949	5,192	78	1,166	513	508	75	1	17	7	NO	0	0	0
4	Chunywa	6,598	1227	406	4,606	359	508	19	6	70	50	NO	0	0	0
5	Dekawa	3,623	181	362	1,993	1,087	1,087	5	10	65	30	NO	0	0	0
6	Gairo	10,351	4,236	129	1,750	4,236	18,760	41	1	17	41	NO	0	0	0
7	Handeni	16,729	52	453	8,212	8,064	8,064	3	3	49	48	NO	0	0	0
8	Ifakara	46,723	17,585	-	4,371	24,767	24,767	38	0	9	53	NO	0	0	0
9	Iluanga	10,731	2,126	1,094	-	7,511	-	20	10	0	70	NO	0	0	0
10	Iumba-Isongole	17,367	2,668	8	13,660	1,031	-	15	0	79	6	NO	0	0	0
11	Karacawe	6,125	1,071	490	3,961	603	1,785	17	8	65	10	NO	0	0	0
12	Karatu	3,013	1,035	6	1,270	702	1,737	34	0	42	23	NO	0	0	0
13	Kasulu	40,871	2,680	213	32,136	5,842	2,082	7	1	78	14	NO	0	0	0
14	Katesh	1,365	512	5	338	510	1,022	38	0	25	37	NO	0	0	0
15	Kibalawa	542	185	-	108	249	434	34	0	20	46	NO	0	0	0
16	Kibwando	5,189	825	280	2,022	2,062	1,805	16	5	39	40	NO	0	0	0
17	Kibwando	6,301	1,950	1,301	2,650	400	459	31	21	42	6	NO	0	0	0
18	Kiindoni	600	276	12	63	249	-	46	2	10	42	NO	0	0	0
19	Kilwa Masoko	2,481	785	161	1,146	389	1,174	32	6	46	16	NO	0	0	0
20	Kiomboi	5,132	850	82	1	4,199	-	16.6	2	0	82	NO	0	0	1
21	Kishapu	7,478	2,830	206	1,612	2,830	2,830	39	2	21	38	NO	0	0	0
22	Kondea	6,313	2,510	-	1,707	2,096	4,606	40	0	27	33	NO	0	0	0
23	Korogwe	16,570	1,928	133	12,131	2,378	6,799	12	1	73	14	NO	0	0	1
24	Kyela - Kasumulu	542	185	-	108	249	434	34	0	20	46	NO	2	0	0
25	Livrale	3,463	-	202	-	3,261	3,261	0	6	0	94	NO	0	0	0
26	Loliondo	1,315	146	299	672	198	344	11	23	51	15	NO	0	0	0
27	Ludewa	1,145	237	-	820	88	237	21	0	71	8	NO	0	0	0
28	Lushoto	7,159	158	330	2,658	4,013	4,171	2	5	37	56	NO	0	0	0
29	Mafinga	22,732	9,706	-	10,799	2,227	-	43	0	47	10	NO	0	0	2
30	Macanzo	3,681	20	20	200	2,681	2,681	21	1	5	73	NO	0	0	0
31	Mahenge	12,523	384	107	9,713	2,319	2,319	3	1	78	18	NO	0	0	0
32	Makambako	15,738	8,003	-	1,908	5,827	13,930	51	0	12	37	NO	0	0	2

S/No	WSSA	total Households	Households with septic tanks	Households without Latrines (Open Defecation)	Households with Traditional pit latrine	Household Improved ventilated pit latrine (VIP Latrine)	Households with empitable latrines in a service area	Proportion of household with Septic tanks	Proportion of Household without Latrines (Open Defecation)	Proportion of Households with Traditional pit latrine	Proportion of Household with Improved ventilated pit latrine (VIP Latrine)	Availability of faecal sludge treatment facility (Yes/No)	Number of Cesspit trucks owned by Utility	Number of Cesspit trucks owned by WSSA/LGA(s)	Number of Private owned Cesspit empliers registered by WSSA/LGA
33	Makete	1,483	969	-	492	22	991	65	0	33	2	NO	0	0	0
34	Manvoni	11,121	720	213	4,979	5,209	-	6	2	45	47	NO	0	0	0
35	Mbinga	10,844	4,076	-	5,702	1,076	4,092	38	0	52	10	NO	0	1	0
36	Mbujulu	740	393	1	-	346	2,107	53	0	47	0	NO	0	0	0
37	Mombo	1,598	1,081	42	475	-	1,081	68	3	29	0	NO	0	0	0
38	Mwaxwaxa	5,715,882	7,328	-	2,014	562,240	-	1	0	98	0	NO	0	0	0
39	Mugumu	5,975	2,190	446	2,573	766	766	37	7	43	13	NO	0	0	2
40	Muleba	1,695	601	-	231	863	863	35	0	14	51	NO	0	0	0
41	Mwanhuzi	5,542	3,108	34	2,138	262	262	56	1	38	5	NO	0	0	1
42	Namanvere	6,804	2,013	-	2,778	2,013	681	30	0	40	30	NO	0	0	0
43	Namtumbo	4,855	574	-	3,812	469	1,043	12	0	78	10	NO	0	0	0
44	Ngara	6,223	2,438	16	897	2,872	2,438	39	0	14	46	NO	0	0	0
45	Nzega	21,033	6,532	798	-	13,703	-	31	4	0	65	NO	0	0	1
46	Orkesumet	731	82	-	337	312	393	11	0	46	43	NO	0	0	0
47	Ruanawa	3,076	788	128	1,160	1,000	1,665	26	4	38	32	NO	0	0	0
48	Rujewa	4,735	1,813	130	1,721	1,071	4,776	38	3	36	23	NO	0	0	0
49	Same - Mwangi	1,306	1,044	30	200	32	1,076	80	2	15	2	NO	0	0	1
50	Sengerema	25,574	1,283	2,604	19,024	2,663	20,307	5	10	74	10	YES	2	0	0
51	Songe	12,598	-	6,107	6,275	216	216	0	48	50	2	NO	0	0	0
52	Tantire	12,160	5,192	2,890	3,098	980	4,638	43	24	25	8	NO	0	0	0
53	Tukuyu	12,541	3,052	366	2,834	6309	212	24	3	23	50	NO	0	0	0
54	Tunduma	24,417	8536	-	4,343	11,538	-	35	0	18	47	NO	0	0	0
55	Tunduru	16,539	5,839	8	7,458	3,234	18	35	0	45	20	NO	0	0	1
56	Turiani	21,483	5,061	911	327	15,184	15,184	24	4	1	71	NO	0	0	0
57	Ushirombo	45,440	-	-	32,971	12,469	12,469	0	0	73	27	NO	0	0	0
58	Utete	4,173	669	4	6,772	728	1,387	8	0	83	9	NO	0	0	0
TOTAL/AVERAGE		1,169,981	151,340	24,329	240,239	754,083	211,097	13	2	21	64		4	1	13

APPENDIX 3

DT WSSA's BOARD OF DIRECTORS STATUS

Table A3.1: DT WSSAs Board of Directors Status as at June, 2020 and Status of Report Submission

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30th June 2020	Remarks	Report Submission for 2019/20 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
District Water Supply and Sanitation Authorities					
1.	Biharamulo	Yes	No	Expired on 23rd May 2017	Annual Report
2.	Bunda	Yes	Yes	The Board was appointed on 28 th November 2018	Data sheet
3.	Chato	Yes	No	Expired on 16th February 2017	Annual Report
4.	Chunya	Yes	Yes	Under Mbeya WSSA Board of Directors	Majlis Data and Datasheet
5.	Dakawa	Yes	Yes	Under RUWASA management	Annual Report
6.	Handeni	Yes	Yes	The Board was appointed 13th March 2018	Technical report and Annual Data sheet
7.	Gairo	Yes	Yes	Under RUWASA management	Annual Report
8.	Ifakara	Yes	No	Already announced and evaluated at names of the applicants.	Majlis Data (Annual Report)
9.	Igunga	Yes	No	No active Board	Technical report and Annual Data sheet
10.	Itumba-Isongole	Yes	Yes	Under RUWASA management	Data sheet
11.	Karagwe	Yes	Yes	Under RUWASA management	Data sheet
12.	Karatu	Yes	Yes	The tenure of the Board will expired on 27 th November 2020	Technical report and Annual Data sheet
13.	Kasulu	Yes	No	Expired on 21st February 2017	Annual report
14.	Katesh	Yes	Yes	Expired from 31 st December 2020	Annual Data Sheet
15.	Kibaya	No	Yes	Under RUWASA management	Annual Data Sheet
16.	Kibondo	Yes	No	Board tenure of the Board expired on 30 th June, 2019.	Datasheet
17.	Kilindoni	Yes	Yes	Under RUWASA management	Annual Report
18.	Kilwa Masoko	Yes	Yes	Under RUWASA management	Majlis Data
19.	Kiomboi	No	Yes	Under RUWASA management	datasheet
20.	Kishapu	Yes	Yes	Under RUWASA management	Datasheet
21.	Kondoa	No	Yes	Under RUWASA management	datasheet
22.	Korogwe	Yes	No	Expired on 13 th April 2020	Annual Report
23.	Kyela - Kasumulu	Yes	Yes	Under Mbeya WSSA Board of Directors	Data sheet
24.	Liwale	Yes	Yes	Under RUWASA management	Data sheet
25.	Loliondo	Yes	Yes	Under RUWASA management	Data Sheet
26.	Ludewa	Yes	Yes	Under RUWASA management	Datasheet
27.	Lushoto	Yes	Yes	Under RUWASA management	Data Sheet
28.	Mafinga	Yes	Yes	The Board was pointed on 4th September 2018	Annual Report
29.	Mahenge	Yes	Yes	Under RUWASA management	Data sheet
30.	Makete	Yes	Yes	Under supervision of Njombe WSSA Board of Directors	Annual report
31.	Manyoni	Yes	Yes	Under supervision of Singida WSSA Board of Directors	Annual
32.	Mbinga	Yes	Yes	Under supervision of Songea WSSA Board of Directors	Annual report
33.	Mbulu	Yes	Yes	Expired on 30 th October 2020	Data Sheet
34.	Mpwapwa	Yes	Yes	Under supervision of Dodoma WSSA Board of Directors	Technical report and Data sheet
35.	Mugumu	Yes	No	The tenure of the Board expired on 31st December 2019	Annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Status as of 30th June 2020	Remarks	Report Submission for 2019/20 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
36.	Muleba	Yes	No	Expired on 31 st December 2019	Annual Report
37.	Mwanhuzi	Yes	No	The Board was appointed on 13th March 2017	Annual Report
38.	Namanyere	Yes	Yes	Under RUWASA management	Datasheet
39.	Namtumbo	Yes	Yes	Under RUWASA management	Datasheet
40.	Ngara	Yes	Yes	The Board was appointed on 17th November 2017.	Annual Report
41.	Nzega	Yes	No	Expired	Technical report and Data sheet
42.	Orkesumet	No	Yes	Expired from 31st December 2020	Annual Data Sheet
43.	Ruangwa	Yes	Yes	Under supervision of MANAWASA WSSA Board of Directors	Annual Report
44.	Rujewa	Yes	Yes	Under RUWASA management	Annual Report
45.	Rombo	No	No	The Board has never been appointed	Not submitted
46.	Same - Mwanga	No	No	Proposed Boards list of Board Members was submitted to MoW for further implementation	Data Sheet
47.	Sengerema	Yes	Yes	The Board was appointed on 8th November 2018	Datasheet
48.	Songe	Yes	Yes	Under RUWASA management	Data Sheet
49.	Tarime	Yes	Yes	The Board was appointed since February 2019	Datasheet
50.	Tukuyu	Yes	Yes	The Board is in place since April, 2019	Datasheet
51.	Tunduru	Yes	Yes	Under supervision of Songea WSSA Board of Directors	Annual Report
52.	Ushirombo	Yes	No	Expired on 31 st December 2019	Datasheet
53.	Utete	Yes	Yes	Under RUWASA management	MajS Monthly Reports
Township Water Supply and Sanitation Authorities					
54.	Chala	No	Yes	Under RUWASA management	Not submitted
55.	Kibaigwa	Yes	Yes	Under supervision of Dodoma WSSA Board of Directors	Technical report and Data sheet
56.	Laela	No	Yes	Under RUWASA management	Not submitted
57.	Maganzo	Yes	Yes	Under RUWASA management	datasheet
58.	Makambako	Yes	Yes	The Board was appointed on May 2020.	Annual Report
59.	Mombo	Yes	Yes	Under RUWASA management	Data sheet
60.	Tunduma	Yes	Yes	Currently under Vwawa-Mlowo WSSA Board of Directors	Data sheet
61.	Turiani	Yes	Yes	Under RUWASA management	Annual Report

APPENDIX 4

COMPLIANCE WITH REGULATORY OBLIGATIONS (Tariff Conditions, Reporting and Implementation of Recommendations of Previous Performance Report –FY 2018/19)

Compliance with Tariff Conditions for District WSSA

Table A4.1: Evaluation of DT WSSAs Compliance with Tariff Order Conditions as of June 2020

1. A 4.1 (j) Biharamulo WSSA: Government Notice No.930 published on 29/11/2019						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1.	Prior to the implementation of a new tariff, Biharamulo WSSA shall provide evidence to EWURA that it has notified its customers of the new tariff order and it has conducted an intensive awareness to its customers including, government, political and religious representatives found in their area of services;	1 st December 2019	1	1	100	Implemented
2.	Biharamulo WSSA shall procure and maintain optimum stock of water meters to ensure that meter replacements are done within the shortest period	Continuous	1	1	100	Implemented
3.	On or before 31 st January 2020, Biharamulo WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order	31 st January 2020	1	1	100	Timely submitted
4.	Biharamulo WSSA shall ensure it complies with the requirement of remitting regulatory levy.	30 th June 2020			100	Complied
5.	On or before 31 st January 2020, Biharamulo WSSA shall develop and submit to EWURA customer's outreach program;	30 th June 2020	1	0	0	Not implemented
6.	Biharamulo WSSA shall cause their financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33(1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 th September 2020	1	1	100	Implemented
7.	Biharamulo WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA.	30 th September 2020	1	1	100	Implemented
8.	New Investments (Biharamulo WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
8.1.	Procure and install 122 in 30 th June 2020 out 571 water meters (DN 20mm Class C) for existing unmetered customers by 30 th June 2022.	30 th June 2020	122	210	100	Procured and installed 210 out of 150 water meters (DN 20mm Class C) for existing unmetered customers

1. A 4.1 (i) Biharamulo WSSA: Government Notice No.930 published on 29/11/2019						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
8.2.	Extension 7km of water supply network at Ng'ambo and Nyakatuntu areas by June 2020	30 th June 2020	7	12	100	Implemented
9.	To attain the key performance indicator as indicated in the Third Schedule					
9.1.	New Connections (water)	30 th June 2020	250	283	100	The actual implementation was 283 out of 250 targeted number of customers
9.2.	Non-Revenue Water	30 th June 2020	18	12	100	Actual NRW was 12% as of 30 th June 2020. The performance target was 18%
9.3.	Metering Ratio	30 th June 2020	100	100	100	Actual performance in metering ratio is 100% as at 30 th June 2020. The performance target was 100%
9.4.	Revenue Collection efficiency	30 th June 2020	110	96	100	Actual Revenue Collection Efficiency was 110% as of 30 th June 2020. Performance target was 96%
9.5.	Hours of service	30 th June 2020	15	14	93.33	An actual hour of service was 14hours as at 30 th June 2020. Performance target was 15hours

2. A 4.1 (ii) Bunda WSSA GOVERNMENT NOTICE No. 189 Published On 15/3/2019						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1.	Bunda WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 th Sept 2020	1		50	Bunda WSSA timely submitted the draft financial statements for the FY. 2019/20. Audited financial statements for the financial year 2018/19 were not submitted
2.	Bunda WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 th Sept 2020	1	0	0	Not submitted
3.	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 Water Supply and Sanitation Authorities and the improvement of its performance over time.	Monthly basis	12	12	100	Timely submitted
4.	Bunda WSSA shall implement the projects as detailed in the Second schedule by using funds generated from the approved tariffs					
4.1.	To purchase a submersible pump to be used at Kunzugu Borehole	30 th June 2020	1	0	0	Not implemented
4.2.	Procure 1,881 Water Meters for Replacement	30 th June 2020	1,881	1,902	100	Implemented
5.	Purchase Billing Software	30 th June 2020	1	1	100	Implemented
6.	Construction of a permanent intake structure at Nyabehu	30 th June 2020	1	1	100	Implementation is in progress
7.	Construction of Guta Intake	30 th June 2020	1	0	0	Not implemented
8.	Extend 24.3Km Distribution Network (1' Polypipe) to Ikizu Rd, Bundastoo, Migungani, Bomani, Posta, Mwanza Rd, Balili 91	30 th June 2020	24.3	25	100	Implemented

2. A 4.1 (ii) Bunda WSSA GOVERNMENT NOTICE No. 189 Published On 15/3/2019						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
9.	Construct a 2Km Distribution Network at Guta	30 th June 2020	2	5.3	100	Implemented
10.	Construct a 3Km Distribution Network at Misisi	30 th June 2020	3	3.6	100	Implemented
11.	Purchase 13 Motorcycles	30 th June 2020	13	0	0	Not implemented
12.	To attain the key performance indicator as indicated in the Third Schedule					
12.1.	New Connections (water)	30 th June 2020	38.97			Actual implementation was 1,169 out of 3,000 targeted number of customers
12.2.	Non-Revenue Water	30 th June 2020	94			Actual NRW was 41% as of 30 th June 2020. The performance target was 35%
12.3.	Metering Ratio	30 th June 2019			100	Actual performance in metering ratio is 100% as at 30 th June 2020. The performance target was 100%
12.4.	Revenue Collection efficiency	30 th June 2018			100	Actual Revenue Collection Efficiency was 90% as at 30 th June 2019. Performance target was 87%

A 4.1 (iii) Chato WSSA (Order No 11- 014 of 1 st June, 2011)						
No	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th June 2020	1	0	0	Not Implemented
2.	The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority 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.	Monthly basis	12	0	0	Not Implemented

A4.1 (iv) Chunya WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
Chunya 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 Chunya 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	0%	Chunya WSSA did not submit any monthly MajiS reports during the FY 2019/20 timely. All 12 reports were late submitted
Overall Performance		0%	

A4.1 (v) Dakawa WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Deadline	Compliance	REMARKS
Dakawa WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Dakawa WSSA's performance in comparison with other WSSAs 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	0%	Dakawa WSSA did not submit any of the MajiS monthly reports. Out of the three Annual Reports (MajiS Annual, Technical and Financial Annual Reports) Submitted Draft Technical Annual Report only. Furthermore, the report was lately submitted.
Overall Compliance (%)		0%	
A4.1 (vi) Gairo WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Deadline	Compliance	REMARKS
Gairo WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Gairo WSSA's performance in comparison with other WSSAs 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	0%	Gairo WSSA did not submit any of the MajiS monthly reports. Out of the three Annual Reports (MajiS Annual, Technical and Financial Annual Reports) Submitted Draft Technical Annual Report only. Furthermore, the report was lately submitted.
OVERALL COMPLIANCE (%)		0%	

A4.1 (vii): Handeni WSSA (Order No 11- 014 of 1 st June 2011)			
Condition	Due date	Compliance	Remarks
Handeni 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 Handeni 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	16.67%	Handeni WSSA submitted two (2) out of twelve (12) monthly MajiS reports during the FY 2019/20 timely.
Overall Performance			
		16.67%	

A4.1 (viii): Ifakara WSSA (Order No. 15-016)			
Condition	Deadline	Compliance	REMARKS
Ifakara 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 Ifakara 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	63.32%	Ifakara WSSA timely submitted three MajiS monthly reports and lately submitted the other nine MajiS monthly reports. Out of the three Annual Reports (MajiS Annual, Technical and Financial Annual Reports); Ifakara WSSA timely submitted MajiS Annual Report and Draft Financial Report. However, Ifakara WSSA did not submit a Draft Technical Annual Report only.
Overall Compliance (%)			
		63.32%	

A4.1 (IX): Itumba Isongole WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
Itumba-Isongole 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 Itumba-Isongole 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%	Itumba-Isongole WSSA submitted six (6) out of twelve (12) monthly MajiS reports during the FY 2019/20 timely.
Overall Performance			
		50%	

3. A4.1 (X): Karagwe WSSA GOVERNMENT NOTICE NO. 188 published on 15/03/2019						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1.	Karagwe WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure	30 th Sept 2020	1	0	0	Not implemented
2.	Karagwe WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 th Sept 2020	1	0	0	Not implemented
3.	Karagwe WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA.	30 th Sept 2020	1		10.42	Karagwe WSSA timely submitted 5 out of 12 MajiS monthly reports. Annual MajiS report was late submitted. Karagwe WSSA submitted neither a draft financial statement nor annual technical progress report.
4.	Karagwe WSSA shall implement the projects as detailed in the Second Schedule by using funds generated from the approved tariffs					
4.1.	Provision of water supply to people living closer to water sources at Omururongo.	28 th February 2020	1	0	0	Not implemented
4.2.	Procurement of three (3) motorcycles for follow up and supervision.	28 th February 2020	3	0	0	Not implemented
4.3.	Procure and install 125 customer meters	28 th February 2020	125	192	100	192 meters were procured and installed to new customers. Target was 125 customer meters
5.	To attain the key performance indicator as indicated in the Third Schedule					
5.1.	New Connections (water)	30 th June 2020	220	192	87.27	Actual implementation was 192 out of 220 targeted number of customers
5.2.	Non-Revenue Water	30 th June 2019	20	26	94	Actual NRW was 26% as of 30 th June 2020. The performance target was 20%
5.3.	Metering Ratio	30 th June 2019	100	100	100	Actual performance in metering ratio is 100% as at 30 th June 2020. The performance target was 100%
5.4.	Revenue Collection efficiency	30 th June 2019	90	91	100	Actual Revenue Collection Efficiency was 91% as of 30 th June 2020. Performance target was 90%

A4.1 (Xi): Kasulu WSSA (Order No 11- 014 of 1 st June, 2011)						
No	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th June 2020	1	0	0	Not Implemented
2.	The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time.	Monthly basis	12	12	100	Timely submitted

A4.1 (Xii): Kibondo WSSA (Order No 11- 014 of 1 st June, 2011)						
No	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th June 2020	1	0	0	Not Implemented
2.	The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority 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.	Monthly basis	12	0	0	Not Implemented

A4.1 (Xiii): Kilindoni WSSA (GN 927 dated 29th November 2019)			
Condition	Deadline	Compliance	REMARKS
Prior to the implementation of new tariff, Kilindoni WSSA shall provide evidence to EWURA that it has notified its customers of the new tariff order and it has conducted an intensive awareness to its customers including, government, political and religious representatives found in their area of services.	1 st December 2019	0.0	Submission of the evidence was not provided as Ordered
Kilindoni WSSA shall procure and maintain optimum stock of water meters in order to ensure that meter replacements are done within the shortest period of time	30 th June 2020	0.0	Not implemented
Kilindoni WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariff	30 th June 2020	50.0	Kilindoni WSSA has completed implementation of three projects and partially implemented two projects out of eight projects that were required to be implemented
Kilindoni WSSA shall attain key performance indicators as shown in the Third Schedule of this Order;	30 th June 2020	3.3	Kilindoni WSSA has slightly improved towards the target in the proportion of the population living in an area with water network from 22% in December 2019 to 30% in June 2020. There is no improvement in other remaining indicators
Kilindoni WSSA shall adhere to section 43 of the EWURA Act and rule 6 of EWURA (Fees and Levies Collection Procedure) Rules, of 2010	Continuous	0.0	Kilindoni WSSA has not remitted any amount to EWURA in FY 2019/20
Kilindoni WSSA shall ensure to meter all domestic customers on or before 31 st December 2019	31 st December 2019	0.0	By June 2020, metering ratio is only 35%
On or before 31 st January 2020, Kilindoni WSSA shall submit a revised Business Plan (2019/20-2021/22) that incorporates the approved tariffs and action plan for implementation of conditions of this Order;	31 st January 2020	0.0	By June 2020, the Revised Business Plan was yet to be submitted to EWURA
Kilindoni WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule	Continuous	0.0	Kilindoni WSSA did not provide in its Annual Performance Report description of an implementation of Tariff Order condition
Kilindoni WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate Kilindoni WSSA's performance in comparison with other WSSAs 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	30.0	Timely submitted three monthly MajiS progress reports and lately submitted six MajiS monthly reports. However, it submitted only Technical Annual Report.
OVERALL COMPLIANCE (%)		9.3	

A4.1 (Xiv): Kiliwa Masoko WSSA (Order No. 16-015)			
Condition	Deadline	Compliance	REMARKS
Kiliwa Masoko WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate KIMUWASA's performance in comparison with other WSSAs 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	22%	Kiliwa Masoko WSSA timely submitted six MajiS monthly reports and lately submitted the other six MajiS monthly reports. Out of the three Annual Reports (MajiS Annual, Technical and Financial Annual Reports) Submitted Draft Technical Annual Report only. Furthermore, the report was lately submitted.
OVERALL COMPLIANCE (%)			22%

A4.1 (XV): Kishapu WSSA (Order No 11 - 014 of 1 st June, 2011)						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by the Controller and Auditor General and ensure that on or before 30 th December 2019 it submits to EWURA copies of the audited financial statements for the years ended 30 th June 2019	30 th June 2020	0	0	0	Not implemented
2.	The Authority 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 the performance of the Authority 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	Monthly basis	1	1	100	Timely submitted

A4.1 (XVI) : Korogwe WSSSA (Provisional Tariff)(Amendments) Order (GN 926) of 26 th November 2019						
S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance (%)	Remarks
1	On 31 st December 2019 or before, submit an approved business plan		1	0	20%	Not implemented. However, the draft Business Plan was submitted to EWURA for review, the Utility is incorporating the EWURA's comments for further submission
2	Implement conditions which are not fully implemented in the principal Order as narrated below:					
	NEW INVESTMENT					
	(i) Construction of 5 valve chambers	30 th June 2020	5	6	100%	The Utility constructed six (6) valve chambers
	(ii) Procurement and installation of 25 DMAs	30 th June 2020	25	-	0%	Not implemented due to financial constraints
	(iii) Purchase of one vehicle (pick-up), 9 motorcycle and 9 bicycles	30 th June 2020	19	-	0%	Not implemented due to financial constraints
	(iv) Procurement and installation of new 272 water meters	30 th June 2020	272	217	80%	The Utility managed to install 217 new water meters during the year under review
	REHABILITATION AND REPLACEMENT					
	(i) Replacement of 38 non-functioning valves	30 th June 2020	38	6	16%	Due to financial constraints, the Utility replaced only six (6) out valves during the period under review
	(ii) Replacement of 2,788 old customer meters	30 th June 2020	2,788	73	3%	Only seventy-three (73) old customer meters were replaced during the year under review
	(iii) Replacement of 8 old computers used in billing and revenue collection section	30 th June 2020	8	-	0%	Not implemented due to financial constraints
	(iv) Replacement of 24 fire hydrants	30 th June 2020	24	1	4%	Due to financial constraints, the Utility managed to replace only one (1) fire hydrant during the period under review
	(v) Fencing and re-plastering the internal surface of five storage tanks	30 th June 2020	1	-	0%	Not implemented due to financial constraints
	(vi) Construction of fence at Mtonga pump station and rehabilitation of office building	30 th June 2020	2	-	0%	Not implemented due to financial constraints
	Attain the key performance indicator as follows;					
	(i) 82 New Connections (water)	30 th June 2020	82	229	100%	The Utility managed to conduct 229 new water connections during the period under review.
	(ii) 27% Non-Revenue Water	30 th June 2020	27%	42%	85%	The Utility attained 42% Non-Revenue Water
	(iii) 90% Revenue Collection efficiency	30 th June 2020	90%	84%	94%	The Utility as attained 84.3% as a collection efficiency.
	(iv) Increase hours of service to 12 hours	30 th June 2020	12	10	87%	During the year under review, Korogwe WSSA attained 10.4 hours of service

A4.1 (XVI) : Korogwe WSSSA (Provisional Tariff)(Amendments) Order (GN 926) of 26 th November 2019						
S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance (%)	Remarks
3	Korogwe WSSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Ongoing	12	8	67%	Korogwe WSSSA submitted eight (8) out of twelve (12) monthly MajiS report during the year under review.
	OVERALL COMPLIANCE (%)				41%	

A4.1 (xviii) : Liwale WSSA (Order No. 16-022)			
Condition	Deadline	Compliance	REMARKS
Liwale WSSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate LIUWASA's performance in comparison with other WSSAs 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	0.00%	Liwale WSSSA did not submit any of the required Reports. It submitted neither Annual Reports (MajiS Annual, Technical and Financial Annual Reports) nor MajiS monthly reports.
OVERALL COMPLIANCE (%)		0.00%	

A4.1 (xviii) Loliondo WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
Loliondo WSSSA 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 Loliondo WSSSA'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%	Loliondo WSSSA submitted all twelve (12) monthly MajiS reports during the FY 2019/20 timely.
Overall Performance		100%	

A4.1 (xiv) Ludewa WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Ludewa 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 Ludewa 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	17%	During the FY 2019/20, Ludewa WSSA submitted two (2) out of twelve (12) monthly MajiS reports timely.
Overall Performance			17%

A4.1 (xv) Lushoto WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
Lushoto 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 Lushoto 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	0%	During the year under review, Lushoto WSSA submitted none of the monthly MajiS reports timely.
Overall Performance			0%

A4.1 (xvi) Makete WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
Makete 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 Makete 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%	During the FY 2019/20, Makete WSSA submitted twelve (12) out of twelve (12) monthly MajiS reports timely.
Overall Performance			100%

A4.1 (xvii) Manyoni WSSA (Government Notice No. 125 published on 16/03/2018)				
S/N	Condition	Deadline	Compliance (%)	Implementation Status
1.	Replacement of 2 submersible pumps at Mitoo Mbugani well field and SP17-6 in 2019/20		100%	The submersible pump was installed
2.	Replacement of one pump (Q=64m ³ /hr, H=91m) and its motor at Mitoo Mbugani pumping station	30th June 2020	100%	The booster pump was replaced
3.	Replacement of 1km of pipes at Majengo area (3", polypipes, Class C)	30th June 2020.	45%	The replacement was done by laying 450m at Majengo.
4.	Replacement of water meter (DN15) 20 customer meters.	30th June 2020	70%	Fourteen (14) meters were replaced
5.	Rehabilitation of valve chambers at Sayuni (2), Mwembeni (2), Mjini Kati , and 4 chambers in 2019/20	4 chambers in 2019/20.	50%	Five chambers were rehabilitated at Sayuni (1), Samaria (1), Mjini Kati (2) and Majengo (1).
6.	Replacement of office furniture- chairs(5), office tables (2), file cabinets(4)	30th June 2020.	50%	Six chairs were replaced at MD's office
7.	Replacement of one laptop	30th June 2020	0%	Not implemented
8.	Extension of network to Kipondoda (200m, size-40mm, polypipe Class C)	30th June 2020	175%	The extension was done by laying 350m HDPE pipe (The size of the pipe is 50mm instead of 40mm)
9.	168 new water meters, domestic	30th June 2020	107%	One hundred eighty-one (181) meters were installed.
10.	Procurement of 2 new motorcycles (one motorcycle in 2019/20)	30th June 2020	50%	One motorcycle was procured in 2019; the remaining one will be procured before the end of this financial year 2020/21.
11.	Installation of Billing System	30th June 2020	100%	The Billing system was installed in March 2020
Overall Compliance (%)			76	

A4.1 (xviii) Mbinga WSSA (Order No 2016 - 009 of 29th February, 2016)			
Condition	Due date	Compliance	Remarks
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 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	67%	During the FY 2019/20, Mbinga WSSA submitted eight (8) out of twelve (12) monthly MajiS reports timely.
Overall Performance			
67%			
A4.1 (xix) Mbulu WSSA (Order No 11- 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
Mbulu 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 Mbulu 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%	Mbulu WSSA submitted three (3) out of twelve (12) monthly MajiS reports during the FY 2019/20 timely.
Overall Performance			
25%			

A4.1 (xx): Mugumu WSSA: GN No.933 published on 29/11/2019						
No	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
1.	on or before 31 st January 2020, Mugumu WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order	31 st January 2020	1	0	0	Not submitted
2.	Mugumu WSSA shall ensure it complies with the requirement of remitting regulatory levy	31 st August 2020	1	1	100	Mugumu WSSA has remitted Regulatory levy by 100%
3.	Mugumu WSSA shall ensure a 100% metering ratio to all domestic customers by 31 st December, 2019. Mugumu WSSA is requested to procure enough water meters to implement this directive	31 st December 2020	100	85	85	Mugumu WSSA has replaced customer meters by 85% out 100% required.
4.	On or before 31 st December 2019, Mugumu WSSA shall develop and share with EWURA program to identify disadvantaged customers in Mugumu WSSA serviced area and serve them with water services in an affordable manner	31 st December 2020	1	0	0	Not implemented
5.	On or before 31 st December, 2019, Mugumu WSSA shall develop and share with EWURA customer's outreach program	31 st December 2020	1	0	0	Not implemented
6.	Mugumu WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule	30 th September 2020	0	0	0	Not Implemented
7.	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 Water Supply and Sanitation Authorities and the improvement of its performance over time.	30 th September 2020	1	1	79.17	Mugumu WSSA timely submitted draft financial statements and annual technical progress report. Only 2 out of 12 monthly Majlis reports were timely submitted

A4.1 (xx): Mugumu WSSA: GN No.933 published on 29/11/2019						
No	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
8.	Mugumu WSSA shall implement the projects by using funds generated from the approved tariffs as detailed in the Second Schedule of this Order					
8.1.	Replacement of 1,000 water meters	30 th June 2020	1,000	500	50	500 out of 1000 meters were replaced to flat-rate customers
8.2.	Replacement of gate valve 6"	30 th June 2020	1	1	0	Not implemented
8.3.	Replacement of poly pipes rolls of 2" (5km)	30 th June 2020	5	5.2	100	Implemented
9.	To attain the key performance indicator as indicated in the Third Schedule					
9.1.	Proportion of population living	30 th June 2020	70	82	100	Actual proportion living was 82% out of 70% of the target
9.2.	Non-Revenue Water	30 th June 2020	26	26	100	Actual NRW was 26% as of 30 th June 2020. The performance target was 26%
9.3.	Metering Ratio	30 th June 2019	100	85	85	Actual performance in metering ratio is 85% as at 30 th June 2020. The performance target was 100%
9.4.	Revenue Collection efficiency	30 th June 2020	92	95	100	Actual Revenue Collection Efficiency was 95% as of 30 th June 2020. Performance target was 92%

A4.1 (xxi): Muleba WSSA (Order No 11- 014 of 1 st June, 2011)						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th June 2020	1	1	100	Implemented
2.	The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority 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.	Monthly basis	12	12	100	Timely submitted

A4.1 (xxii): Mwanhuzi WSSA (Order No 11- 014 of 1 st June, 2011)						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th June 2020	1	0	0	Not implemented
2.	The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority 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.	Monthly basis	12	12	100	Timely submitted

A4.1 (xxiii); Namanyere WSSA (Order No 11 - 014 of 1st June 2011)			
Condition	Due date	Compliance	Remarks
Namanyere 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 Namanyere 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	0%	Namanyere WSSA did not submit monthly MajIS reports during the FY 2019/20. The utility is not reporting on MajIS
Overall Performance		0%	
A4.1 (xxiv); Namtumbo WSSA (Order No 11 - 014 of 1st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Namtumbo 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 Namtumbo 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	42%	During the FY 2019/20, Namtumbo WSSA submitted five (5) out of twelve (12) monthly MajIS reports timely.
Overall Performance		42%	

4. A4.1 (xxv): Ngara WSSA: GN NO. 800 published on 28 th December 2018						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1.	Ngara WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA.	30 th September 2020	1	1	100	Timely submitted.
2.	Ngara WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 th September 2020	1	1	100	Timely Submitted
3.	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 Water Supply and Sanitation Authorities and the improvement of its performance over time.	30 th September 2020	1	1	100	Implemented
4.	Ngara WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;					
4.1.	Replacement of furniture	30 th June 2020	1	1	0	Not implemented
4.2.	Extension of the distribution network to Nakatunga-Yachonga and Nakatunga Komboa areas	30 th June 2020	1	1	0	Not implemented
4.3.	Extension of the distribution network to Mubinyange and Nakatunga Primary	30 th June 2020	1	1	0	Not implemented
4.4.	Procure and install 2,407 water flow meters for new customers	30 th June 2020	2,407	365	15	365 meters out of 2,407 were procured
5.	Ngara WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order					
5.1.	New Connections (water)	30 th June 2020	805	365	45.34	The actual implementation was 365 out of 805 targeted number of customers
5.2.	Non-Revenue Water	30 th June 2020	35	54	0	Actual NRW was 54% as of 30 th June 2020. The performance target was 35%
5.3.	Metering Ratio	30 th June 2020	100	100	100	Actual performance in a metering ratio is 100% as at 30 th June 2020. The performance target was 100%
5.4.	Revenue Collection efficiency	30 th June 2020	90	93	100	Actual Revenue Collection Efficiency was 93% as of 30 th June 2020. Performance target was 85%

A4.1 (xxvii): NZEGA WSSA (Order No. 002-2018, GN NO. 39)				
S/N	CONDITION	DEADLINE	COMPLIANCE (%)	IMPLEMENTATION STATUS
1	On or before 30 th June 2020, the Authority shall undertake valuation of their assets and submit to EWURA and Asset Valuation Report certified by a Registered Valuer.	30 th June, 2020	0	Not implemented
2	New connection (water) No 150	30 th June, 2020	240	New water connections No.360
3	Non -Revenue Water 20 %	30 th June, 2020	0	41.3% of Non-Revenue water against target of 20%
4	Meter ratio %	30 th June, 2020	100	All customers are metered
5	Revenue Collection Efficiency (without arrears) 88%	30 th June, 2020	92	Implemented
6	Response to written complaints %	30 th June, 2020	90	90% of the response to written complaints against target of 100
7	Rehabilitation of Operators house and toilets at Uchama water treatment plant and Kilimi water pumping station.	30 th June, 2020	50	Rehabilitation of toilets at Uchama operators house is on progress
8	Replacement of distribution network at Uchama 1.2km.	30 th June, 2020	100	Replacement of pipes 1.2km of 300mm done
9	Replacement of 6 Bulk meters (DN110-5 units, DN200- 1unit).	30 th June, 2020	50	Three bulk meter replaced at Uchama (2) and 1 at Kilimi
10	Replacement of water meters.	30 th June, 2020	100	520 water meter replaced for customers
11	Installation of the billing system.	30 th June, 2020	100	NACT Billing system installed
12	Procure and install a power correction factor at Uchama pumping station.	30 th June, 2020	0	Not implemented
13	Procurement of 3 office cabinets, 6 tables, 10 office chairs, 2 computers, 2 printing machines, money safe box and 1 TV unit for customer service room.	30 th June, 2020	40	1 TV for customer service room and 1 printing machine purchased
14	Procure two (2) units of motorcycles	30 th June, 2020	0	Not implemented due to financial constraints
OVERALL COMPLIANCE (%)			69	

A4.1 (xxvii): Orkesumet WSSA (Order No 11 - 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Orkesumet 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 Orkesumet 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	16.67%	Orkesumet WSSA submitted two (2) out of twelve (12) monthly MajjIS reports during the FY 2019/20 timely.
Overall Performance			
		16.67%	

A4.1 (xxviii): Ruangwa WSSA (GN No. 313)			
Condition	Deadline	Compliance	REMARKS
Ruangwa 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 Ruangwa 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	85.00%	Ruangwa WSSA timely submitted all required Annual Reports (MajjIS, Technical and Draft Financial Annual Reports) as well as timely submitted eight (8) MajjIS monthly reports and four late MajjIS monthly reports.
Overall Compliance (%)			
		85.00%	

A4.1 (xxix): Rujewa WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Rujewa 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 Rujewa 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%	During the FY 2019/20, Rujewa WSSA submitted twelve (12) out of twelve (12) monthly MajjIS reports timely.
Overall Performance			
		100%	

A4.1 (xxx) Sengerema WSSA		Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
SN							
1.	Sengerema WSSA shall cause their financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA	30 th September 2020	1	0.5	50	Sengerema WSSA submitted their financial reports to be audited by a CAG. However, copies of the audited financial statements were not submitted to EWURA	
2.	Sengerema WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement.	30 th September 2020	1	0	0	Not implemented	
3.	Sengerema WSSAs shall ensure it complies with the requirement of remitting regulatory levy.	31 st August 2020	TZS 12,478,777	TZS 604,469	5	Sengerema WSSA has remitted only TZS 604,469.00 out of TZS 12,478,777.53	
4.	New Investments (Sengerema WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)						
4.1.	Replacing the Old pipes - 4km, PN10, 63mm within	30 th June 2020	4	4	100	Implemented	
4.2.	Rehabilitate Old pump at Nyamazugo (WKLN 150/5), size 50	30 th June 2020	1	0	0	Not implemented	
4.3.	Extension of pipeline 2Km, PN10, 63mm at Ibondo, Zanzibar, Bukala and Mwabatuhu	30 th June 2020	2	3.5	100	Implemented	
4.4.	Purchase and Install 4 bulk meters (10", 8", 6" and 4")	30 th June 2020	4	0	0	Not implemented	
4.5.	Purchase water meters for new customers (840)	30 th June 2020	840	1,206	100	Implemented	
4.6.	Construction of 90cm ³ Storage Tank at Bukala and Nyamazugo Flocculator walkway	30 th June 2020	1	0	0	Not implemented	
5.	To attain the key performance indicator as indicated in the Third Schedule						

A4.1 (xxx) Sengerema WSSA						
SN	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
5.1.	New Connections (water)	30 th June 2020	840	1,206	100	Actual implementation was 1,206 out of 840 targeted number of customers
5.2.	Non-Revenue Water	30 th June 2020	25	56	0	Actual NRW was 56% as of 30 th June 2020. The performance target was 25%
5.3.	Metering Ratio	30 th June 2020	100	100	100	Actual performance in metering ratio is 100% as at 30 th June 2020. The performance target was 100%
5.4.	Revenue Collection efficiency	30 th June 2020	90	91	100	Actual Revenue Collection Efficiency was 91% as of 30 th June 2020. Performance target was 90% or above

A4.1 (xxx) Tarime WSSA						
No	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th June 2020	1	0	100	Implemented
2.	The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority 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.	Monthly basis	12	0	0	Not Implemented

A4.1 (xxxii): Tukuyu WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Tukuyu 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 Tukuyu 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	42%	Tukuyu WSSA submitted five (5) out of twelve (12) monthly MajiS reports during the FY 2019/20 timely.
Overall Performance		42%	

A4.1 (xxxiii) Tunduru WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Tunduru 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 Tunduru 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	42%	During the FY 2019/20, Tunduru WSSA submitted five (5) out of twelve (12) monthly MajiS reports timely.
Overall Performance		42%	

A4.1 (xxxiii) Ushiroimbo WSSA (Order No 11- 014 of 1 st June, 2011)						
No	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th June 2020	1	1	100	Implemented
2.	The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority 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.	Monthly basis	12	0	0	Not implemented

A4.1 (xxxiv) Utete WSSA (Order No. 2016-)			
Condition	Deadline	Compliance	REMARKS
Utete 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 Turiani 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	26.7%	Utete WSSA timely submitted four MajiS monthly reports and lately submitted eight MajiS monthly reports. Utete WSSA did not submit any of the required Reports.
Overall Compliance (%)		26.7%	

A4.1 (xxxv): Kyela-Kasumululu WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Kyela-Kasumululu 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 Kyela-Kasumululu 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	42%	Kyela-Kasumululu WSSA submitted five (5) out of twelve (12) monthly MajiS reports during the FY 2019/20 timely.
Overall Performance		42%	

Compliance with Tariff Conditions for Township WSSA

A4.1 (xxxvii): Kibaigwa WSSA (Government Notice No. 543 Published On 26/07/2019)				
S/N	Condition	Deadline	Compliance (%)	Implementation Status
1	Rehabilitation of 2 pump houses at Ndurugumi and old borehole in FY 2019/20	30 th June 2020	0	The budget to be reallocated during the review as it was not implemented during the year 2019/20 due to breakdown of motors
2	Replacement of 2 submersible motors with 37Kw and 7.5Kw for boreholes at Mbuyuni and Ndurugumi respectively	30 th June 2020	100	The standby two submersible motors have been procured twice and installed due to 2 consecutive breakdown of motors with 37Kw, 50HP.
5	To acquire land for dumping wastewater at Kinangali area in the FY 2019/20	30 th June 2020	50	Still in the process with collaboration with Township Authority.
10	Extension of pipes network size DN 63mm-50mm 5.74km at Samora, Majengo Bafini, Kawawa, Mjimwema, Samora, and Mbagala in FY 2019/20	30 th June 2020	70	The extension for the stipulated areas has been implemented for 2.193 in total whereas for Ndurugumi there is 20km project to be implemented financed by MoW
OVERALL COMPLIANCE (%)			55	

A4.1 (xxxviii): Maganzo WSSA						
No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1.	The Authority shall cause its financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 th June 2020	1	0	0	Not implemented
2.	The Authority shall continue to provide EWURA with information about its financial and operating condition will be used by EWURA to evaluate performance of the Authority in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time.	Monthly basis	12	12	100	Timely submitted

A4.1 (xxxviii): Mombo WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
2. Mombo 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 Mombo 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	33.33%	During the FY 2019/20, Mombo WSSA submitted four (4) out of twelve (12) monthly MajiS reports timely.
Overall Performance		33.33%	

A4.1 (xxxix): : Tunduma WSSA (Order No 11- 014 of 1 st June, 2011)			
Condition	Due date	Compliance	Remarks
1. Tunduma 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 Tunduma 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	0%	Tunduma WSSA did not submit any monthly MajiS reports during the FY 2019/20 timely. All 12 reports were late submitted
Overall Performance		0%	
A4.1 (xl): Turiani WSSA (GN No. 273 & 283)			
Condition	Deadline	Compliance	REMARKS
Turiani WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs.	30 th June 2020	42.00%	Turiani WSSA has implemented only one out of 19 projects that were required to be implemented in the first year of the Tariff
Turiani WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order.	30 th June 2020	38.65%	The Order became effective on 1 st April 2019.
Turiani WSSA shall adhere to section 43 of the EWURA Act, and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, by starting collecting EWURA levy and submitting it to EWURA.	Continuous	26.54%	Turiani WSSA has remit two of the four levy invoices, and still, TZS1,045,454.10 of the levy is yet to be remitted.
Turiani WSSA shall cause their financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33 (1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA.	Continuous	0.00%	Not implemented
Turiani WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule.	Continuous	0.00%	Implementation of conditions contained in the Tariff Order was not provided in the Turiani WSSA Draft Annual Progress Report for FY 2019/20
Turiani 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 Turiani 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	51.85%	Timely submitted nine monthly MajiS progress reports and Draft Technical Annual Report.
Overall Compliance (%)		26.51%	

A4.1 (xxxi): Evaluation Criteria for Compliance with Tariff Order Conditions

(1) For those conditions requiring the 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)		100%
Submission of a plan in time		
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 a plan in time		25%
Late submission		15%
Implementation of a plan (Full compliance).		75%
If it involves the 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 the implementation of an activity		
If fully implemented in time		100%
If an implementation is ongoing		50%
If not implemented		0%
If fully implemented but delayed		75%

Table A4.2: Report Submission Status for FY 2019/20

S/N	Utility	Majlis Monthly Reports		Majlis Annual Report		Draft 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.	Biharumulo	12	12 th September 2020	Timely submitted	18 th September 2020	Timely submitted	18 th September 2020	Timely submitted	Timely submitted
2.	Bunda	12	1 st October 2020	Late submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
3.	Chato	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
4.	Chunya	0	28 th September 2020	Timely submitted	Not submitted	Not submitted	29 th September 2020	Timely submitted	Timely submitted
5.	Dakawa	0	Not submitted	Not submitted	Not submitted	Late Submitted	Not submitted	Not submitted	Not submitted
6.	Gairo	0	Not submitted	Not submitted	Not submitted	Late Submitted	Not submitted	Not submitted	Not submitted
7.	Handeni	2	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	Timely submitted
8.	Ifakara	2	30 th September 2020	Timely submitted	Not submitted	Not submitted	30 th September 2020	Timely submitted	Timely submitted
9.	Igunga	12	8 th August 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	Timely submitted
10.	Itumba-Isongole	6	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
11.	Karagwe	5	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
12.	Karatu	2	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	Timely submitted
13.	Kasulu	12	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
14.	Katesh	8	Not submitted	Not submitted	Not submitted	Not submitted	3 rd November 2020	Late Submitted	Late Submitted
15.	Kibaya	7	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
16.	Kibondo	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
17.	Kilindoni	3	30 th September 2019	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
18.	Kilwa Masoko	6	Not submitted	Not submitted	3 rd October 2020	Late Submitted	Not submitted	Not submitted	Not submitted
19.	Kiromboi	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
20.	Kishapu	12	4 th November 2020	Late submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
21.	Kondoa	1	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
22.	Korogwe	7	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	Timely submitted
23.	Liwale	7	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
24.	Lolondo	11	28 th September 2020	Timely submitted	Not submitted	Not submitted	Not submitted	Not submitted	Late Submitted
25.	Ludewa	2	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
26.	Lushoto	0	Not submitted	Not submitted	Not submitted	Late Submitted	Not submitted	Not submitted	Not submitted
27.	Mafinga	12	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	Timely submitted
28.	Mahenge	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
29.	Makete	12	24 th September 2020	Timely submitted	24 th September 2020	Timely submitted	24 th September 2020	Timely submitted	Timely submitted

S/N	Utility	Majlis Monthly Reports		Majlis Annual Report		Draft Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
30.	Manyoni	4	Not submitted	Not submitted	26 th September,2020	Timely submitted	Not submitted	Not submitted	
31.	Mbinga	8	30 th September,2020	Timely submitted	1 st October 2020	Late Submitted	30 th September,2020	Timely submitted	
32.	Mbulu	3	30 th September 2020	Timely submitted	2 nd November 2020	Late Submitted	30 th September 2020	Timely submitted	
33.	Mpwapwa	2	Not submitted	Not submitted	29 th September,2020	Timely submitted	Not submitted	Not submitted	
34.	Mugumu	2	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	
35.	Muleba	12	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	
36.	Mwanhuzi	12	1 st October 2020	Late submitted	Not submitted	Not submitted	Not submitted	Not submitted	
37.	Namanayere	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
38.	Namtumbo	5	30 th September,2020	Timely submitted	Not submitted	Not submitted	30 th September,2020	Timely submitted	
39.	Ngara	12	30 th September,2020	Timely submitted	18 th September,2020	Timely submitted	18 th September,2020	Timely submitted	
40.	Nzega	12	2 nd September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	
41.	Orkesumet	2	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
42.	Ruangwa	11	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	
43.	Rujewa	12	8 th September 2020	Timely submitted	30 th September,2020	Timely submitted	30 th September,2020	Timely submitted	
44.	Sengerema	12	12 th October 2020	Late submitted	Not submitted	Not submitted	6 th November 2020	Late Submitted	
45.	Songe	1	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
46.	Iarime	0	Not submitted	Not submitted	Not submitted	Not submitted	3 rd November 2020	Late Submitted	
47.	Tukuyu	5	19 th September 2020	Timely submitted	Not submitted	Not submitted	2 nd September,2020	Timely submitted	
48.	Tunduru	5	Not submitted	Not submitted	7 th October, 2020	Late Submitted	30 th October,2020	Late Submitted	
49.	Ushiroambo	0	30 th September 2020	Timely submitted	16 th November 2020	Late submitted	16 th November 2020	Late Submitted	
50.	Urete	5	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
51.	Kyela-Kasumulu	5	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
52.	Same - Mvanga	4	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	
53.	Kibaigwa	8	30 th September 2020	Timely submitted	30 th September 2020	Timely submitted	Not submitted	Not submitted	
54.	Maganzo	12	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
55.	Makambako	12	30 th September,2020	Timely submitted	Not submitted	Not submitted	29 th September 2020	Timely submitted	
56.	Mombo	4	29 th November,2020	Late submitted	Not submitted	Not submitted	Not submitted	Not submitted	
57.	Tunduma	0	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	
58.	Turiani	12	15 th September 2020	Timely submitted	07 th October 2020	Late Submitted	Not submitted	Not submitted	

A4.3: Implementation of Recommendations of the Previous Performance Report (FY 2018/19)

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation Status
1.	Water supply infrastructure.	Average water production in DT WSSAs is only 35% of the water demand, which shows that the gap between water production and demand is still big.	DT WSSAs are required to submit a proposal to the MoW for investment on the improvement of water production	June 2020	DT WSSAs	Twenty (23) DT WSSAs submitted a proposal to the MoW for investment on the improvement of water production. The utilities that have submitted proposal are Churya, Tukuyu, Makambako, Mbinga, Tunduru Handeni, Karatu, Korogwe, Mbulu, Mwanhuzi, Kasulu, Karagwe, Kibondo, Chato, Mugumu, Bunda, Ushiroambo, Ngara, Biaramulo, Ifakara, Kilindoni, Turiani and Tarime.
2.	Water Quality Monitoring	Only 47 out of 83 DT WSSAs performed water quality tests. Further, the number of water quality tests conducted were not compliant with the requirements of TBS (TZS 789:2016-EAS 12:2014).	All DT WSSAs need to prepare and implement water quality monitoring programs in accordance with the Water and Wastewater Quality Monitoring Guidelines.	Continuous	DT WSSAs	Four (4) DT WSSAs namely Itumba-Isongole, Orkesumet, Katesh, Nzege, Igunga and Mbulu have ongoing water supply projects funded by the government through MoW of which completion of the same shall improve the water production in their respective areas. Two (2) DT WSSAs namely Nzege and Igunga have completed bulk water purchase from KASHWASA; while Manyoni and Kondoa have acquired additional water source through government support under MoW. Five (5) WSSAs namely Gairo, Ifakara, Kilindoni, Turiani, Ulete, Mwapawa and Korogwe prepared and submitted to EWURA for approval their Water Quality Monitoring Program in accordance with EWURA Water and Wastewater Quality Monitoring Program 2020.
3.	Disposal of Wastewater/ Sludge	Only 4 out of 83 DT WSSAs have faecal sludge treatment facilities and only 5 have acquired land for construction of wastewater treatment facilities.	(b) DT WSSAs are required to submit a proposal to the MoW for investment on construction of wastewater treatment facilities.	June 2020	DT WSSAs	Only Sengerema WSSA has wastewater treatment facility while Biaramulo, Karagwe and Tunduma WSSAs have already acquired land for construction of faecal sludge treatment facilities

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation Status
4.	Metering	Out of 83 DT WSSAs, 42 have installed bulk meters in all of their water sources	DT WSSAs should install bulk meters to determine the actual water produced.	June 2020	DT WSSAs	Twenty seven (27) DT WSSAs namely Chunya, Makambako, Tunduma, Tukuyu, Mbinga, Ngara, Muleba, Biharamulo, Liwale, Maganzo, Kishapu, Sengerema, Mwanhuzi, Bunda Mafinga, Karatu, Kibaya, Lolloondo, Nzege, Igunga, Kiomboi, Manyoni, Kondo, Kibaigwa, Mpwapwa, Ruangwa and Utefe, have installed bulk meters in all water sources they are operating.
5.		Out of the 83 DT WSSAs, 39 DT WSSAs have attained 100% metering ratio.	DT WSSAs should aim at attaining 100% customer metering.	June 2020	DT WSSAs	Thirty one (31) DT WSSAs namely Mbinga, Makambako, Namanyere, Kibondo, Muleba, Ngara, Biharamulo, Ushiroambo, Maganzo, Sengerema, Mwanhuzi, Kishapu, Chato, Karagwe, Ngara Karatu, Handeni, Kibaya, Korogwe, Lolloondo, Orkesumet, Nzege, Igunga, Kiomboi, Itigi-Manyoni, Kibaigwa, Mpwapwa, Mafinga, Kiwa Masoko, Ruangwa and Utefe have attained 100% metering ratio.
6.	Majis Reporting	Only 16 DT WSSAs submitted all Monthly Majis and 26 WSSAs submitted annual Majis on time.	DT WSSAs are required to comply with reporting requirements in accordance with the Water Supply and Sanitation Services Rules, 2011 (GN 387).	Continuous	DT WSSAs	<p>Submission of Monthly Majis Reports</p> <p>During the FY 2019/20, out of 58 DT WSSAs, 15 (equivalent to 26%) submitted all 12 monthly Majis reports. The percentage compliance in terms of a number of DT WSSAs that submit all their monthly Majis reports is 14% and 17% in FY 2018/19 and 2017/18 respectively. For three consecutive years, the poor performers in terms of submission of monthly Majis reports were DT WSSAs of Mahenge, Namanyere, Tarime and Ushiroambo.</p> <p>Submission of Annual Majis Reports</p> <p>During the FY 2019/20, out of 58 DT WSSAs, 28 (48%) submitted their annual Majis reports timely i.e. by 30th September 2020. The percentage compliance with the submission of annual Majis reports among DT WSSAs for FY 2017/18 and 2018/19 were 30% (25 out of 82) and 31% (26 out of 83) respectively. For three consecutive years, Biharamulo, Chunya, Igunga, Lolloondo, Muleba, Ruangwa, Rujeva and Kibaigwa WSSA submitted their annual Majis reports timely. Conversely for three consecutive years, fifteen (15) DT WSSAs have never submitted their annual Majis reports, these are Dakawa, Gairo, Karagwe, Karagwe, Kasulu, Kibondo, Kiwa Masoko, Kiomboi, Kondo, Kondo, Liwale, Lushoto, Mahenge, Manyoni, Mpwapwa, Tarime and Tunduma.</p>
7.	NRW	NRW is still high to most DT WSSAs. Out of 83 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 a reduction of NRW starting March 2019. NRW reduction strategies should be included in their business plans.	Continuous	DT WSSAs	As of June 2020, Nineteen (19) out of forty eight (48) DTWSSAs of Makambako, Namumbo, Makete and Tunduru, Lolloondo, Biharamulo, Ngara, Mungumu, Bunda, Sengerema, Karagwe, Itigi-Manyoni, Igunga, Kilindoni, Mpwapwa, Nzege, Kondo, Kibaigwa and Turiani had approved Business Plans

APPENDIX 5:

LIST AND EXPLANATION FOR DT WSSAs THAT DID NOT SUBMIT REPORTS

Table A5.1: List of WSSAs that did not submit Annual Reports or Data for FY 2019/20

S/N	Name of WSSA	Region	Explanations	Remarks
1.	Chala	Rukwa	Chala WSSA has not been able to operate since FY 2019/20 because handing over part of infrastructure constructed by Roman Catholic Church, Diocese of Sumbawanga, has not been concluded.	Board and Management of WSSA are not in place
2.	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, however, the provision of water supply and sanitation are under the supervision of RUWASA.	Board and Management of WSSA are not in place
3.	Rombo	Kilimanjaro	Declared as WSSA in Government gazette notice GN. NO. 392 published on 22/5/2020. The process for appointment of the Board of Directors and Management is ongoing.	Board and Management of WSSA are not in place

APPENDIX 6:

WATER QUALITY ANALYTICAL RESULTS

Appendix 6.1: DT WSSAs Water Quality Analysis Data as Conducted by EWURA in FY 2019/20

WSSAs/ Service Area	Parameter	Sampling points								
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9
Ruungwa	<i>E. coli</i>	0.00	0.00	0.00	0.00	2.00	0.00	1.00	0.00	
	Turbidity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Resid. Chlorine	0.00	0.02	0.50	0.30	0.02	0.05	0.07	0.02	
	pH.	7.02	7.79	7.43	7.30	7.39	7.30	7.32	7.32	
	Iron	0.21	0.17	0.09	0.03	0.04	0.04	0.04	0.03	
	Manganese	0.05	0.02	0.02	0.03	0.02	0.02	0.02	0.02	
Rujewa	<i>E. coli</i>	0.00	0.00	0.00	0.00	70.00	0.00	0.00	0.00	
	Turbidity	21.00	19.00	20.00	26.00	42.00	4.30	3.90	4.10	
	Resid. Chlorine	0.14	0.04	0.18	0.13	0.00	0.00	0.22	0.21	
	pH.	6.31	6.28	6.30	6.32	6.25	6.81	6.79	6.82	
	Iron	0.13	0.11	0.12	0.13	0.15	0.19	0.13	0.15	
	E.conductivity	32.00	30.00	36.00	28.00	37.00	60.00	480.00	700.00	
	Salinity	0.15	0.13	0.14	0.09	0.19	0.04	0.01	0.12	
Total Hardness	14.00	13.00	14.00	14.00	16.00	22.00	92.00	110.00		
Chunya	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	Turbidity	1.30	1.00	1.20	1.20	1.20	1.00	1.00		
	Resid. Chlorine	0.05	0.14	0.19	0.07	0.05	0.13	0.09		
	pH.	8.01	7.80	7.90	7.90	7.80	7.69	7.71		
	Iron	6.56	9.50	3.96	2.02	2.55	2.11	2.66		
	E.conductivity	2300.00	842.00	810.00	820.00	710.00	864.00	720.00		
	Salinity	1.49	1.02	1.05	1.09	1.31	0.99	1.29		
	Total Hardness	620.00	670.00	660.00	495.00	440.00	520.00	500.00		
Kasumulu	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	Turbidity	70.00	16.80	16.10	16.20	15.00	10.50	14.30		
	Resid. Chlorine	0.02	0.16	0.15	0.17	0.13	0.10	0.19		
	pH.	8.44	7.61	6.78	6.59	6.44	6.72	7.13		
	Iron	0.95	0.15	0.13	0.14	0.11	1.05	0.17		
	E.Conductivity	611.00	72.00	68.00	70.00	69.00	830.00	138.00		
	Salinity	0.30	0.03	0.03	0.03	0.03	0.41	0.06		
	Total hardness	410.00	48.00	50.00	50.00	48.00	460.00	62.00		
Kyela	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00			
	Turbidity	4.10	16.20	16.50	6.30	6.10	6.00			
	Resid. Chlorine	0.11	0.13	0.14	0.17	0.19	0.20			
	pH.	6.72	8.01	7.98	6.92	6.93	6.99			
	Iron	1.05	0.22	0.21	2.55	1.95	1.91			
	E.Conductivity	436.00	170.00	167.00	470.00	489.00	471.00			
	Salinity	0.23	0.08	0.08	0.24	0.24	0.23			
	Total hardness	110.00	80.00	82.00	122.00	122.00	124.00			

WSSAs/ Service Area	Parameter	Sampling points								
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9
Makambako	<i>E. coli</i>	1.00	0.00	0.00	0.00	5.00	0.00	0.00	0.00	
	Turbidity	4.30	3.10	15.80	16.80	35.00	20.00	22.00	16.50	
	Resid. Chlorine	0.02	0.29	0.24	0.51	0.00	0.22	0.23	0.26	
	pH.	7.13	6.65	7.48	7.51	7.83	7.51	7.54	7.52	
	Iron	0.07	0.09	0.03	0.08	0.06	0.08	0.07	0.09	
	E.Conductivity	210.00	90.00	310.00	300.00	312.00	310.00	314.00	300.00	
	Salinity	0.10	0.08	0.02	0.01	0.03	0.03	0.02	0.02	
	Total hardness	44.00	20.00	20.40	20.40	45.00	28.00	28.40	20.60	
Tunduma	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00				
	Turbidity	4.10	6.50	4.60	2.80	3.40				
	Resid. Chlorine	0.00	0.00	0.00	0.00	0.00				
	pH.	7.69	7.64	7.24	7.29	7.11				
	Iron	0.39	0.41	0.23	0.25	0.28				
	E.Conductivity	600.00	880.00	407.00	392.00	589.00				
	Salinity	0.25	0.44	0.21	0.19	0.29				
	Total hardness	120.00	134.00	80.00	68.00	90.00				
Katesh	<i>E. coli</i>	0.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Turbidity	9.00	12.00	11.00	11.00	7.00	40.00	8.00	1.00	
	Resid. Chlorine	N/A	N/A	0.29	0.26	0.23	0.25	0.23	0.24	
	pH.	6.36	6.09	6.21	6.37	6.96	5.95	6.38	6.24	
	Fluoride	2.05	1.99	2.06	2.07	2.00	1.94	1.95	1.94	
Mbulu	<i>E. coli</i>	5.00	0.00	0.00	7.00	3.00	0.00	0.00	0.00	
	Turbidity	21.00	1.00	2.00	3.00	0.00	0.00	0.00	0.00	
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	pH.	7.21	7.09	5.64	5.50	5.32	5.72	6.09	5.96	
	Fluoride	1.35	1.45	1.31	1.26	1.25	1.20	1.17	1.14	
Orkesumet	<i>E. coli</i>	0.00	0.00	0.00	5.00	2.00	0.00	0.00	0.00	
	Turbidity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	pH.	7.19	6.78	6.80	6.74	6.62	6.62	6.81	6.61	
	Fluoride	1.37	1.26	1.14	1.08	1.01	1.02	1.00	0.94	
Chamwino	<i>E. coli</i>	0.00	0.00	0.00	2.00	0.00	0.00	1.00	0.00	
	Turbidity	0.09	0.00	0.18	0.07	0.06	0.20	0.08	0.00	
	Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	pH.	6.11	6.20	6.18	6.23	6.20	6.15	6.15	6.30	
	Total hardness	330.00	335.00	334.00	810.00	800.00	798.50	336.00	795.00	
	Nitrate	14.00	14.70	16.80	11.00	11.70	9.40	795.00	21.30	
Kibaigwa	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Turbidity	0.23	0.42	0.22	0.12	0.30	0.27	0.13	0.00	
	Resid. Chlorine	0.49	0.50	1.06	1.20	0.43	0.46	0.47	0.67	
	pH.	6.92	6.61	6.71	6.76	6.78	6.65	6.79	6.55	
	Total hardness	542.00	520.00	530.00	535.00	528.00	533.00	529.00	530.00	
	Nitrate	41.00	37.50	24.10	25.30	26.20	26.60	27.00	25.40	

WSSAs/ Service Area	Parameter	Sampling points								
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9
Mpwapwa	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Turbidity	0.08	31.90	0.10	0.06	0.12	32.10	0.09	0.24	
	Resid. Chlorine	0.00	0.38	0.00	0.69	0.44	0.33	0.58	0.31	
	pH.	6.89	7.51	6.77	6.81	7.01	7.71	6.79	7.42	
	Total hardness	681.90	134.60	1040.00	680.00	679.00	135.00	675.00	679.10	
	Nitrate	15.80	5.40	62.30	12.90	11.00	4.40	12.90	13.80	
Kongwa	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	1.00	2.00	2.00	
	Turbidity	0.07	0.11	0.24	0.15	0.69	0.18	0.34	0.18	
	Resid. Chlorine	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	pH.	6.97	6.89	7.22	7.41	7.50	7.62	7.55	7.47	
	Total hardness	1020.00	1018.00	1000.00	1010.00	1015.00	290.00	700.00	705.00	
	Nitrate	15.80	16.00	14.80	13.60	0.80	0.50	0.40	0.30	
Pangani	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	Turbidity	3.00	2.00	3.00	4.00	4.00	3.00	1.00		
	Resid. Chlorine	0.50	0.50	0.50	0.00	0.00	0.00	0.00		
	pH.	7.69	7.20	6.77	6.96	7.14	7.18	7.07		
	Nitrate	5.80	2.50	2.20	2.20	2.70	2.30	2.70		
Handeni	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Turbidity	41.00	41.00	44.00	3.00	41.00	54.00	49.00	12.00	23.00
	Resid. Chlorine	0.10	0.10	0.10	0.10	0.10	0.20	0.00	0.00	0.00
	pH.	7.10	7.63	7.31	7.29	6.97	7.90	8.08	7.32	7.03
	Nitrate	20.30	0.50	1.80	0.00	0.00	5.50	4.50	3.00	19.40
Korogwe	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Turbidity	16.00	1.00	32.00	108.00	19.00	24.00	20.00	25.00	
	Resid. Chlorine	0.00	0.00	0.00	0.30	0.50	0.10	0.00		
	pH.	7.03	7.20	6.68	8.12	8.24	8.50	7.45	7.35	
	Nitrate	3.10	0.20	0.00	0.00	7.30	3.10	4.80	18.90	
Ilula	<i>E. coli</i>	73.00	65.00	47.00	0.00	29.00	0.00			
	Turbidity	551.00	470.00	448.00	0.68	177.00	12.40			
	Resid. Chlorine	N/A	N/A	N/A	N/A	N/A	N/A			
	pH.	7.97	7.47	7.36	6.61	7.49	6.76			
	Nitrate	2.20	2.70	2.40	33.20	0.91	13.00			
	Iron	0.88	0.43	0.54	0.11	0.08	0.12			
Kilolo	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	19.00	
	Turbidity	16.40	14.60	15.50	11.30	14.00	12.30	15.40	22.60	
	Resid. Chlorine	1.13	0.03	0.06	2.84	0.07	0.46	0.03	-	
	pH.	7.74	7.33	7.04	6.93	6.80	6.88	7.01	6.89	
	Nitrate	2.20	2.70	2.40	0.78	0.91	2.00	1.95	1.01	
	Iron	0.12	0.13	0.11	0.07	0.08	0.15	0.13	0.06	
Igunga	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Turbidity	1.04	10.70	3.95	7.47	6.57	2.75	13.50	6.54	
	Residual chlorine	1.50	0.20	0.20	0.04	0.20	0.96	0.24	0.22	
	pH	6.29	6.50	6.80	6.76	6.78	6.52	6.92	6.70	
	Nitrate	0.02	0.06	0.08	0.06	0.02	0.03	0.06	0.07	

WSSAs/ Service Area	Parameter	Sampling points								
		Point1	Point2	Point3	Point4	Point5	Point6	Point7	Point8	Point9
Manyoni	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Turbidity	0.53	0.85	0.95	0.78	1.05	0.32	0.15	0.20	
	Residual chlorine	0.09	0.04	0.00	0.00	0.00	0.01	0.01	0.10	
	pH	7.07	7.33	7.48	6.47	7.27	7.33	7.23	6.60	
Longido	<i>E. coli</i>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Turbidity	1.00	3.00	0.00	0.00	0.00	0.00	3.00	4.00	
	Residual chlorine	0.29	0.20	NA	0.20	0.34	0.23	0.18	0.21	
	pH	7.58	6.86	6.74	7.60	7.02	7.43	6.80	7.43	
	Fluoride	0.69	0.57	0.60	0.58	0.55	0.55	0.55	0.54	
	TDS	43.73	46.37	49.23	46.70	57.97	44.83	45.32	44.39	
	Conductivity	79.50	84.30	89.50	84.90	105.40	81.50	82.40	80.70	
	Color	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Chato	<i>E. coli</i>	30.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Turbidity	3.20	2.00	3.20	2.00	2.10	1.40	1.30	1.60	1.90
	Resid. Chlorine	NA	2.20	0.96	1.15	2.02	0.08	0.09	1.70	2.20
	pH.	8.30	8.20	8.20	8.20	8.10	7.90	7.80	8.00	8.10
	Nitrate	<0.08	<0.08	NA	NA	0.12	NA	NA	NA	<0.08
Mugumu	<i>E. coli</i>	1.00	3.00	5.00	8.00	4.00	2.00			
	Turbidity	89.00	80.00	72.00	72.00	58.00	66.00			
	Resid. Chlorine	0.08	0.05	0.14	0.01	0.07	0.11			
	pH.	6.93	6.56	6.60	6.72	6.66	6.54			
	Nitrate	1.05	1.51	6.49	5.07	1.04	0.73			

Appendix 6.2 Drinking Water Quality Standards

Parameter	TBS LIMIT (TZS 789:2018-EAS12:2018)	
	Treated water	Natural Potable (untreated) Water
<i>E. coli</i> (cfu/100ml)	Absent	Absent
Turbidity (NTU)	5	25
Residual Chlorine (mg/l)	0.2 – 0.5	N/A
pH.	6.5 – 8.5	5.5 – 9.5
Nitrate(mg/l)	45	45
Fluoride (mg/l)	1.5	1.5

N/A = Not Applicable

ND= Not Detected

APPENDIX 7

COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY

Appendix 7: DT WSSAs Compliance with Remittance of Regulatory Levy during FY 2019/20

S/N	NAME OF WSSAs	OPENING BALANCE AS AT 01 JULY 2019	ACTUAL INVOICES FOR THE YEAR 2019-2020	TOTAL AMOUNT RECEIVED FOR THE YEAR 2019/20 (up to AUGUST 2020)	OUTSTANDING AMOUNT	COMPLIANCE (%)
1	Mahenge	115,745.00	97,913.45	213,658.45	0	100
2	Mombo	367,209.31	319,966.05	687,175.36	0	100
3	Orkesumet	514,330.00	636,187.50	1,150,517.50	0	100
4	Makambako	0	5,493,470.81	5,192,630.85	300,839.96	95
5	Nzega	3,678,207.65	5,008,919.36	7,849,630.53	837,496.48	90
6	Kibaigwa	4,327,830.56	4,304,979.60	7,303,078.56	1,329,731.60	85
7	Mbinga	1,665,149.40	2,853,187.91	3,524,246.07	994,091.24	78
8	Kilwa Masoko	1,116,319.20	675,570.28	1,364,836.00	427,053.48	76
9	Maganzo	505,376.78	911,485.28	1,083,380.83	333,481.23	76
10	Igunga	6,289,453.44	4,813,642.45	7,798,150.69	3,304,945.20	70
11	Ngara	2,801,576.80	3,328,702.90	4,148,523.98	1,981,755.72	68
12	Ruangwa	1,374,556.92	1,029,142.30	1,535,809.10	867,890.12	64
13	Dakawa	260,170.40	164,402.90	260,170.40	164,402.90	61
14	Gairo	512,391.49	281,512.16	450,094.99	343,808.66	57
15	Tukuyu	2,927,970.87	3,035,134.07	3,252,599.33	2,710,505.61	55
16	Lushoto	423,843.85	1,508,305.49	980,011.86	952,137.48	51
17	Kishapu	911,165.81	904,436.19	904,436.19	911,165.81	50
18	Handeni	610,895.00	993,835.61	793,045.00	811,685.61	49
19	Mafinga	3,891,121.75	4,341,859.24	3,597,588.89	4,635,392.10	44
20	Bunda	3,176,724.51	8,880,550.07	5,358,876.43	6,698,398.15	44
21	Muleba	3,079,198.53	2,737,484.15	2,328,173.49	3,488,509.19	40
22	Tarime	441,748.24	1,062,995.85	426,157.57	1,078,586.52	28
23	Mwanhuzi	1,596,304.50	2,354,227.01	984,632.79	2,965,898.72	25
24	Manyoni	1,146,863.76	2,716,543.49	962,527.64	2,900,879.61	25
25	Biharamulo	1,021,128.65	7,143,423.95	2,017,477.85	6,147,074.75	25
26	Kibondo	40,106.25	257,141.95	70,353.60	226,894.60	24
27	Itumba-Isongole	545,838.01	438,368.50	193,356.50	790,850.01	20
28	Loliondo	1,152,877.00	987,819.25	413,235.50	1,727,460.75	19
29	Karagwe	1,255,999.43	885,683.92	385,370.00	1,756,313.35	18
30	Turiani	1,621,624.60	737,034.55	377,755.80	1,980,903.35	16
31	Karatu	1,911,239.00	2,068,977.46	594,559.00	3,385,657.46	15
32	Katesh	1,493,239.07	1,315,293.09	380,044.00	2,428,488.16	14
33	Liwale	1,486,604.90	484,571.40	250,000.00	1,721,176.30	13
34	Makete	243,053.51	1,154,227.53	179,508.91	1,217,772.13	13
35	Mpwapwa	4,463,747.05	3,511,146.56	713,260.13	7,261,633.48	9
36	Utete	1,006,296.71	251,326.80	102,741.70	1,154,881.81	8
37	Namtumbo	298,061.55	553,483.96	64,682.70	786,862.81	8
38	Mugumu	496,585.00	1,199,595.55	129,309.20	1,566,871.35	8
39	Ifakara	572,152.90	887,435.00	100,000.00	1,359,587.90	7
40	Same Mwangi	4,788,993.25	4,539,733.00	464,115.50	8,864,610.75	5
41	Sengerema	5,124,037.00	7,959,209.53	604,469.00	12,478,777.53	5
42	Korogwe	5,446,174.58	9,731,647.58	404,907.20	14,772,914.96	3
43	Chato	0	1,601,844.85	0	1,601,844.85	0
44	Chunya	1,187,908.82	513,636.15	0	1,701,544.97	0
45	Kasulu	456,429.15	1,633,320.66	0	2,089,749.81	0
46	Kibaya	1,451,759.12	541,509.86	0	1,993,268.98	0
47	Kilindoni	178,837.40	60,368.00	0	239,205.40	0

S/N	NAME OF WSSAs	OPENING BALANCE AS AT 01 JULY 2019	ACTUAL INVOICES FOR THE YEAR 2019-2020	TOTAL AMOUNT RECEIVED FOR THE YEAR 2019/20 (up to AUGUST 2020)	OUTSTANDING AMOUNT	COMPLIANCE (%)
48	Kiomboi	600,512.25	310,859.40	0	911,371.65	0
49	Kondoa	1,869,586.54	1,486,750.28	0	3,356,336.82	0
50	Kyela -Kasumulu	774,425.94	768,258.74	0	1,542,684.68	0
51	Ludewa	33,758.50	121,445.30	0	155,203.80	0
52	Mbulu	1,223,206.60	1,322,898.90	0	2,546,105.50	0
53	Namanyere	52,426.00	15,065.40	0	67,491.40	0
54	Rujewa	1,073,475.90	837,778.52	0	1,911,254.42	0
55	Songe	345,795.90	293,741.37	0	639,537.27	0
56	Tunduma	78,269.45	20,660.17	0	98,929.62	0
57	Tunduru	1,071,404.17	1,048,116.59	0	2,119,520.76	0
58	Ushirombo	192,348.00	445,580.52	0	637,928.52	0
	TOTAL	84,028,303.80	112,088,711.30	69,595,099.09	126,521,916.01	35



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