



Energy and Water Utilities Regulatory Authority

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**WATER UTILITIES PERFORMANCE  
REVIEW REPORT  
FOR FY 2019/20**

**REGIONAL AND NATIONAL PROJECT WATER UTILITIES**

**MARCH 2021**





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# **WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FY 2019/20**

**REGIONAL AND NATIONAL PROJECT WATER UTILITIES**

March 2021

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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 Regional and National Project Water Supply and Sanitation Authorities (RNP WSSAs) for the financial year 2019/20. This is the 12th report since EWURA started operations in September 2006. During the year under review, there has been major changes and reforms made in the water sector, mainly through the newly enacted Water Supply and Sanitation Act of 2019. The changes include disestablishment of DAWASCO and re-establishment of Dar es Salaam Water Supply and Sanitation Authority (DAWASA), Extension of service areas for 12 Regional WSSAs, change of Management supervision of 10 District and Township (DT) WSSAs from their respective Board of Directors to supervision by Regional or National Project WSSAs. Another major reform was disestablishment of the Chalinze WSSA that was merged with DAWASA; and establishment of the Rural Water Supply and Sanitation Agency (RUWASA). It is expected that the reforms and changes made will increase efficiency in the provision of water and sanitation services in Tanzania.

This report identifies areas potential for investment to improve the availability of reliable and quality water supply and sanitation services. The report also presents water supply and sanitation services gaps that require stakeholder's involvement 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 on high-quality livelihood through universal access to safe water services. Also, 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 RNP WSSAs' Boards of Directors, Management, and other stakeholders to improve water supply and sanitation services. Furthermore, the report helps to get accurate data and information on the status of the provision of water supply and sanitation services for proper planning and efficient allocation of resources. Moreover, the report can be used by the public to make WSSAs accountable in service provision.

My sincere appreciation goes to the Ministry of Water for providing valuable policy guidance during the period under review, but also 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 that 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 RNP WSSAs for their commendable cooperation that has made the preparation of this report successful. Finally, I congratulate EWURA Board Members, Management and Staff for their commitment, dedication and hard work.



Ahmad S. K. Kilima

**Deputy Board Chairman**

March 2021

## FOREWORD

The Performance Review Report provides an overview of the status of RNP WSSAs in the provision of water supply and sanitation services for the FY 2019/20. It also provides an indication of future water supply and sanitation needs of Regional and National project WSSAs service areas. Following the reforms and major changes made in Water Sector in the year under review, the report provides an analysis of the performance of 33 Regional and National Project WSSAs (RNP WSSAs) as compared to 34 utilities analysed in the FY 2018/19 report. Chalinze WSSA, previously a national project, was disestablished and its service area merged with DAWASA service area. 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 RNP 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. The report has for the first time included basic sanitation data that address inclusive urban sanitation and regulation of entire sanitation service chain. Besides, the report ranks the WSSAs' performance; and provides key observations and recommendations for improving water supply and sanitation services in the RNP WSSAs' operational areas. The report shows that Regional WSSAs significantly improved their overall performance in some key indicators. For instance, the installed capacity increased by 9% to 473 million m<sup>3</sup>/year, NRW improved by 3.9% to 36.6%, total number of water connections increased by 16% to 954,167 and total revenue collection improved by 5% to TZS 306.564 billion per year. However, some indicators show deterioration in performance for Regional WSSAs. Water service coverage in term of the population living in areas with water network decreased by 3% to 82% and staff productivity deteriorated by 6.3% to 4.23 staff per 1000 connections. The report shows further that National Project WSSAs improved performance in staff productivity by 26% to 14 staff per 1000 connections, revenue collection increased by 22% to TZS 18.996 billion per year. However, National Project WSSAs showed a significant deterioration in performance for a metering ratio by 7% to 91%, water service coverage declined by 4% to 67% and water production decreased by 7% to 22 million m<sup>3</sup>/year.

During the year under review, Chalinze WSSA (National Project) and 24 DT WSSAs were disestablished by clustering their service areas. The disestablishment resulted in data trend alteration including a decrease in service coverage and metering ratio. The report has identified areas for improvement including investment in 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, RNP WSSAs and other stakeholders during the preparation of the report. Finally, EWURA congratulates RNP WSSAs that continue to show improvement in their performance, encourage them to sustain the realised momentum and urge other RNP 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

BOD <sub>5</sub>	Five Days Biochemical Oxygen Demand
CBWSOs	Community Based Water Supply Organisations
COD	Chemical Oxygen Demand
DAWASA	Dar es Salaam Water and Sanitation Authority
DT	District and Township
<i>E. coli</i>	Escherichia coli
EWURA	Energy and Water Utilities Regulatory Authority
HTM	Handeni Trunk Main
KASHWASA	Kahama Shinyanga Water Supply Authority
LGAs	Local Government Authorities
LWATSAN	Lake Victoria Water and Sanitation Project
MajIS	Water Utilities Information System
MANAWASA	Masasi Nachingwea Water Supply and Sanitation Authority
MoW	Ministry of Water
NA	Not Applicable
NBS	National Bureau of Statistics
NP	National Project
NRW	Non-Revenue Water
TBS	Tanzania Bureau of Standards
WSSA	Water Supply and Sanitation Authority

## MEASUREMENT UNITS AND SYMBOLS

km	Kilometer
km <sup>2</sup>	Square kilometer
kWh/m <sup>3</sup>	Kilowatt hours per cubic meter
m	Meter
m <sup>3</sup>	Cubic meter
m <sup>3</sup> /h	Cubic meter per hour
m <sup>3</sup> /day	Cubic meter per day
pH	Potentiometric Hydrogen ion concentration
NTU	Nephelometric Turbidity Unit
nr/km/year	Number per kilometer per year
%	Percent
TZS	Tanzanian Shillings (except when used to refer to water and wastewater quality standards)

## DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
<b>WATER SUPPLY</b>			
1	Accounts receivable collection period	The average duration in months the customers take to pay their bills. It is calculated by taking the total accounts receivable during the year divided by the total water and sewerage sales (bills) multiplied by 12. Best practice is a maximum of two (2) months.	Months
2	Administration costs per m <sup>3</sup> of water produced.	Total administration costs (TZS) divided by total amount of water produced (m <sup>3</sup> ).	TZS/m <sup>3</sup>
3	Average hours of service.	Are the hours per day a consumer can draw water from a tap at a connection. The best practice is 24 hours.	Hours
4	Energy consumption	Energy consumption during the year divided by total amount of water produced (m <sup>3</sup> ).	kWh/m <sup>3</sup>
5	Mains failures	Number of mains (a pipe of diameter ≥ 2") failures leading into service interruption in a year divided by total mains length.	nr/km/year
6	Metering Ratio	The number of active water connections that have operating water meters expressed as a percentage of the total number of active water connections. Best practice is 100%.	(%)
7	Non-Revenue Water (NRW)	Is the amount of water that a water utility produces (or purchases from other water utilities) minus the amount that is sold to consumers, presented as a percentage of water produced and/or purchased. The recommended value is less than 20%.	(%)
8	Operating Ratio	Ratio of operating costs to operating revenues. Operational costs include all the expenses together with depreciation and interest costs (but no debt service payments). Sound financial management requires that this ratio should be less than 1.	Ratio
9	Overall Efficiency Indicator (OEI)	Actual collection expressed as a percentage of the value of total water production.  OEI = Collection Efficiency x (1-NRW)	(%)
10	Personnel expenditure per m <sup>3</sup> of water produced.	Is the ratio of total personnel expenditure (TZS) to the total amount of water produced (m <sup>3</sup> )?	TZS/m <sup>3</sup>
11	Personnel expenditure as % of current collection from water and sewerage bills	Total personnel expenditure in (TZS) expressed as a percentage of the total collection from current water and sewerage bills and collections from other water and sewerage related services (excluding grants and subsidies).	(%)
12	Proportion of population living within the area with water network	The proportion of population living within the area with water network expressed as a percentage. It is obtained by dividing the population living within 200 meters from the water distribution pipe by the total population living in the service area.	(%)



NO.	INDICATOR	DEFINITION	UNIT
13	Proportion of population served with water	Is a ratio of population served to the total population living in the service area expressed as a percentage? The population served is obtained 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 population served by public stand posts and/or kiosks (iii) the population living in residential institutions, industrial and commercial complex.	(%)
14	Revenue Collection Efficiency	Is the ratio of total collection (TZS) to the total billings (TZS) during the year calculated as the Amount of Revenues Collected divided by Amount Billed multiplied by 100.	(%)
15	Staff Productivity	This indicator measures the Staff/1000 Water and Sewerage connections. It is calculated as a ratio of total staff to total water and sewerage connections. Best practice is below 5.	Staff/ 1000 Connections
16	Storage capacity	Total capacity of treated water storage tanks (private storage tanks excluded) divided by average daily demand multiplied by 24 hours.	Hours
17	Working Ratio	This is the ratio of operational expenses to operational revenue. The operational expenses do not include depreciation, interest and debt service. Sound financial management requires that this ratio should be well below 1.	Ratio
18	Water Mains rehabilitation	Length of mains (a pipe of diameter $\geq 2''$ ) rehabilitated during the year divided by total length of mains multiplied by 100.	(%)
19	Water service connections rehabilitation	Number of service connections replaced or rehabilitated during the year divided by total number of connections multiplied by 100.	(%)
20	Water quality compliance	This indicator measures the percentage (%) of the water samples that pass particular water quality tests for potability is equal to Total Number of Samples Passed divided by Total Number of Samples Tested multiplied by 100.	(%)
<b>SANITATION</b>			
21	Proportion of population connected to the sewerage service	Is the population served with sewerage service expressed as a percentage of the total population living in the service area. The population served is obtained by adding the following: (i) the number of domestic sewerage connections multiplied by the average members using that connection; and (ii) the number of people living in residential institutions, industrial and commercial complex that are connected with sewerage services.	(%)
22	Sewer blockages	Number of sewer blockages in a year divided by total length of sewer network.	nr/km of sewers/year
23	Wastewater quality compliance	This indicator measures the % of the sewerage effluent samples that pass particular quality tests as per TBS effluent quality standards: Total Number of Samples Passed divided by Total Number of Samples Tested.	(%)

# EXECUTIVE SUMMARY

## Introduction

The FY 2019/20 Water Utilities Performance Review Report for RNP WSSAs is the 12<sup>th</sup> in a series of similar reports prepared by EWURA. The report analyses and compares the performance of 33 Regional and National Project WSSAs (RNP WSSAs) over the past three years from FY 2017/18 to FY 2019/20. Among the 33 RNP WSSAs, 25 are operating as Regional WSSAs, seven (7) as National Project WSSAs and Kahama WSSA a District WSSA which has been included in this RNP WSSAs report due to its outstanding performance comparable to RNP WSSAs.

The main objective of this report is to provide an overall performance of RNP 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 for improving water and sanitation services in the RNP WSSAs' operational areas.

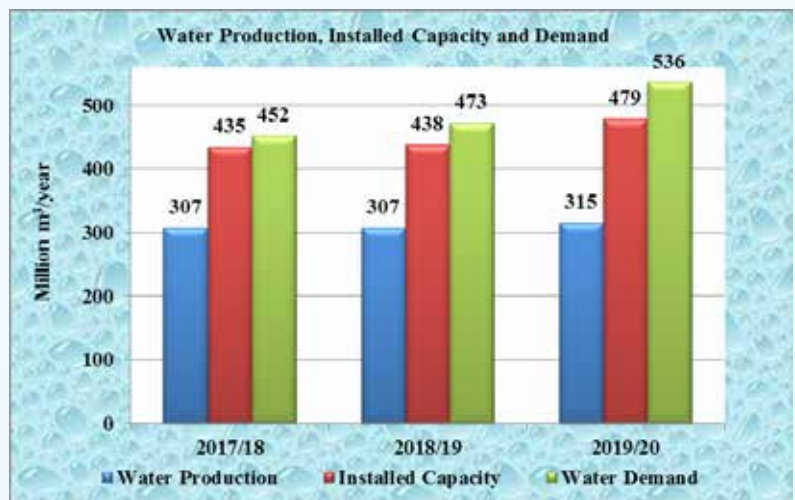
Data and information for preparation of the report were collected from RNP WSSAs through annual performance reports, the monthly MajiS reports and consultative meetings that involved MoW and RNP WSSAs. Also, clarifications sought from RNP WSSAs on their performance trend and findings during performance inspections conducted by EWURA provided input to the report

## Performance Trend for Regional WSSAs

The performance trends of Regional WSSAs over the period from FY 2017/18 to FY 2019/20 are highlighted in this section. The section provides performance highlights and information on some key indicators and data.

### Water Production, Installed Capacity and Water Demand

The overall water production, installed capacity and water demand for Regional WSSA has been increasing continuously for the last three years. During the year under review, water production increased by 3% as compared to FY 2018/19 and FY 2017/18 where an indicator stagnated at 307 million m<sup>3</sup> per year. Installed capacity increased by 9% in FY 2019/20 as compared to 1% increase observed in FY 2018/19 from FY2017/18. On the other hand, water demand increased by 13% in FY 2019/20 as compared to 5% in FY 2018/19 from FY 2017/18. Despite an overall marginal increase in water production, water



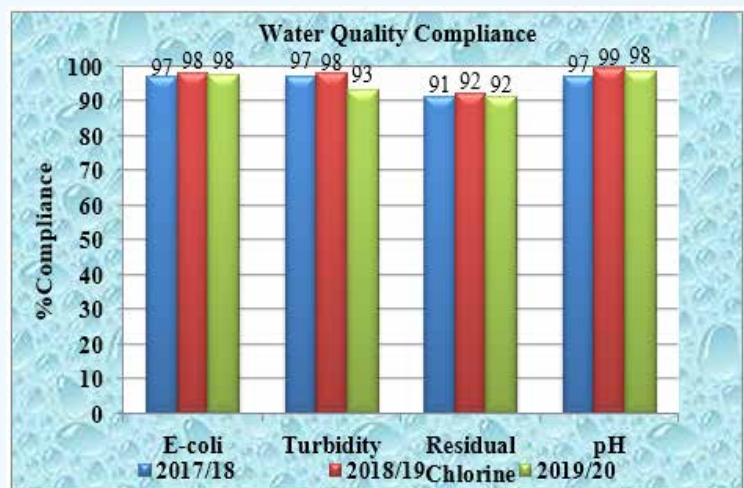
production during FY 2019/20 was only 59% of the water demand within Regional WSSAs' service areas. An increase in water demand in areas served by regional WSSAs is mainly associated with population growth and expansion in industrial and commercial activities.

### Non-Revenue Water (NRW)

Over the past three years, there has been an uneven trend in overall NRW for Regional WSSAs. NRW improved to 36.6 in the FY 2019/20 as compared to 40.5 in the FY 2018/19 and 40.5 in FY 2017/18. However, the overall NRW attained by Regional WSSAs over the past three years is unsatisfactory and still far from the acceptable service level benchmark of below 20%. The overall improvement in NRW in the FY 2019/20 is mainly attributable to rehabilitation of pipe systems to control physical water losses and improvement in customer metering through increased metering and replacement of malfunctioning water meters.

### Water Quality Compliance

Over the past three years, the water quality compliance in terms of *E. coli* improved from 97% in FY 2017/18 to 98% in FY 2018/19 and FY 2019/20. Also, compliance in terms of residual chlorine improved from 91% in FY 2017/18 to 92% in FY 2018/19 and FY 2019/20. On the other hand, compliance in terms of turbidity improved from 97% in FY 2017/18 to 98% in FY 2018/19 and thereafter deteriorated to 93% in FY 2019/20. Similarly, compliance in terms of pH improved from 97% in FY 2017/18 to 99% in FY 2018/19 and thereafter deteriorated to 98% in FY 2019/20.



### Wastewater Quality Compliance

The overall effluent BOD<sub>5</sub> compliance from wastewater stabilization ponds improved by 2% in FY 2019/20 compared to deterioration by 6% from FY 2017/18 to FY 2018/19. On the other hand, the overall compliance in terms of COD improved by 7% in FY 2019/20 compared to a deterioration by 11% from FY 2017/18 to FY 2018/19.



## Water Service Connections

Over the past three years, there has been a continuous increase in water connections. During the FY 2019/20 water connections increased by 16% as compared to an increase by 4% in FY 2018/19 from FY 2017/18. The increase in water connections in the FY 2019/20 was mainly due to efforts of Regional WSSAs in extending water networks to improve access to clean and safe water.



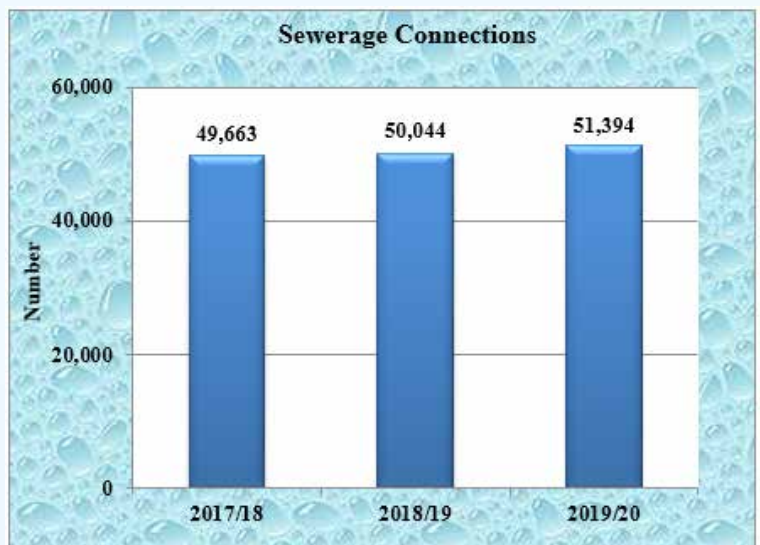
## Metering

The overall metering ratio improved from 97% in FY 2017/18 to 99.8% in FY 2018/19 and thereafter slightly deteriorated to 99.4% in FY 2019/20, which is below the service level benchmark of 100% customer metering. Deterioration in overall metering for Regional WSSAs in the FY 2019/20 was mainly due to the extension of areas served by the WSSAs to include areas that had low metering ratios.



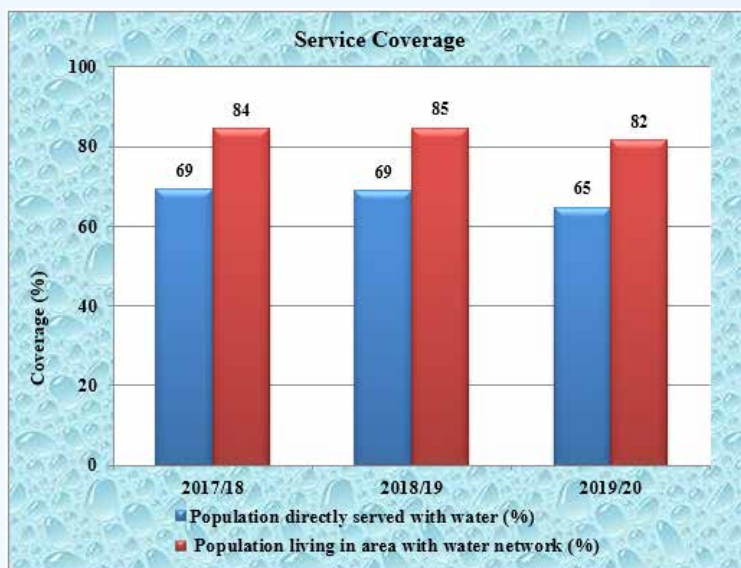
## Sewerage Service Connections

Among the 26 Regional WSSAs, only 11 had been providing sewerage connection services during the FY 2019/20. There has been a continuous increase in number of sewerage connections among Regional WSSAs over the period from FY 2017/18 to FY 2019/20. The total number of sewerage connections increased by 3% to 51,394 in the FY 2019/20 from 50,044 in the FY 2018/19.



## Water Service Coverage

During the year under review, water service coverage in terms of the population living in the area with water network improved from 84% in FY 2017/18 to 85% in FY 2018/19 and thereafter deteriorated to 82% in FY 2019/20. On the other hand, water coverage in terms of population directly served with water decreased by 4% in FY 2019/20. The decrease in service coverage was mainly due to extension of WSSAs' service areas to underserved areas.



## Service Hours

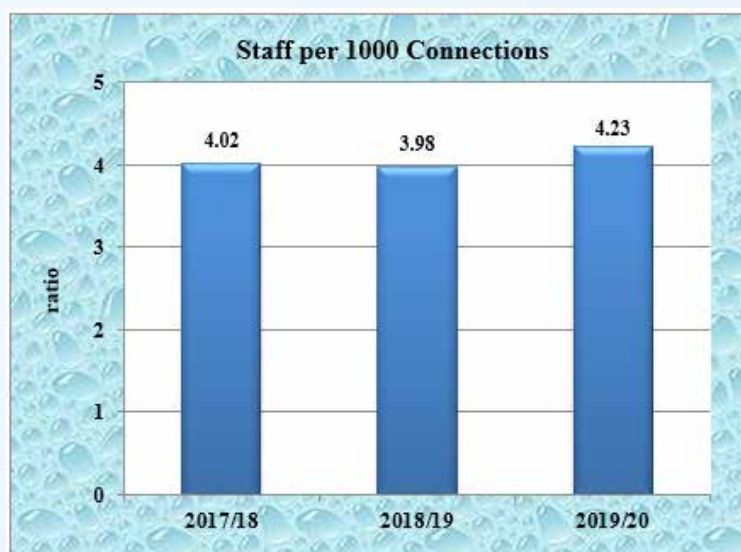
Over the past three years, the service hours have remained at 18 hours. However, service level benchmark of 24 hours has not been met.



## Staff Productivity

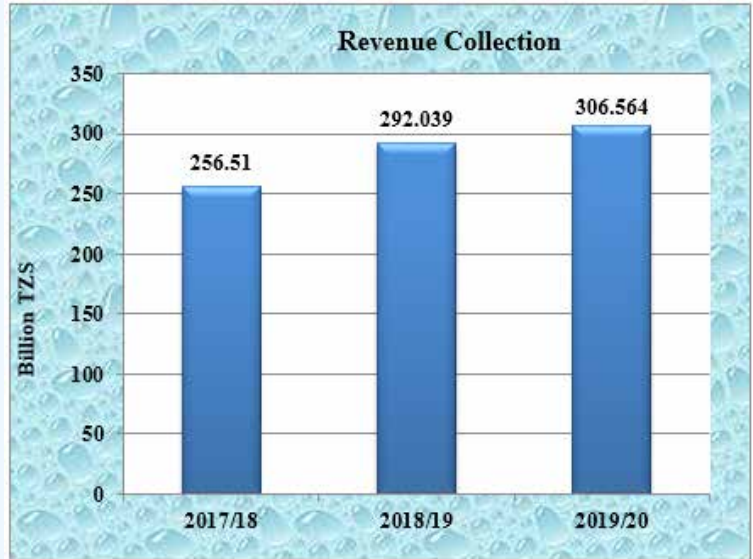
Over the past three years, there has been uneven trend in the number of staff per 1000 water and sewerage connections. Staff productivity deteriorated to 4.23 in FY 2019/20 as compared to 3.98 in FY 2018/19 and 4.02 in FY2017/18.

Staff productivity has continuously complied with the acceptable service level benchmark of below 5 staff per 1000 connections.



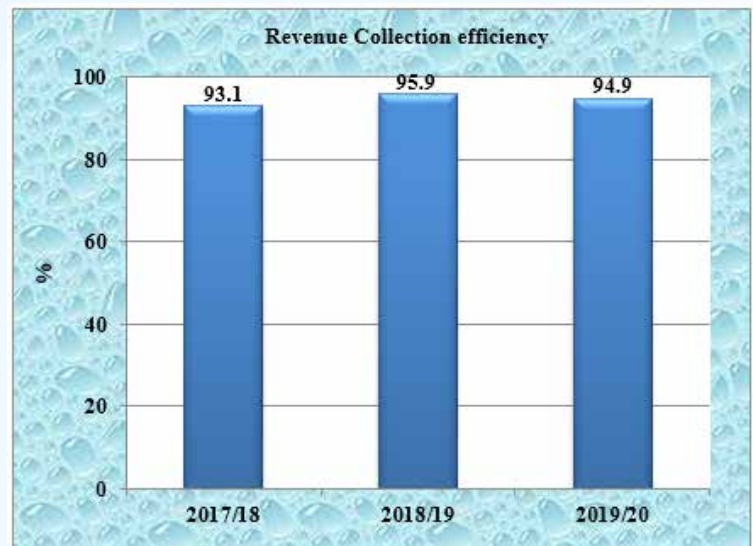
## Revenue Collection

During the FY 2019/20 revenue collection for Regional WSSAs increased by 5% whereas in FY 2018/19 collections increased by 14%. The continuous increase in revenue was mainly due to growth in customer bases and tariff increases aimed at covering operation and maintenance and investment costs incurred by utilities.



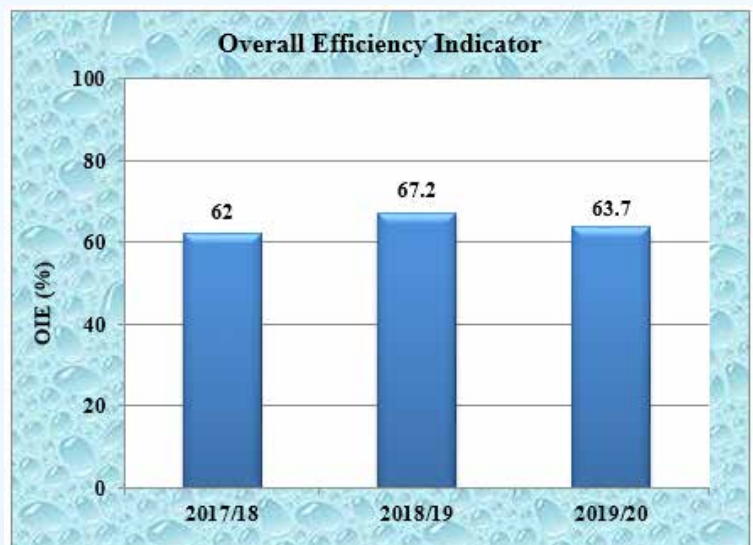
## Revenue Collection Efficiency

During the year under review, overall revenue collection efficiency for Regional WSSAs improved from 93.1% in FY 2017/18 to 95.9% in FY 2018/19 and thereafter deteriorated to 94.9% in FY 2019/20.



## Overall Efficiency Indicator

The OEI should be more than 76% while considering NRW of 20% with an acceptable collection efficiency of at least 95%. During the year under review, the Regional WSSAs recorded a deterioration in the Overall Efficiency Indicator (OEI) by 3.5% compared to an improvement by 5.2% observed in the preceding year.



## Working Ratio

On average Regional WSSAs, performance in terms of working ratio improved for the last three years. The ratio improved to 0.965 in FY 2019/20 from 0.969 in FY 2018/19 and 1.080 in FY 2017/18. The recommended value for the working ratio is below one.



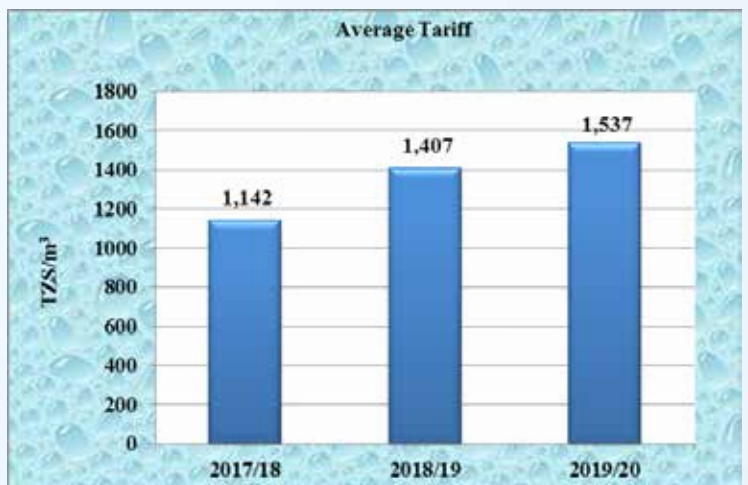
## Operating Ratio

Over the past three years, Regional WSSAs recorded uneven trend performance in terms of operating ratio. The ratio improved from 1.3 in FY 2017/18 to 1.2 in FY 2018/19 and thereafter declined back to 1.3 in FY 2019/20. The recommended service level benchmark is below 1.



## Average Water Tariff

In the FY 2019/20, the average tariff for Regional WSSAs increased to TZS 1,537 per m<sup>3</sup> compared to TZS 1,407 per m<sup>3</sup> recorded in FY 2018/19. The increase is equivalent to 9%, which is lower compared to an increase of 23% recorded in the previous year. Change in average tariffs for WSSAs is determined by tariff reviews conducted during a year.



## Compliance with Regulatory Directives and Requirements

This section presents a summary of compliance with regulatory directives requirements in terms of compliance with tariff conditions, reporting requirements and remittance of regulator levy.

### Tariff Conditions Compliance

This regulatory requirement is evaluated in terms of compliance with tariff conditions contained in the Tariff Orders of respective WSSA. The evaluation for compliance with Tariff Orders for WSSAs of DAWASA, Mwanza, Kahama, Njombe, Bariadi and Mpanda were not included since their tariffs were outdated. During the year under review, the overall compliance with tariff conditions among Regional WSSAs was 67.8%, compared to compliance of 65% and 88% in FY 2018/19 and 2017 /18 respectively.

	2017/18	2018/19	2019/20
Compliance with Tariff Order Conditions (%)	65	88	67.8
WSSAs Fully Complied with Tariff Conditions (No)	3	12	1

### Reporting Obligations

Good performers in timely submission of reports for three consecutive years were Kahama Mwanza, Songea and Tabora WSSAs. Vwawa-Mlowo WSSA was the least performer in submission of the reports for three consecutive years as it managed to timely submit only the Annual MajiS reports for FY 2019/20 and Annual Technical report for FY 2019/20. The three years' summary of report submission status is presented in the following table.

### Three Years Report Submission Status for Regional WSSAs

Indicator Description	Required Number of Reports	2017/18	2018/19	2019/20
Number of Timely submitted MajiS Monthly Reports	312	279	230	269
Number of Timely submitted MajiS Annual Reports	26	20	20	22
Number of Timely submitted Technical Reports	26	21	19	23
Number of Timely submitted Financial Reports	26	21	24	23

### Compliance with Remittance of Regulatory Levy

As of 31<sup>st</sup> August 2020, a total of TZS 2,073,908,061.83 equivalent to 39.1% of the annual invoice was collected from Regional WSSAs. During the FY 2019/20 Dodoma, Iringa, Babati, Kahama and Moshi WSSAs remitted all the amount invoiced in the year. Conversely, the least performers in remittance of regulatory levy were Kigoma and Vwawa-Mlowo WSSAs with 0% compliance and Musoma WSSA with as low as 2% compliance.

### Performance Ranking for Regional WSSAs

Regional WSSAs were ranked per the EWURA Performance Benchmarking Guidelines for Water Supply Sanitation Authorities of 2018. Based on the overall ranking criteria, the results of ranking the Regional WSSAs' performance are:



- i. Moshi WSSA emerged the overall best utility in the provision water supply and sanitation services while Vwawa-Mlowo WSSA was the overall least performer.
- ii. Moshi WSSA was the best performer under the category of utility ranking in water services while Bariadi WSSA was the least.

A comparison of the overall performance of Regional WSSAs from FY 2017/18 to FY 2019/20 is shown in the following table.

Financial Year	2017/18	2018/19	2019/20
Number of Utilities Analysed	25	26	26
Overall Performance in Percentage			
Excellent	24%	4%	4%
Very Good	40%	23%	27%
Good	20%	46%	42%
Fair	16%	19%	19%
Unsatisfactory	0%	8%	8%

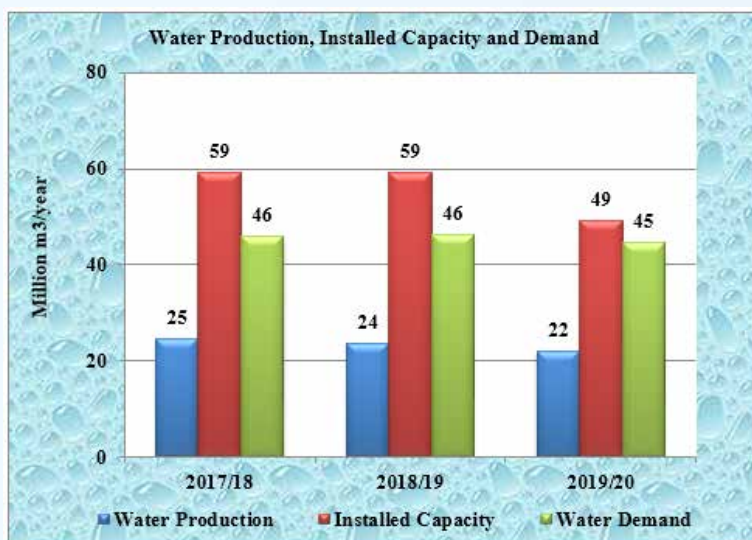
### Performance Highlights For National Project WSSAs

The performance analysis of National Projects WSSAs over the past three years from FY 2017/18 to FY 2019/20 are summarized in this section. KASHWASA is continuously not discussed in areas of water service coverage, metering ratio, water connections and staff productivity as it supplies water in bulk to other WSSAs and nearby villages.

### Water Production, Installed Capacity and Water Demand

Over the past three years, there has been a decrease in overall water production, installed capacity and water demand among NP WSSAs.

During the FY 2019/20 year, water production decreased by 7% as compared to a 3% decrease observed in FY 2018/19 from FY 2017/18. Installed capacity decreased by 17% to 49million cubic metres in FY 2019/20 as compared to 59 million cubic metres in FYs 2017/18 and FY2018/19. On the other hand, water demand decreased by 3% to 45 million cubic metres in FY 2019/20 as compared to 46 million cubic metres in FYs 2017/18 and FY2018/19. Among other things, the exclusion of former Chalinze WSSA's information has contributed to the observed overall decrease in water production, installed capacity and water demand. Further, water production remained at 50% of the water demand within NP WSSAs' service areas.



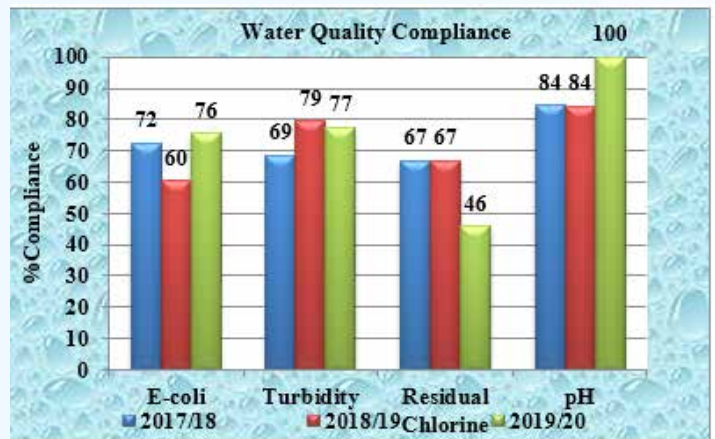
### Non-Revenue Water (NRW)

The overall NRW for NP WSSAs showed an uneven trend in NRW for the last three years. During the FY 2019/20, NRW deteriorated by 4% compared to a 12% improvement observed in FY 2018/19. The recommended service level benchmark, which is below 20% for NRW has not been attained. The main reasons for the deterioration of NRW in the FY 2019/20 were Pipe breaks, dilapidated water infrastructure (pipes and fittings), water theft and deficiencies in customer metering and billing.



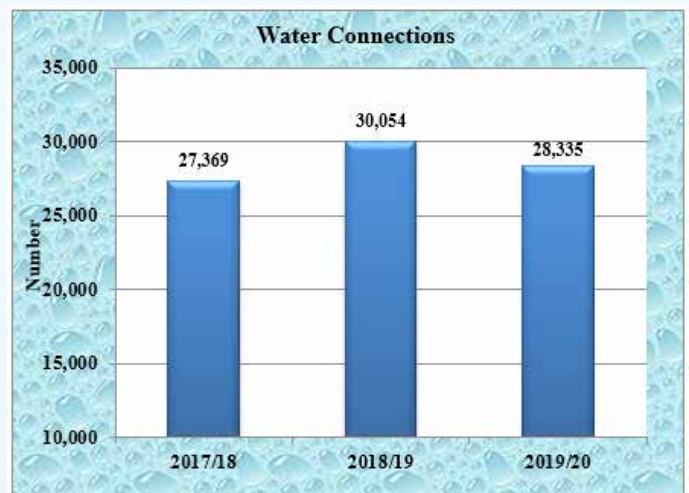
### Water Quality Compliance

Over the past three years, there has been uneven trend in E.coli and turbidity compliance level. The *E.coli* compliance improved to 76% as compared to 60% in FY 2018/19 and 72% FY 2017/18. Turbidity compliance level declined to 77% in FY2019/20 as compared to 79% in FY 2018/19 being an improvement from 69% in FY 2017/18. Also, compliance in terms of residual chlorine deteriorated to 46% in FY 2019/20 as compared to 67% stagnated in FY 2018/19 and FY2017/18. On the other hand, compliance in terms of pH improved to 100% in FY2019/20 as compared to 84% for both 2017/18 and FY 2018/19.



### Water Service Connections

Over the past three years, there has been uneven trend in water service connections among NP WSSAs. Number of water connections for NP WSSAs decreased by 6% in FY 2019/20 as compared to a 10% increase in FY2018/19 from FY 2017/18. The main reason for the observed decrease in connections in the FY 2019/20 was exclusion of data for the former Chalinze WSSA



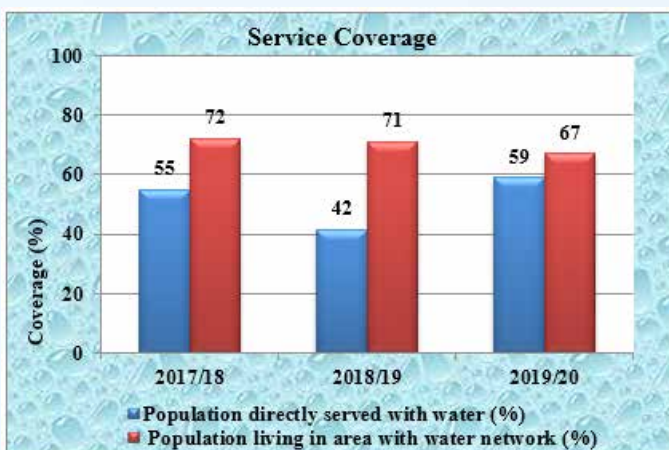
## Metering

Over the past three years, NP WSSAs have recorded uneven trend in the average metering ratio. The indicator decreased by 7% in the FY 2019/20 as compared to 16% increase observed in the FY 2018/19. The attained metering ratio does not meet the service level benchmark of 100% metering. The main reason for the observed decline in metering ratio in the FY 2019/20 was exclusion of data for the former Chalinze WSSA.



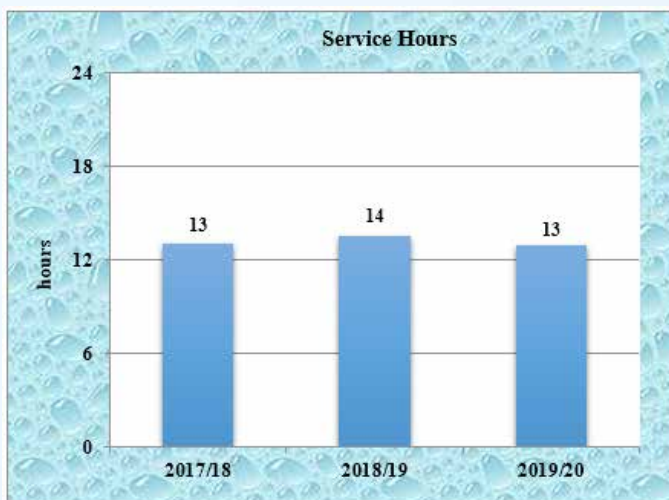
## Water Service Coverage

During the year under review, water service coverage in terms of population living in the area with water network declined to 67% from 71% in FY 2018/19 and 72% in FY 2017/18. On the other hand, water coverage in terms of population directly served with water increased by 17% in FY 2019/20 as compared to FY 2018/19 which had 7% decrease from FY 2017/18. The decline in the proportion of population living in areas with water network was due to exclusion of the former Chalinze WSSA that had attained 90% proportion and expansion of some WSSAs' service areas.



## Service Hours

Over the past three years, there has been uneven trend in service hours among NPWSSAs. Similar to FY 2017/18, the overall hours of service for NP WSSAs was 13 hours in FY 2019/20 which is a decrease when compared to 14 hours observed in FY 2018/19. Generally, the overall service hours for NP WSSAs did not comply to the service level benchmark for service hours which is 24 hours of service per day.



## Staff Productivity

Over the past three years, NP WSSAs have shown a continuous improvement in the number of Staff per 1000 water connections. In FY2019/20, overall staff productivity in NP WSSAs improved to 14 as compared to 19 in FY 2018/19 and 24 in FY2017/18.



## Revenue Collection

There has been a continuous increase in revenue collection among NP WSSAs from FY2017/18 to FY2019/20. Total revenue collection for NP WSSAs increased by 22% in FY 2019/20 as compared to 1% increase in FY 2018/19 from FY 2017/18. The overall improvement in revenue collection is mainly due to the increase in the number of customers.



## Revenue Collection Efficiency

Over the past three years, there has been a continuous improvement in revenue collection efficiency for NP WSSAs. During the FY 2019/20, collection efficiency increased to 87% from 84% in the FY 2018/19 and 76% in the FY 2017/18



## Overall Efficiency Indicator

The recommended OEI should be more than 76% by considering NRW of 20% and the recommended collection efficiency of 95% or above. Over the past three years, the NP WSSAs has experienced uneven trend on OEI. In FY 2019/20 OEI dropped to 42.94% as compared to 47.24% in FY2018/19 being an improvement from 39.7% in FY 2017/18. The decrease is mainly due to deterioration of NRW in FY 2019/20.



## Working Ratio

Over the past three years from FY 2017/18 to FY2019/20, the NP WSSAs experienced uneven trend in working ratio. The working ratio improved to 1.82 in FY 2019/20 as compared to deterioration of 2.61 observed in FY2018/19 from 2.5 in FY 2017/18. The recommended value for the working ratio is below one.



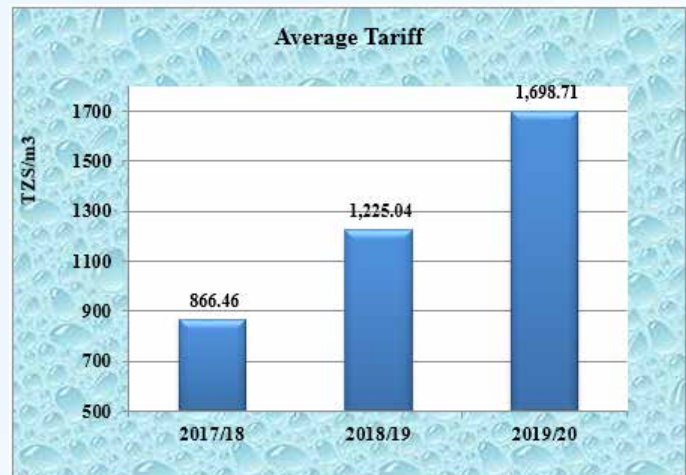
## Operating Ratio

There has been uneven trend in operating ratio for NP WSSAs from FY2017/18 to FY 2019/20. During FY 2019/20, an indicator improved to 2.79 as compared to 4.32 in FY 2018/19 and 2.81 in FY 2017/18. However, the ratio is not complying with the recommended service level benchmark of below 1



## Average Water Tariff

Over the past three years, there has been a gradual increase in the average tariff among the NP WSSAs. In the FY 2019/20 average tariff increased by 39% as compared to 41% increase in FY 2018/19 from FY 2017/18. Change in average tariff is determined by tariff reviews carried out during the year.



## Compliance with Regulatory Directives and Requirements

Similar to Regional WSSAs, this section presents a summary of compliance with regulatory directives and requirements in terms of compliance with tariff conditions, reporting requirements and remittance of regulatory levy.

### Tariff Conditions compliance

There has been uneven trend in terms of compliance with tariff order conditions; from 53% in FY 2017/18 to 66.8% and 51% in FY 2018/19 and 2019/20 respectively.

### Reporting Obligations

For three consecutive years, KASHWASA maintained impressive performance in timely submission of required reports. On the other hand, MANAWASA showed unsatisfactory performance in timely report submission during FY 2019/20 and FY 2018/19.

### Three Years Report Submission Status for NP WSSAs

Type of Report	2017/18		2018/19		2019/20	
	Required Number of Reports	Number of Timely submitted	Required Number of Reports	Number of Timely submitted	Required Number of Reports	Number of Timely submitted
MajlS Monthly Reports	96	43	96	46	84	59
MajlS Annual Reports	8	4	8	3	7	4
Annual Technical Reports	8	5	8	1	7	1
Financial Reports	8	7	8	2	7	3

## Compliance with Remittance of Regulatory Levy

The overall performance of NP WSSAs in remittance of regulatory levy decreased from 71% in FY 2018/19 to 61% in FY 2019/20. During the year under review, none of NP WSSAs achieved 100% remittance of a regulatory levy. KASHWASA attained the highest compliance of 84% while Maswa and Mugango-Kiabakari WSSAs had zero compliance for the FY 2018/19 and FY 2019/20.

## Performance Ranking for NP WSSAs

Similar to the Regional WSSAs, NP WSSAs were also ranked in accordance with the EWURA Performance Benchmarking Guidelines for Water Supply Sanitation Authorities of 2018. Since some NP WSSAs provide bulk water supply only and others provides both bulk and retail water supply, their performance ranking considered indicators that are similar to all. Based on the overall ranking criteria, the results of ranking the NP WSSAs' performance are:

- i. KASHWASA WSSA, a bulk water supplier, emerged the overall best utility in the provision water services while Maswa WSSA was the overall least performer.
- ii. HTM WSSA which provide both bulk and retail water services was the best performer under the category of utility ranking in water services while Maswa WSSA was the least.

## Implementation of the Recommendations of the Previous Report

The FY 2018/19 report recommended the Regional and NP WSSAs to:

- (a) Implement strategies to ensure a satisfactory pace of reducing trend of NRW. The NRW reduction strategies should be included in WSSAs' business plans.
- (b) Ensure that they are informed on any project that may result in pipe cuts to prevent water losses.
- (c) Initiate and implement projects for construction of sewerage systems.
- (d) Ensure efficient utilization of the available water and sewerage network by having in place strategies that will ensure an increase in a number of water and sewerage customers. The strategies should be incorporated into WSSAs' business plans.
- (e) Ensure that they have a mechanism that will enable separation of arrears from collection from current bills.
- (f) NP WSSAs were required to ensure they have enough and qualified staff.

Generally, the recommendations made in the FY 2018/19 was satisfactorily implemented in the year under review.

## Major Observations and Recommendations

In the report, major observations are revealed for the WSSAs to improve water and sanitation services within the Regional and NP WSSAs service areas and the country as a whole. The FY 2019/20 report unveils major observations on the following issues:

- (a) Decrease in water production among NP WSSAs;
- (b) High Non-Revenue Water (NRW);
- (c) Little attention and slow development in access to Non-Sewered Sanitation;
- (d) Poor performance in attaining performance targets; and
- (e) High inconsistency of data reported in Web based MajIS System.

In conclusion, generally, the performance of RNP WSSAs in FY 2019/20 as compared to FY 2018/19 has shown improvement in the areas of water abstraction; water production; water and wastewater quality compliance; customer metering and connections; staff productivity and water sales collections. The major reform and changes witnessed in the sector during the year under review, have an effect in water service coverage with a slight decrease. The report has identified areas for improvement, which include addressing the issues of high Non-Revenue Water; slow development and little attention in non sewered sanitation; decrease in water production among NP WSSAs; poor performance in attaining utility performance targets and high inconsistency of data reported in Web-based MajIS System. RNP WSSAs need to implement recommendations regarding the identified issues and include them as part of their business plan targets. It is envisaged that implementation of the recommendations will result into improvement of water and sanitation services provided by RNP WSSAs.



## 1.0 INTRODUCTION

Section 29(2) of the Water Supply and Sanitation Act, 2019 requires EWURA to prepare annually a comparative analysis report on performance of regulated water utilities. In complying with the requirement, EWURA has prepared the FY 2019/20 Water Utilities Performance Review Report for Regional and National Project (RNP) WSSAs. This is the 12<sup>th</sup> performance review report for RNP WSSAs prepared by EWURA.

The report analyses and compares the performance of 33 RNP WSSAs for the FY 2019/20. Among the 33 RNP WSSAs, 25 are operating as Regional WSSAs, seven (7) as National Project WSSAs and Kahama WSSA a District WSSA which has been included in this RNP WSSAs report due to its outstanding performance comparable to RNP WSSAs.

The report includes an evaluation and performance comparison of RNP WSSAs in the light of key performance data and indicators, which cover 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 of 2018. The report is appended with profiles that provide descriptive information and data for each RNP WSSA; key performance data and indicators for FY 2017/18 to FY 2019/20; and details of RNP WSSAs' compliance with regulatory obligations. The report is also appended with profiles that provide descriptive information and data for each RNP WSSA; key performance data and indicators for FY 2017/18 to FY 2019/20; and details of RNP WSSAs' compliance with regulatory obligations.

Data and information for preparation of the report were collected from RNP WSSAs through annual progress reports, MajiS reports and consultative meetings that involved Regional WSSAs, NP WSSAs, MoW and EWURA. Also, clarifications sought from RNP WSSAs on their performance trend and findings during inspections conducted by EWURA provided input to the report.

The report is organised in four parts which are (i) Performance Analysis of Regional WSSAs; (ii) Performance Analysis of National Project WSSAs; (iii) Implementation of the Observations and Recommendations made in the Previous Report; and (iv) Major Observations and Recommendations.

## 1.1 Description of WSSAs

WSSAs are operating in accordance with the Water Supply and Sanitation Act, 2019 and regulated by EWURA in accordance with EWURA Act Cap 414. Upon their establishment and according to Section 14 of the Water Supply and Sanitation Act, 2019, the established Water Authorities are regulated by EWURA through licensing. Licences issued by EWURA are in three classes namely Class I, Class II and Class III. The superior class licence is Class I licence issued to a WSSA meeting technical, managerial and financial capabilities and are capable of doing investment using own funds.

During the year under review, Tanga and Moshi WSSAs had Class I licences; Arusha, Mwanza, Dodoma and Iringa WSSAs had Class II licences and except for DAWASA the remaining Regional and NP WSSAs were operating using Class III licences. DAWASA was operating under a licence issued by the Ministry of Water. Among the WSSAs analysed in this report, only KASHWASA supplies bulk water to its customers which are WSSAs and villages near the water transmission network. Further, according to Regulation 5(1) of the Water Supply Regulations of 2019, WSSAs are grouped into four categories, namely Category AA, A, B and C based on their financial capabilities and water service coverage.

Table 1 shows a list of WSSAs discussed in this report and their respective categories, water supply and sanitation licence classes and their areas of operations. The report has indicated service areas of each WSSA to inform stakeholders on the changes in service areas of some WSSAs that occurred during the FY 2019/20.

**Table 1: WSSAs Included in the Report**

SN	Name of Utility	Category	Licence Class	Service Area	SN	Name of Utility	Category	Licence Class	Service Area
<b>Regional WSSAs</b>									
1	Arusha	A	II	Arusha City, Longido, Monduli, Ngaramtoni and Usa River towns	14	Tabora	A	III	Tabora municipal, Izikizya, Sikonge and Urambo Towns
2	DAWASA	A	NA	Dar es Salaam City, Towns in Coast Region namely Kibaha, Bagamoyo, Chalinze, Mkuranga and Kisarawe including villages in parts of District Councils of Kibaha, Bagamoyo and Morogoro rural.	15	Tanga	A	I	Tanga city, Muheza and Pangani Towns

SN	Name of Utility	Category	Licence Class	Service Area	SN	Name of Utility	Category	Licence Class	Service Area
3	Dodoma	A	II	Dodoma city, Bahi, Chamwino and Kongwa Towns	16	Bukoba	B	III	Bukoba Municipal
4	Iringa	A	II	Iringa Municipal, Ilula and Kilolo Towns	17	Kigoma	B	III	Kigoma Ujiji Municipal
5	Kahama	A	III	Kahama and Isaka Towns	18	Singida	B	III	Singida Municipa
6	Mbeya	A	III	Mbeya City and Mbalizi Town	19	Sum-bawanga	B	III	Water and Sanitation
7	Morogoro	A	III	Morogoro Municipal, Kilosa and Mikumi Towns	20	Babati	C	III	Babati, Gallapo, Dareda, Bashnet and Magugu Towns
8	Moshi	A	I	Moshi Municipal, Hai and Siha Towns	21	Lindi	C	III	Lindi Municipal
9	Mtwara	A	III	Mtwara Mikindani and Nanyamba Town	22	Bariadi	C	III	Bariadi Town
10	Musoma	A	III	Musoma Municipal	23	Geita	C	III	Geita Town
11	Mwanza	A	II	Mwanza city, Magu, Nansio, Misungwi and Ngudu Towns	24	Mpanda	C	III	Mpanda Municipal
12	Shinyanga	A	III	Shinyanga municipal, Tinde, Didia and Iselamaganzi Towns	25	Njombe	C	III	Njombe Town
13	Songea	A	III	Water and Sanitation	26	Vwawa-Mlowo	C	III	Vwawa and Mlowo Towns

SN	Name of Utility	Category	Licence Class	Service Area	SN	Name of Utility	Category	Licence Class	Service Area
<b>National Project WSSAs</b>									
1	HTM	C	III	Bulk water supplier to Handeni WSSA, parts of Handeni and Korogwe Districts	5	Mugango - Kiabakari	C	III	Butiama Town and part of Musoma Rural districts
2	KASHWASA	B	III	Bulk Water supplier to Shinyanga, Mwanza, Kahama, Nzega and Igunga WSSAs	6	Wang-ing'ombe	C	III	Ilembula Town and other parts of Wang-ing'ombe district
3	Makonde	B	III	Newala, Tandahimba and Mtwara rural districts	7	MANAWASA	C	III	Masasi, Nachingwea, Mangaka
4	Maswa	C	III	Maswa, Lalago, Sangamwalugesha and Malam-paka					

### Key to Category:

- Category AA:** Water utilities with water service coverage of more than 85% and meet operation, maintenance costs, depreciation and return on investment
- Category A:** Water utilities with water service coverage of more than 75% and meet all operation, maintenance and depreciation costs.
- Category B:** Water utilities with water service coverage of more than 65% and meet all operation and maintenance costs.
- Category C:** Water utilities with water service coverage of less than 65% and meet operation and maintenance costs except for part of plant electricity costs as shall be determined in the Memorandum of Understanding.

## 1.2 Methodology

The preparation of this report involved a process of collection, compilation, analysis and verification of technical, commercial and financial data from Regional and National Project WSSAs. The data and information were obtained from monthly MajiS reports, annual progress reports and financial statements. The validity of the data and information used to prepare this report was checked through the following processes:

- 
- a) Verifying the submitted data and information based on the data and information obtained from regular inspection;
  - b) Seeking clarification from utilities in cases where the data showed unusual trends as compared to previous reports or where the data or information seemed to be unrealistic, inconsistent or outright incorrect;
  - c) Inviting all Managing Directors/Chief Executive Officers for a consultative meeting to discuss and confirm the data and information received before publication, a meeting that involved the representatives from the MoW; and
  - d) Consultative meeting with MoW to discuss the draft report.

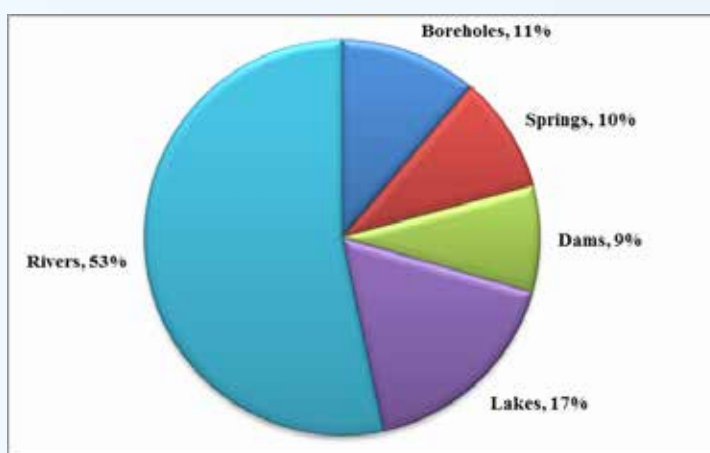
**PART I:**  
**PERFORMANCE OVERVIEW OF**  
**REGIONAL WSSAs**

## 2.0 TECHNICAL OPERATIONS

Section 2.1 to 2.12 of this report covers analysis of technical operations of Regional WSSAs for the past three years. Regional WSSAs were analysed in terms of water sources and abstraction, water production and measurement methodology, water demand, comparison of water demand, installed capacity and water production, utilization of water supply network, water mains rehabilitation, rehabilitation of water service connections, Non-Revenue Water, adequacy of water storage capacities, sanitation services, water quality monitoring and wastewater quality monitoring.

### 2.1 Water Sources and Abstraction

Over the past three years, rivers continued to be the major source of water among the Regional WSSAs. During FY 2019/20, the contribution of water abstraction from rivers was 188.34 million m<sup>3</sup> equivalent to 53% of total water abstracted. Among the WSSAs using rivers as their major water source, DAWASA contributed 88% of the total amount of water abstracted. The least type of water source used by Regional WSSAs were dams that contributed 9% of the total water abstracted by Regional WSSAs during FY 2019/20. Figure 1 indicates the overall water



abstraction from various water sources while Appendix 2: Table A2.1(a) and A2.1(b) presents data for water abstraction and types of water sources used by each WSSA for three consecutive years.

During FY 2019/20, the Regional WSSAs of Iringa, Vwawa-Mlowo, Bariadi and Mwanza recorded a significant increase (more than 20%) in water abstraction compared to FY 2018/19 due to various reasons presented in Table 2. During FY 2019/20, there were no Regional WSSA that recorded a significant decrease in water abstraction (more than 20%) however, Musoma and Bukoba WSSAs had the highest decrease in water abstraction (15% decrease).

**Table 2: List of Regional WSSAs with Significant Increase in Water Abstraction**

Utility Name	(%) Increase	Reason (s)
Iringa	38	Acquisition of water sources from former Ilula and Kilolo WSSAs.
Vwawa-Mlowo	38	Commissioning of improvement of water supply in Vwawa Town through a project financed by the government through MoW. The project increased water production capacity by 23m <sup>3</sup> /h and started operation in September 2019.
Bariadi	34	Acquired 12 m <sup>3</sup> /hr and 4.5 m <sup>3</sup> /hr boreholes that were previously operating under the district water engineer and utilization of Kidinda borehole No 2 -with 3.6m <sup>3</sup> /h.
Mwanza	23	Acquisition of water sources from former Nansio, Magu, Misungwi and Ngudu DT WSSAs.

## Installed Water Production Capacity

Over the past three years, installed water production capacity among Regional WSSAs improved by 10% from 434.73 million m<sup>3</sup> reported in FY 2017/18 to 478.86 million m<sup>3</sup> reported in FY 2019/20 as presented in Table A2.2 of Appendix 2. During the reporting period, Arusha, Bariadi, Babati, Mtwara, Geita and Dodoma WSSAs recorded a significant increase (more than 20%) in water production capacity due to reasons provided in Table 3. During FY 2019/20, none of Regional WSSAs recorded a decrease in installed water production capacity.

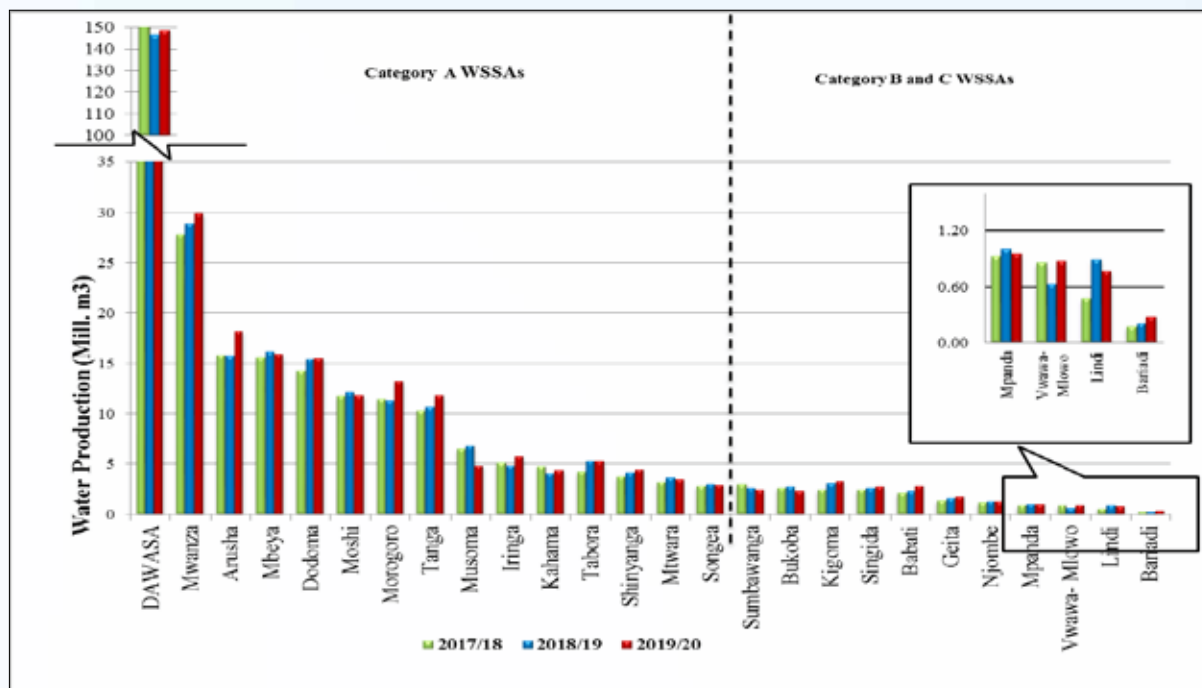
**Table 3: List of Regional WSSAs with Significant Increase in Installed Water Production Capacity**

Utility Name	Increase (%)	Reason (s)
Arusha	59	Acquisition of water installed capacities from former Monduli, Usa-River, Ngaramtoni and Longido DT WSSAs with total capacity of 610 m <sup>3</sup> /day. Also, addition of five boreholes with total capacity of 800 m <sup>3</sup> /day that started operation in May 2020 financed through the Arusha Sustainable Water Supply and Sanitation Delivery Project.
Bariadi	49	Acquisition of 12m <sup>3</sup> /hr and 4.5m <sup>3</sup> /hr boreholes that were previously operating under the district water engineer and utilization of Kidinda borehole No 2 with a capacity of 3.6 m <sup>3</sup> /hr financed by the Government through MoW.
Babati	37	Acquired Managhat borehole with a capacity of 30 m <sup>3</sup> /hr from Babati Town Council. Acquisition of water sources from former Gallapo, Magugu, Dareda, Bashnet WSSAs with a total capacity of 220 m <sup>3</sup> /hr.
Mtwara	27	Inclusion of sources acquired following extension of Mtwara WSSA service area to Nanyamba Town. The acquired water source are Mnyawi borehole with 30 m <sup>3</sup> /hr and Mbuo borehole with 80 m <sup>3</sup> /hr.
Dodoma	26	Acquisition of installed water production capacities from former Chamwino WSSA (62 m <sup>3</sup> /hr), Ihumwa WSSA (105 m <sup>3</sup> /hr), Kongwa WSSA (20 m <sup>3</sup> /hr) and Bahi Town (11 m <sup>3</sup> /hr),
Geita	24	Additional of new five boreholes, two of which have 21.5 m <sup>3</sup> /hr, one borehole with 14m <sup>3</sup> /hr and the remaining two boreholes with 5 m <sup>3</sup> /hr each financed through LV WATSAN programme.

## 2.2 Water Production and Measurement Methodology

Total water production increased from 307.33 million m<sup>3</sup> in FY 2017/18 to 315.09 and slightly decreased to 307.16 in FY 2018/19 and thereafter increased to 315.09 million m<sup>3</sup> in FY 2019/20. The increase in FY 2019/20 is equivalent to 3% observed in the preceding year. Water production data for Regional WSSAs are shown in Figure 2 and detailed in Appendix 2 Table A2.2.





**Figure 2: Annual Water Production Trend**

During the reporting period, Vwawa-Mlwo, Bariadi and Babati WSSAs reported a significant increase in water production (more than 20%) as compared to FY 2018/19. Reasons for the increase in water production for respective WSSAs is summarized in Table 4. During FY 2019/20, none of Regional WSSAs recorded a significant decrease in water production (decrease of more than 20%). However, Lindi WSSAs recorded the highest decrease in water production of 14% in the year under review.

**Table 4: List of Regional WSSAs with Significant Change in Water Production**

Utility Name	Increase (%)	Reason (s)
Vwawa-Mlwo	40	Commissioning of improvement of water supply in Vwawa Town through a project financed by the government through MoW. The project increased water production capacity by 23m <sup>3</sup> /h and started operation in September 2019.
Bariadi	33	Utilization of 12m <sup>3</sup> /hr and 4.5m <sup>3</sup> /hr boreholes that were previously operating under the district water engineer and utilization of Kidinda borehole No 2 -with 3.6m <sup>3</sup> /h financed by the government through MoW.
Babati	26	Acquired Managhat borehole with a capacity of 30m <sup>3</sup> /hr from Babati Town Council. Acquisition of water sources from former Gallapo, Magugu, Dareda, Bashnet WSSAs with a total capacity of 220 m <sup>3</sup> /hr.

Regional WSSAs were also assessed in terms of water production measurement methodologies. During FY 2019/20, the water production measurement methodologies among Regional WSSAs were either purely bulk water meter or a combination of bulk water meter and estimates. Out of 26 Regional WSSAs, 20 WSSAs used bulk water meters and the remaining 6 used both bulk water meter and estimates. The decrease in the number of WSSAs with bulk water meters as compared to FY 2018/19 was due to

merging Regional WSSAs with DT WSSAs that had not installed bulk meters in water sources. During the FY 2019/20 none of the Regional WSSAs that purely estimated the amount of water produced. The number of Regional WSSAs and methods for determining the amount of water produced is shown in Table 5 while Table 6 shows a list of WSSAs and the method that was used to determine water production in FY 2019/20.

**Table 5: Water Production Measurement Methods among Regional WSSAs**

Description of Method	Number of Utilities		
	FY 2017/18	2018/19	2019/20
Bulk water meters	19	22	20
Bulk meters and estimates	6	4	6
Estimates	1	0	0
<b>Total</b>	<b>26</b>	<b>26</b>	<b>26</b>

**Table 6: Methods used by Regional WSSAs in the Determination of Water Production**

Description of Method	Utility Names	Number of Utilities
Bulk water meters	Moshi, Tanga, DAWASA, Dodoma, Singida, Tabora, Iringa, Mbeya, Njombe, Sumbawanga, Songea, Mpanda, Kigoma, Bukoba, Musoma, Shinyanga, Kahama, Geita, Lindi and Mtwara	20
Bulk water meters and estimates.	Vwawa-Mlowo, Mwanza, Bariadi, Morogoro, Babati and Arusha	6

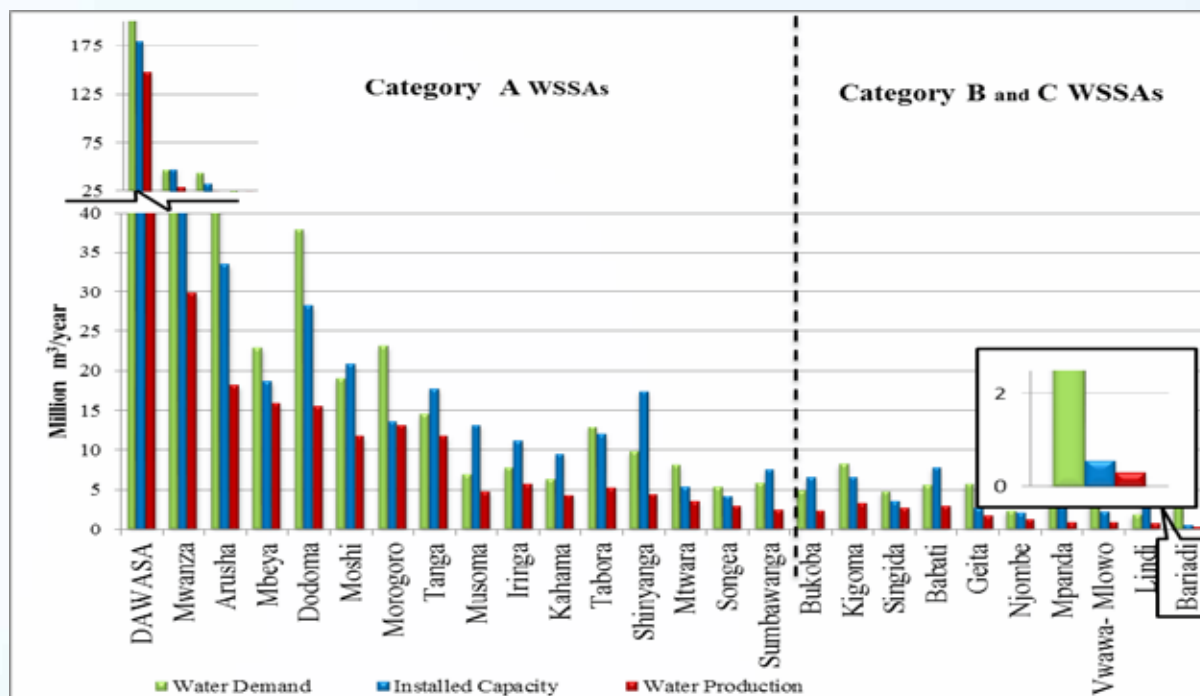
### 2.3 Water Demand

The total water demand for Regional WSSAs increased by 19% from 451.85 Million m<sup>3</sup>/year in FY 2017/18 to 535.98 million m<sup>3</sup>/year in FY 2019/20. During FY 2019/20, the highest increases in water demand (more than 20%) were reported by Dodoma, Iringa, Mtwara, Tabora, Tanga, Sumbawanga, Babati and Bariadi WSSAs. The increase for Dodoma WSSA was mainly due to the continuing population influx into Dodoma and extension of service area to Chamwino, Kongwa and Bahi. The increase in demand for Iringa, Tabora, Tanga, Sumbawanga, Mtwara and Babati WSSAs was mainly due to extension of service areas served by the WSSAs while the increase in demand for Bariadi WSSAs was due to review of water demand data to include water demand for industrial activities that were initially not considered. The water demand for Regional WSSAs is presented in Table A2.2 of Appendix 2.

### 2.4 Comparison of Water Demand, Installed Capacity and Water Production

During the year under review, water demand for Regional WSSAs has continued to surpass water production and installed water production capacity for the past three financial years. The ratios of water production to water demand and installed water production capacity showed a declining trend from the FY 2017/18 to the FY 2019/20. The ratios of water production to water demand were 68%, 65% and 59% for FY 2017/18, 2018/19 and 2019/20 respectively. The decline in ratio between water production and demand is mainly associated with population growth and expansion in industrial and commercial activities. On the other hand, the ratio for water production to installed capacity was 71%, 70% and

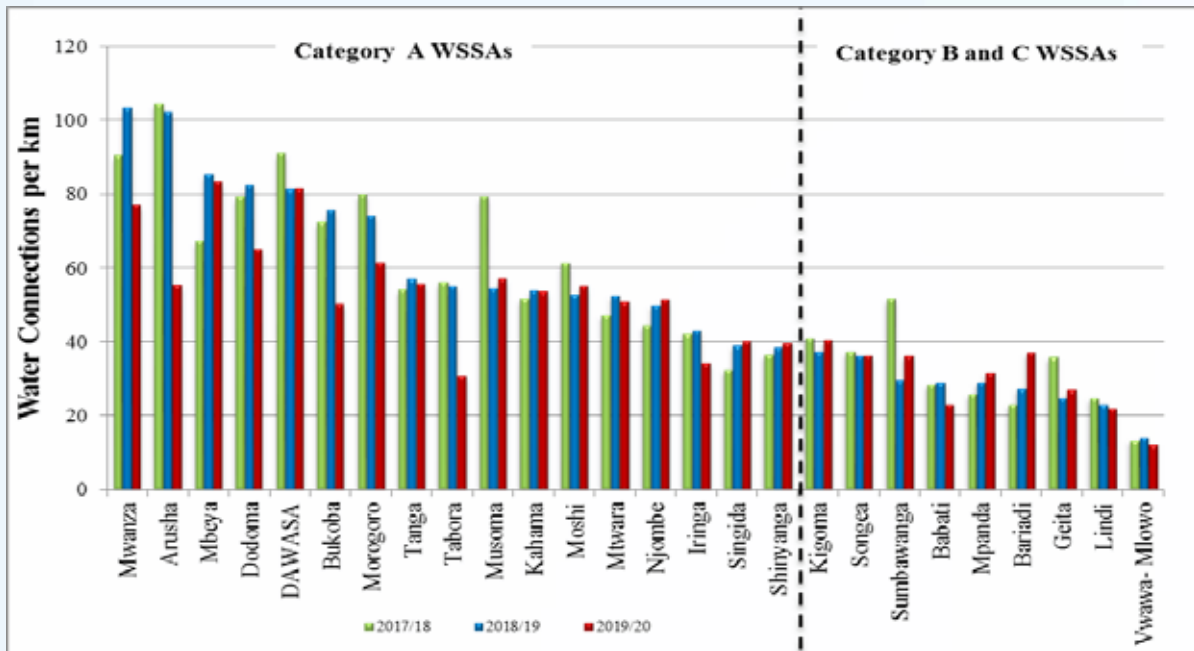
66% FY 2017/18, 2018/19 and 2019/20 respectively. Analysis of water production for Shinyanga WSSA indicates that the installed capacity is very high compared to the water production since Shinyanga is utilizing 20% of its Ning'wa dam following a bulk water purchase contract with KASHWASA.



**Figure 3: Comparison of Water Demand, Installed Capacity and Water Production**

## 2.5 Utilization of Water Supply Networks

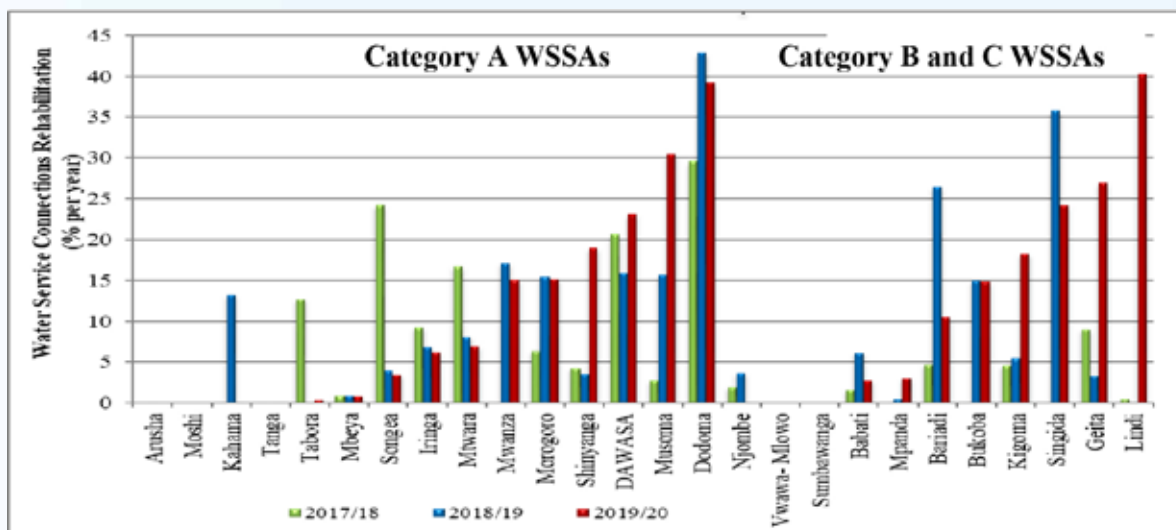
Utilization of water supply network was analysed in terms of the number of connections in a kilometre of a water supply network. Utilisation of water network has shown a decreasing trend over the past three years. The number of connections per kilometre of water network decreased from 52.7 in FY 2017/18 to 46.4 in FY 2019/20. WSSAs are advised to ensure that they utilize the available network by ensuring more customers are connected. Data for water connections per kilometre of water network for Regional WSSAs are presented in Table A2.3 of Appendix 2 and illustrated in Figure 4.



**Figure 4: Number of Water Connections per km of Water Distribution Network**

## 2.6 Water Mains Rehabilitation

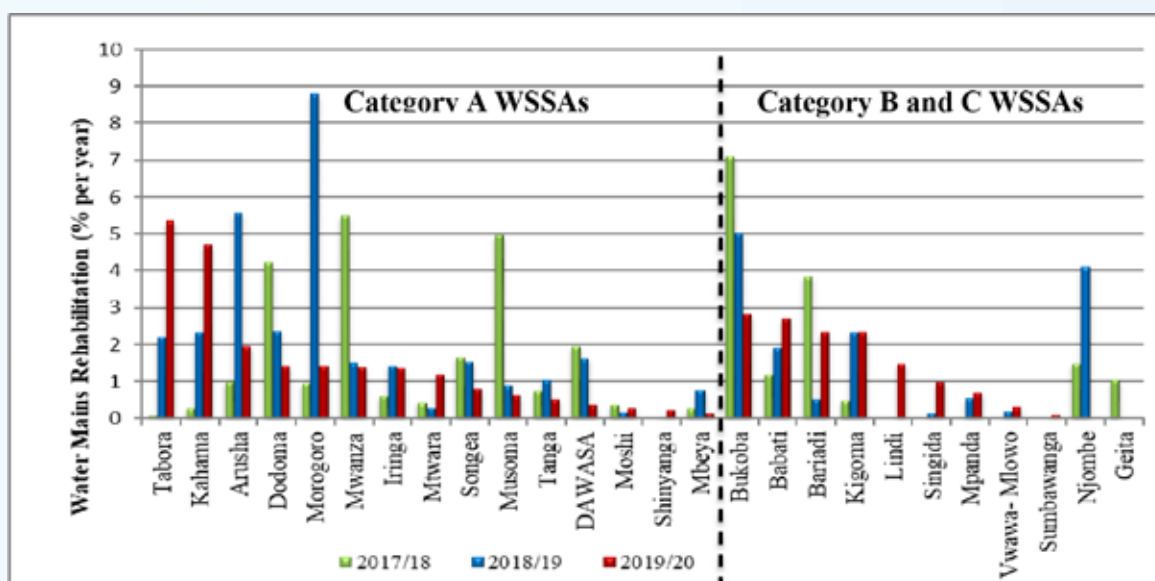
In FY 2019/20, on average, Regional WSSAs rehabilitated 1.43% of their water mains which represent a decrease as compared to 1.82% and 1.54% performed in FY 2018/19 and FY 2017/18 respectively. WSSAs that performed highest percentages increase of water mains rehabilitation in 2019/20 were Tabora (3.1%), Kahama (2.4%), Bariadi (1.8%) and Lindi (1.5%). When compared to the percentage of water mains rehabilitated in FY 2018/19, WSSAs that registered a significant decrease in the percentage of water mains rehabilitated in the year under review were Morogoro (7.4%), Arusha (3.6%) and Bukoba (2.2%). Meanwhile, two water utilities namely Njombe and Geita WSSAs did not rehabilitate their water mains during the year under review. In general, water mains rehabilitation depends on a number of factors including the condition of the water main, utility priorities and availability of funds. The detailed trends of the water mains rehabilitation for Regional WSSAs are illustrated in Figure 5.



**Figure 5: Water Mains Rehabilitation**

## 2.7 Rehabilitation of Water Service Connections

During the FY 2019/20, Regional WSSAs reported having rehabilitated 12% of water service connections which is an increase when compared to 9.6% performed in FY 2018/19 and 6% recorded in FY 2017/18, as illustrated in Figure 6.



**Figure 6: Rehabilitation of Water Service Connections**

Lindi WSSA recorded the highest percentage of water service connections rehabilitated in FY 2019/20. About 40.1% of the total connections were rehabilitated by Lindi WSSA followed by Dodoma WSSA (39.1%), Musoma WSSA (30.5%), Geita WSSA (26.9%) and Singida WSSA (24.2%). The comparison of percentages of water service connections rehabilitated in the FY 2019/20 to that recorded in FY 2018/19 shows that Lindi WSSA had the highest increase of 40.1% followed by Geita (23.5%), Shinyanga (15.4%),

Musoma (14.8%) and Kigoma (12.7%). Arusha, Moshi, Njombe, Vwawa-Mlowo and Sumbawanga WSSAs did not perform water service connections rehabilitation in FY 2019/20. Table 7 shows WSSAs that registered a significant increase in the rehabilitation of water service connections (more than 20% increase) in FY 2019/20 as compared to FY 2018/19 and a list of reasons.

**Table 7: WSSAs with a significant increase in the percentage of water service connection rehabilitation**

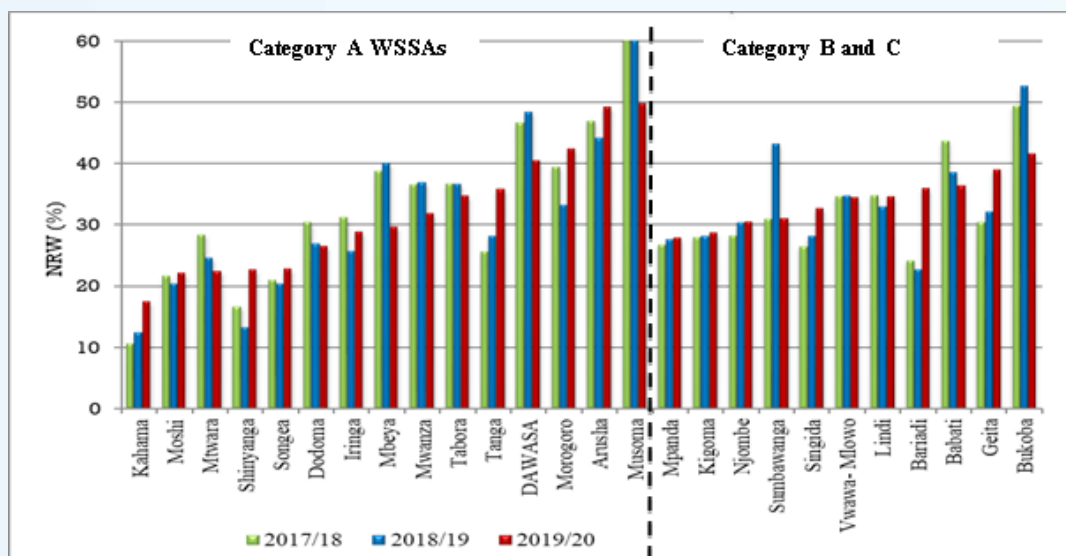
Utility Name	Increase (%)	Reason (s)
Lindi	40.1	Replacement of dilapidated and low class (class B) water connection pipes with new pipes of high class (class C) which can withstand high water pressure. The high pressure is a result of an increase in water production after the completion of Ng'apa water supply improvement project.
Geita	23.5	Replacement of the water service connections that were uprooted and damaged during road maintenance in Geita Town.

## 2.8 Non-Revenue Water (NRW)

NRW in this report has been analysed as (a) a percentage of water production; (b) volume of water loss per kilometre of pipe network per day; and (c) the volume of water loss per water connection per day. The results of the computations of the indicators are presented in Table A2.4 of Appendix 2.

### (a) NRW as a Percentage of Water Production

NRW as a percentage of total water produced improved to 36.6% in FY2019/20 as compared to 40.5% recorded in FY 2017/18 and 40.63% in FY 2018/19. Kahama WSSA has been the best performer in NRW as a percentage of total water supplied. In FY 2019/20 Kahama WSSA recorded NRW of 17.4 %, followed by Moshi (22.19%) and Mtwara (22.47%). Similarly, over three years in a row, Kahama WSSAs continued to be the only WSSAs that attained the service level benchmark for NRW (below 20%). During the year under review, Shinyanga WSSA was unable to maintain a record of NRW below 20% that was attained and maintained for two consecutive years, FY 2018/19 and FY 2017/18. The NRW as a percentage of total water supplied is presented in Figure 7.



**Figure 7: Non-Revenue Water (as a percentage of water production)**

Determination of NRW as a percentage of total water produced highly depends on the availability of operating bulk water meters at all water production points, flow analysis, district metering and customer metering.

During the year under review, 13 WSSAs used appropriate methods to determine total water production and billing compared to 15 WSSAs in FY 2018/19. The decrease is attributed to low metering ratio of some of the extended WSSAs service areas. NRW as a percentage of water produced for 13 WSSAs namely Iringa, Arusha, Tanga, Babati, Mwanza, Bariadi, Morogoro, Sumbawanga, Songea, Kigoma, Mpanda, Njombe and Vwawa-Mlowo are unreliable as they have not metered either all their customer water connections or water production points.

In FY 2019/20, Sumbawanga, Musoma, Mbeya and Bukoba WSSAs attained a significant improvement in NRW as compared to FY 2018/19. Factors that contributed to the reduction of NRW for each WSSA are presented in Table 8.

**Table 8: List of Regional WSSAs with Significant Improvement in NRW**

Utility Name	Change (%)	Reason (s)
Sumbawanga	12.2	Improved accuracy of data for billed volume following (i) increased metering ratio from 88.9% in FY 2018/19 to 99.7% in FY 2019/20; (ii) replacement of old water meters; and (iii) improved data handling and cleaning after customer survey. Additionally, the Utility controlled physical losses through rehabilitation of 3km of dilapidated pipes.
Mbeya	10.4	Improved monitoring and data management concerning meter reading, supervision and leakage control.
Musoma	10.3	Replacement of inaccurate old water metres as part of the implementation of NRW reduction strategy. Installation of water meters to unmetered customers improved metering ratio from 77% to 100%.
Bukoba	10.0	Reduction of physical losses through replacement of worn-out cast iron pipes about 8 km of distribution main as well as replacement of inaccurate old 500 water meters.

On the other hand, Bariadi, Shinyanga, Morogoro and Tanga WSSAs recorded a major deterioration in the performance of NRW. The major reasons for the increase in NRW are presented in Table 9. Musoma (49.67%), Arusha (49.14%), Morogoro (42.31%), Bukoba (41.58%) and DAWASA (40.38%) WSSAs were the least performers in terms of NRW as a percentage of water productions. It can be noted that in FY 2019/20 no Regional Water Utility reported NRW as a percentage of total water produced above 50% which is unprecedented.

**Table 9: List of Regional WSSAs with Significant Increase in NRW**

Utility Name	Change (%)	Reason (s)
Bariadi	13.2	Physical losses due to damaged water pipes during road upgrading in Bariadi Town.
Shinyanga	9.4	Increased physical losses attributed to frequent pipe burst occurred at 600mm at Mhumbu area.

Utility Name	Change (%)	Reason (s)
Morogoro	9.1	Physical water losses from the damaged pipelines during the maintenance of Morogoro Municipal roads
Tanga	7.8	Increased water losses attributed to inaccurate customer meters and dilapidated distribution networks of about 70km in Tanga City, low metering ratio at Muheza (33%) and Pangani (83%).

### (b) NRW as Cubic Meter per Kilometre per Day

In FY 2019/20, NRW per kilometre per day improved significantly to 19.30 m<sup>3</sup>/km/day as compared to 27.07 m<sup>3</sup>/km/day recorded in FY 2018/19 and 29.33 m<sup>3</sup>/km/day in FY 2017/18. The improvement emanates from the reduction of NRW in parallel with an increase in water network particularly in the utilities with a high customer base including Arusha, DAWASA and Mwanza WSSAs.

During the FY 2019/20, DAWASA, Musoma, Bukoba, Mwanza and Arusha WSSAs registered a significant improvement of NRW in cubic meter per kilometre per day by reducing more than 15 m<sup>3</sup>/km/day. Lindi and Songea WSSAs were good performers in NRW per km per day in 2019/20. However, it should be noted that NRW information for Songea WSSAs is not reliable because the utility has not attained universal metering. The least performers in NRW per km per day in FY 2019/20 were DAWASA, Morogoro, Musoma and Mwanza WSSAs which registered a NRW of 42.50, 25.31, 22.46 and 20.53 m<sup>3</sup>/km/day respectively. The NRW per kilometre per day of each Regional WSSA is shown in Appendix 2: Table A2.4 and illustrated in Figure 8.

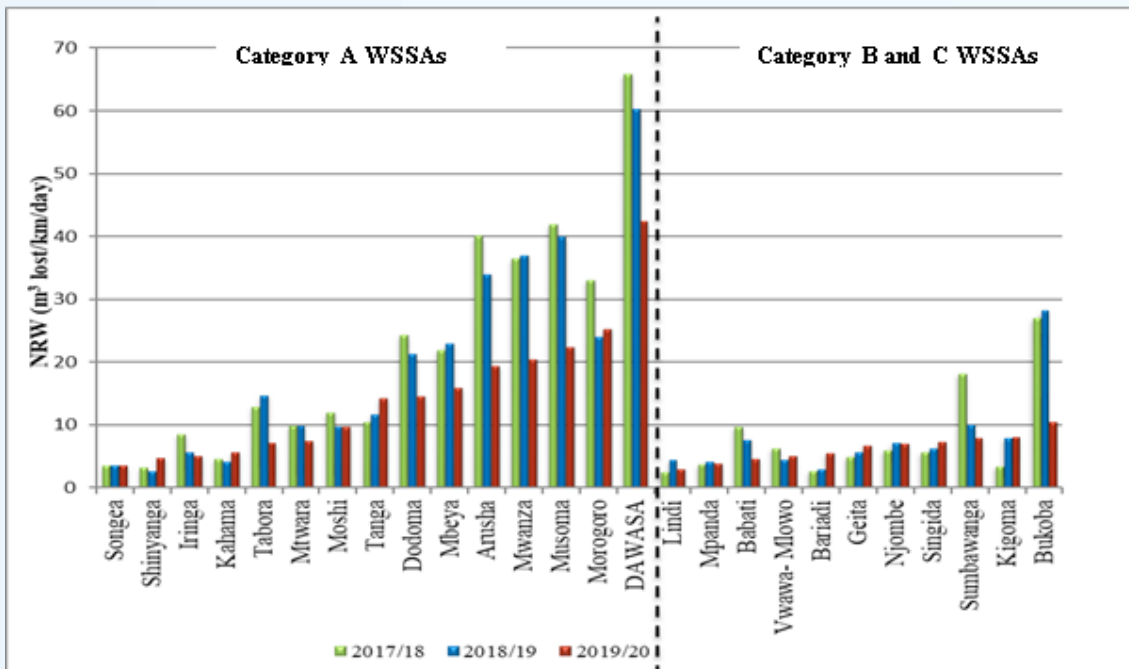
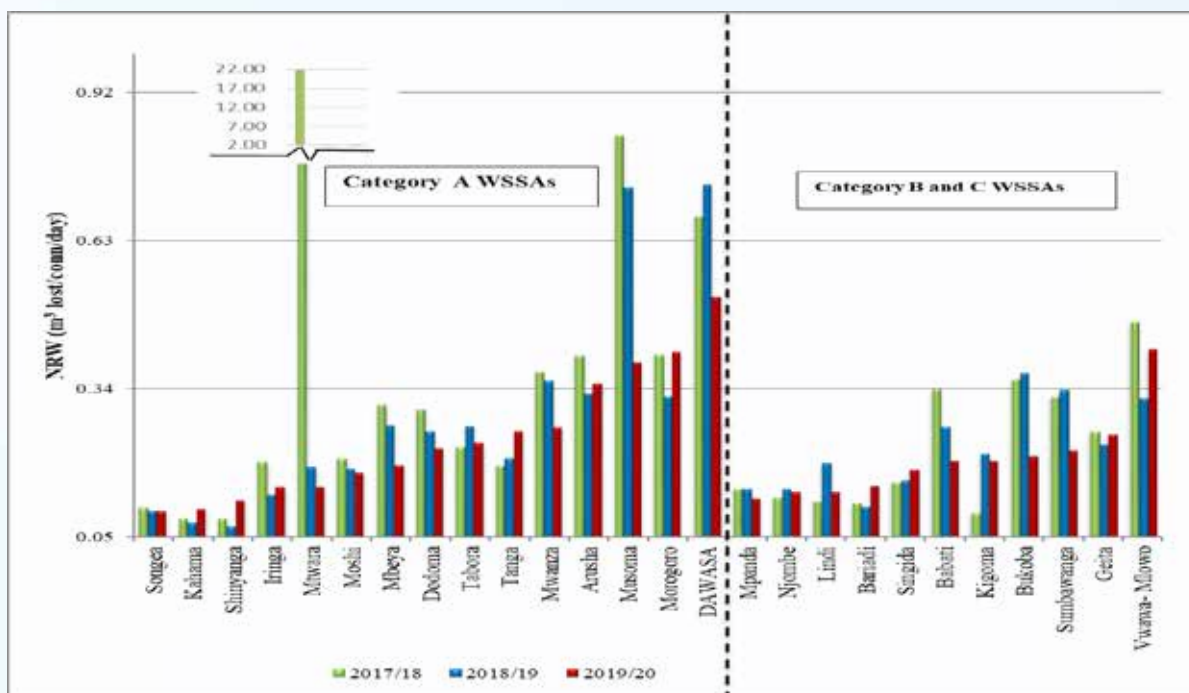


Figure 8: NRW in m<sup>3</sup> loss per km per day



### (c) NRW as Cubic Meter per Connection per Day

This indicator measures water loss per day in relation to the number of water connections. The reported average NRW in m<sup>3</sup> per connection per day for WSSAs has been improving over the three years. In FY 2019/20, average NRW cubic meter per connection per day for Regional WSSAs was 0.33 as compared to 0.42 to and 0.43 reported in 2018/19 and FY 2017/18 respectively. It is reported that the improvement was attributed to the increased connections and control of leakages through rehabilitation of water pipe networks. The NRW in cubic meter per connection per day is shown in Figure 9.



**Figure 9: NRW in m<sup>3</sup> per connection per day**

The analysis of data in Figure 9 shows that:

- i. During the FY 2019/20, good performers were Songea, Kahama and Shinyanga WSSAs by attaining 0.10, 0.11 and 0.12 m<sup>3</sup> per connection per day respectively. The three utilities maintained the status as good performers over the last three years. Even though Shinyanga WSSA emerged among the top three performers, its performance during the year deteriorated by 71.4% as compared to the previous FY 2018/19;
- ii. Major improvement in NRW per connection per day was attained by Musoma, Bukoba and Sumbawanga WSSAs that improved their performance by more than 30% as compared to the performance in the FY 2018/19; and
- iii. DAWASA, Vwawa-Mlowo and Morogoro WSSAs were the least performers by recording 0.52, 0.42 and 0.41 m<sup>3</sup> per connection per day respectively. DAWASA has been the least performers under this indicator over the past three years.

**(d) Overall Performance in NRW Management**

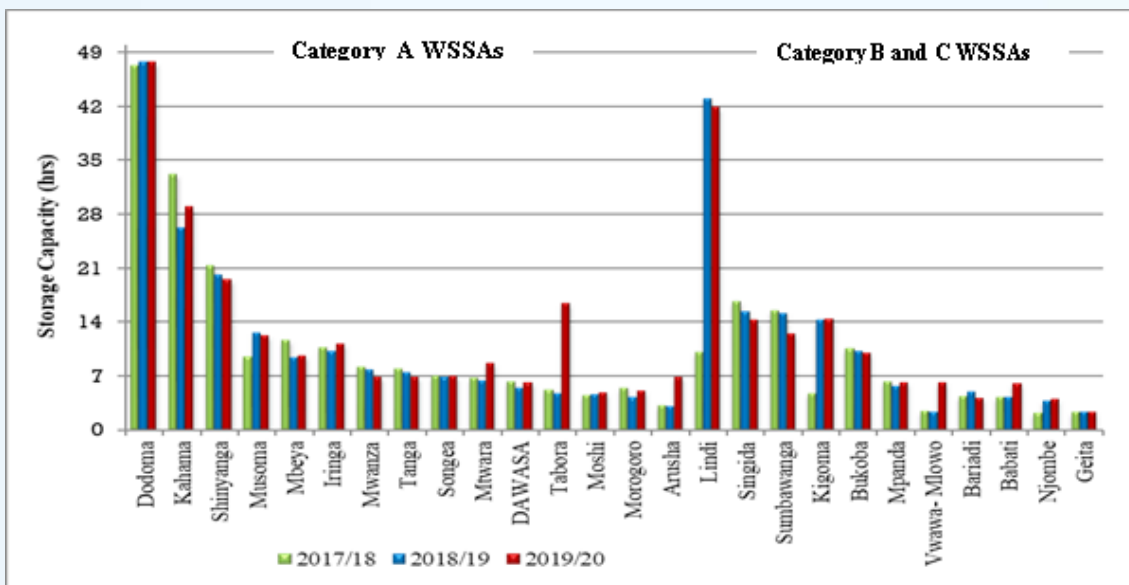
The overall good performers in NRW is analysed in terms of good performers in NRW as a percentage of total water supplied, NRW per kilometres per day and NRW per connection per day. During FY 2019/20, the overall good performers in NRW management were Shinyanga, Kahama and Songea WSSAs. On the other hand, DAWASA, Musoma and Arusha WSSAs were the least performers in overall NRW Management. The results of NRW as reported and analysed for the best and least performing utilities are summarized in Table 10.

**Table 10: NRW Management Performance**

Good Performers				Least Performers			
Name of WSSA	NRW (%)	NRW (m <sup>3</sup> / km/day)	NRW (m <sup>3</sup> / connection/day)	Name of WSSA	NRW (%)	NRW (m <sup>3</sup> loss/km/day)	NRW (m <sup>3</sup> loss/ connection/day)
Kahama	17.44	5.71	0.11	DAWASA	40.4	42.5	0.52
Shinyanga	22.69	4.87	0.12	Morogoro	41.6	25.31	0.41
Songea	22.74	3.69	0.10	Musoma	49.7	22.46	0.36

**2.9 Adequacy of Water Storage Capacities**

Adequate water storage is critical to ensure the reliability of water supply. The recommended minimum water storage capacity for a water utility is at least seven hours of daily demand within a service area of the utility. Details on a trend of storage capacities for Regional WSSAs are presented in Table A2.3 of Appendix 2 and illustrated in Figure 10 which reveals that more than half of all WSSAs have storage hours above the recommended level of at least seven hours.



**Figure 10: Storage Capacities**

The analysis of data on the adequacy of water storage capacity reveals that:

- i. In FY 2019/20, Dodoma, Lindi, Kahama, Shinyanga, Singida, Sumbawanga, Kigoma, Musoma, Bukoba, Iringa, Mbeya, Mwanza and Songea WSSA had their storage capacity within the recommended value of at least 7 hours;
- ii. Tabora WSSA attained the major improvement in storage capacity with an increase in storage capacity from 5 hours in FY 2018/19 to 16 hours in FY 2019/20. The improvement in storage capacity for Tabora was due to the addition of storage tanks with capacity 18,320m<sup>3</sup> that were constructed under the Extension of Lake Victoria Pipeline to Tabora, Igunga and Nzega Towns Project; and
- iii. The least performers were Geita, Njombe and Bariadi WSSAs with storage capacities of 2 hours, 4 hours and 4 hours respectively.

## 2.10 Sanitation Services

Water Supply and Sanitation Act No. 5 of 2019 obliges WSSAs to provide sanitation services in their service areas that include sewerage and non-sewerage sanitation. This section analyses the performance of WSSAs in terms of provision of sewerage sanitation services for WSSAs with sewerage system. Also, the section analyses basic data on non-sewerage sanitation services provided in Regional WSSAs' service areas. The analysis provides preliminary information on the current situation in the provision of non-sewerage sanitation services. However, there were challenges in establishing adequate and reliable data to capture progress in the delivery of non-sewerage sanitation services.

### 2.10.1 Sewerage Sanitation

Sewerage sanitation services were analysed in terms of performance and utilisation of sewerage network, sewerage treatment and disposal. Utilisation of sewerage network was analysed by looking at the number of connections per km of the sewer and performance of sewerage network in terms of the number of sewer blockages. During the FY 2019/20, 11 WSSAs provided sewerage services out of 26 Regional WSSAs similar to FY 2018/19. The list of Regional WSSAs with and without sewerage network are presented in Table 11.

**Table 11: Summary of Status of Sewerage Network**

Regional WSSAs with Sewerage Network	Regional WSSAs without Sewerage Network
Arusha, Tanga, Dodoma, Moshi, Morogoro, Mwanza, Iringa, Songea, Mbeya, Tabora and DAWASA	Kahama, Shinyanga, Mtwara, Musoma, Singida, Lindi, Kigoma, Mpanda, Babati, Bukoba, Sumbawanga, Njombe, Bariadi, Geita and Vwawa-Mlowo

### Utilization of Sewerage Networks

The analysis of the performance of the network in terms of the number of connections per kilometre of a sewerage network indicates a slight decrease to 52.72 in FY 2019/20 from 53.96 recorded in the FY 2018/19 and 53.29 recorded in the FY 2017/18. It can be noted that during the year under review WSSAs concentrated more on increasing length of sewerage network (36.50km) compared to an increasing number of new sewerage connections (1350 sewer connections). Appendix 2: Table A2.5 provides a detailed trend of this indicator for the past three years for Regional WSSAs and illustrated in Figure 11.

## Performance of Sewerage Networks

The performance of the sewerage network has been analysed in terms of frequency of sewer blockages in a kilometre length of the sewer network expressed as the number of blockages/km/year. The analysis showed an improvement in terms of sewer blockage per kilometre of sewerage network in the year under review to 17.30 blockage/km/year compared to 18.06 blockage/km/year recorded in 2018/19.

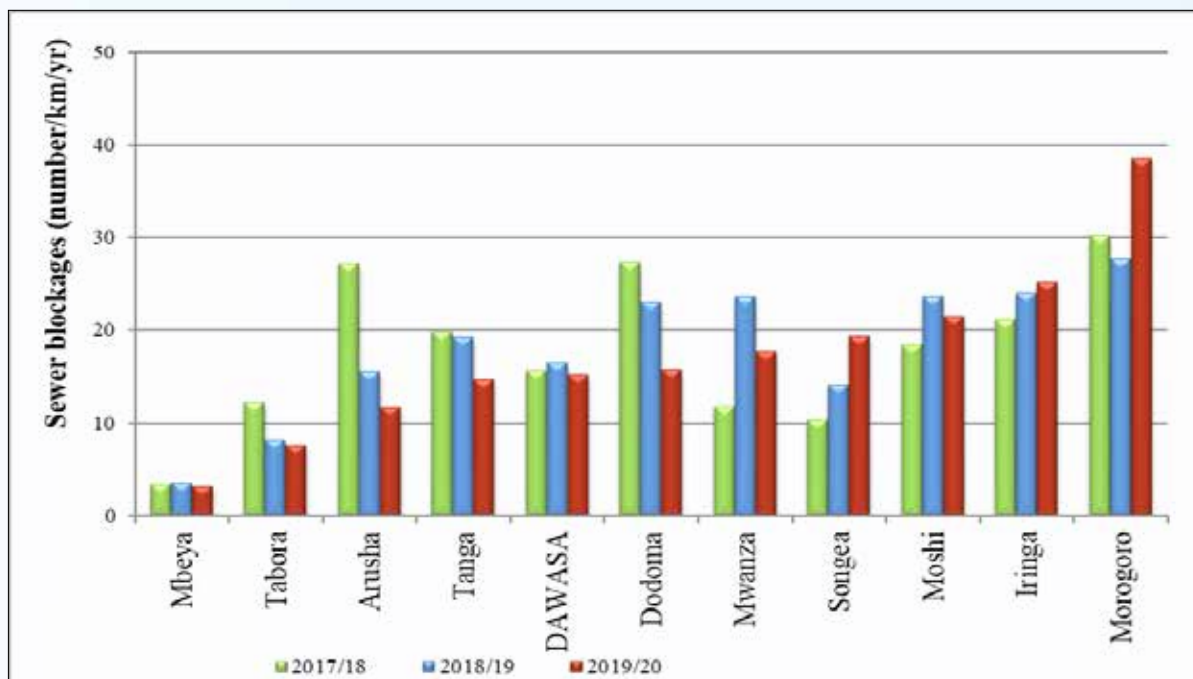
Significant improvement in terms of reduction of sewer blockages/km/year (20% and above) as compared to FY 2018/19 was registered by Dodoma WSSA (31.69%), followed by Mwanza WSSA (25.29%), Arusha WSSA (24.68%) and Tanga WSSA (23.24%). Appendix 2: Table A2.5 provides a detailed trend of this indicator for the past three years for Regional WSSAs and illustrated in Figure 11. The improvement was attributed to upsizing of lateral and main sewers, replacement of low-class pipes and rehabilitation of manholes covers as detailed in Table 12. Morogoro and Songea WSSAs recorded the highest percentage in deterioration in the performance of sewerage networks compared to their performance in FY 2018/19 by recording an increase of 38.79% and 37.65% in blockages per kilometer per year respectively.

**Table 12: List of Regional WSSAs with Significant Reduction of Sewer Blockage**

Utility Name	Change (%)	Reason (s)
Dodoma	31.69	Awareness programme conducted to customers regarding the proper use of the sewerage infrastructure
Mwanza	25.29	Reinstallation of 35 sewer manhole covers at Kirumba Sokoni, Sanga street, Mwaloni and Bugando mission
Arusha	24.68	Replacement and upsizing of small to large sewerage networks for about 27.6km through ongoing Arusha Urban Water and Sanitation Service delivery improvement projects.
Tanga	23.24	Routine cleanness of the manhole chamber and awareness programme conducted to customers regarding the proper use of sewerage infrastructure

**Table 12: List of Regional WSSAs with Significant Increase in Sewer Blockage**

Utility Name	Change (%)	Reason (s)
Morogoro	38.79	The existing sewerage system is old such that some chambers are almost at the same level as the ground level and are mostly not covered. The system is interfered with stormwater which conveys solid matter into the system. During the year under review, the rainfall prevailed from September to April 2020.
Songea	37.65	Misuse of sewerage system by flashing or putting of solid matters into the sewerage network.



**Figure 11: Number of sewer blockage per kilometre of sewerage network**

### Sewage Treatment and Disposal

Sewage treatment and disposal were analysed in terms of the availability of sewage treatment facilities and means of disposal.

- i. During the year under review, 16 out of 26 Regional WSSAs had sewage treatment facilities. This was an increase compared to 15 WSSAs recorded in FY 2018/19 after Kahama WSSAs' sludge digester started operating in the year under review. Among Regional WSSAs with sewage treatment facilities, 10 had wastewater stabilization ponds while 6 had sludge digesters. It has to be noted that Mwanza WSSA is also operating sludge digesters in Magu, Misungwi and Nansio townships.
- ii. Construction of wastewater treatment facility for Lindi WSSA was ongoing. Also, the construction of new wastewater treatment facilities and sewerage networks was ongoing in Bukoba and Musoma WSSAs' service areas. Further, six (6) WSSAs had acquired land for construction of wastewater treatment facilities and they were soliciting funds for the construction of the facilities.
- iii. Tanga WSSAs has a sewerage network that discharges untreated sewage directly to the Indian Ocean through sea outfall. It has to be noted that Tanga WSSA had acquired land for construction of wastewater treatment facilities and was soliciting funds for the construction of the facilities.
- iv. Bariadi, Mpanda, Singida, Njombe and Vwawa-Mlowo WSSAs had neither wastewater treatment facilities nor land for construction of the facilities. However, it was evident that Singida and Njombe WSSAs made efforts to formally acquire land.

**Table 13: Summary of Status of Sewage Treatment Facilities in Regional WSSAs**

WSSAs with Sewerage Network and Wastewater treatment Facilities	WSSAs with Sewerage Network but no Wastewater treatment Facilities	WSSAs without Sewerage Network but have Sludge Digesters/WSP	WSSAs with on-going construction of Wastewater treatment facilities	WSSAs that have acquired land for construction of wastewater treatment facilities	WSSAs without Sewerage Network, Wastewater treatment Facilities and have not acquired land
Arusha, Dodoma, Moshi, Morogoro, Mwanza, Iringa, Songea, Mbeya, Tabora and DAWASA	Tanga	Sumbawanga, Bukoba, Geita, Kigoma, Musoma Kahama Mwanza (in Magu, Misungwi and Nansio)	Lindi	DAWASA (construction of additional wastewater treatment plant), Tanga, Babati, Shinyanga, Bukoba, and Musoma	Vwawa-Mlowo, Singida, Bariadi, Mpanda, Mtwara, and Njombe

### 2.10.2 Non-Sewered Sanitation

The analysis of non-sewered sanitation was based on preliminary sanitation data collected from Regional WSSAs whose collaboration with their respective Local Government Authorities enabled the collection of the data. Also, some of the data were obtained from the National Sanitation Portal (National Sanitation Management Information System - NSMIS) which is administered by the Ministry of Health. The collected basic sanitation data were analysed in terms of containment, emptying facilities and transportation of faecal sludge whose data appeared to be consistent and verifiable.

#### Containment

The analysis of collected basic sanitation data showed that the total number of households in the Regional WSSAs service areas during the year under review was 2,760,126. About 50% of the households used latrines (24% traditional and 26% improved ventilated pit latrines), 46% used septic tanks, 3% of the total households were connected to the sewerage system and the remaining 1% practised open defecation. Further analysis of the data showed that a total of 1,159,004 latrines equivalent to 61% in Regional WSSA service areas were emptiable.

#### Emptying Facilities

The analysis of the collected basic sanitation data indicated that the total number of cesspit emptier trucks operating in the Regional WSSAs services areas in FY 2019/20 were 354 out of which 30 are owned and operated by the Utilities, 17 are owned by the Local Government Authorities (LGAs) and 317 are privately owned. Out of 26 Regional WSSAs only 12 possess one or more cesspit emptier trucks. WSSAs which own cesspit emptier trucks and their numbers in the brackets are DAWASA (7), Mwanza (6), Arusha (5), Musoma (2) Iringa (2), Dodoma (1), Moshi (1), Songea (1), Bukoba (1), Kigoma (1), Sumbawanga (1) and Geita WSSAs (1). It can be noted that emptying and transportation of faecal sludge

in the Regional WSSAs' service areas are dominated by the private sector and are registered by either LGAs or respective WSSAs.

## Faecal Sludge Transportation

Analysis of collected basic sanitation data showed that during the year under review, the total volume of sewage generated in the Regional WSSA service areas was 572,182,946m<sup>3</sup> whereas about 385,375,351m<sup>3</sup> were expected to be emptied from latrines and septic tanks. However, Regional WSSAs; reported that the volume of faecal sludge emptied during the year under review was about 49,229,239 m<sup>3</sup> equivalent to 12.8% % of expected. Analysis of the data indicated that the available total capacity of sludge treatment facilities owned by Regional WSSA was 10,508,590m<sup>3</sup>. That means the available capacity was sufficient to treat only 2.7% of the expected WSSAs total volume of faecal sludge during the year. Further analysis showed that the combined volume of faecal sludge dumped at Regional WSSAs sludge treatment facilities during the FY 2019/20, was 5,878,072 m<sup>3</sup>. That means out of 49,229,239 m<sup>3</sup> of faecal sludge emptied during the year from the Regional WSSAs, 88% was dumped out of Regional WSSAs' sludge treatment system. Details on basic sanitation data collected form WSSAs are provided in Appendix 2 Table A2.20 and Table A2.21.

### 2.11 Water Quality Monitoring

Water quality compliance was analysed in terms of *E. coli*, Turbidity, Residual Chlorine and pH. The EWURA Performance Benchmarking Guidelines for Water Utilities of 2018, recommends 100% compliance in drinking water quality parameters. Further, except for *E. coli* counts, the Guideline has provisions for acceptable boundaries of 95 – 98% average compliance in terms of other parameters such as turbidity levels. Apart from considering the water quality compliance in accordance with monitoring conducted by respective WSSAs over the past three years, this report has also presented the compliance to water quality tests that were monitored by EWURA during FY 2019/20.

#### (a) Water Quality Monitoring Conducted by Regional WSSAs

The EWURA Water and Wastewater Quality Monitoring Guidelines for WSSAs of 2020 require all WSSAs to conduct water quality monitoring. During FY 2019/20, all Regional WSSAs conducted water quality tests and submitted results to EWURA. The tested parameters in all WSSAs were *E. coli*, Turbidity, Residual Chlorine and pH. The submitted test results were analysed to ascertain compliance with TBS (TZS 789:2018-EAS12:2018). The overall compliance in FY2019/20 on the tested parameters was 92% for the residual chlorine, 98% for pH, 93% for turbidity and 98% *E. coli*. The overall water quality monitoring in terms of *E. coli*, Turbidity, Residual Chlorine and pH over the past three years is presented in Table A2.6 (a) of Appendix 2.

Over the past three years, there has been an uneven trend of compliance level in terms of turbidity and pH levels. In FY 2019/20, turbidity compliance level decreased to 93% as compared to 98% and 97% in the FY 2018/19 and FY 2017/18 respectively. The pH compliances dropped to 98% in FY 2019/20 as compared to 99% in FY 2018/19 that increased from 97% in FY 2017/18. Similar to FY 2018/19, *E. coli* compliance level stagnated at 98% in FY 2019/20 that was an increase from 97% observed in FY 2017/18. Also, residual chlorine compliance level stagnated at 92% from FY 2018/19 to FY 2019/20 that was an increase from 91% observed in FY 2017/18. The water quality compliance (%) on the tested parameters on each WSSA in FY 2019/20 were as shown in Figure 12.

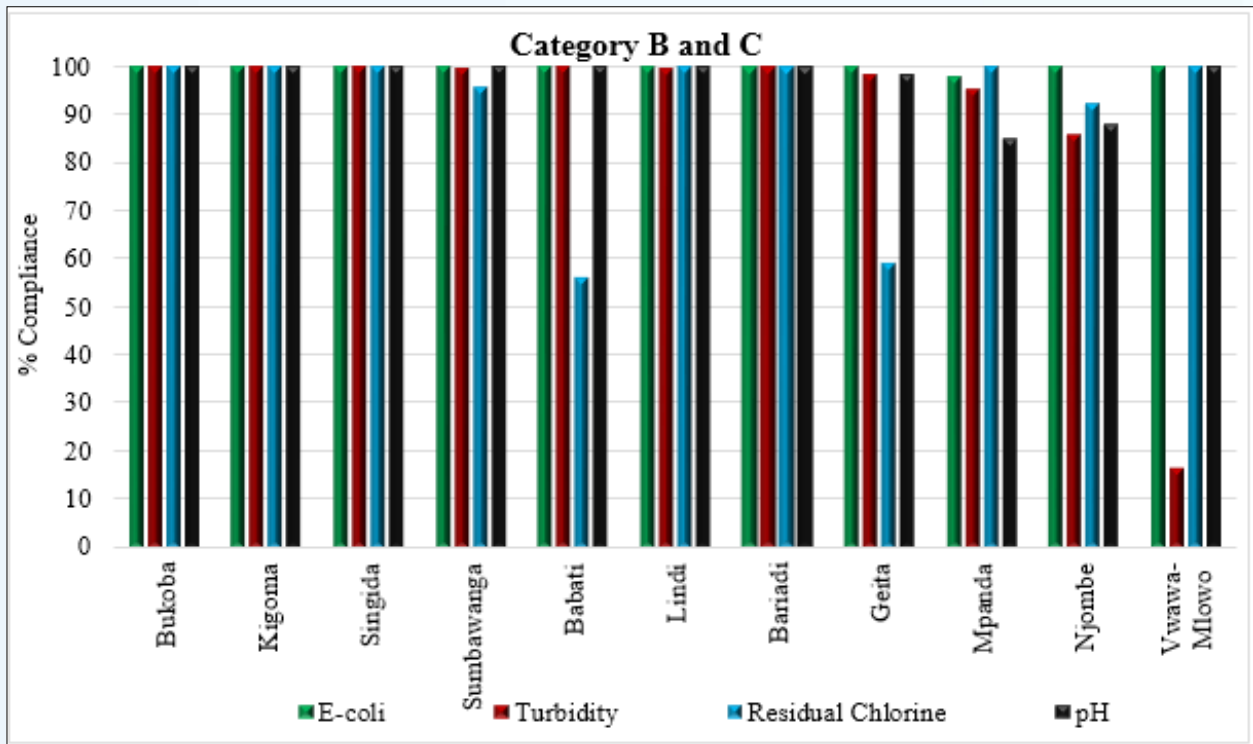
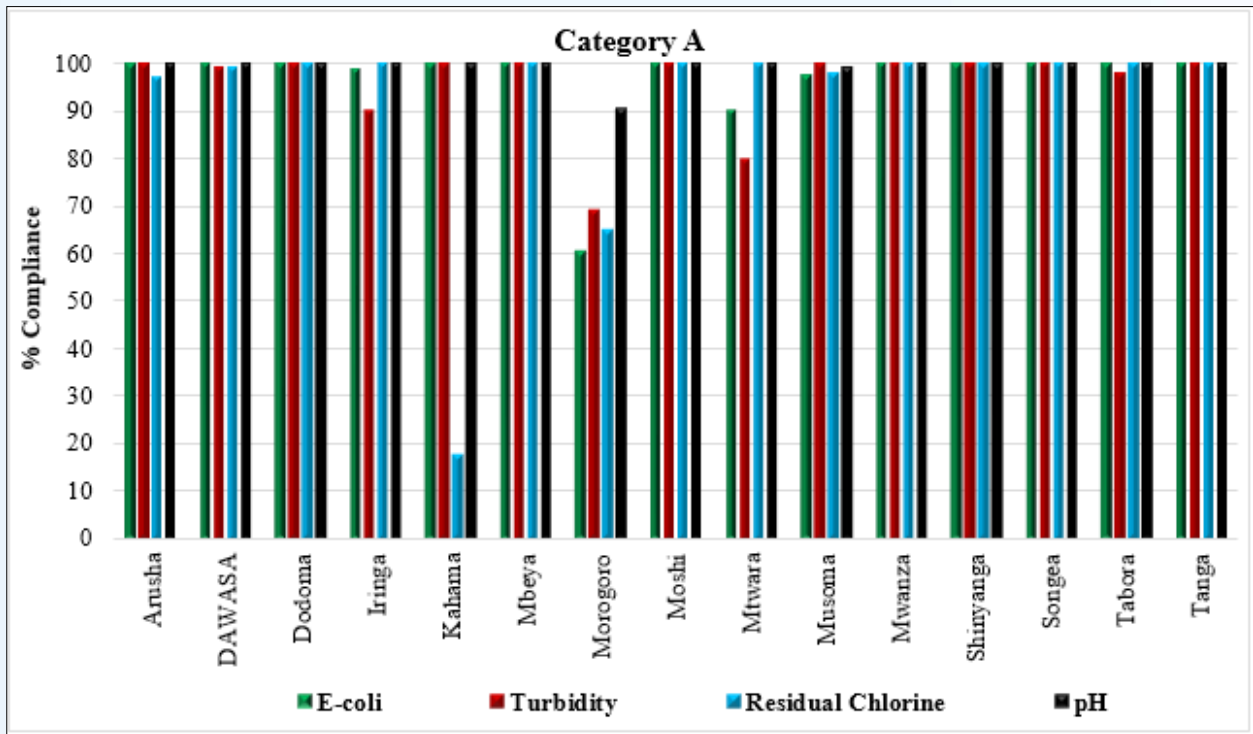


Figure 12: Water Quality Percentage Compliance reported by WSSAs



## (b) Water Quality Monitoring Conducted by EWURA

In FY 2019/20, EWURA carried out water quality monitoring to all Regional WSSAs. A total of 525 drinking water samples were collected and analysed for pH, Turbidity, *E. coli* and Residual Chlorine. The monitoring findings revealed that the overall compliance on the tested parameters was 87% for pH, 84% for turbidity, 95% for E-Coli and 52% for the residual chlorine. A comparison of the water quality for the monitoring conducted by WSSAs and those conducted by EWURA during FY 2019/20 is presented in Table A2 (6b) of Appendix 2.

The water quality monitoring findings indicate that there is continuous water quality improvement. In FY 2019/20, *E. coli* compliance level increased to 95% as compared to 94% in FY 2018/19 and 90% in FY 2017/18. The pH compliance level increased to 87% as compared to 82% in FY 2018/19 and 83% in FY 2017/18. Also, residual chlorine compliance had slightly increased to 52% in FY 2019/20 as compared to 48% and 49% in FY 2018/19 and FY2017/18 respectively. However, turbidity compliance has been continuously deteriorating, being decreased to 84% in FY 2019/20 from 91% in FY2018/19 and 94% in FY 2017/18. The water quality compliance (%) on the tested parameters in FY 2019/20 in each regional WSSA is as shown in Figure 13.

Figure 13 (a)(b)

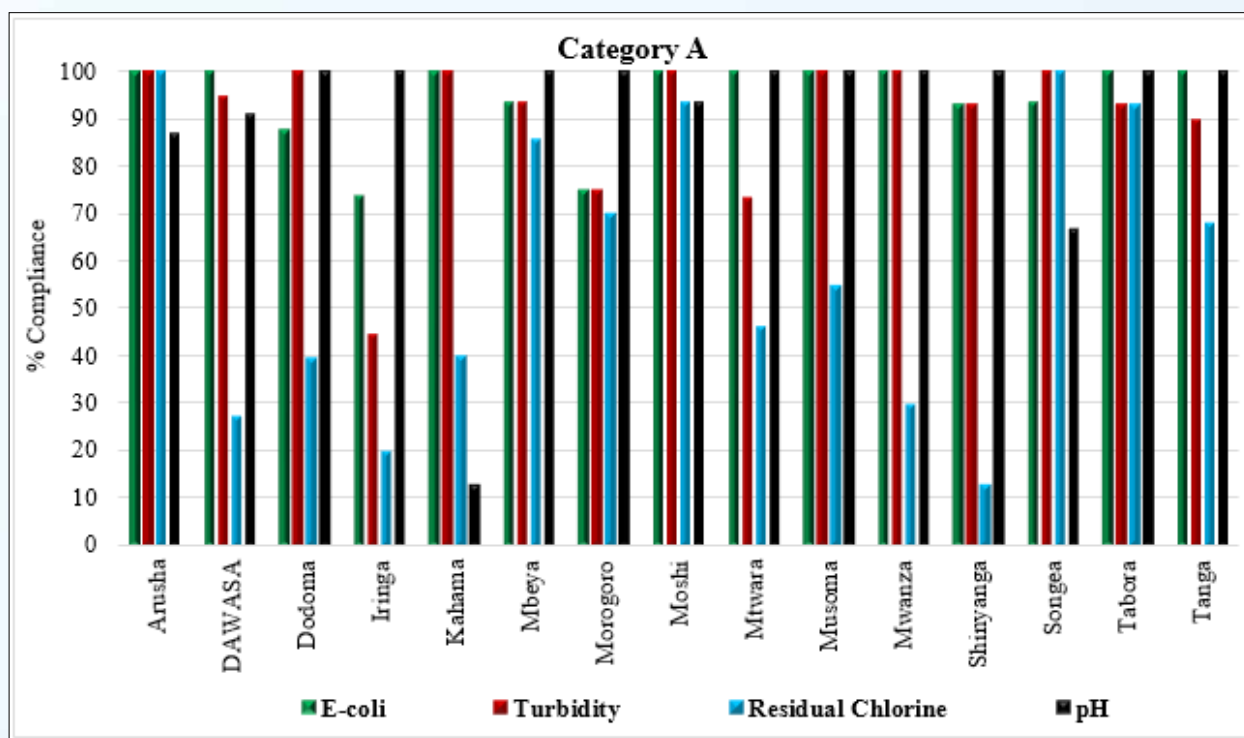
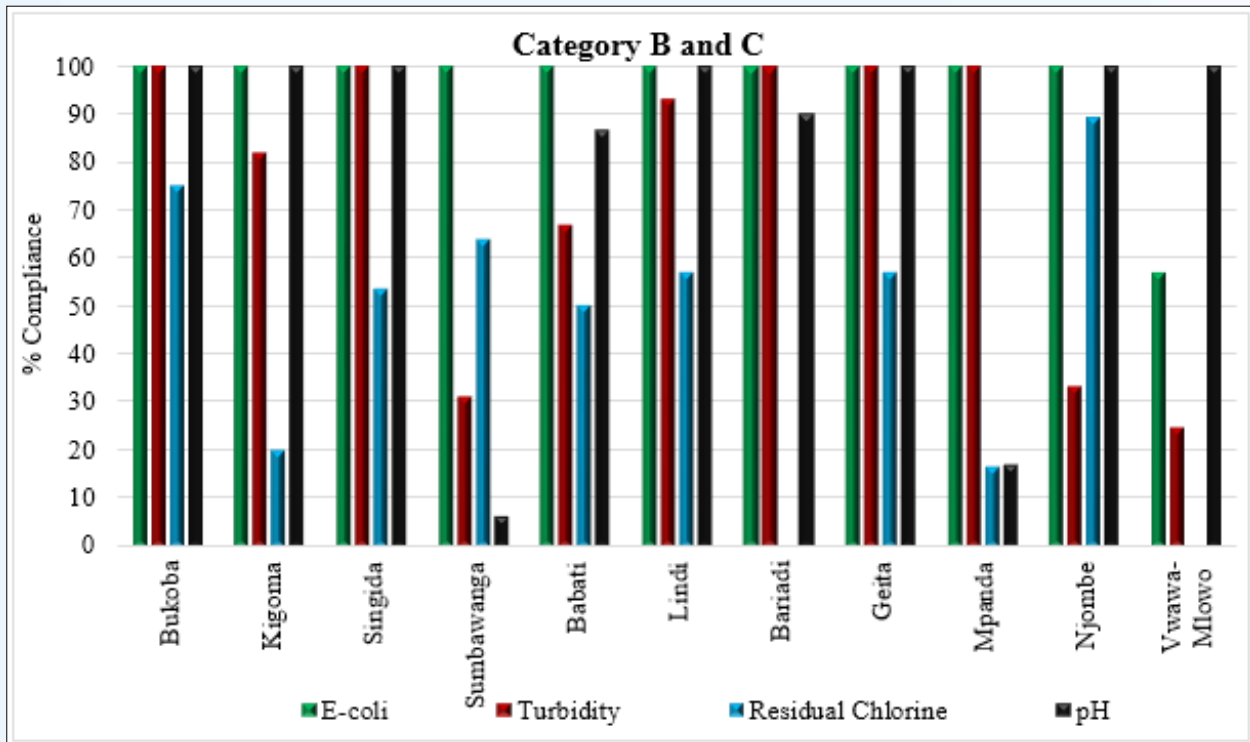


Figure 13(a) Water Quality Percentage Compliance Reported by EWURA



**Figure 13 (b): Water Quality Percentage Compliance Reported by EWURA**

Generally, comparing EWURA to Regional WSSAs water quality tests, there has been a continuous water quality improvement in terms of *E. coli*, turbidity and pH levels. However, there has been a marginal improvement in residual chlorine compliance level.

## 2.12 Wastewater Quality Monitoring

### (a) Wastewater Quality Monitoring Conducted by Regional WSSAs

During FY 2019/20, nine (9) Regional WSSAs conducted wastewater quality monitoring by determining the effluent BOD. Also, eight (8) Regional WSSAs conducted wastewater quality monitoring by determining the effluent COD. The findings revealed that four (4) Regional WSSAs namely; Songea, Mwanza, Mbeya and Moshi reported effluent BOD and COD complying with TBS (TZS 860:2006). Also, Iringa reported 60% BOD and COD, Morogoro reported 76% BOD and 61% COD of effluents complying with TBS (TZS 860:2006). In addition, DAWASA had 49% BOD and 30% COD, Arusha reported 29% BOD effluent compliance.

Generally, in FY 2019/20, the overall compliance as per WSSAs` test results were 68% and 69% for BOD and COD respectively. The findings indicate an uneven trend for three years as indicated in Table A2.7/Appendix 2. The BOD compliance level was 68% in FY 2019/20, 66% in FY 2018/19 and 72% in FY 2017/18. The COD compliance level increased to 69% in FY 2019/20 as compared to 62% in FY 2018/19, although it was a decrease when compared to 73% observed in FY 2017/18.

## **(b) Wastewater Quality Monitoring Conducted by EWURA**

During the same period, EWURA carried out wastewater quality monitoring to twelve (12) out of 17 Regional WSSAs with sewerage treatment facilities and faecal sludge digesters. The wastewater samples were collected and analysed for effluent BOD and COD compliance.

The analytical results revealed that three WSSAs namely Songea, Mbeya and Moshi out of 17 Regional WSSAs with sewerage treatment facilities and faecal sludge digesters had effluent BOD and COD complying with TBS (TZS 860:2006). The wastewater quality tests were not conducted to Bukoba, Sumbawanga, Kigoma and Tabora WSSAs due to absence of effluent discharged to the receiving environment during the monitoring period. Sumbawanga, Kigoma and Bukoba WSSAs are operating newly constructed facilities while Tabora is not receiving enough influent to produce effluent. Further, wastewater quality tests were not conducted at Tanga WSSA as the utility discharges the received sewage directly into the Indian Ocean.

The overall compliance as per EWURA's test results was 25% for both BOD and COD. The test findings indicate continuous deterioration in overall BOD and COD compliance level over three years. The BOD compliance level decreased to 25% in FY 2019/20 as compared to 50% in FY 2018/19 and 44% in FY 2017/18. Similarly, COD compliance level decreased to 25% in FY 2019/20 as compared to 39% in FY 2018/19 and 44% in FY 2017/18.

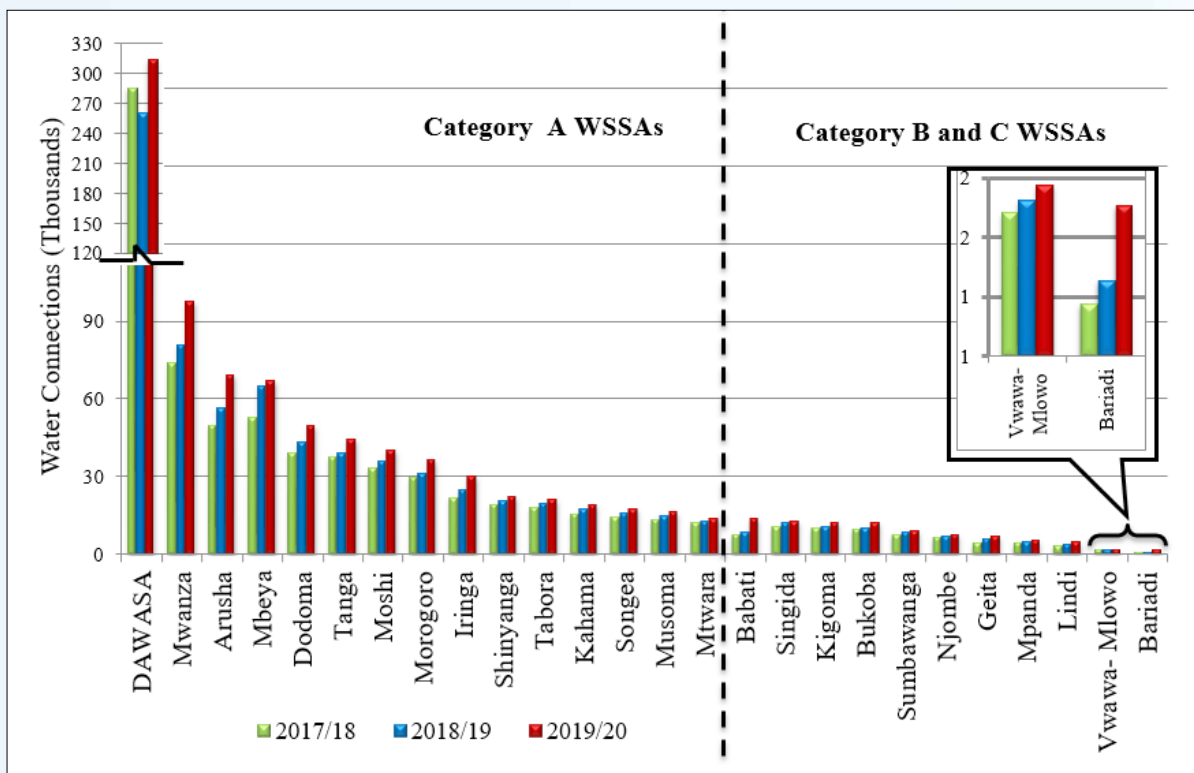
Comparing EWURA to regional WSSAs wastewater quality tests, there has been a continuous deterioration in wastewater quality compliances.

### 3.0 BUSINESS AND COMMERCIAL PERFORMANCE

Business performances of Regional WSSAs are analysed in terms of number of water and sewerage connections, water and sewerage service coverage, metering ratio, average service hours, staff productivity and complaints resolution.

#### 3.1 Total Water connections

The total number of water connections increased to 954,167 connections in FY 2019/20 compared to 821,235 connections in FY 2018/19 and 788,756 connections in FY 2017/18. Figure 14 shows total water connections trend for Regional WSSAs. Details of the connections trend are provided in Appendix 2-Table A2.8.



**Figure 14: Three-Year Trend for Total Water Connections**

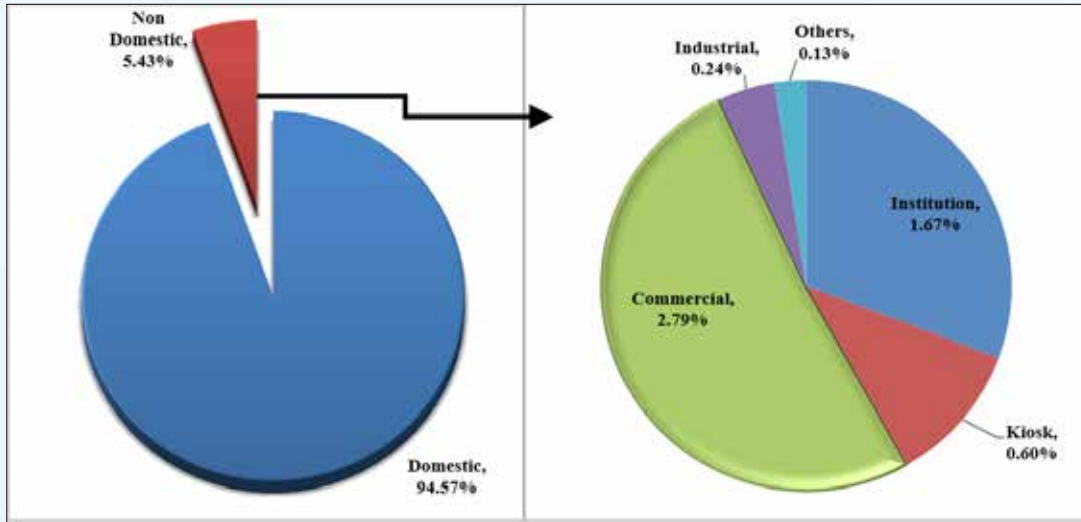
During FY 2019/20, all Regional WSSAs increased their water connections as compared to water connections recorded in FY 2018/19. Major reasons for the increase in connections were expansion of water networks and increased water production that enabled Regional WSSAs to connect more customers. However, part of the observed increase in water connections among Regional WSSAs was due to acquisition of water connections from clustered DT WSSAs and National projects WSSA.

During FY 2019/20, Regional WSSAs that recorded a significant increase in water connections of at least 20% were DAWASA, Babati, Bariadi, Lindi, Geita, Arusha, Iringa and Mwanza WSSAs. Table 14 presents the WSSAs that had a significant increase in number of water connections and reasons for such an increase.

**Table 14: WSSAs with Significant Increase (20%) in Number of Water Connections**

Name of WSSA	Increase in Number of Connection	% Increase	Reason(s)
Babati	5,238	59.1%	Connection of 1415 new customers following extension of water network by 26.5km and acquisition of connections from Magugu (1,774), Bashnet (654) and Gallapo (1,395).
Bariadi	632	55.4%	Extension of water network by 1.2km to Biashara and Mahainda areas.
Lindi	1,072	26.4%	Extension of water network by 57 km to Mnazi, Ng'apa and Mitwero areas.
Geita	1,491	25.0%	New connections at Nyankumbu (465), Mjinikati (273), Mwatulole (341), Bomani (117) and Kasamwa (22) following extension of water distribution network by 45.6 km in the areas
Arusha	12,615	22.1%	Connection of 5,353 new customers following extension of water distribution network by 31 km and acquisition of water connections from Monduli (2,413), Ngaramtoni (1,496), Usa river (2,683) and Longido (670).
Iringa	5,246	20.9%	Connection of 3,075 new customers following extension of water distribution network by 118.3km covering Igingilanyi, Mgongo, Kising'a, Isakalilo B, Ngerewala and Mawelewele areas. Acquisition of water connections from Kilolo (820) and Ilula (1351).
Mwanza	16,481	20.3%	Connection of 3,769 new customers following extension of water distribution networks by 148.8km and acquisition of connections from Nansio (4,952), Magu (2,951), Ngudu (3,227) and Misungwi (1,582).
DAWASA	52,861	20.2%	Connection of 47,265 new customers following extension of water distribution networks by 184 km and acquisition of water connections from Chalinze (4,870), Kisarawe (397), and Mkuranga (329).

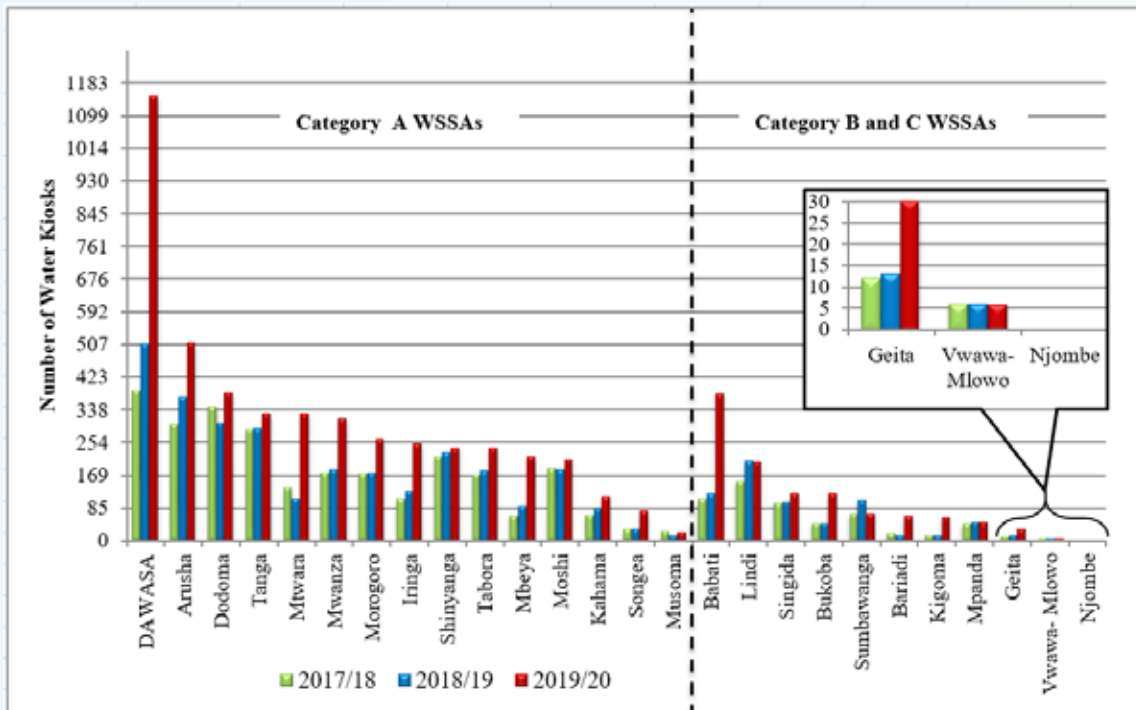
Similar to previous years, domestic connections continued to make the largest proportion of Regional WSSAs total customers bases as shown in Figure 15. Total number of domestic connections increased to 954,167 connections in FY 2019/20 from 763,767 in FY 2018/19 and 678,884 in FY 2017/18. On average, 95% of Regional WSSAs' customers were in the domestic category.



**Figure 15: Composition of Water Supply Connections in Regional WSSAs**

### 3.2 Water Kiosk Connections

Total number of kiosks increased to 5,766 connections in FY 2019/20 from 3,562 connections in FY 2018/19 and 3,256 in FY 2017/18. The major reasons for the increase in water kiosks during the FY 2019/20 were clustering of some Regional WSSAs with NP and DT WSSAs and extension of service area to peri-urban centres. Figure 16 shows three years' trend on the number of water kiosks while details of the same are in Appendix 2 Table A2.8.



**Figure 16: Water Kiosk Connections**

The analysis of number of water kiosks shows that:

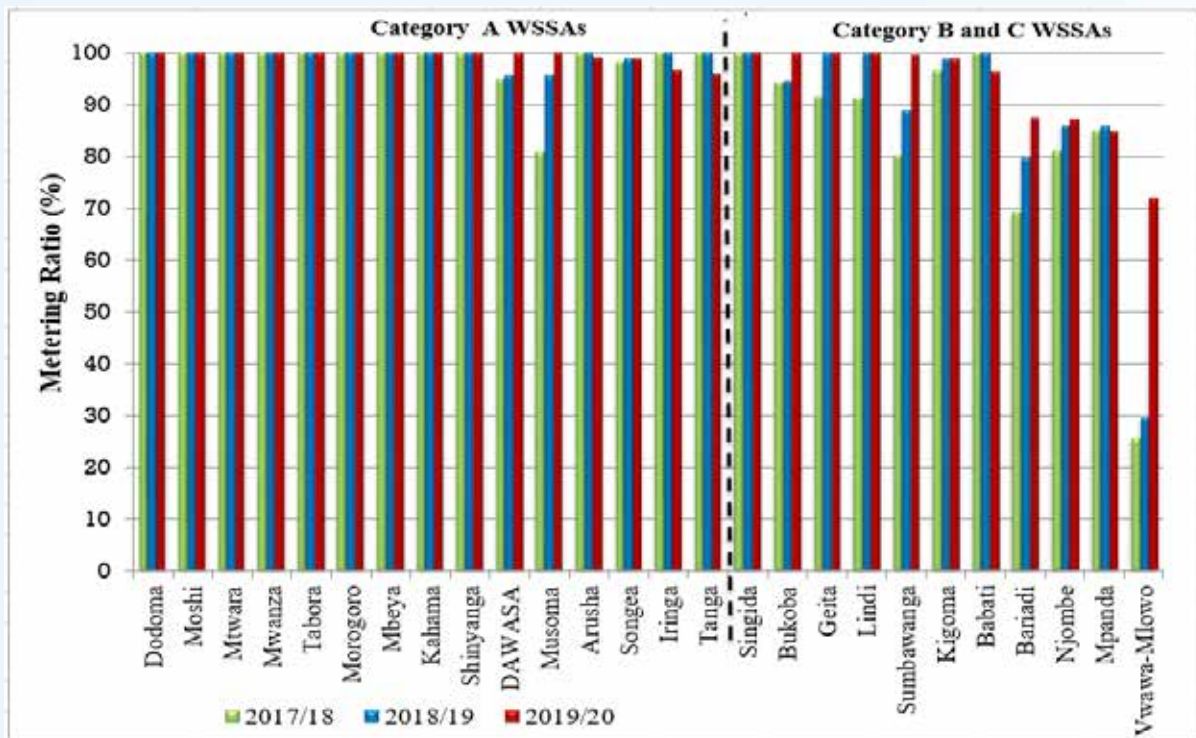
- i. During FY 2019/20, DAWASA had the highest number of kiosks followed by Arusha and Dodoma WSSAs.
- ii. The WSSAs that had the highest increase in number of kiosks in the FY 2019/20 were DAWASA (640), Babati (257), Mtwara (221), Arusha (141), Mwanza (132), Mbeya (131) and Iringa (123). The clarification on the reasons for the increase in number of kiosk is provided in Table 15.
- iii. During the year under review, Sumbawanga and Lindi WSSAs had a decrease in water kiosks of 36 and 3 kiosks respectively. The decrease for Sumbawanga WSSA was due to data cleaning following customer surveys while a decrease for Lindi WSSA was due to extension of network that motivated household connections.
- iv. Njombe WSSA was the only WSSA among the Regional WSSAs with no water kiosk.

**Table 15: Regional WSSAs with Significant Increase in Number of Water Kiosks**

Utility Name	Increase in number of Water Kiosks	Clarifications
DAWASA	640	Extension of DAWASA service area to include areas which were previously served by Chalinze Water Supply Project.
Babati	257	Acquisition of water kiosks at Managati (14), Magugu (62), Bashnet (105), Gallapo (76) following extension of the service area.
Mtwara	221	Acquisition of water kiosks at Mbawala (9), Naumbu (10), Mbuo (25), Mjimwema (2) and extension of service area to Nanyamba (175).
Arusha	141	The increase was due to new 6 constructed kiosks and extension of service area to Longido (10), Ngaramtoni (85), Monduli (21) and Usa river (19).
Mwanza	132	The increase was due to 28 new water kiosks constructed in peri-urban areas and 104 water kiosks acquired from extension of service area to Magu (36), Nansio (10), Misungwi (48) and Ngudu (10)
Mbeya	131	The increase was due to constructed 49 water kiosks at Mbalizi area and identified 82 water kiosks during the customer survey at Mbalizi area.
Iringa	123	Acquisition of 123 water kiosks at Kilolo (63) and Ilula (60) due to extension of service areas.

### 3.3 Metering Ratio

Overall metering ratio for Regional WSSAs dropped to 99.4% in FY 2019/20 from 99.8% observed FY 2018/19. Table A2.9 in Appendix 2, and Figure 17 provides details of the three years' trend of metering ratio.



**Figure 17: Metering Ratio**

The analysis of metering ratio shows that:

- i. DAWASA, Bukoba, Sumbawanga and Musoma WSSAs attained 100% metering ratio during the FY 2019/20.
- ii. Vwawa-Mlowo and Sumbawanga WSSAs recorded a higher increase in metering ratio (more than 10%) in FY 2019/20 as compared to the performance in FY 2018/19. The increase in metering ratio was 42.5% for Vwawa-Mlowo and 10.75% for Sumbawanga WSSA.
- iii. The highest decrease in metering ratio was recorded by Tanga WSSA i.e. 3.9% decrease in metering ratio. The main reason for the decrease in metering ratio was an extension of service areas by clustering with former DT WSSAs that had not attained 100% metering ratio.

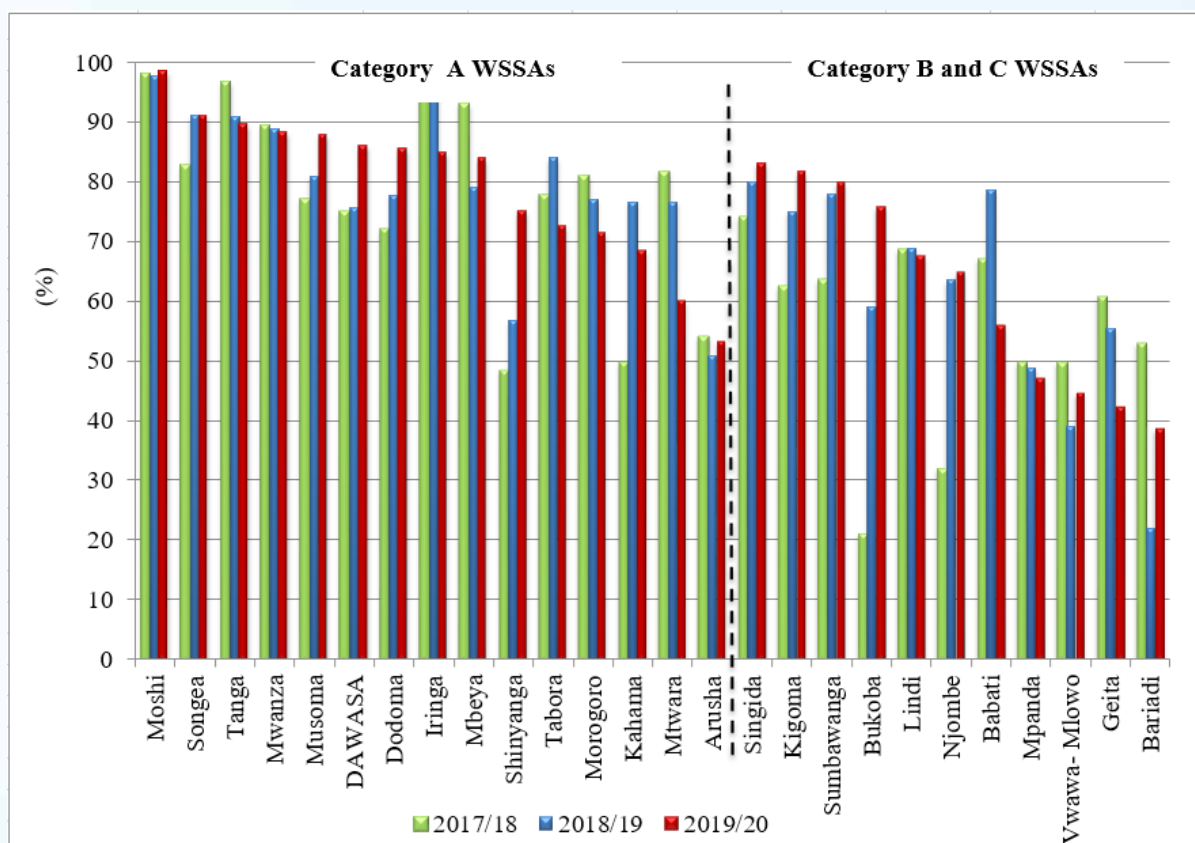
### 3.4 Water Service Coverage

Analysis of water service coverage is discussed in terms of population directly served with water and population living in area with water network. The analysis of the water service coverage considered population projection from the 2012 National Bureau of Statistics (NBS) census.

#### 3.4.1 Proportion of Population Directly Served with Water

Proportion of population directly served with water in the Regional WSSAs service areas showed a decreasing trend from 69.3% in FY 2017/18 and 68.9% in FY 2018/19 to 67.6% in FY 2019/20. Figure 18 and Appendix 2: Table A2.10 provides details for the proportion of population served with water over the past three years.





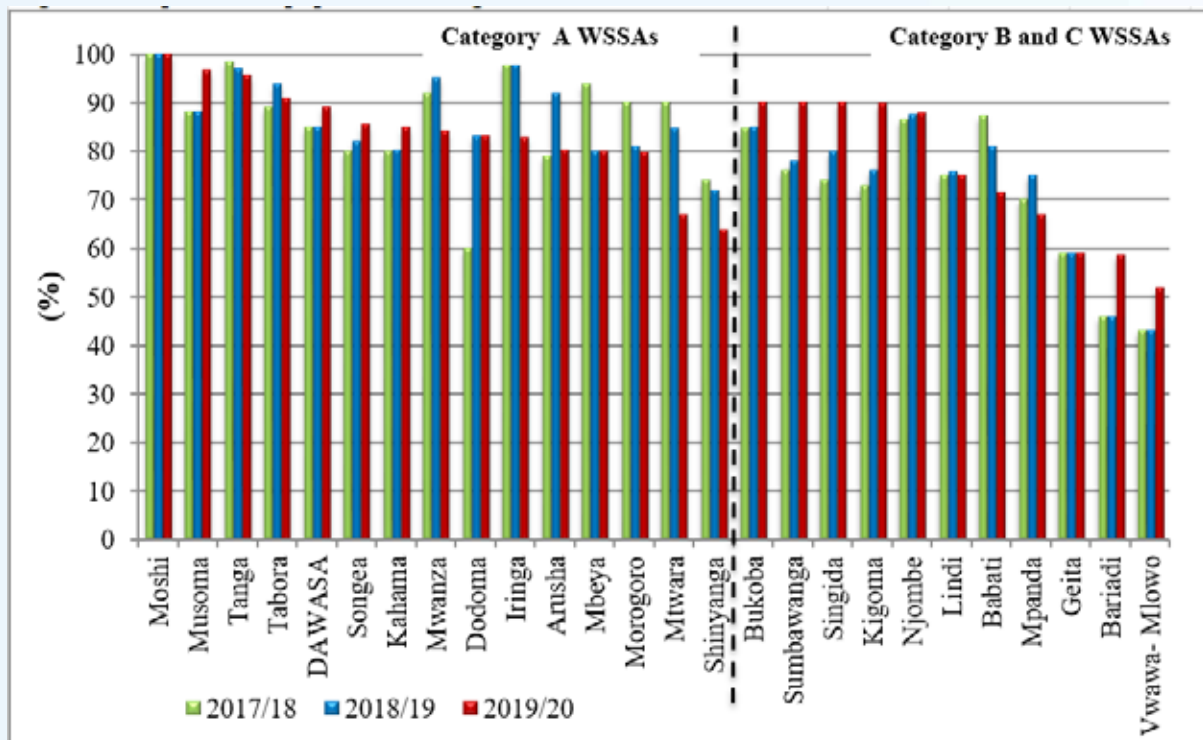
**Figure 18: Proportion of population directly served with water**

The analysis of proportion of population directly served with water shows that:

- i. Moshi WSSA recorded highest water service coverage in terms of population directly served with water (99%) followed by Songea (91%), Tanga (90%), Mwanza (88%) and Musoma (88%). Significant increase in coverage in terms of population directly served were recorded by Shinyanga (18.3%), Bukoba (16.8%), Bariadi (16.8%) and DAWASA (10.3%).
- ii. The least performers in water service coverage in terms of population directly served with water were Bariadi, Vwawa-Mlowo, Mpanda and Morogoro WSSAs with 39%, 42%, 45% and 46% respectively.
- iii. In the FY 2019/20, Babati, Mtwara, Geita and Tabora WSSAs recorded a drop in population directly served with water mainly due to extension of service areas to underserved towns and peri-urban areas. The drops in proportional of population directly served with water for the four (4) utilities were 22.7%, 16.7%, 13.1% and 11.4% respectively.

### 3.4.2 Proportion of Population Living in Area with Water Network

The proportion of population living in area with water supply network slightly improved from 84.4% in FY 2017/18 to 84.7% in the FY 2018/19 and eventually to 84.8% in FY 2019/20. The improvement was due to the completion of water supply projects in various WSSAs to unserved areas. However, attainment of the planned targets for some WSSAs during the FY 2019/20 was affected by clustering service areas of the WSSAs with underserved areas. Details on performance in proportion of population living in area with water network are provided in Appendix 2 Table A2.10 and Figure 19.



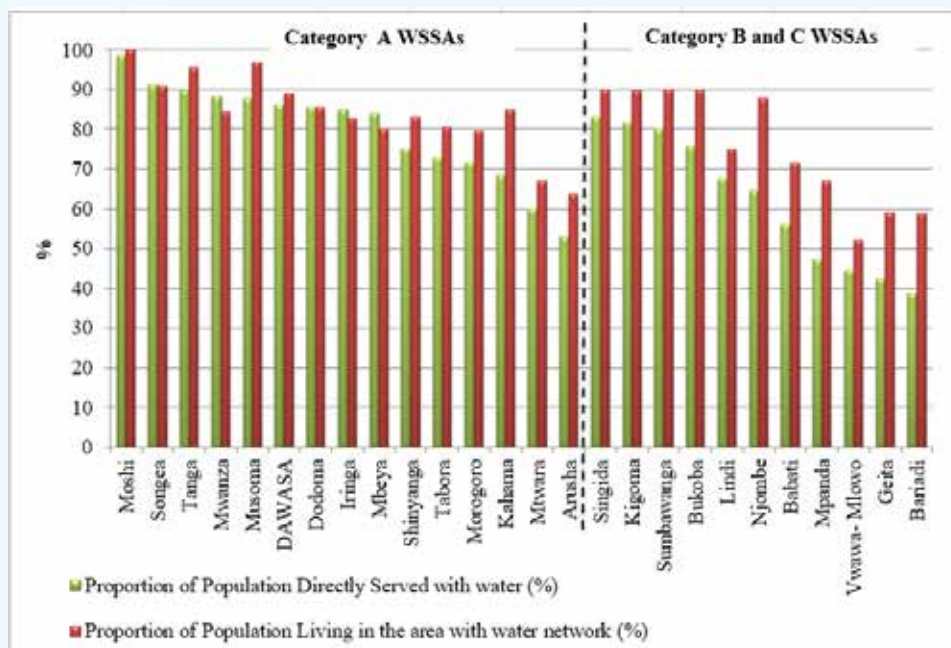
**Figure 19: Proportion of population living in an area with water network**

The analysis of proportion of population living in area with water network shows that:

- i. The highest water network coverage in FY 2019/20 was reported by Moshi, Musoma and Tanga WSSAs. Service coverage in terms of population living in area with water network was 100% for Moshi WSSA, 97% for Musoma WSSA and 96% for Tanga WSSA.
- ii. Major improvement in proportion of population living in area with water network was attained by Bariadi (13.8%), Kigoma (12.8%), Simbawanga (12%) and Singida WSSA with 10% increase.
- iii. Vwawa-Mlowo, Bariadi and Geita WSSAs were the least performers in terms of proportion of population living in an area with water supply network for three consecutive years.
- iv. Mtwara, Iringa, Arusha, Mwanza, Babati, Shinyanga and Mpanda WSSAs recorded a significant drop in the proportion of population living in an area with water network by 17.6%, 14.7%, 11.7%, 10.8%, 9.7%, 8.2% and 8.0% respectively. Likewise, Tabora, Morogoro, Tanga and Lindi WSSAs recorded a slight drop in the proportion of population living in the area with water network. The major reason for the drop in the proportion was clustering of the WSSAs' service areas with underserved areas.

### 3.4.3 Comparison of Indicators for Water Service Coverage

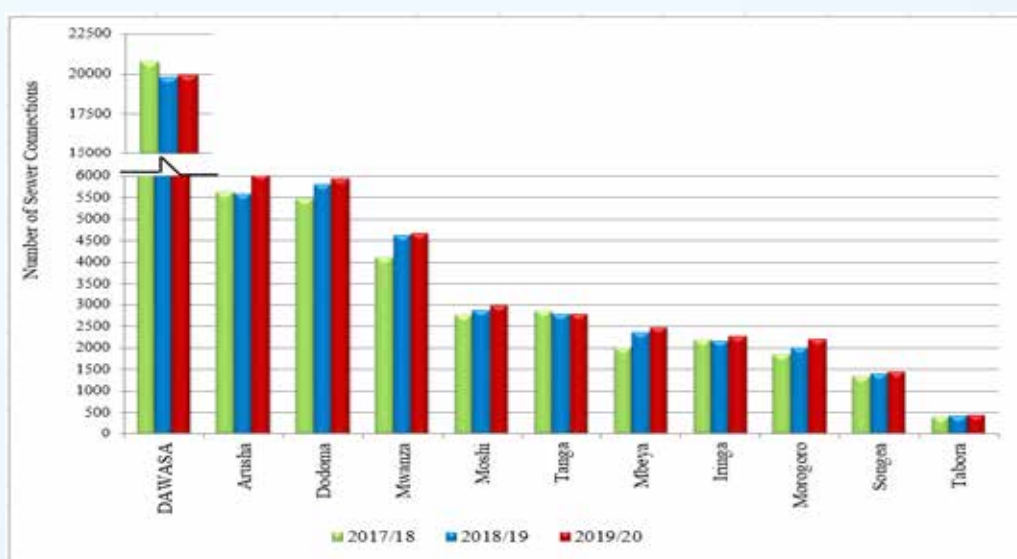
The comparison of two indicators constituting service coverage i.e. proportion of population directly served with water and proportion of population living in areas with water network shows that there is a potential for improving the proportion of population directly served by using existing infrastructures in Njombe, Bariadi, Mpanda, Geita, Kahama, Babati and Arusha WSSAs. Presentation of the two indicators is provided in Figure 20.



**Figure 20: Comparison of proportions of Population living in Area with Water Network and Population Served with Water in FY 2019/20**

### 3.5 Sewerage Connections

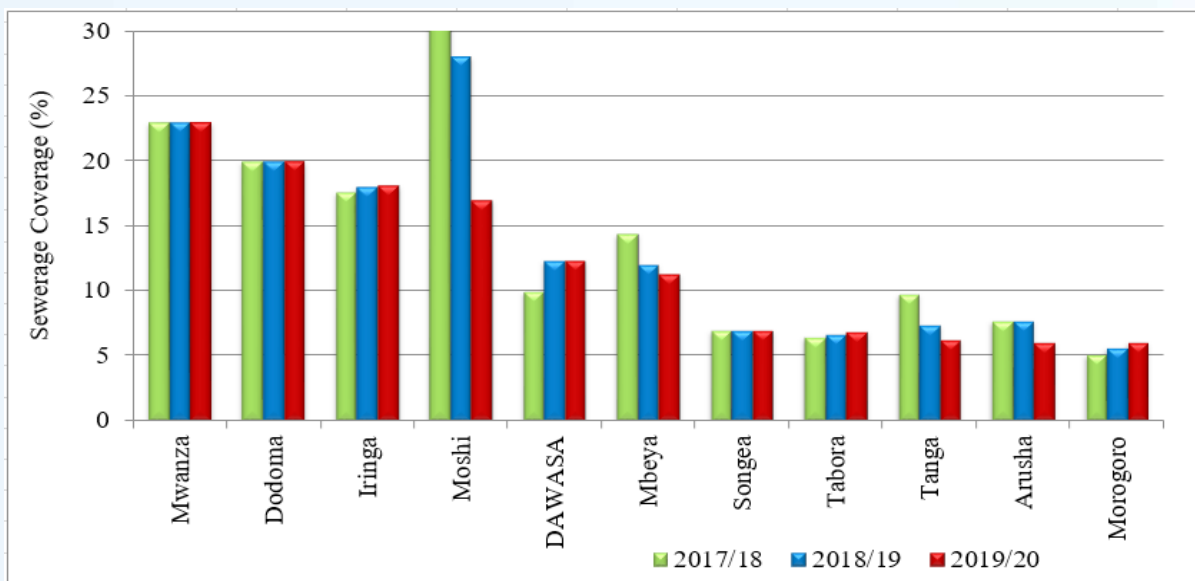
The total number of sewerage connections showed an increasing trend from 49,663 in FY 2017/18 to 50,044 in FY 2018/19 and 51,394 in FY 2019/20. The increase was attributed to the extension of sewerage network by 11.9 km in Arusha City and 1.19km in Moshi Municipality and sensitization conducted by Morogoro WSSA that led to 205 new sewer connections during the FY 2019/20. Detailed trends of sewerage connections for the 11 WSSAs with sewerage services are presented in Appendix 2: Table A2.11 and illustrated in Figure 21.



**Figure 21: Sewerage connections**

Arusha WSSA attained the highest increase in a number of sewerage connection by 439 in FY 2019/20 as compared to FY 2018/19. Other WSSAs that recorded a relatively large increase in sewer connection (above 100 connections) were Morogoro (205), Dodoma (132), Moshi (121), Iringa (116), DAWASA (107) and Mbeya (102).

Overall sewerage coverage among Regional WSSAs declined to 12.9% in FY 2019/20 compared to 13.4% recorded in FY 2018/19 though improved slightly compared to 12.1% recorded in FY 2017/18. The overall performance indicates that sewerage coverage among Regional WSSAs is still unsatisfactory. The decrease in overall sewer coverage is due to a low rate in connection of customers to sewer network compared to population growth rate. Furthermore, increase of service areas for some WSSAs was one of the major causes of the drop in performance during the FY 2019/20. The overall sewerage coverage is shown in Figure 22.

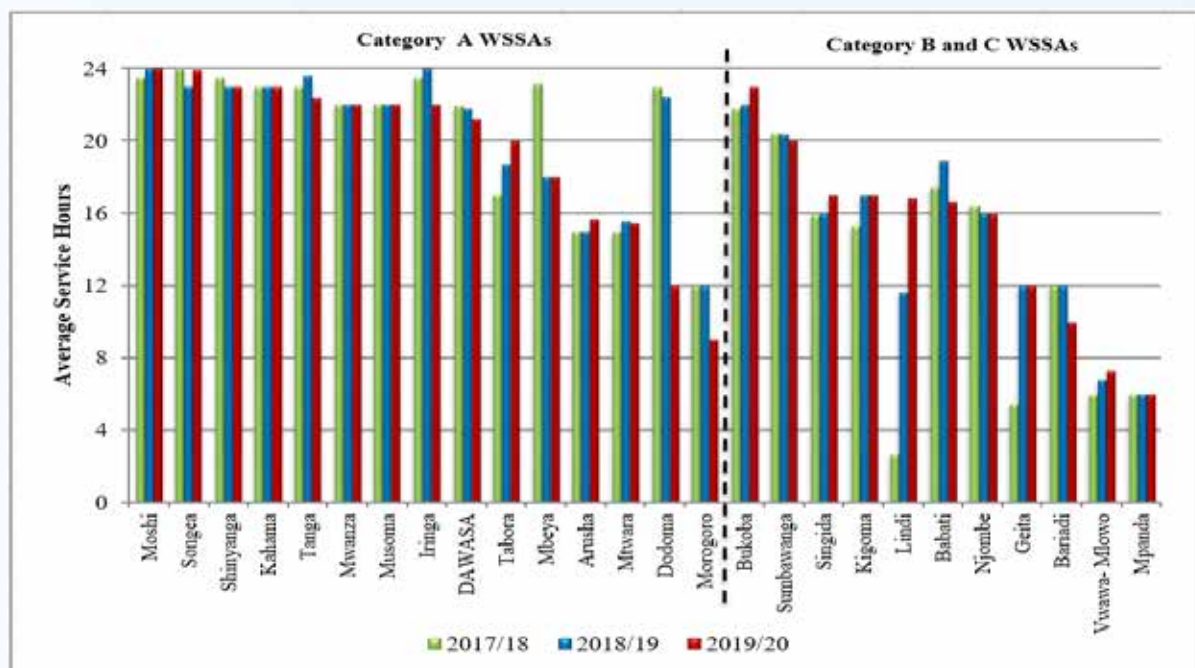


**Figure 22: Proportion of population connected with sewerage services**

Mwanza WSSA recorded highest sewerage coverage of 23% followed by Dodoma WSSA with 20%. Morogoro WSSA continued to be the least performer among Regional WSSAs with sewerage networks. For two consecutive years, Moshi WSSA recorded a decrease in sewerage coverage. The significant decrease in sewerage coverage for Moshi WSSA during the year under review was attributed to the computation of coverage by including population of extended areas which do not have sewerage network.

### 3.6 Average Hours of Service

Overall average hours of service for Regional WSSAs improved from 17hours in FY 2017/18 to 18hours in FY 2018/19 and later deteriorated to 17 hours in FY 2019/20. Figure 23 and Appendix 2 - Table A2.12 give a detailed overview of average service hours.



**Figure 23: The average service hours**

Moshi, Songea, Shinyanga, Kahama, Bukoba, Tanga, Iringa, Mwanza, Musoma, DAWASA, Tabora and Sumbawanga WSSAs reported availability of water services to their customers for at least 20 hours per day. The least performers in service hours were Vwawa-Mlowo WSSA (7 hours) and Mpanda WSSA (6 hours).

During the reporting period, Lindi WSSA registered the highest increase of hours of service by 5 hours due to increase in water production by 10% after completion of Ng'apa Water Project. Dodoma, Morogoro and Babati WSSAs recorded the highest decrease in hours of service for 10 hours, 3 hours and 2 hours respectively. Table 16 presents utilities with a significant decrease in service hours and reasons for the decrease.

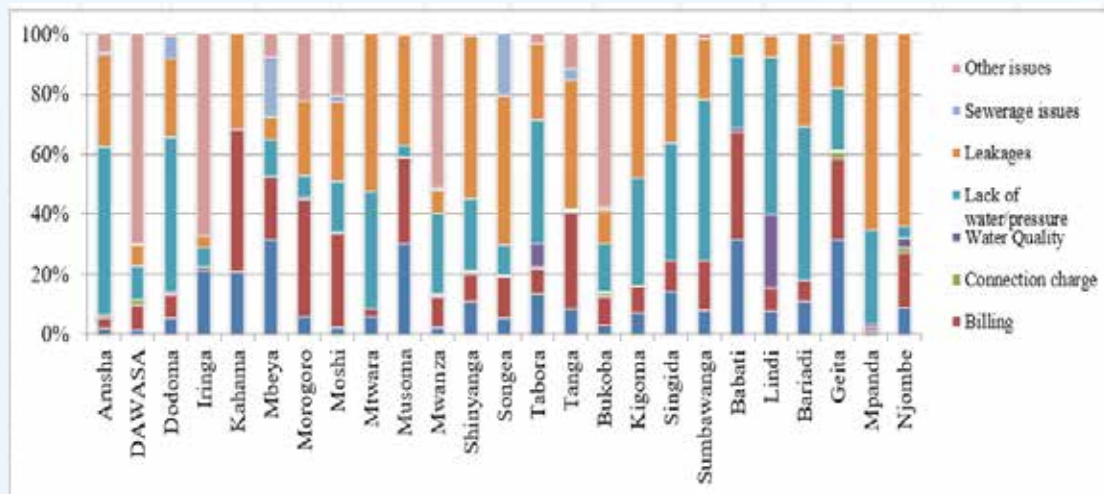
**Table 16: Regional WSSAs with Significant Decrease in Service Hours**

Name of WSSA	Service Hours Decrease	Reason(s)
Dodoma	10.4	Excessive water demand necessitated water rationing in many areas.
Morogoro	3.0	Inclusion of new service areas of Kilosa and Mikumi that had low average service hours.
Babati	2.4	Inclusion of new service areas of Bashnet, Gallapo, Magugu that had low service hours.

### 3.7 Complaints and Complaints Resolution

Analysis of the complaints handling was based on eight groups of complaints which are meter reading; billing; connection charge; water quality; lack of water/water pressure; sewerage issues; leakage and

complaints on other issues. A comparison of the composition of the total complaints received by each Regional WSSAs is shown in Figure 24.

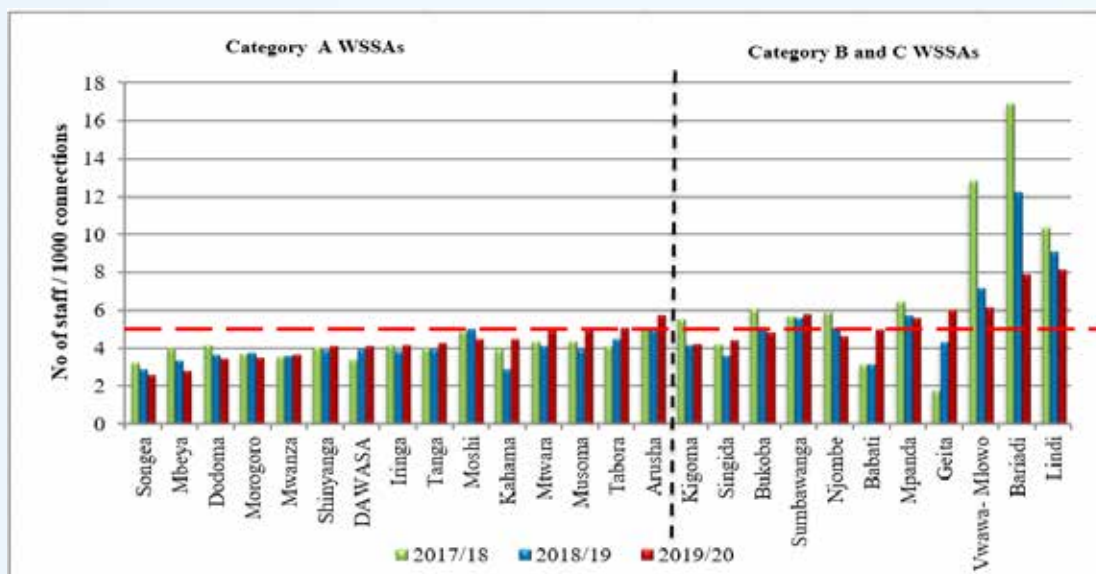


**Figure 24: Comparison of the composition of complaints received by Regional WSSAs**

During FY 2019/20, Regional WSSAs received a total of 347,592 complaints with those relating to lack of water or low pressure making the highest proportion (17%) of total complaints received followed by complaints on leakages (12%) and billing (10%).

### 3.8 Staff Productivity

The number of staff per 1000 connection for Regional WSSA deteriorated from 4 observed in FY 2017/18 and FY 2018/19 to 4.2 in the FY 2019/20. However, the performance was within the acceptable benchmark of not more than 5 staff per 1000 water and sewerage connections. Details of the total number of staff and staff per 1000 water and sewerage connections are presented in Appendix 2: Table A2.19 and illustrated in Figure 25.



**Figure 25: Number of staff per 1000 water and sewerage connections**

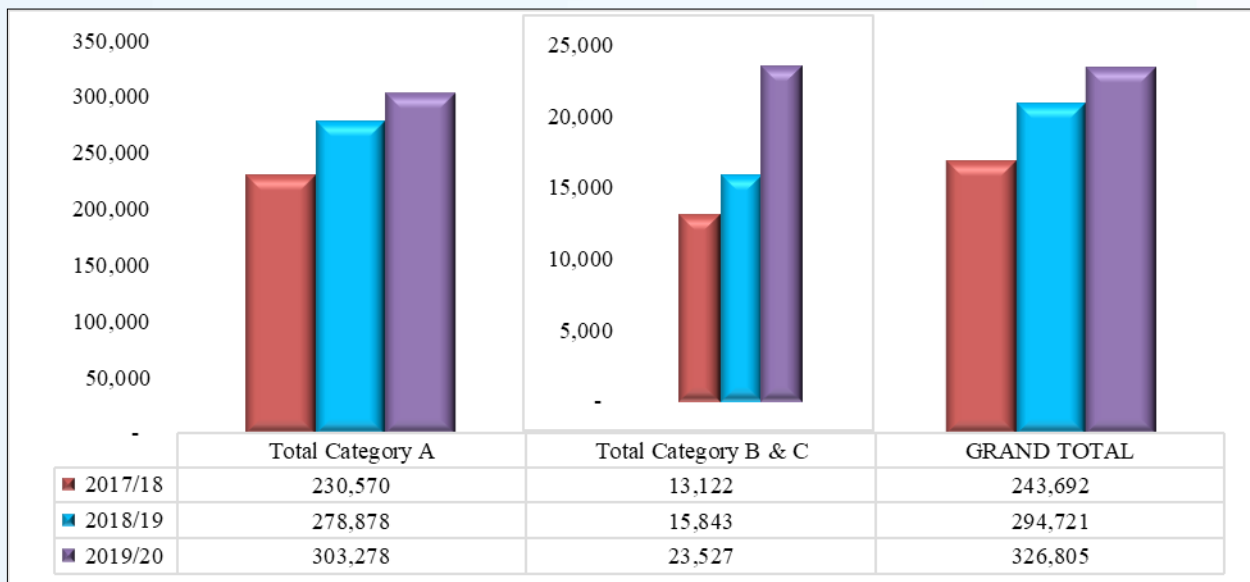
Among 26 Regional WSSA, 16 attained the service level benchmark of 5 or less for staff per 1000 water and sewerage connections in FY 2019/20. WSSAs that have not attained the benchmark are Lindi, Bariadi, Vwawa-Mlowo, Geita, Sumbawanga, Arusha, Mpanda, Tabora, Babati and Musoma WSSAs. During the FY 2019/20 Geita, Arusha, Tabora, Babati and Musoma WSSAs deteriorated their performance to lower than 5.0 staff per 1000 water and sewerage connections.

## 4.0 FINANCIAL PERFORMANCE

Financial performance analysed in this report includes revenue generation, expenditure control, cost structure and cost recovery. Revenue generated from water and sanitation services is the core and most stable sources of income for WSSAs to meet operation and maintenance (O&M) costs and contribute to infrastructure investment. Thus, the sustainability of a water and sanitation authority depends mainly on its ability to correctly bill and collect the amount billed to its customers. On the other hand, expenditure control is a prudent way of using limited financial resources to attain the intended objectives.

### 4.1 Revenue Generation

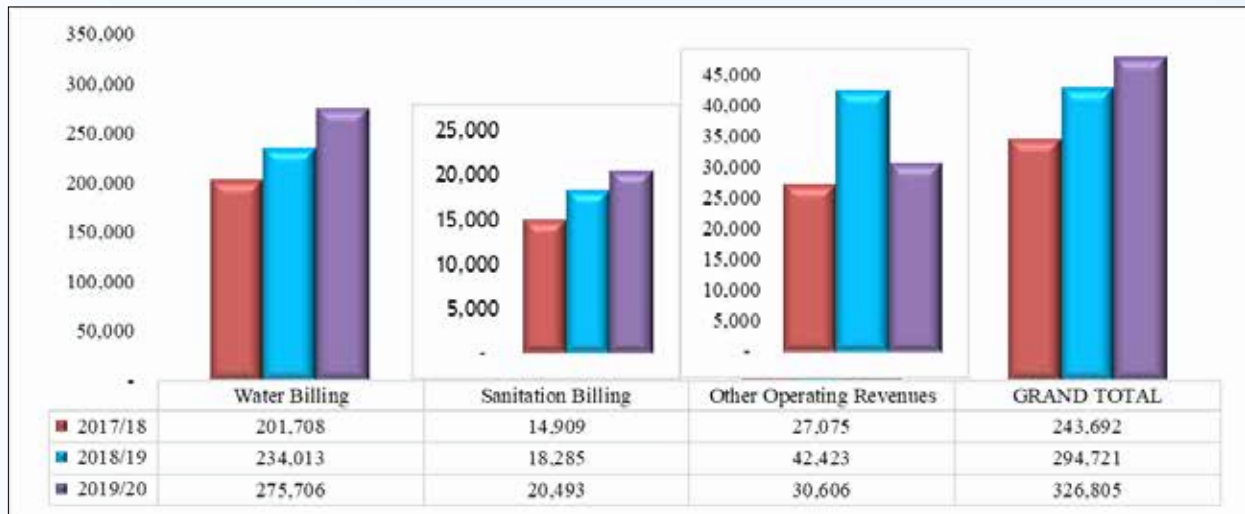
During the FY 2019/20, total revenue generation for Regional WSSAs increased by 11% whereas in FY 2018/19 revenue increased by 21%. Figure 26 shows three years trend of total revenue generation by WSSAs' category.



**Figure 26: Trend of Total Revenue generations by WSSAs' category (TZS in million)**

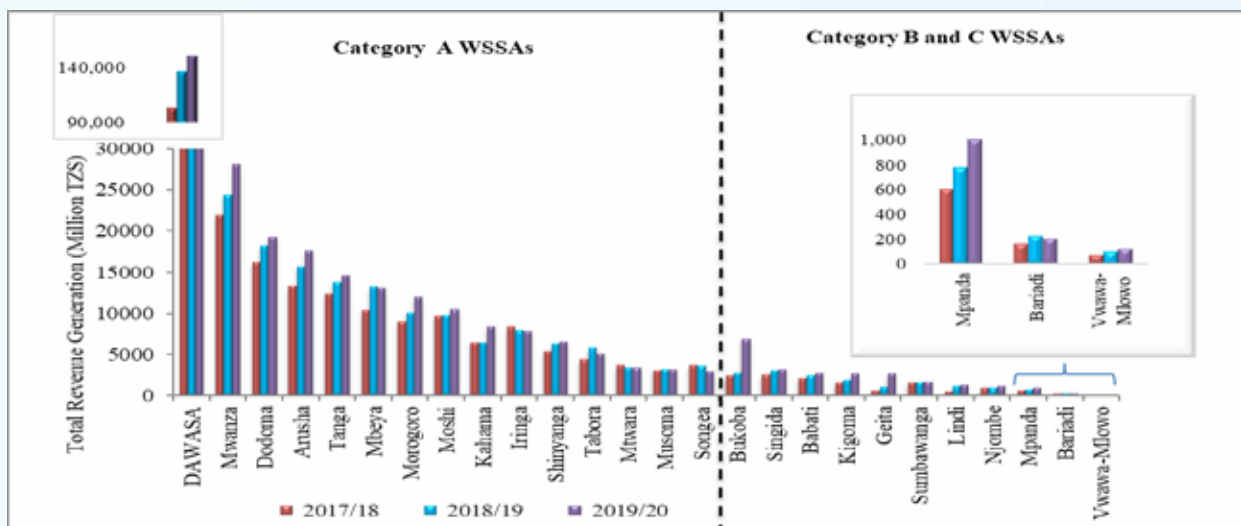
During the year under review, revenues from water billing and sanitation billing for Regional WSSAs increased by 18% and 12% respectively while revenue from other operating activities falls by 28%. Furthermore, 84% of revenue generated by Regional WSSAs was from water billing, 6% from sanitation services and 9% from other operating activities. Figure 27 shows three years trend of revenue generation from water sales, sanitation and other operating activities.





**Figure 27: Trend of Total Revenue generations by source (TZS in million)**

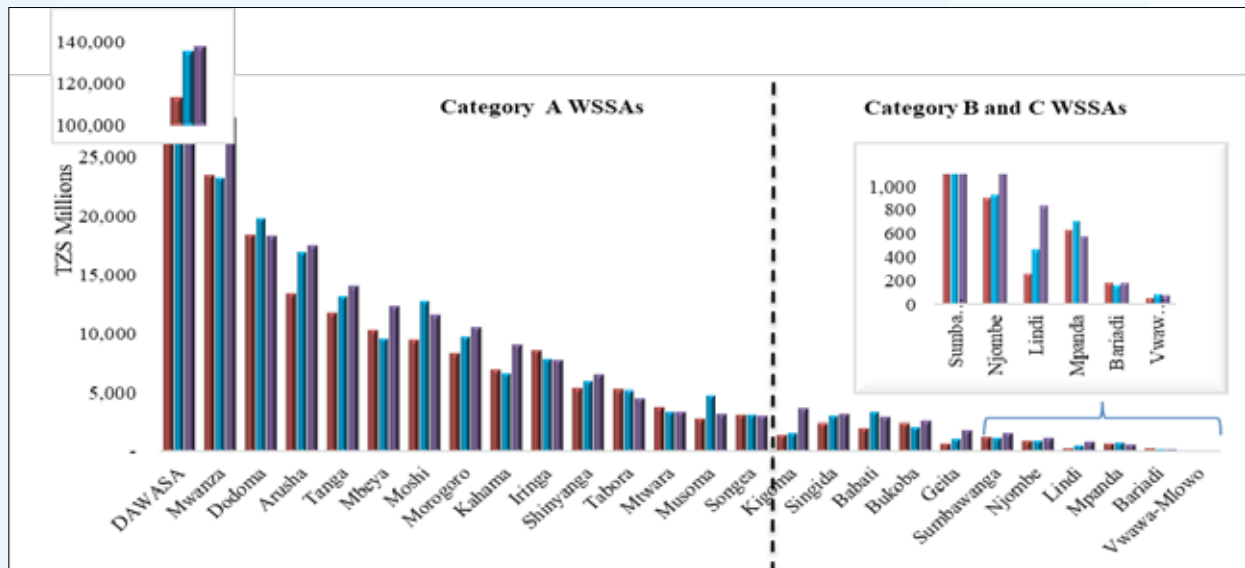
DAWASA continued to register the highest revenue generation in FY 2019/20 as depicted in Figure 28 below, generating TZS 150.67 billion mainly due to large customer base. On the other hand, Vwawa - Mlowo WSSA generated least revenue of TZS 116 million. Table A2. 2 shows a detailed three years trend in Billing Composition and Domestic Billing for regional WSSAs.



**Figure 28: Trend of Total Revenue Generations for Regional WSSAs**

## 4.2 Total Revenue Collection Trend

In FY 2019/20, total revenue collections increased by 5% to TZS 306.56 billion from TZS 292.04 billion registered in 2018/19, whereas in FY 2018/19 revenue increased by 14%. Figure 29 presents WSSAs' performance in revenue collection from FY 2017/18 to FY 2019/20.



**Figure 29: Total Revenue Collections**

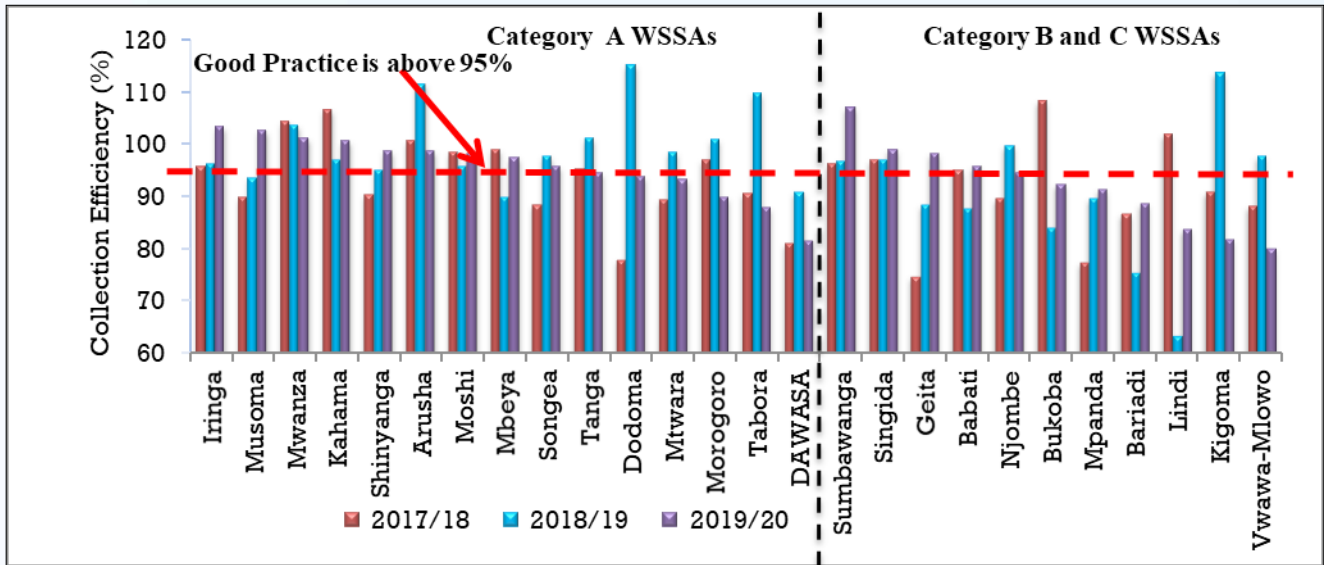
DAWASA continued to register the highest revenue collection in FY 2019/20 collecting about TZS 137.58 billion with Vwawa - Mlowo WSSA being the least revenue collector collecting about TZS 86.4 million. Despite the general increase observed in the FY 2019/20 Dodoma, Moshi, Iringa, Tabora, Musoma, Songea, Babati and Mpanda WSSAs' revenue collection declined compared to FY 2018/19.

#### 4.2.1 Billing and Revenue Collection Performance

The analysis of revenue collection performance is based on three indicators namely collection efficiency, accounts receivable, and Overall Efficiency Indicator (OEI).

##### 4.2.1.1 Collection Efficiency

On average, the ability of Regional WSSAs to collect the billed amount from water supply and sanitation services dropped by 0.9% from an average of 95.9% in FY 2018/19 to 94.9% achieved in FY 2019/20. However, in FY 2017/18 the average collection efficiency was 93.1%. Figure 30 presents WSSAs collection efficiencies from FY 2017/18 to FY 2019/20.

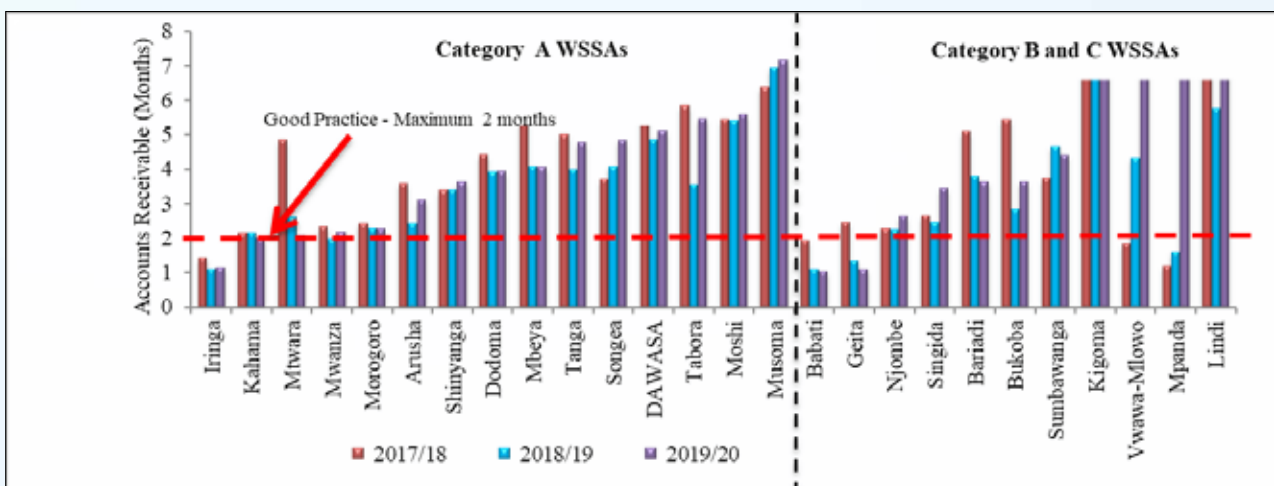


**Figure 30: Collection Efficiency**

Most Regional WSSAs cannot separate current year collection and collection from arrears resulting in high collection efficiencies that may sometimes be above 100%. Out of 26, only seven (7) WSSAs had software capable of separating arrears from current bill collections. Sumbawanga, Iringa, Musoma, Mwanza and Kahama WSSAs recorded collection efficiencies of more than 100.8% with Vwawa-Mlowo achieving the least collection efficiency of 80.3%. Table A2.13 shows three years trend on Revenue Collection Efficiency, Accounts Receivables and Overall Efficiency Indicator from FY 2017/18 to FY 2019/20.

**4.2.1.2 Accounts Receivable Ratio**

On average, accounts receivable’s performance worsened from 3.9 months in 2017/18 to 4.0 in FY 2019/20. Babati, Geita, Iringa, Kahama and Mtwara WSSAs were the best performers in FY 2019/20 after recording accounts receivable ratio of less than two months with Lindi WSSA being the least performer recording accounts receivable ratio of 11.7 months. Figure 31 shows account receivable ratios.



**Figure 31: Accounts Receivable**

### 4.2.1.3 Overall Efficiency Indicator (OEI)

On average, in FY 2019/20, the OEI dropped to 63.7% compared to 67.1% registered in FY 2018/19, the average OEI in FY 2017/18 was 62%. During FY 2019/20, the OEI ranged between 48.2% and 98.3%. The overall efficient utilities in FY 2019/20 were Arusha WSSA (98.3%), Dodoma WSSA (93.9%), Kahama WSSA (82.6%), Moshi WSSA (76.5%) and Shinyanga WSSA (76.2%) with DAWASA being the least, with an overall efficiency indicator of 48.2%. Despite the good performance recorded in FY 2019/20 by Kahama, Moshi, Shinyanga, Songea and Mtwara WSSAs, the utilities could not achieve the performance levels they recorded in FY 2018/19.

There was an improvement for Sumbawanga, Mbeya, Mwanza, Mpanda, Babati, Geita, Lindi, Bukoba, Musoma and DAWASA WSSAs compared to the achievement in FY 2018/19. Figure 32 illustrates the overall efficiency indicator.

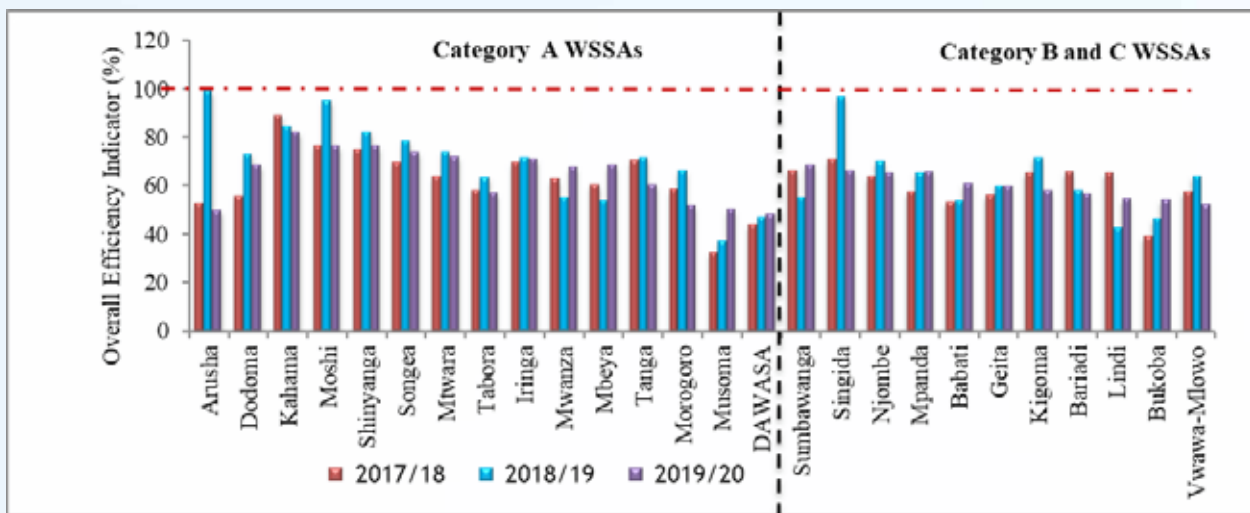
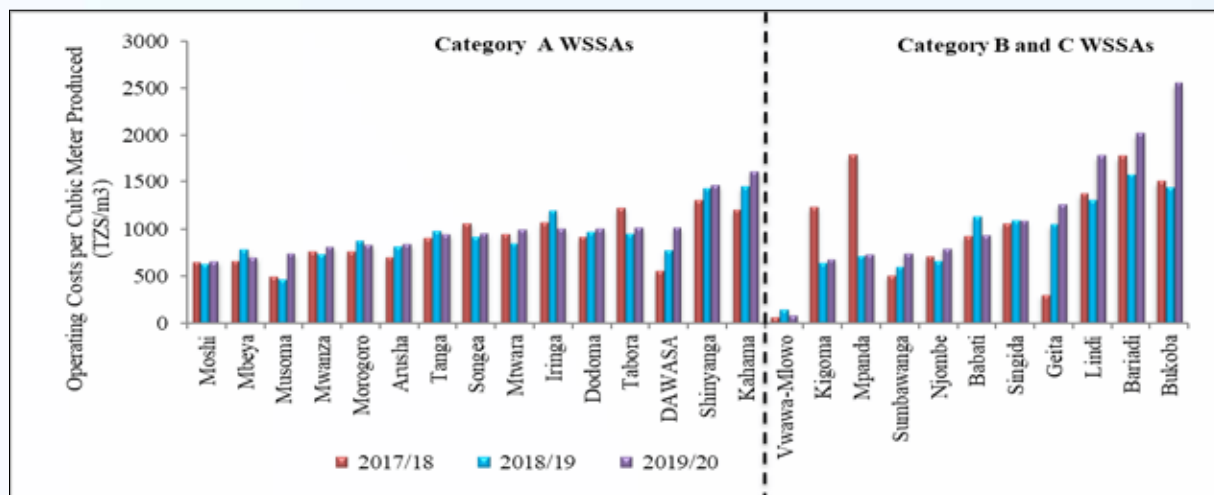


Figure 32: Overall Efficiency Indicator

## 4.3 Expenditure Control

### 4.3.1 Total Costs per Unit of Water Produced

The total costs per unit of water produced consider total operating costs excluding depreciation. In FY 2019/20, on average, the total costs per unit of water produced increased by 9% to TZS 991.0 per m<sup>3</sup> from TZS 907.1 per m<sup>3</sup> reported in FY 2018/19. However, in the previous FY, on average, the total costs per unit of water produced dropped by 1%. Figure 33 shows total costs per unit of water produced for regional WSSAs.



**Figure 33: Total Costs per unit of water produced for Regional WSSAs**

In FY 2019/20, WSSAs that recorded lower costs per unit of water production were Vwawa-Mlowo (TZS 95.6), Mpanda (TZS 552.1), Moshi (TZS 663.9), Kigoma (TZS 680.4) and Mbeya (TZS 703.7), while Bukoba (TZS 2,555.0), Bariadi (TZS 2,023.5), Lindi (TZS 1,783.9), Kahama (TZS 1,620.7) and Shinyanga (TZS 1,465.8) were the top five WSSAs with high costs per unit of water production.

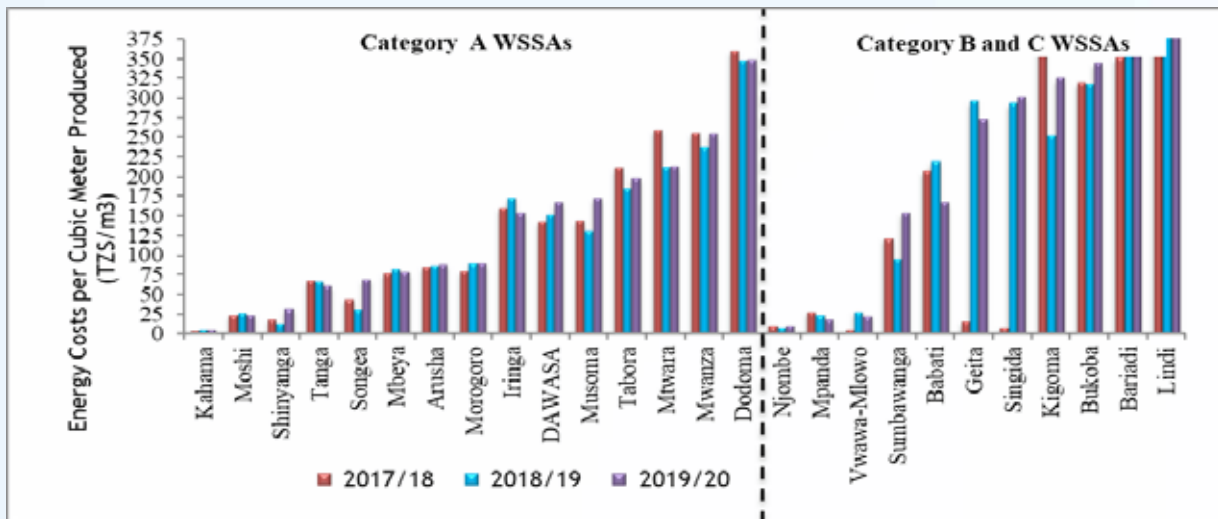
There are several factors attributed to unit cost per water produced such as quality of water, pumping hours, coverage area of service etc. Hence the lower the unit cost per water produced does not necessarily imply better performance of the utility. Table A2.15 shows Total O&M, Production & Maintenance and Administration costs trend from FY 2017/18 to FY 2019/20.

### 4.3.2 Production Costs

The major drivers of water production cost are energy and chemical expenditures. Energy costs per unit of water produced consider electricity costs for both production and distribution of water while chemical cost considers all expenses associated with acquisition and administration of chemicals for water treatment.

#### 4.3.2.1 Energy Costs per Unit of Water Produced

The overall average energy costs for all utilities increased by 5% from TZS 163.5 per m<sup>3</sup> in FY 2018/19 to TZS 172.4.5 per m<sup>3</sup> of water produced recorded in FY 2019/20. In previous FY, overall average energy costs for all utilities increased by 9%. The increase was due to completion and commission of energy-intensive water projects including Lindi project and inclusion of Chalenze project into DAWASA. However, during the period under review, the energy cost for utilities ranged from TZS 5.3 per m<sup>3</sup> to TZS 467.4 per m<sup>3</sup>. Figure 34 shows energy costs per unit of water produced for regional WSSAs.

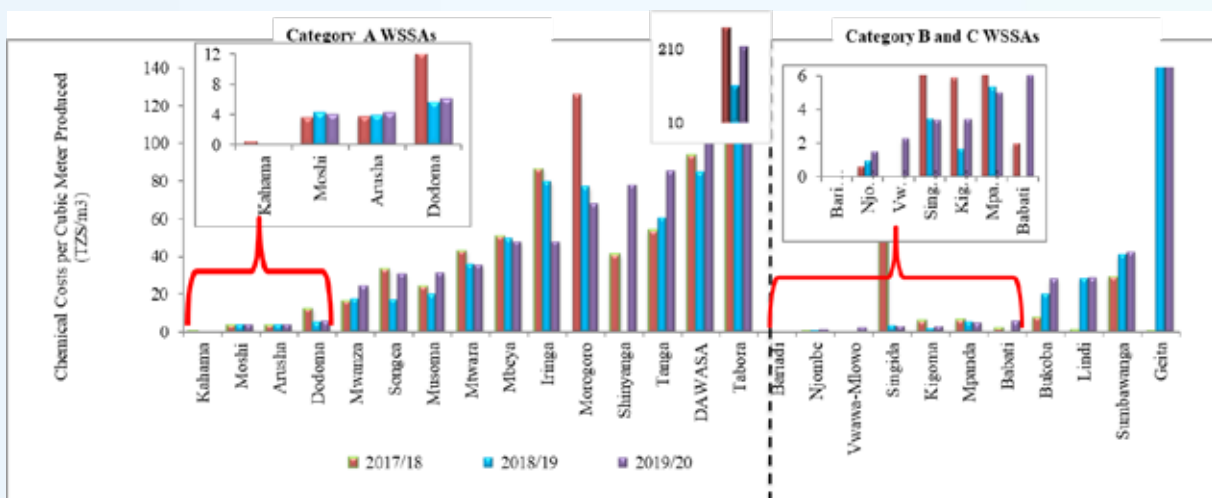


**Figure 34: Energy Costs per unit of water produced for Regional WSSAs**

Energy costs per unit of water production for Bariadi, Singida, DAWASA and Arusha WSSAs have been high and ever increasing for the past three years.

#### 4.3.2.2 Chemical Costs per Unit of Water Produced

In FY 2019/20, on average, chemical costs for utilities increased by 27% to TZS 43.5 per m<sup>3</sup> from TZS 34.2 per m<sup>3</sup> recorded in FY 2018/19. However, in the previous FY, on average, chemical costs for utilities decreased by 27%. Figure 35 shows chemical costs per cubic meter for regional utilities WSSAs.



**Figure 35: Chemical Costs per Cubic Meter for Regional Utilities WSSAs**

Chemical costs per m<sup>3</sup> for Tanga, Sumbawanga, Lindi, Bukoba, Mwanza, Arusha and Njombe WSSAs have been high and ever increasing since FY 2017/18. Table A2.17 shows three years trend of Energy and Chemical Costs for regional WSSAs from FY 2017/18 to FY 2019/20.

### 4.3.3 Personnel Costs

The impact of personnel costs on overall performance of a utility is determined by comparing to the total water production or revenue collection. The lower the ratio of personnel cost to water production or revenue collection, the better the performance.

#### 4.3.3.1 Personnel Costs per Unit of Water Produced

On average, in FY 2019/20, personnel costs for utilities ranged between TZS 280.2 per m<sup>3</sup> and TZS 525.6 per m<sup>3</sup> of water produced. On average, in FY 2019/20, personnel costs per unit of water produced for all utilities increased by 2% to TZS 337.7 per m<sup>3</sup> from TZS 330.2 per m<sup>3</sup> recorded in FY 2018/19. The current year increase is lower compared to an increase of 11% recorded in previous FY.

In general, Category B and C WSSAs tend to have lower personnel costs per unit of water produced than Category A WSSAs, during FY 2019/20, they recorded an average of TZS 337.4 per m<sup>3</sup> compared to TZS 337.9 per m<sup>3</sup> recorded by Category A WSSAs. Figure 36 shows personnel costs per cubic meter of water produced. Table A2.16 shows a three-year trend of Personnel Costs and Other Costs for Regional WSSAs from FY 2017/18 to FY 2019/20.

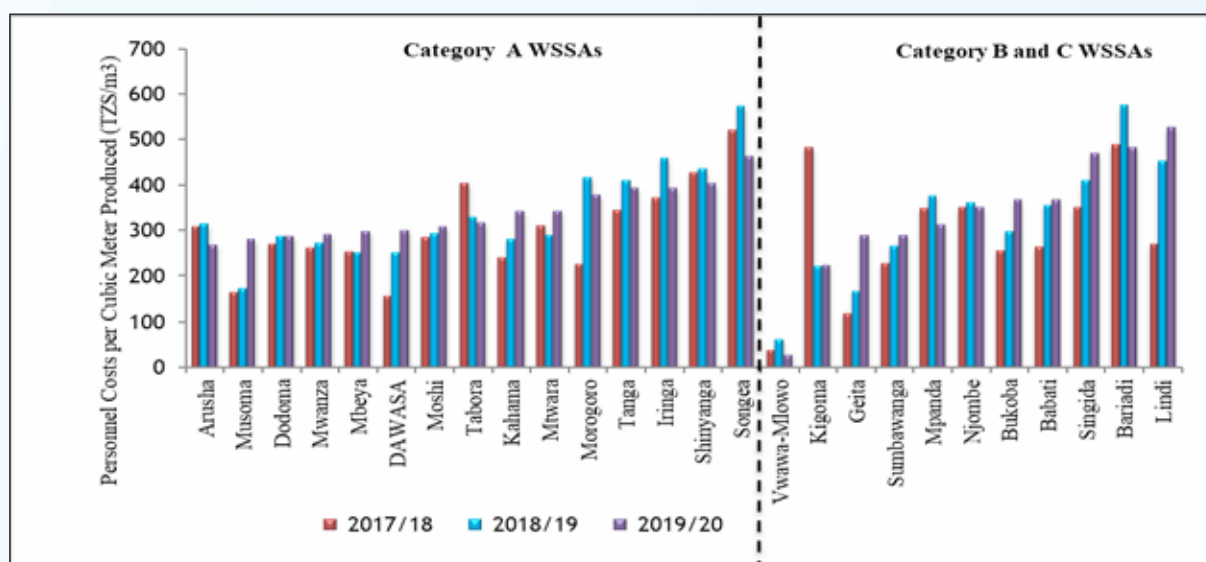
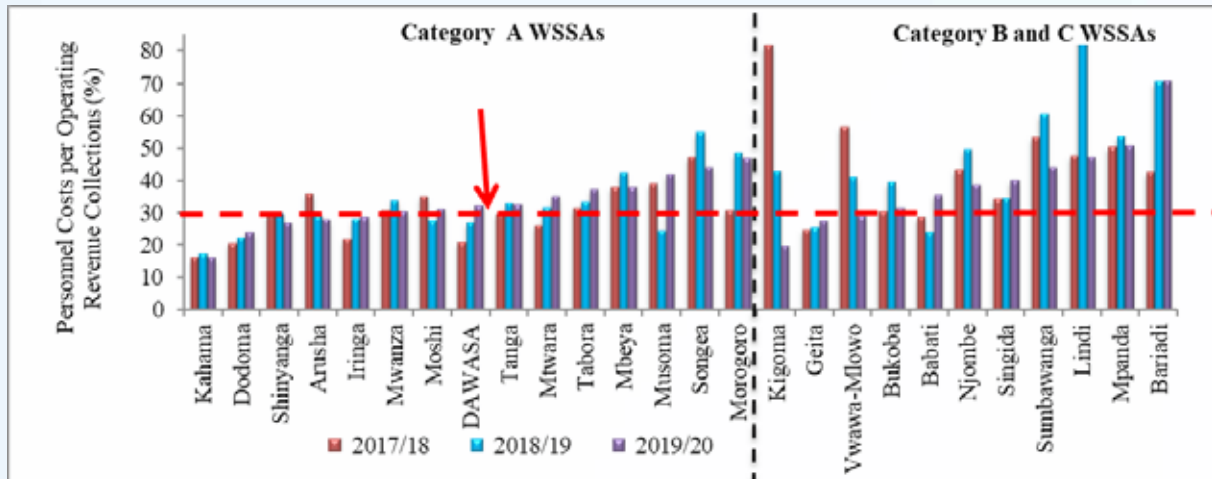


Figure 36: Personnel Costs per cubic meter of water produced

#### 4.3.3.2 Personnel Costs as a Percentage of Revenue Collection

Personnel costs as a percentage of revenue collection show the proportion of total revenue collections spent to cover personnel costs. It considers only revenue collections from internal sources. The lower the percentage, the better. During FY 2019/20, personnel costs as a percentage of revenue collections ranged between 22.4% and 50.9%. This represents an average of 35.9% in FY 2019/20 which is a slight improvement compared to 39.0% registered in FY 2018/19. In FY 2017/18, the average personnel costs as a percentage of revenue collections were 36.7%. Figure 37 shows personnel costs as a percentage of revenue collections.

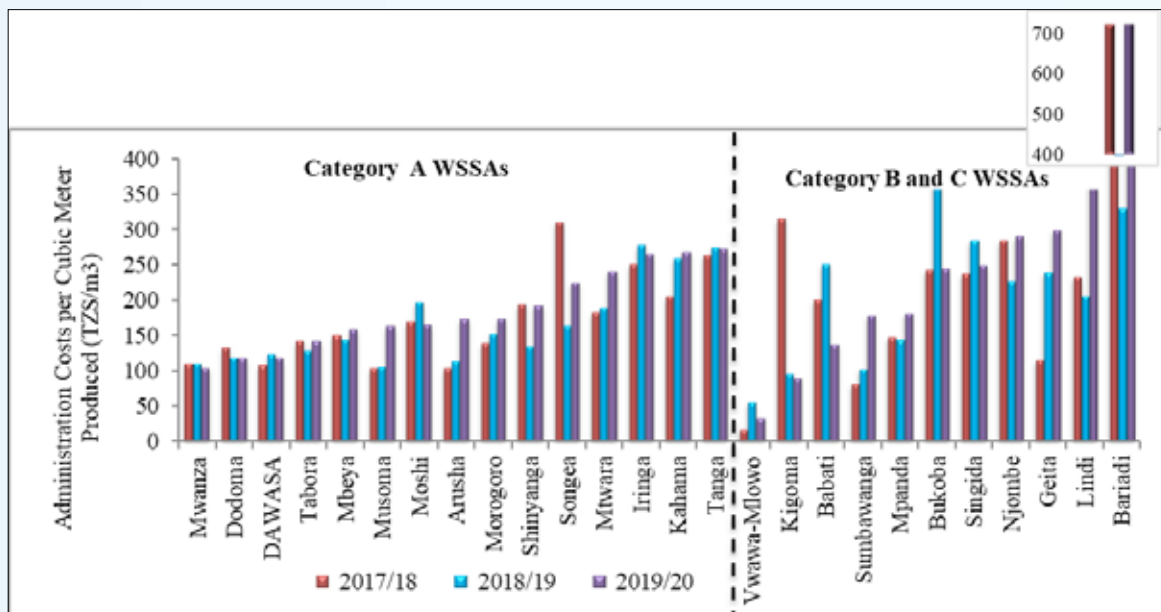


**Figure 37: Personnel Costs as a percentage of revenue collections**

Just like in FY 2017/18, in FY 2019/20, only eight (8) WSSAs registered personnel costs as a percentage of revenue collections of below 30% as required by MoU between WSSAs and the Ministry of Water. These are Vwawa-Mlowo, Iringa, Arusha, Geita, Shinyanga, Dodoma, Kigoma and Kahama WSSAs.

#### 4.3.3.3 Administrative Costs

Administration costs are indirect costs, as they are not directly linked to water production. As these costs increase, a utility deviates from the core business of providing water and sanitation services. During FY 2019/20, administration costs for all utilities ranged between 105.9 per m<sup>3</sup> and 176.6 per m<sup>3</sup>, on average, administration costs per unit of water production for all utilities increased by 11% to TZS 219.5 per m<sup>3</sup> compared to TZS 197.3 per m<sup>3</sup> recorded in FY 2018/19. However, in previous FY, administration costs per unit of water production for all utilities decreased by 1%. Figure 38 shows administration costs per cubic meter of water produced.



**Figure 38: Administration Costs per cubic meter of water produced**

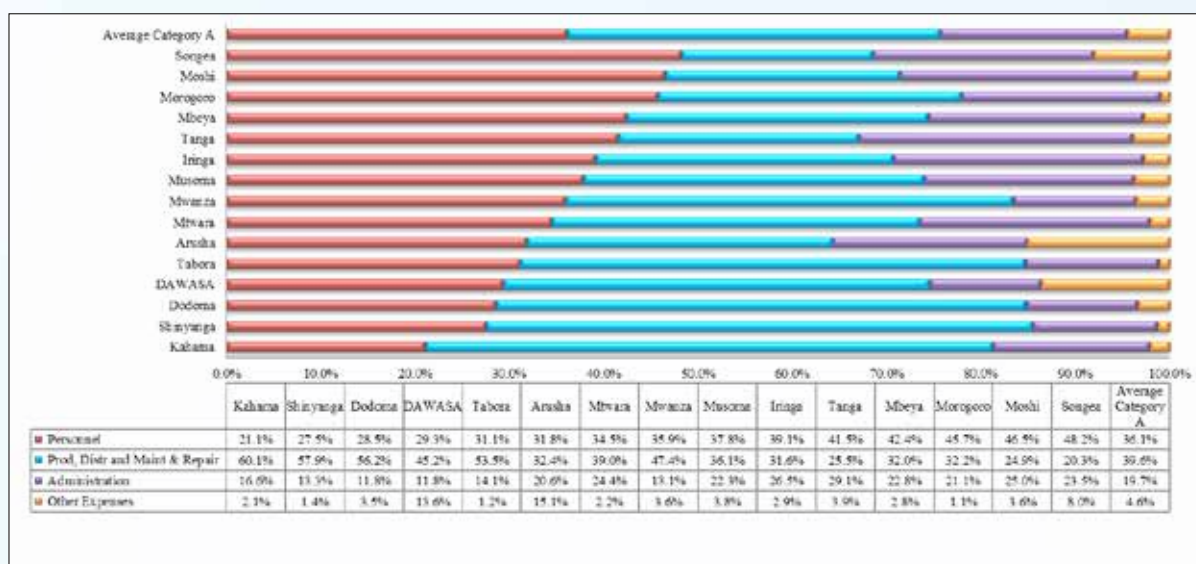


In FY 2019/20, Bariadi (TZS 782.1), Lindi (TZS 405.7), Geita (TZS 300.6), Njombe (TZS 292.0) and Tanga WSSAs (TZS 275.0) registered the higher administration cost per unit of water production compared to other WSSAs.

#### 4.4 Cost Structure

##### 4.4.1 Composition of O&M Costs (Excluding Depreciation)

During FY 2019/20, on average, regional utilities' O&M costs excluding depreciation composed of water production, distribution, maintenance and repair costs (38.0%), administration costs (21.7%), personnel costs (34.7%), and other costs (5.5%). For Category A WSSAs, on average, O&M costs consisted of production, distribution and maintenance and repair costs (39.6%), administration costs (19.7%), personnel cost was 36.1% while other costs (4.6%). During FY 2019/20, cost composition was similar to that recorded in two previous FY. Figure 39 shows composition of O and M costs excluding depreciation for category A WSSAs.



**Figure 39: Composition of O&M Costs Excluding Depreciation for Category A WSSAs**

For Category B and C WSSAs, the distribution of O&M costs was composed of production, distribution, maintenance and repair costs (39.6%), administration costs (19.7%) while personnel costs were 36.1%. Other costs constituted 4.6% of total O&M costs. Figure 40 shows composition of O and M costs excluding depreciation for category B and C WSSAs.



**Figure 40: Composition of O&M Costs Excluding Depreciation for Category B and C WSSAs**

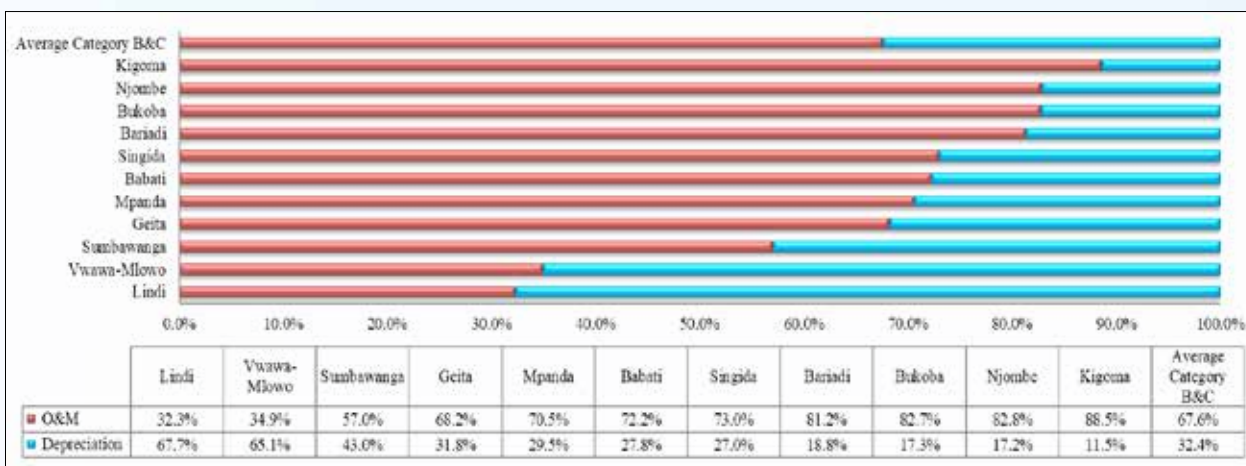
#### 4.4.2 Depreciation versus Other O&M Costs

During FY 2019/20, on average, regional utilities depreciation costs accounted for 22.9% of the total operating costs, while other O&M costs accounted for 77.1%. For Category A WSSAs, on average, depreciation costs accounted for 15.9%, while other operating costs averaged 84.1%. Figure 41 shows composition of O and M costs with depreciation for category A WSSAs.



**Figure 41: Composition of O&M Costs with Depreciation for Category A WSSAs**

For Category B and C WSSAs, on average, depreciation costs accounted for 32.4%, while other operating costs averaged at 67.6%. Figure 42 shows composition of O and M costs with depreciation for category B and C WSSAs.



**Figure 42: Composition of O&M Costs with Depreciation for Category B & C WSSAs**

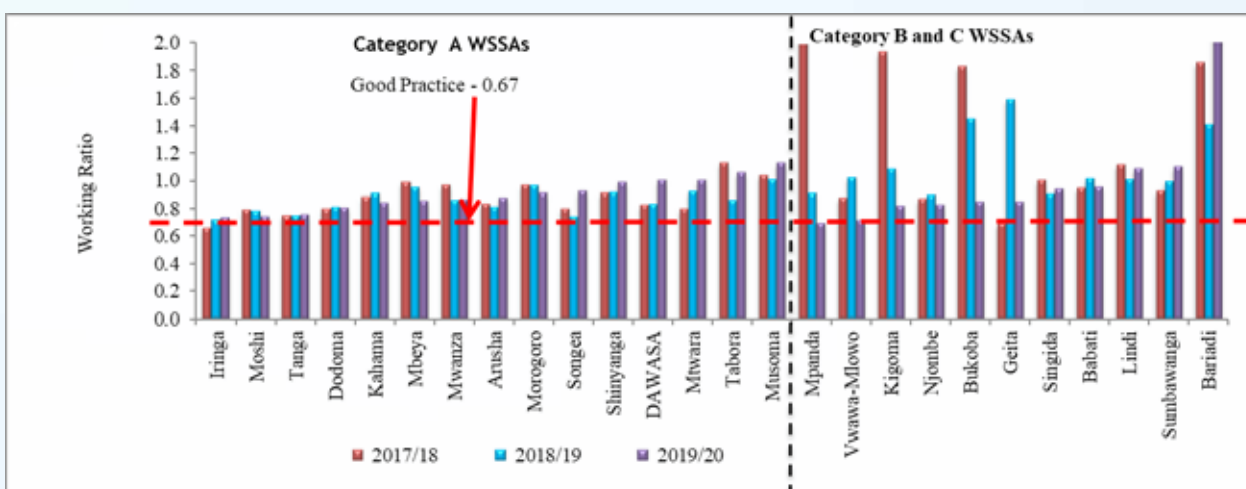
## 4.5 Cost Recovery

### 4.5.1 Working and Operating Ratio

Both Working and Operating Ratios measure the ability of WSSAs to recover their operational costs from their annual revenues. The recommended ratio should be less than one.

#### 4.5.1.1 Working Ratio (WR)

There has been a slight progress of ratio of utility's total annual expenses – excluding depreciation and debt-related expenses – to its annual revenue recorded from previous financial year. In FY 2019/20, working ratio was 0.965 which is a performance improvement compared to 0.969 achieved in FY 2018/19. The working ratio averaged to 1.075 were registered in FY2017/18. Figure 43 shows working ratio for regional water WSSAs.

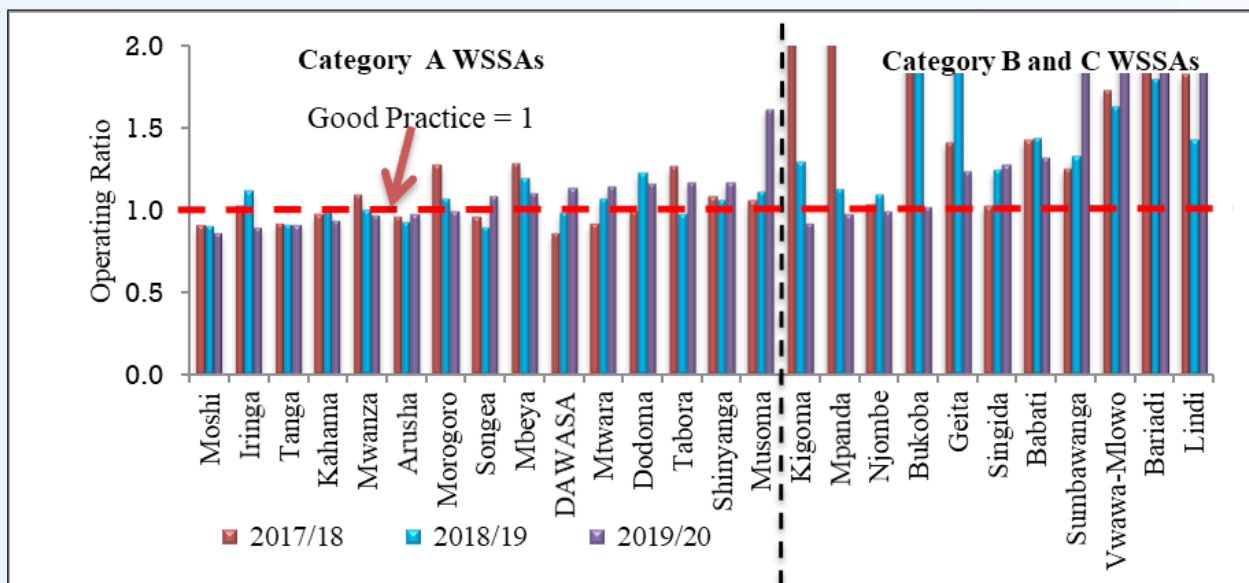


**Figure 43: Working Ratio for Regional Water WSSAs**

During FY 2019/20, Iringa WSSA was the best performer in this indicator with a ratio of 0.74 while Geita WSSA was the least performer, registering the highest working ratio of 2.72. Table A2.18 shows detailed three years Working Ratio for Regional WSSAs.

#### 4.5.1.2 Operating Ratio (OR)

The operating ratio is an indicator used to measure a utility’s ability to recover operating costs (including depreciation) from its annual revenues. In FY 2019/20, on average, the operating ratio dropped to 1.33 from 1.23 recorded in FY 2018/19, while in FY 2017/18 the average was 1.34. Figure 44 below shows operating ratio for regional water WSSAs.

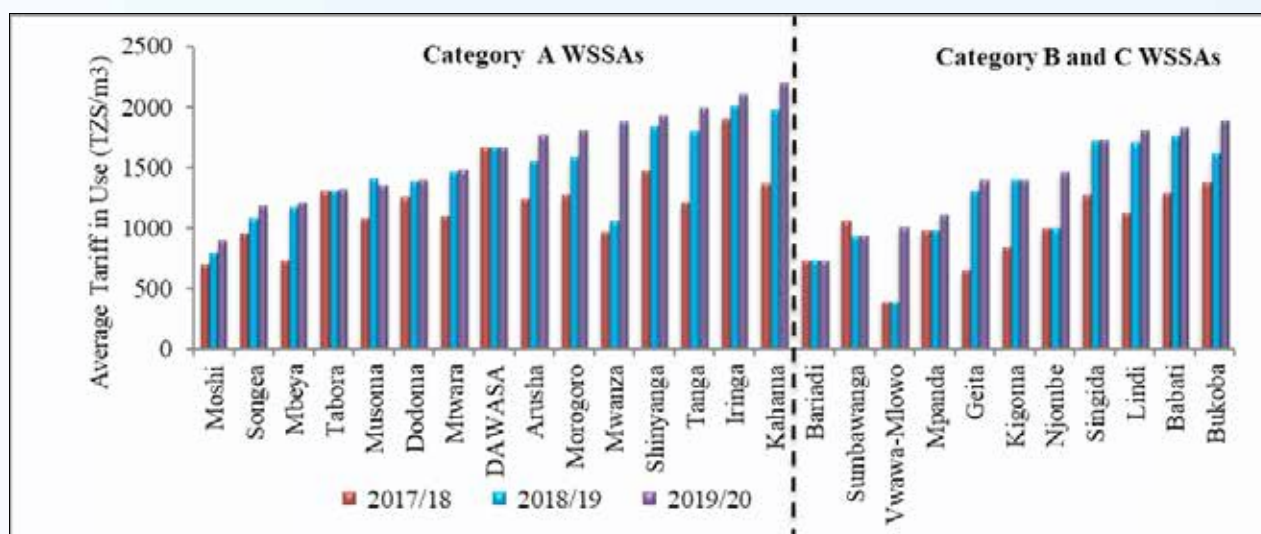


**Figure 44: Operating Ratio for Regional Water WSSAs**

In FY 2019/20, Lindi WSSA was least performer with the highest Operating Ratio of 3.33 while Moshi WSSA was best performer with lowest Operating Ratio of 0.86. In addition to that, eight (8) WSSAs namely Arusha, Mwanza, Kahama, Kigoma, Tanga, Iringa, Moshi and Mpanda were the only WSSAs with operating ratio of less than one. Table A2. 18 shows three years detailed operating ratio for regional WSSAs.

#### 4.6 Average Water Tariff in Use

Average Water Tariff in Use is weighted average tariffs approved by EWURA, of all customer categories weighted by their respective consumption levels. These tariffs were applicable as of 30<sup>th</sup>, June 2020. Figure 45 shows an average tariff in use for regional WSSAs.



**Figure 45: Average Tariff in Use for Regional WSSAs**

In FY 2019/20, the average tariff for WSSAs increased to an average of TZS 1,537 per m<sup>3</sup> compared to TZS 1,407 per m<sup>3</sup> recorded in FY 2018/19. On average, the increase is equivalent to 9% which is lower compared to an increase of 23% recorded in previous FY. Kahama had the highest average tariff of about TZS 2,192 per m<sup>3</sup> while Bariadi WSSA had least tariff at TZS 730 per m<sup>3</sup>. The variations in tariff were mostly due to the different methods employed in the water abstraction, treatment and distribution costs. Table A2. 18 detailed three years average tariff in use for regional WSSAs from FY 2017/18 to FY 2019/20.

## 5.0 COMPLIANCE WITH REGULATORY DIRECTIVES AND REQUIREMENTS

The implementation of regulatory obligations is evaluated in terms of implementation of tariff order conditions, the fulfilment of reporting requirement, implementation of the recommendations issued by EWURA in the Water Utilities Performance Review Report for the FY 2018/19 and remittance of regulatory levy.

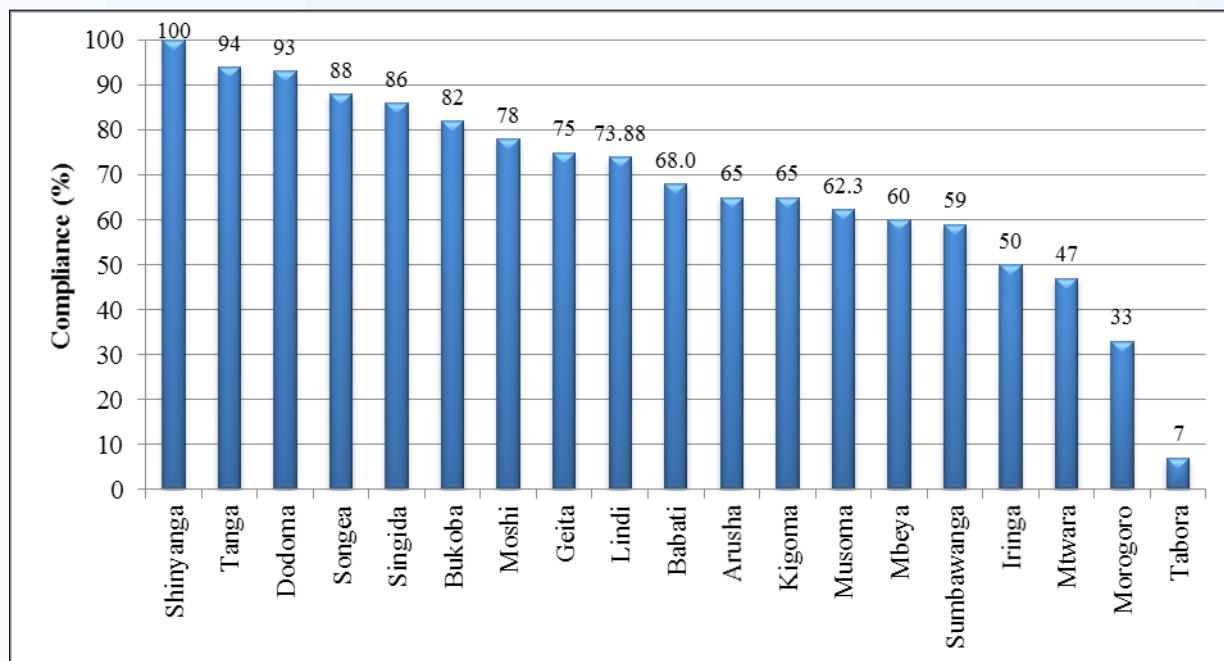
### 5.1 Tariff Review and Compliance with Tariff Order

During the FY 2019/20, only Tabora WSSA applied for tariff review mainly to cover for the bulk purchase costs following the commissioning of KASHWASA project. In FY 2019/20, five (5) applications from WSSAs qualified for EWURA approval, four (4) being applications for FY 2018/19. The approved average tariffs for WSSAs are shown in Table 17.

**Table 17: Tariff Review Determinations**

S/N	Name WSSA	Existing Average Metered Tariff (TZS/m <sup>3</sup> )	Approved Average Metered Tariff (TZS/m <sup>3</sup> )					Date of Approval	Effective Date
			2018/19	2019/20	2020/21	2021/22	2022/23		
1									
2	Mwanza	1,060	1,534	1,534	1,709		14 <sup>th</sup> Nov 2019	29 <sup>th</sup> Nov 2019	
3	Morogoro	1,578	1,766	1,777	1,777		23 <sup>rd</sup> Aug 2019	1 <sup>st</sup> Dec 2019	
4	Mpanda	976	1,113	1,236	1,359		28 <sup>th</sup> Sept 2019	1 <sup>st</sup> Dec 2019	
5	Sumbawanga	925	937	1,045	1,158		27 <sup>th</sup> Feb 2020	3 <sup>rd</sup> Feb 2020	
6	Tabora		1,318	1,621	1,945	2,246	28 <sup>th</sup> May 2020	1 <sup>st</sup> Jan 2021	

Tariff approvals are accompanied by tariff conditions for a specific WSSA to be fulfilled within a specified period. During the period under review, all Regional WSSAs had active tariff orders comprising of a total of 234 conditions to fulfil. Bariadi WSSAs is operating with the tariff that was by indexation in the year 2011. The Order had one condition that is to timely submit monthly MajiS reports. During the year under review, the percentage compliance with the implementation of tariff conditions in FY 2019/20 was 56.5%, which is 6.5% less when compared to the level attained in FY 2018/19 and 9.5% lower when compared to that attained in FY 2017/18. Figure 47 presents overall tariff conditions during the reporting period. Details of the compliance for each utility including their compliance evaluation criteria are shown in Appendix 4: Table A4.2.



**Figure 47: Evaluation of compliance with tariff conditions for Regional WSSAs**

## 5.2 Compliance with Report Submission

According to the Water Supply and Sanitation Act of 2019, WSSAs are obliged to submit to EWURA monthly and annual performance data through the Water Utilities Information System known as MajiS. Also, WSSAs are obliged to submit their Annual Performance Reports including Financial Statements before 30<sup>th</sup> September of the precedent year. The good performers in report submission for three consecutive years were Kahama and Mwanza, Songea and Tabora WSSAs. These WSSAs managed to submit all the required reports timely. Conversely, Vwawa-Mlowo WSSA was the least performer in submission of reports for three consecutive years as it managed to timely submit only the Annual MajiS reports for FY 2019/20 and Annual Technical report for FY 2019/20. Appendix 5 presents details on the reports submission status among the Regional WSSAs during FY 2019/20. The status for Regional WSSAs compliance with submission of reports is analysed below.

### 5.2.1 Annual Technical Reports

During the FY 2019/20, out of 26 Regional WSSAs, 23 submitted their Annual Technical Reports timely i.e. by 30<sup>th</sup> September 2020 compared to 19 and 21 WSSAs during FY 2018/19 and 2018/17 respectively. Two (2) Regional WSSAs submitted their annual technical reports late and the remaining one (1) did not submit its annual technical report. The Regional WSSAs that submitted reports late were Babati and Njombe WSSA while the WSSA that did not submit its report is Bariadi WSSA.

### 5.2.2 Financial Reports

During the FY 2019/20, out of 26 Regional WSSAs, 23 submitted their financial reports timely i.e. by 30<sup>th</sup> September 2020 compared to 24 and 21 WSSAs during FY 2018/19 and 2018/17 respectively. Three (3) Regional WSSAs submitted their financial reports late and there were no Regional WSSAs that did not submit their financial reports. For three consecutive years, Bariadi and Vwawa-Mlowo WSSAs have been submitting their financial reports lately.

### 5.2.3 MajIS Reports

MajIS report submission is evaluated based on the report submission in terms of submission of monthly MajIS reports and annual MajIS reports as narrated below.

#### a) Submission of Monthly MajIS Reports

During the FY 2019/20, out of 26 Regional WSSAs, 16 WSSAs submitted all 12 monthly MajIS reports. The compliance in terms of number of Regional WSSAs that submitted all their monthly MajIS reports in FY 2018/19 and 2017/18 was 9 and 24 WSSAs respectively.

#### b) Submission of Annual MajIS Reports

During the FY 2019/20, out of 26 Regional WSSAs, 21 submitted their annual MajIS reports timely i.e. by 30th September 2020. The compliance in terms of number of Regional WSSAs that submitted all annual MajIS reports for FY 2018/19 and 2017/18 was 20 and 21 WSSAs respectively. For three consecutive years, Njombe WSSAs had never submitted its annual MajIS reports.

### 5.3 Compliance with Business Plan Targets

The compliance with the Business Plans targets is evaluated based on selected 11 key performance indicators in accordance with EWURA Performance Benchmarking Guidelines of 2018. The selected indicators have a significant impact on the overall performance of the utility as discussed in Chapter 6 of this report.

### 5.4 Implementation of Recommendations of FY 2018/19 Report

Generally, the implementation of the recommendations issued by EWURA in the Water Utilities Performance Review Report for the FY 2018/19 was generally satisfactory as presented in Appendix A4.3 of this report.

### 5.5 Compliance with Remittance of Regulatory Levy

Pursuant to Section 43 of EWURA Act, Cap 414, all WSSAs are required to pay regulatory levy not exceeding one per cent of the gross operating revenue from the regulated goods and services. The amount invoiced to Regional WSSAs for the year under review was TZS 3,108,767,280.95. The total amount for remittance in FY 2019/20 was TZS 5,302,278,640.21 including the outstanding balance brought from previous years of TZS 2,193,511,359.26. As of the due date of 31<sup>st</sup> August 2020, a total of TZS 2,073,908,061.83 equivalent to 39.1% of the annual invoice was collected from Regional WSSAs. It has to be noted that the collected amount includes also the arrears from the previous years. During the FY 2019/20 Iringa, Dodoma, Babati, Kahama and Moshi WSSAs remitted all the amount invoiced in the year. Conversely, the least performers in the remittance of levy were Kigoma and Vwawa-Mlowo that have never remitted regulatory levy (0% compliance) and Musoma WSSA that had only 2% compliance. A list of Regional WSSA and the status of payment of EWURA levy is as shown in Appendix 5-Table A5. 1(a).



## 6.0 PERFORMANCE RANKING

This chapter outlines Performance ranking of Regional WSSAs according to the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities of 2018. Ranking of the performance of WSSAs is in two-fold, the overall ranking and the utility ranking.

### 6.1 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 regulatory requirement is 30% of the total performance score. The output of overall ranking is identification of the overall best performing WSSA.

### 6.2 Utility Ranking

The utility ranking measures the efforts that the utility has made in attaining the performance targets specified in respective utility business plan. The source of data on performance target is the WSSA's approved Business Plan. In the absence of Business Plan, the WSSAs was awarded zero (0) score on the attainment of performance targets.

### 6.3 Procedure for Ranking

#### 6.3.1 Overall Ranking Procedure

The total performance scores of WSSAs were 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 obtained as follows:

#### i. Determining the KPI achievement of WSSAs

Performance score for each performance indicator was calculated as a sum of scores based on best performer, attainment of performance target, confidence grading and attainment of service level benchmarks multiplied by the respective indicator weighting as described in Table 18.

**Table 18: Key Performance Indicator Weights**

Indicator No.	Performance Indicators	Weight	Service level Benchmark
KPI 1	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%	100
	Turbidity	9%	100
KPI 4	Metering ratio (%)	9%	100%

Indicator No.	Performance Indicators	Weight	Service level Benchmark
KPI 5	Non-Revenue Water – NRW (%)	9%	≤ 20
KPI 6	Revenue collection efficiency (%)	14%	≥ 95
KPI 8	Operating ratio (ratio)	5%	<0.8
KPI 9	Personnel/1000 (W&S) connections (ratio)	5%	≤ 5
KPI 10	Wastewater quality compliance -COD and BOD (%)	9%	100
KPI 11	Proportion of population receiving WSSAs regulated sanitation services (%)	8%	100%

**(a) Calculating Score Based on 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 score of 0 points is awarded for attaining a minimum performance on any indicator. Intermediate performances were allocated pro rata by interpolating between the minimum, average and best performance.

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

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 performances as compared to actual performance in the previous year was also awarded 0 points.

**(c) Calculating Scores Based Confidence Grading (SCG)**

WSSAs were 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 19.

**Table 19: 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 ± 5% but better than or equal to + / -20%
3		>20%

#### (d) Calculating Scores Based on Attainment of Service Level Benchmark (SSLB)

WSSAs were awarded 5 points for being within the acceptable boundaries and 0 points for not attaining the acceptable boundaries for the KPIs. Scores for utilities that surpass the acceptable boundaries were allocated pro-rata by interpolating between 5 and 10 points. A score of 10 points was 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 was calculated basing on attainment of score based on the weight of each obligation as presented in Table 20.

**Table 20: Compliance to Regulatory Requirements**

Code No.	Regulatory Requirement	Total Score
CRR1	Timely submission of monthly MajIS reports	12
CRR2	Timely submission of draft annual MajIS report	5
CRR3	Timely submission of a 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 final annual report for the previous year	6
CRR9	Availability of water quality monitoring plan	14
CRR10	Availability of faecal sludge treatment facilities	8

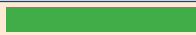




#### 6.3.2 Utility Ranking Procedure

Utility ranking is determined by summing up the scores for attainment of performance targets for each indicator as presented in Table 18. WSSA was 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. Also, decreasing performances as compared to actual performance in the previous year was awarded 0 points.

#### 6.4 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 21.

**Table 21: 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

## **6.5 Results of Performance Ranking**

### **6.5.1 Overall Ranking Results**

Based on the above overall ranking criteria, Moshi WSSA emerged the overall best utility in the provision of water supply services after scoring 91.7 points, ranked as Excellent. On the other hand, Bariadi WSSA was the overall least performer in the provision of water services after scoring 23.8 points ranked as Unsatisfactory.

### **6.5.2 Utility Ranking Results**

Based on the criteria for determining utility, Moshi WSSA was the best performer under the category of utility ranking in water services while Bariadi WSSA was the least. Generally, the utility ranking results show that the performance of Regional WSSAs in attaining performance targets indicated in their Business Plans is unsatisfactory.

Table 22 summarizes the results on the performance ranking evaluation of Regional WSSAs in provision of water supply and sanitation services.

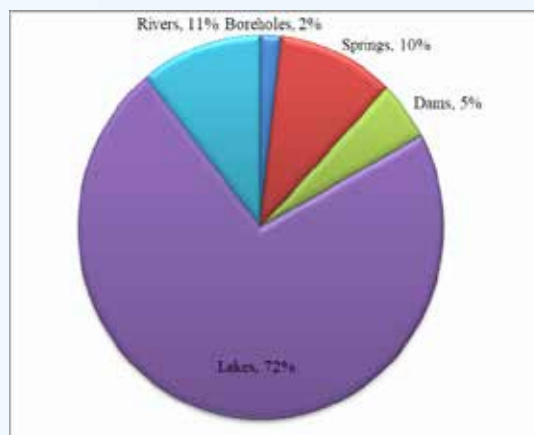
**Table 22: Summary of Regional WSSAs' Ranking in the Provision of Water and Sanitation Services**

SN	Utility Name	Total Weighted Score Based on KPIs	Reporting Score	Overall Ranking			Utility Ranking Score			Utility Rank (2019/20)			
				Overall Ranking Score	Classi- fication	Interpretation	Overall Rank (2019/20)	Ranking in (2018 / 19)	Ranking in (2017 /18)		Utility Ranking Score	Classifi- cation	Interpretation
1	Arusha	46.4	23.4	69.7	C	Good	9	9	11	43.4	D	Fair	11
2	Dodoma	49.4	27.0	76.4	B	Very Good	5	6	9	47.6	D	Fair	7
3	Iringa	52.2	30.0	82.2	B	Very Good	2	2	2	35.0	E	Unsatisfactory	17
4	Mbeya	58.2	17.6	75.8	B	Very Good	6	12	12	47.9	D	Fair	6
5	Morogoro	39.0	15.3	54.3	D	Fair	21	10	13	21.7	E	Unsatisfactory	22
6	Moshi	62.0	29.7	91.7	A	Excellent	1	1	3	59.8	C	Good	1
7	Mtwara	37.8	15.6	53.4	D	Fair	22	17	8	27.2	E	Unsatisfactory	20
8	Musoma	44.5	18.0	62.5	C	Good	17	18	21	45.8	D	Fair	9
9	Mwanza	58.5	22.5	81.0	B	Very Good	3	3	10	51.5	D	Fair	4
10	Shinyanga	48.2	18.6	66.8	C	Good	13	13	7	42.9	D	Fair	13
11	Songea	59.4	19.5	78.9	B	Very Good	4	5	6	54.0	D	Fair	3
12	Tabora	42.4	22.5	64.9	C	Good	16	7	15	34.9	E	Unsatisfactory	18
13	Tanga	48.5	22.1	70.6	B	Very Good	8	4	1	25.9	E	Unsatisfactory	21
14	Bukoba	45.7	25.9	71.6	B	Very Good	7	19	17	49.1	D	Fair	5
15	Kigoma	37.1	22.5	59.6	C	Good	18	14	22	35.9	E	Unsatisfactory	16
16	Singida	48.6	20.1	68.7	C	Good	10	15	4	54.6	D	Fair	2
17	Sum- bawanga	46.4	18.9	65.3	C	Good	15	16	20	46.1	D	Fair	8
18	Babati	41.9	26.1	69.5	C	Good	11	20	14	39.2	E	Unsatisfactory	14
19	Lindi	33.2	21.6	54.8	D	Fair	20	23	18	45.1	D	Fair	10
20	Bariadi	14.8	9.0	23.8	E	Unsatisfactory	26	25	24	0.0	E	Unsatisfactory	26
21	Geita	27.5	19.5	47.0	D	Fair	23	21	23	30.9	E	Unsatisfactory	19
22	Mpanda	28.0	13.5	41.5	D	Fair	24	24	25	21.0	E	Unsatisfactory	23
23	Njombe	38.9	18.5	57.4	C	Good	19	22	19	43.0	D	Fair	12
24	Kahama	40.8	27.0	67.8	C	Good	12	8	5	7.0	E	Unsatisfactory	25
25	DAWASA Vwawa	46.6	19.5	66.1	C	Good	14	11	16	36.3	E	Unsatisfactory	15
26	Mlowo	8.7	16.2	24.9	E	Unsatisfactory	25	26	na	19.3	E	Unsatisfactory	24

**PART II:  
PERFORMANCE OVERVIEW OF  
NATIONAL PROJECTS WSSAs**

## 7.0 TECHNICAL OPERATIONS

### 7.1 Water Sources and Abstraction



**Figure. 48: Water Sources and Abstraction**

In the reporting period, water abstraction from various water sources was in the proportions as shown in Figure 48. Considering the individual contribution of each type of source, the dominant water source among the NP WSSAs are lakes, which contributed 72% of the total amount of water abstracted. During the year under review, all NP WSSAs recorded a decrease in the amount of water abstracted as compared with FY 2018/19. The significant decrease (more than 20%) in water abstraction was recorded by Maswa (40%) and Wanging'ombe WSSAs. Table 23 provide the reasons for WSSAs with a significant change in water abstraction. Detailed water abstraction trend for NP WSSAs is shown in Tables A3.1 (a) and Table A3.1 (b) in Appendix 3.

**Table 23: NP WSSAs with Significant Decrease in Water Abstraction**

Name of Water Utility	(%) Decrease	Reason (s)
Maswa	-40%	Regular power outage and low voltage for the entire year at Zanzui pumping station.
Wanging'ombe	-22%	Breakdown of main pipes in December 2019 to March 2020 due to floods as a result of heavy rainfall

### 7.2 Installed Water Production Capacity

The overall installed water production capacity for NP WSSAs indicates that the installed water production capacity has decreased to 48.57 Million m<sup>3</sup> compared to 59.31 Million m<sup>3</sup> for the past two years. The major reason for the decrease was contributed by Wanging'ombe WSSA which experienced a decrease of intake weir height due to siltation (from designed 1.2 to 0.7m). KASHWASA has continued to be the NP WSSA with the highest installed water production while Wanging'ombe WSSA was the NP WSSA with the lowest water installed capacity, Table A3.2- Appendix 3 presents the summary of installed capacities for NP WSSAs.

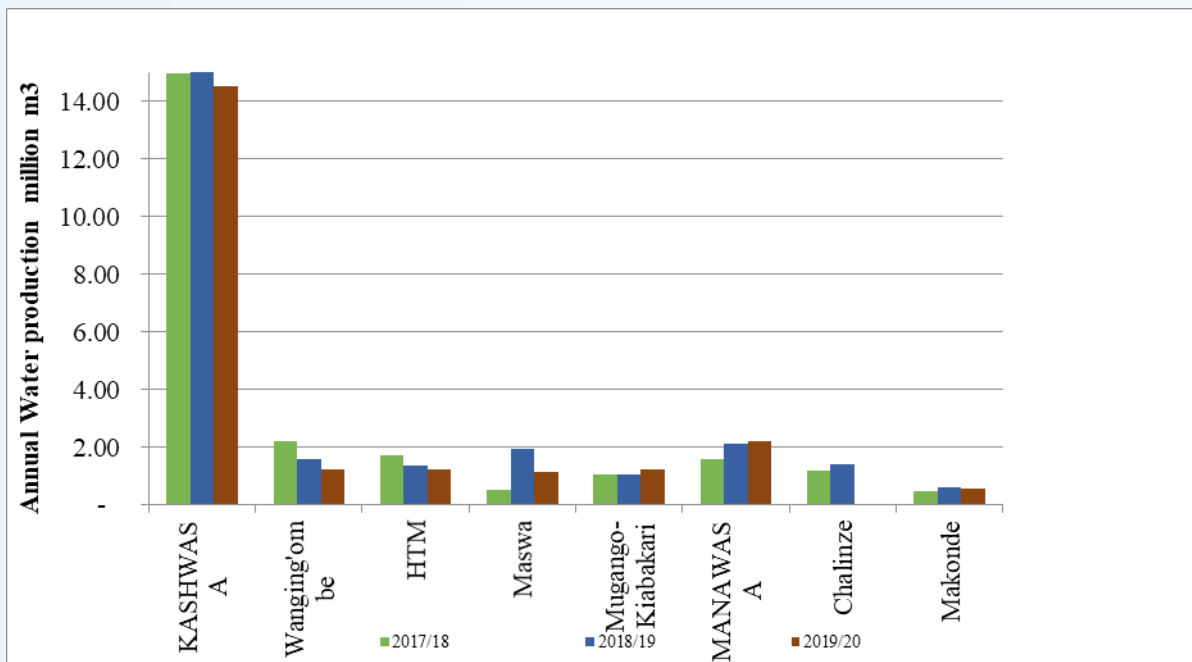
### 7.3 Water Production

NP WSSAs increased water production from 23.73 Million m<sup>3</sup> in FY 2017/18 to 25.48 Million m<sup>3</sup> in FY 2018/19 and thereafter decreased to 22.2 Million m<sup>3</sup> in FY 2019/20. In the year under review HTM, Maswa and Wanging'ombe registered a significant decrease in water production. The reasons for the significant change are presented in Table 24. In addition to that, KASHWASA recorded a decrease of water production by 910,000m<sup>3</sup> as a result of a reduction in consumption of Mwadui Williamson Diamond Mine, which is one of the anchor customer of KASHWASA.

The water production for NP WSSAs from FY 2017/18 to FY 2019/20 is detailed in Appendix 3: Table A3.2 and presented in Figure 49.

**Table 24: NP WSSAs with Significant Decrease in Water Production (-10%)**

Utility Name	(%) Increase/Decrease	Reason (s)
HTM	-10%	None operational Segera intake for seven months from July 2019 - January 2020 due to pump break down.
Maswa	-41%	Regular power outage and low voltage for the entire year at Zanzui pumping station
Wanging'ombe	-21%	Break down of main pipes in December 2019 to March 2020 due to floods as a result of heavy rainfall



**Figure 49: Annual Water Production Trend**

### 7.4 Water Demand

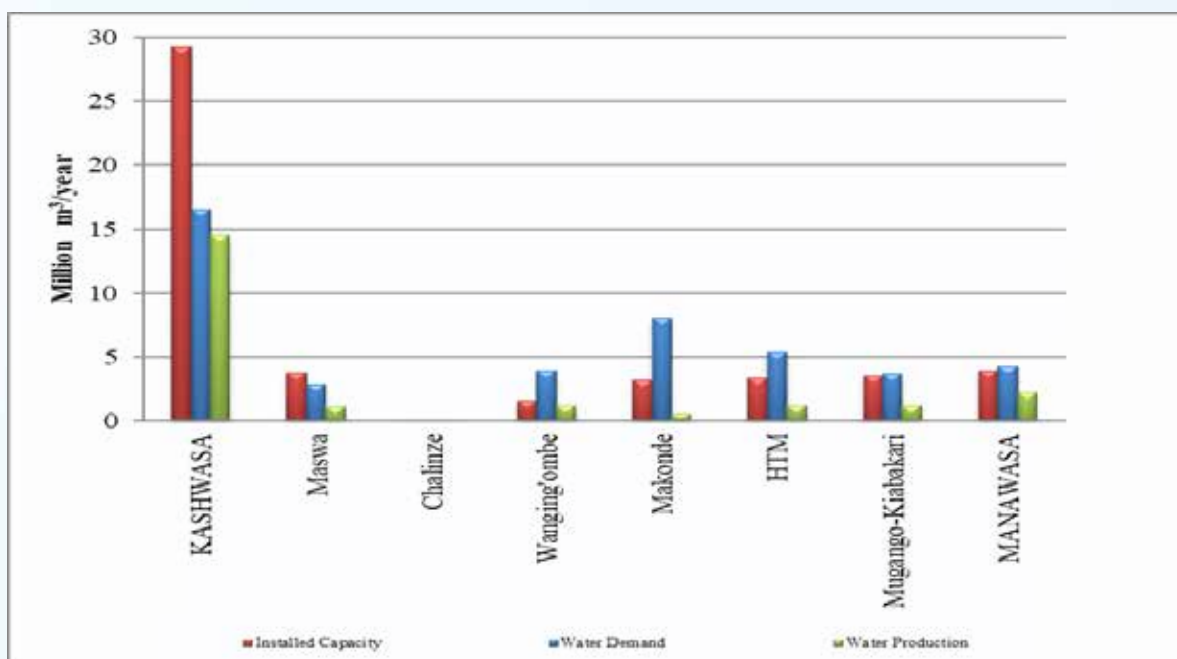
The annual water demand in the NP WSSAs decreased by 2.4 Million m<sup>3</sup> in FY 2019/20. The water demand for NP WSSAs became less by 5% because Chalinze WSSA was not included during the computation of



water demand. Chalinze WSSA is no longer part of the list of NP WSSAs. It is clustered with DAWASA. A detailed trend for the WSSAs' water demand is as presented in Appendix 3: Table A3.2

### 7.5 Comparison of Water Demand and Installed Water Production Capacity

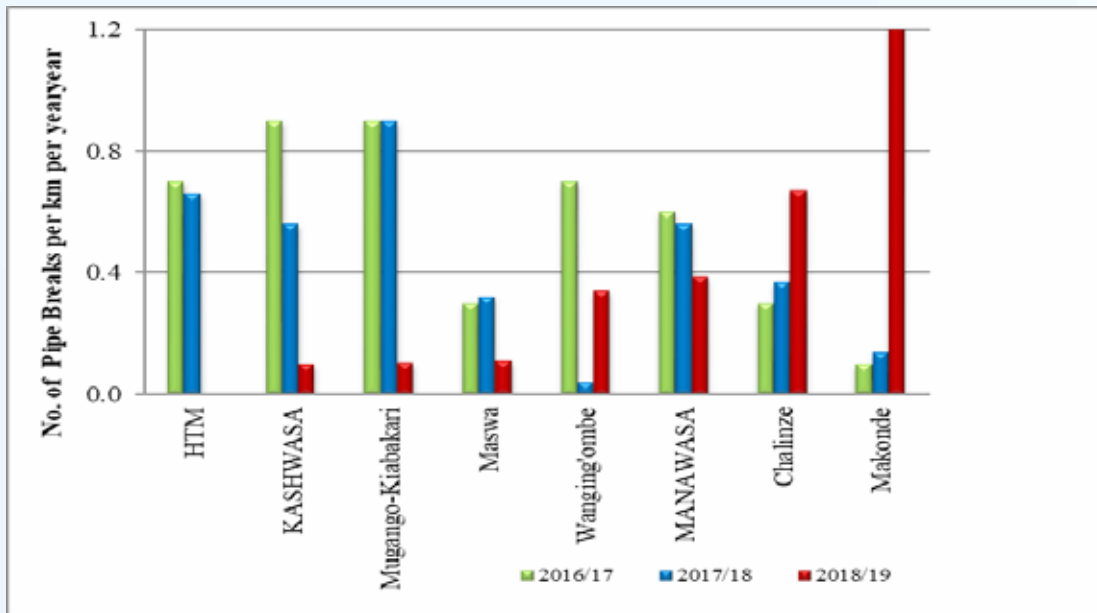
The installed water production capacity was enough to cater for existing water demand for KASHWASA and Maswa WSSA. However, installed water production capacity for MANAWASA, Wanging'ombe, Mugango – Kiabakari, Makonde, and HTM WSSAs was insufficient to meet the water demand in the FY 2019/20. A comparison for water demand, installed capacity and water production for FY 2019/20 is shown in Figure 50.



**Figure 50: Comparison of Water Demand, Installed Capacity and Water Production**

### 7.6 Performance of Pipe Network

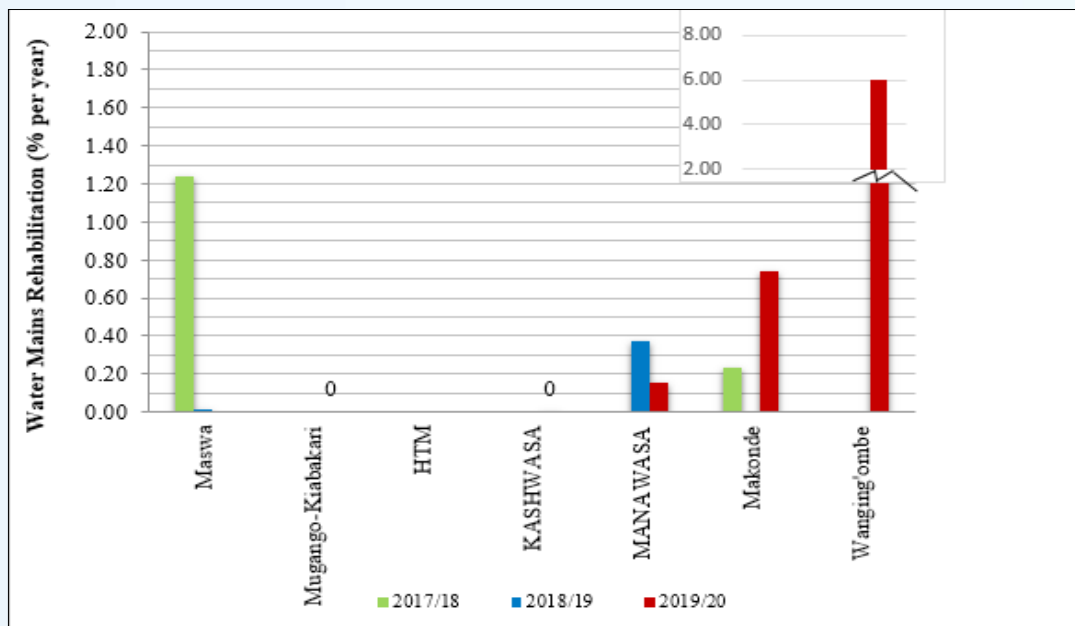
The performance of water supply network for NP WSSAs is discussed in terms of the number of pipe breaks per kilometer that occurred during the period under review. Generally, the number of pipe breaks per km per year increased from 0.44 in FY 2017/18 to 0.45 in FY 2018/19 and thereafter slightly increased to 0.49 in FY 2019/20. Mugango –Kiabakari, KASHWASA, MANAWASA and Maswa WSSA recorded the highest number of pipe breaks per kilometre per year. The number of pipe breaks WSSAs recorded was 1.5, 0.84, 0.11 and 0.34 pipe breaks per kilometre per year respectively. The performance of water supply network for NP WSSAs is shown in Figure 51 and Table A3.4 of Appendix 3.



**Figure 51: Number of Pipe Breaks per km per year**

### 7.7 Water Mains Rehabilitation

In FY 2019/20, the percentage of water main rehabilitation decreased significantly to 0.68% as compared to 1.68% performed in the FY 2018/19, though slightly improved when assessed against 0.22% reported in FY 2017/18. Despite the facts that a high percentage of the National Project water supply network is dilapidated and old, requiring regularly rehabilitation, three utilities namely Mugango Kiabakari, Maswa and HTM did not perform rehabilitation of their water mains. The percentage of water mains rehabilitated in FY 2019/20 is presented in Figure 52 and detailed in Appendix 3: Table A3.4.



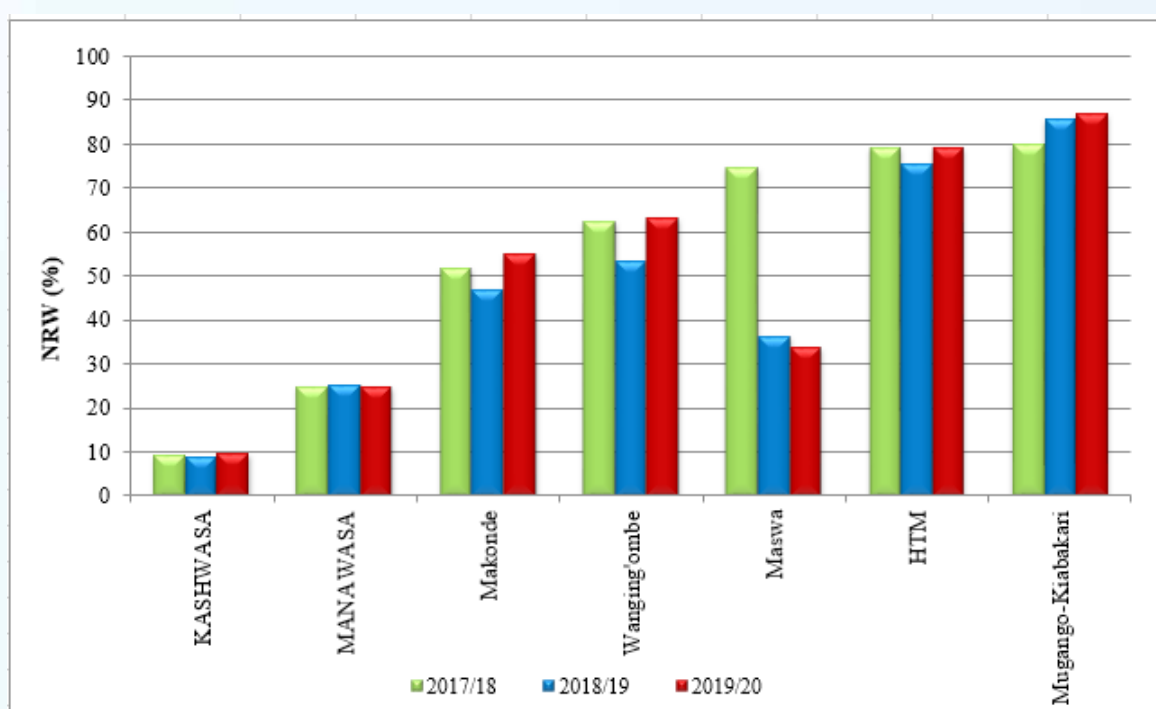
**Figure 52: Water Mains Rehabilitation (% per year)**

## 7.8 Non-Revenue Water (NRW)

NRW is assessed in terms of (a) NRW as a percentage of water production and (b) NRW as the volume of water loss per kilometer of pipe network per day. Due to their operations modality, the NRW as the volume of water loss per water connection per day in NP WSSAs is not discussed. The results of the computations are presented in Appendix 3: Table A3.5

### (a) NRW as a Percentage of Water Production

In the FY 2019/20, NRW as a percentage of water production has slightly deteriorated compared with the performance in the FY 2018/19. It has deteriorated from a weighted average of 24.7% recorded in 2019/20 compared to 23.68 % in 2018/19 though improved compared to 26.78% in FY 2017/18. Figure 53 gives a graphical illustration of the NRW trend by the NP WSSAs during the past three years.



**Figure 53: Non-Revenue Water (as a percentage of water production)**

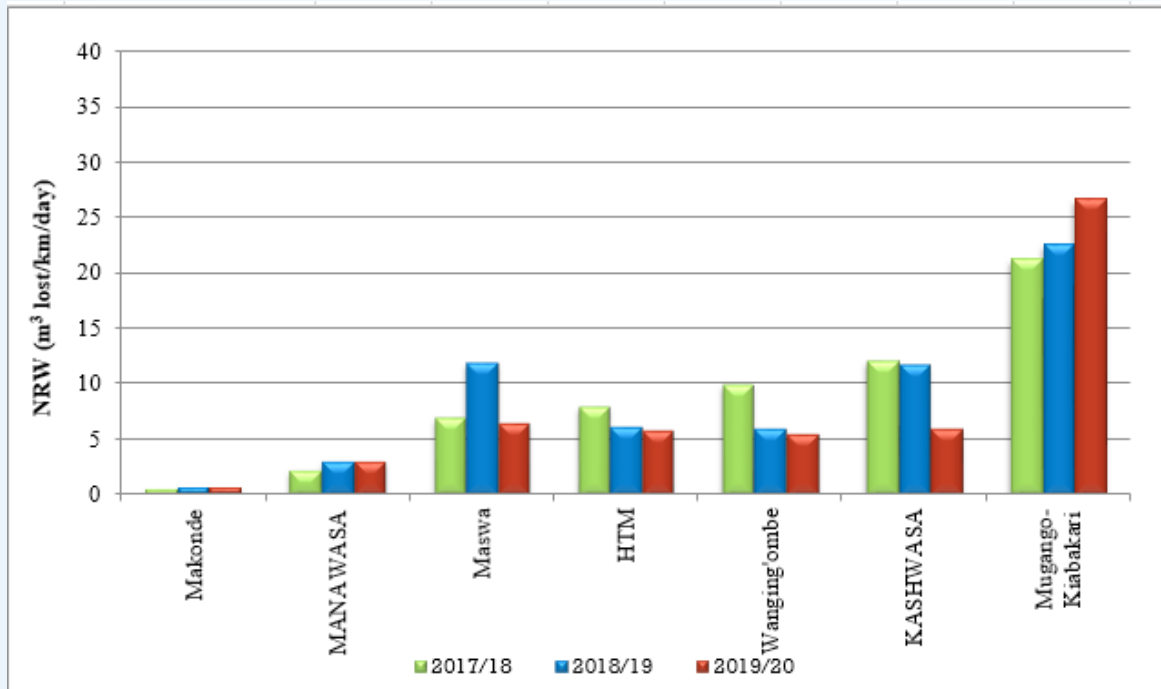
In FY 2019/20 KASHWASA has remained the only utility that has continued to comply with the service level benchmark of 20% or less for NRW as % of water production. The NRW as % of water production attained by KASHWASA was 9.7%. This has been contributed by the nature of the system, timely repair of leaking pipes and pipe fittings as well as pressure management. Though in FY 2019/20, the NRW as a percentage of water production for KASHWASA deteriorated slightly as compared to 8.82% reported in 2018/19 due to high water losses resulting from a frequent burst of the main pipeline supplying water to Kishapu and Maganzo.

In 2019/20, four NP WSSAs of HTM, Mugango – Kiabakari, Makonde and Wanging'ombe WSSAs have continued to register high NRW of more than 50% with Mugango – Kiabakari having the highest NRW of 87.1%. During the year under review, Makonde and Wangingombe reported the highest deterioration of NRW as a percentage of water production of more than 10%. Generally, the key reasons for high NRW

are deteriorating water infrastructure (pipes and fittings) and unauthorized water consumption (theft and illegal connections) and technical and administrative inaccuracies associated with customers metering and billing. Another reason that was peculiar to Wangingombe WSSA during the year under review was high leakage resulted from the breakdown of main pipes after hit by floods caused by heavy rainfalls that occurred from December 2019 to March 2020

**(b) NRW in a Cubic Meter of Water Loss per Km per Day**

National Project WSSAs have shown uneven trend under this indicator. During the year under the review, the average daily amount of water loss in a kilometer of distribution network slightly improved to 4.108 m<sup>3</sup> lost/km/day as compared to 4.194 m<sup>3</sup> lost/km/day registered in FY 2018/19, while it deteriorated as compared to 4.031 m<sup>3</sup> lost/km/day reported in FY 2017/18 as presented in Appendix 3: Table A3.5 and illustrated in Figure 54.



**Figure 54: Non-Revenue Water in a cubic meter of water loss per km per day**

**Overall NRW Performance**

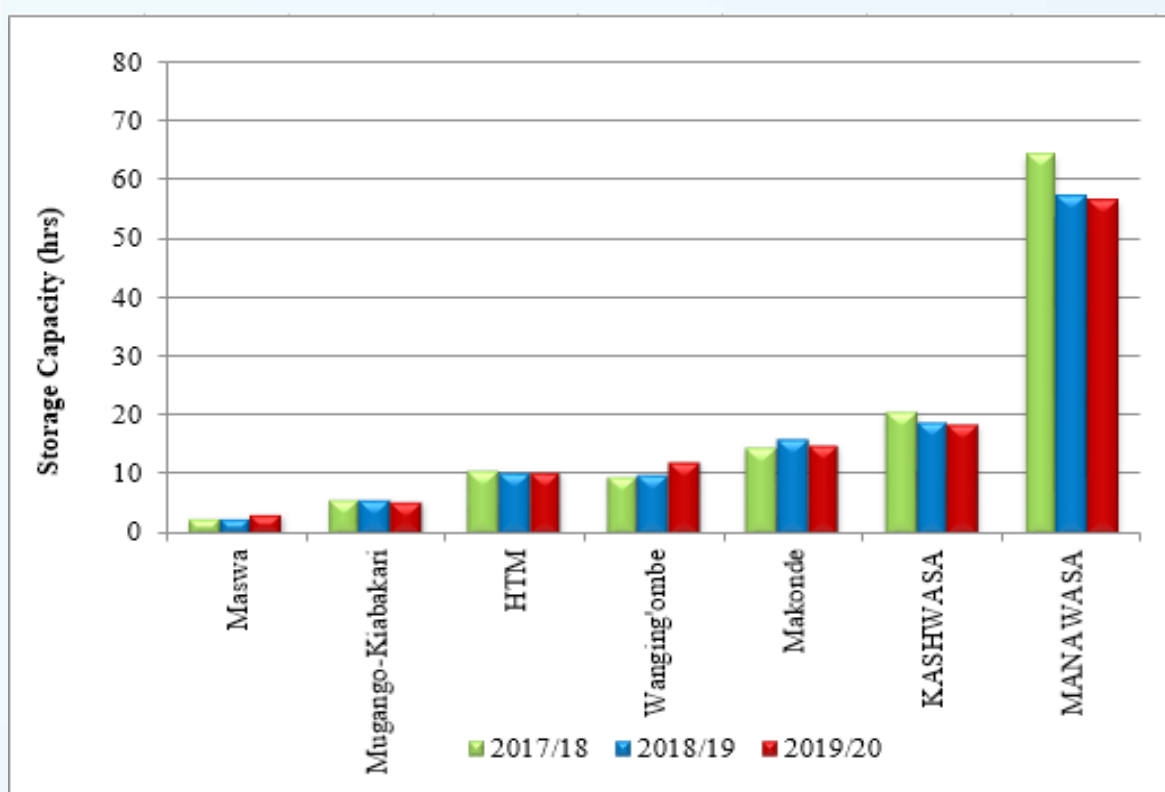
The overall good performers in NRW is analysed in terms of good performers in NRW as a percentage of total water supplied and NRW per km per day. During FY 2019/20, the overall good performers in NRW management were KASHWASA, MANAWASA and Makonde WSSAs. On the other hand, Mugango-Kiabakari and HTM WSSAs were the least performers in overall NRW Management. The results of NRW as reported and analysed for the best and least performing utilities are summarized in Table 25.

**Table 25: NRW Management Performance**

Good Performers			Least Performers		
Name of WSSA	NRW (%)	NRW (m <sup>3</sup> /km/day)	Name of WSSA	NRW (%)	NRW (m <sup>3</sup> loss/km/day)
KASHWASA	9.7	5.9	HTM	79.5	5.6
MANAWASA	24.9	2.9	Mugango-Kiabakari	87.1	26.6
Makonde	55	0.6			

## 7.9 Adequacy of Water Storage Capacities

The adequacy of the water storage capacities of the NP WSSAs was assessed in terms of the duration (in hours) at which the available water storage will satisfy the current daily water demand. The design manual of the Ministry of Water (2009) recommended that water storage capacity should be able to satisfy the daily demand for at least 7 hours. During the year under review, the average storage capacities expressed in hours for the NP WSSAs was 17.2 which decreased when compared with 18.9 hours registered in FY 2018/19 and 19.9 hours in FY 2017/18. The detailed trend on the storage capacities for the NP WSSAs is presented in Appendix 3: Table A3.3 and illustrated in Figure 55.



**Figure 55: Storage Capacities**

Among NP WSSAs, MANAWASA had achieved the highest storage capacity over the past three years. During the FY 2019/20 MANAWASA registered a storage capacity of 56.3 hours being a decrease from 57 hours registered in FY 2018/19. Maswa NP WSSA registered the lowest storage capacity among NP WSSA utility of 3.1 hours in FY 2019/20 being an increase compared to 2 hours registered in 2018/19. Two (2) out of seven (7) utilities did not attain the minimum recommended storage capacity of at least 7 hours. These are Mugango-Kiabakari and Maswa NP WSSAs.

## 7.10 Water Quality Monitoring

### Water Quality Monitoring Conducted by NP WSSAs

During the FY 2019/20, six out of seven National Project WSSAs conducted water quality tests and submitted the results to EWURA. The submitted results were analysed and checked for compliance with TBS (TZS 789:2018-EAS 12:2018). The overall compliance on the tested parameters were; 46% for the residual chlorine 100% for pH, 76% for *E. coli* and 95.8% for turbidity.

In FY 2019/20, *E. coli* compliance level increased to 76% as compared to 60% in FY 2018/19 and 72% in FY 2017/18. The pH compliance level improved to 100% as compared to 84% in FY 2018/19 and FY 2017/18. However, turbidity compliance level decreased to 77% in FY 2019/20 as compared to 79% in FY 2018/19, improved as compared to 69% in FY2017/18. The residual chlorine compliance level decreased to 46% in FY 2019/20 from 67% in FY2018/19 and FY 2017/18. Further, over the past three years, NP WSSAs have not attained a service level benchmark, which requires 100% compliance for *E. coli*. The percentage of water quality compliance in FY 2019/20 on the tested parameters from each WSSA was as shown in Figure 56.

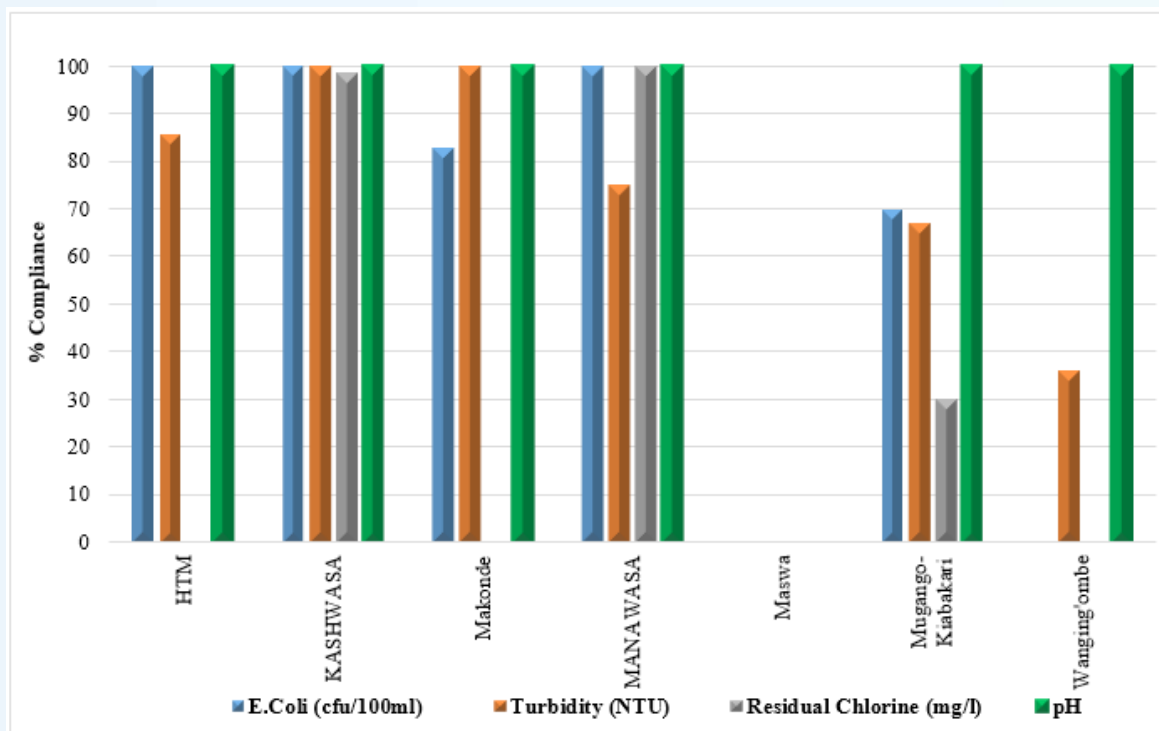
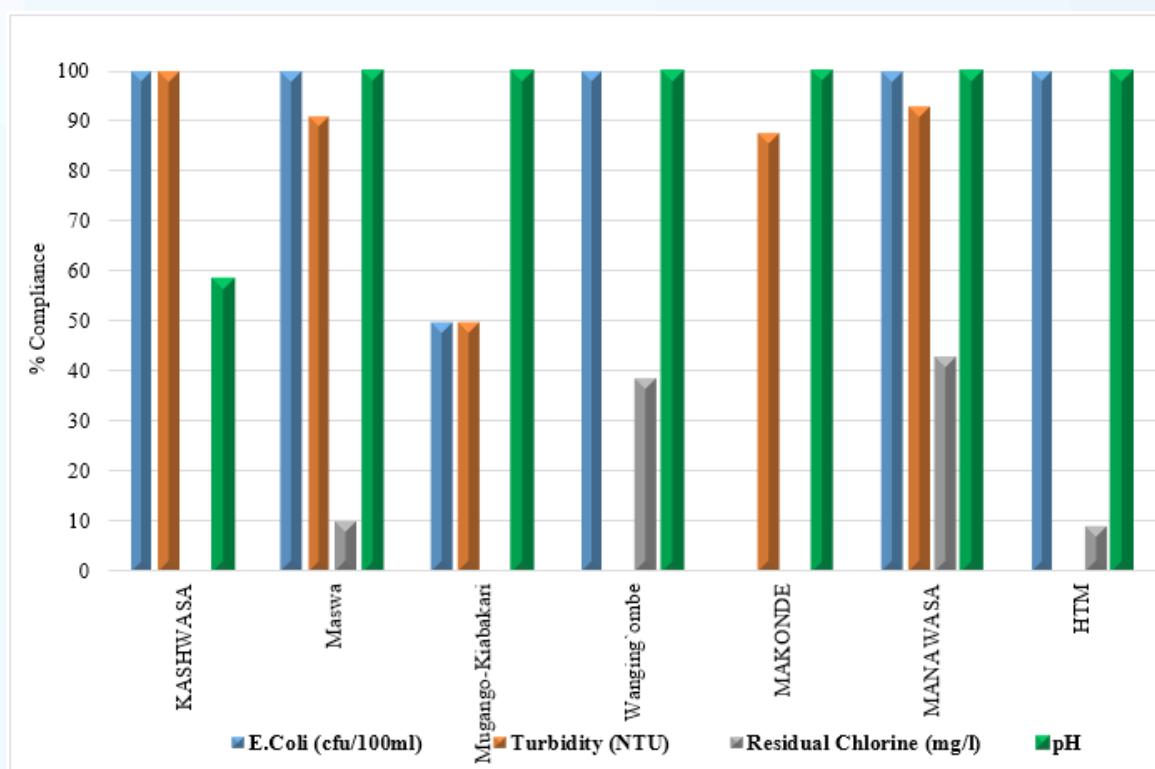


Figure 56: Water Quality Percentage Compliance Reported by NP WSSAs

## Water Quality Monitoring Conducted by EWURA

During FY 2019/20, EWURA conducted water quality monitoring to all National project WSSAs. A total of 85 samples were collected and analysed for pH, Turbidity, *E. coli* and Residual Chlorine. The monitoring findings revealed that the overall compliance on the tested parameters was 94% for pH, 60% for turbidity, 79% for *E. coli* and 14% for the residual chlorine.

Over the past three years, there has been a continuous improvement in *E. coli* and pH compliance levels. In FY 2019/20, *E. coli* overall compliance level increased to 79% as compared to 73% in FY 2018/19 and 70% in FY 2017/18. The pH compliance level improved to 94% as compared to 89% in FY 2018/19 and 69% in FY 2017/18. However, there has been a continuous decrease in the compliance level for turbidity and residual chlorine. The turbidity compliance level decreased to 60% in FY 2019/20 as compared to 66% in FY 2018/19 and 68% in FY 2017/18. Further, residual chlorine compliance level decreased to 14% in FY 2019/20 as compared to 16% in FY 2018/19 and 53% in FY 2017/18, Table A3.6 Appendix 3. The water quality compliance (%) in FY 2019/20 on the tested parameters from each WSSA were is shown in Figure 57.



**Figure 57: Water Quality Percentage Compliance as conducted by EWURA**

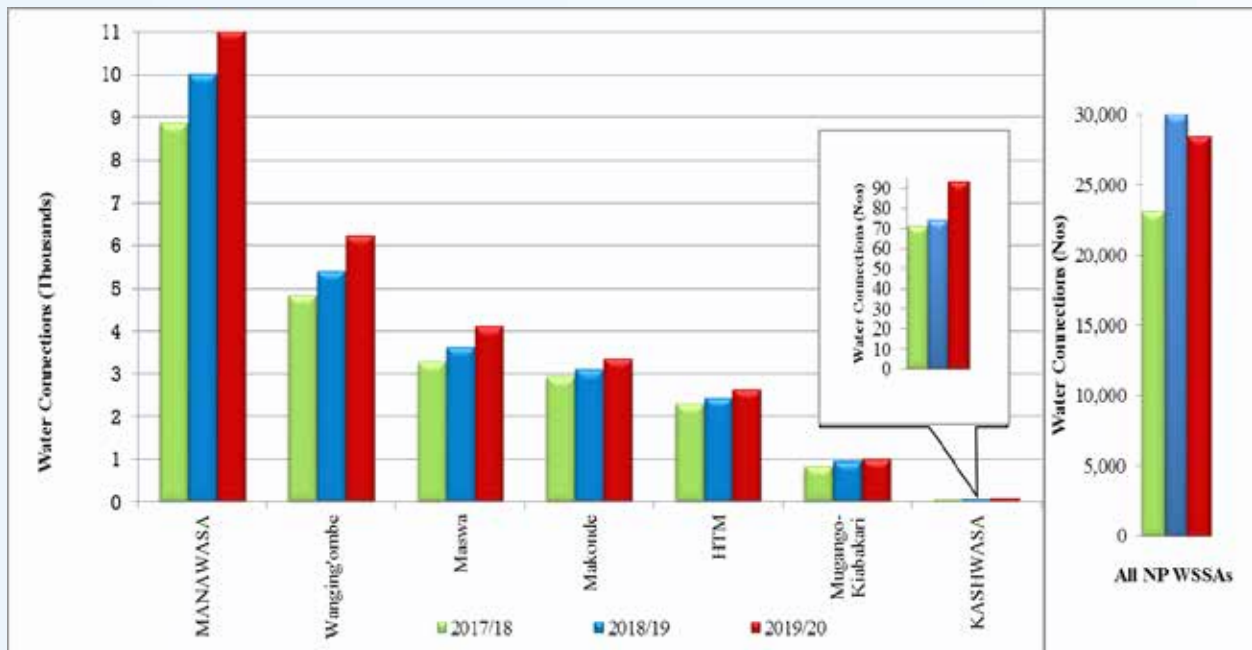
Generally, comparing EWURA to NP WSSAs water quality tests, there has been continuous water quality improvement in terms of *E. coli* and pH levels. However, there has been a continuous deterioration in compliance level for turbidity and residual chlorine.

## 8.0 BUSINESS AND COMMERCIAL PERFORMANCE

The analysis of National Project WSSAs in terms of their business and commercial performance is based on number of connection, water service coverage, metering ratio, complaints resolutions and revenue collection efficiency.

### 8.1 Total Water Connections

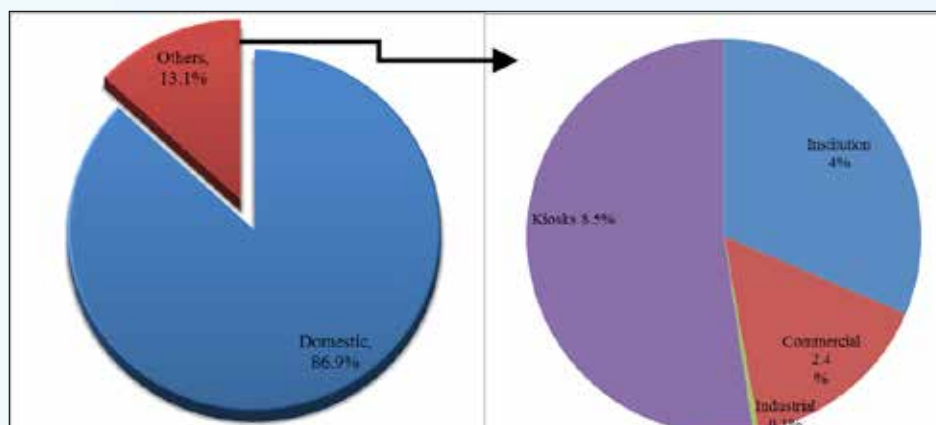
The KASHWASA, MANAWASA, Wanging'ombe and Maswa WSSAs reported an increment of more than 10% of the number of water connections. However, during the FY 2019/20 NPWSSAs experienced a decrease of 6% of the overall total number of water connections from 30,054 to 28,335 water connections. The decrease was attributed to the exclusion of Chalenze WSSA which was clustered to DAWASA during the year under review. Figure 58 and Appendix 3-Table A3.7 indicate water connections trend for NP WSSAs.



**Figure 58: Three-Year Trend for Total Water Connections**

The year under review, NP WSSAs were dominated by domestic customers by 87% of the total connections as indicated in Figure 59.

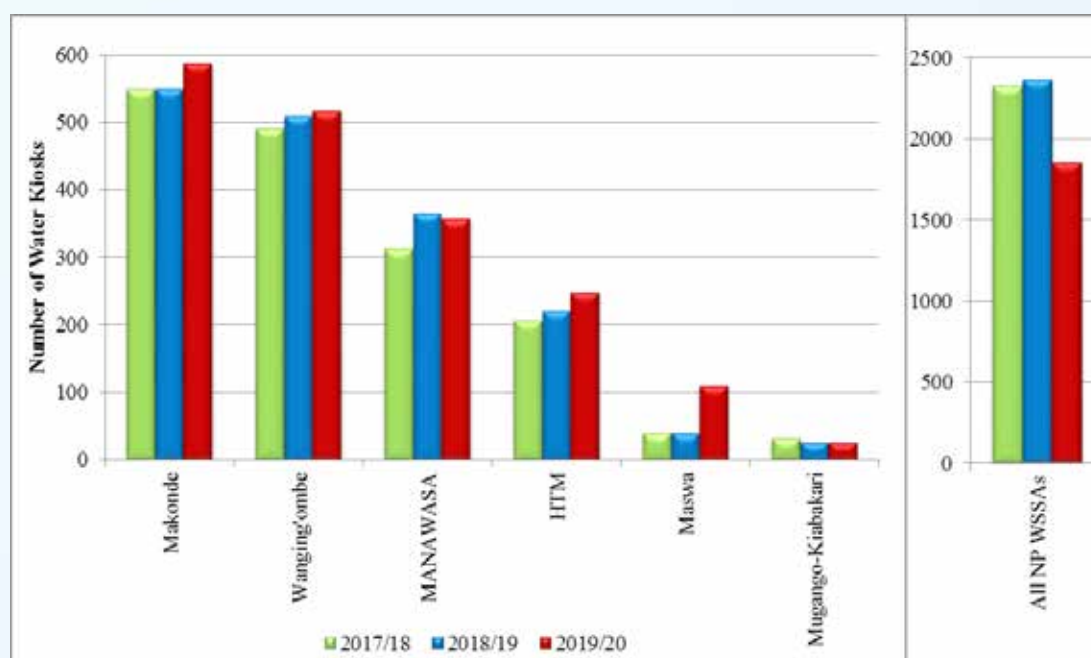




**Figure 59: Categories of Water Supply Customers in NP WSSAs**

## 8.2 Water Kiosk Connections

During the FY 2019/20 the total number of working water kiosks for NP WSSAs decreased from 2,356 in FY 2018/19 to 1850 in FY 2019/20. The decrease was due to the exclusion of Chalinze WSSAs. However, Maswa, HTM and Makonde NP WSSAs showed a significant increase in number of water kiosks by 178%, 13% and 7% respectively. The sharp increase of water kiosks for Maswa WSSA was attributed to the utility to acquire the existing 71 water kiosks in the extended areas. Figure 60 illustrate a three years' trend in the number of water kiosks and Appendix 3 Table A3.7. KASHWASA was not included in the assessment to this indicator since it does not operate water kiosks



**Figure 60: Water Kiosk Connections**

### 8.3 Metering Ratio

During FY 2019/20 the metering ratio increased to all NP WSSAs compared to the previous years. HTM, KASHWASA, MANAWASA and Mugango Kiabakari WSSAs continue to maintain the metering ratio 100% and Wanging'ombe WSSA increased the metering ratio by 8%. However, NP WSSAs reported a decrease in overall metering ratio from 98% in FY 2018/19 to 91% in FY 2019/20, this was due to the exclusion of Chalinze WSSA which was clustered to DAWASA. Table A3.8 in Appendix 3 and Figure 61 illustrate metering ratio.

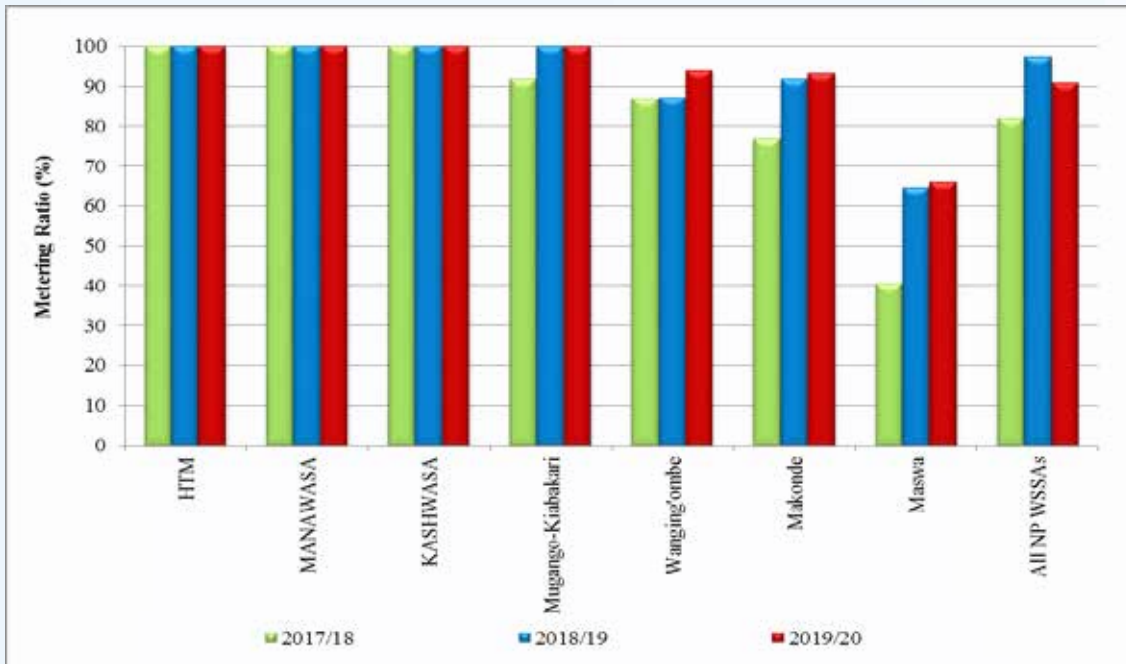


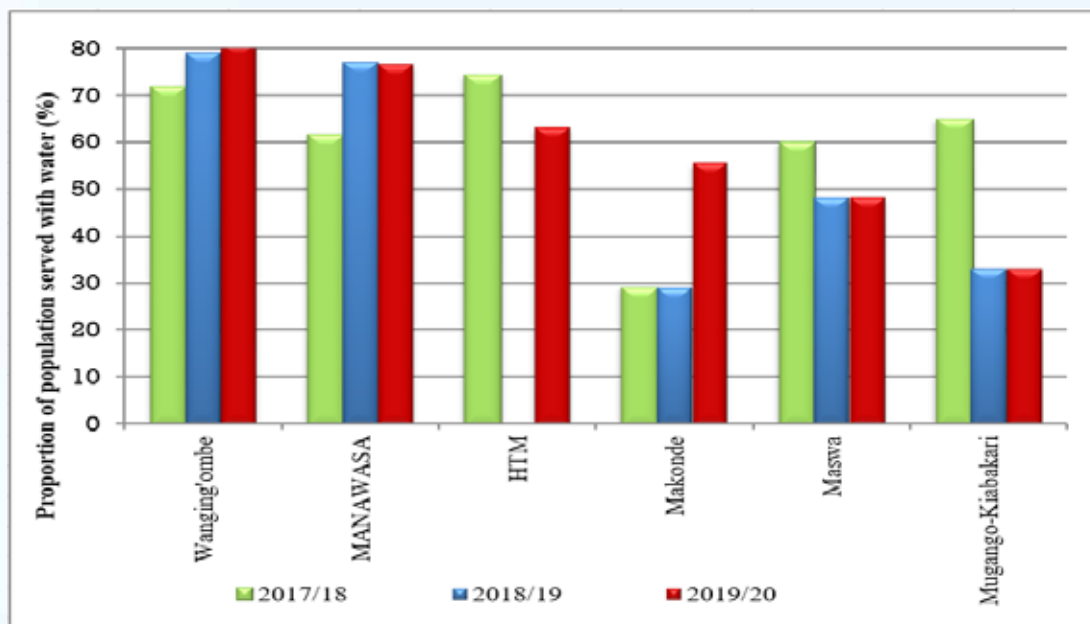
Figure 61: Metering Ratio

### 8.4 Water Service Coverage

Population living in area with water network and population directly served were used to outline the performance of NP WSSAs in terms of water service coverage. The analysis of water service coverage excludes KASHWASA that is a bulk water supplier.

#### Proportion of Population Directly Served with Water

Proportion of population directly served with water by the six NP WSSA excluding KASHWASA which is a bulk supplier decreased to 59.0% in FY 2019/20 as compared to 60.2% in FY 2018/19 and 55% reported in FY 2017/18. The decrease is attributed by extension of service area for MANAWASA and clustering of the former Chalinze WSSA that had 80% coverage during the FY 2018/19 to DAWASA (see Figure 62 and Appendix 3: Table A3.9).

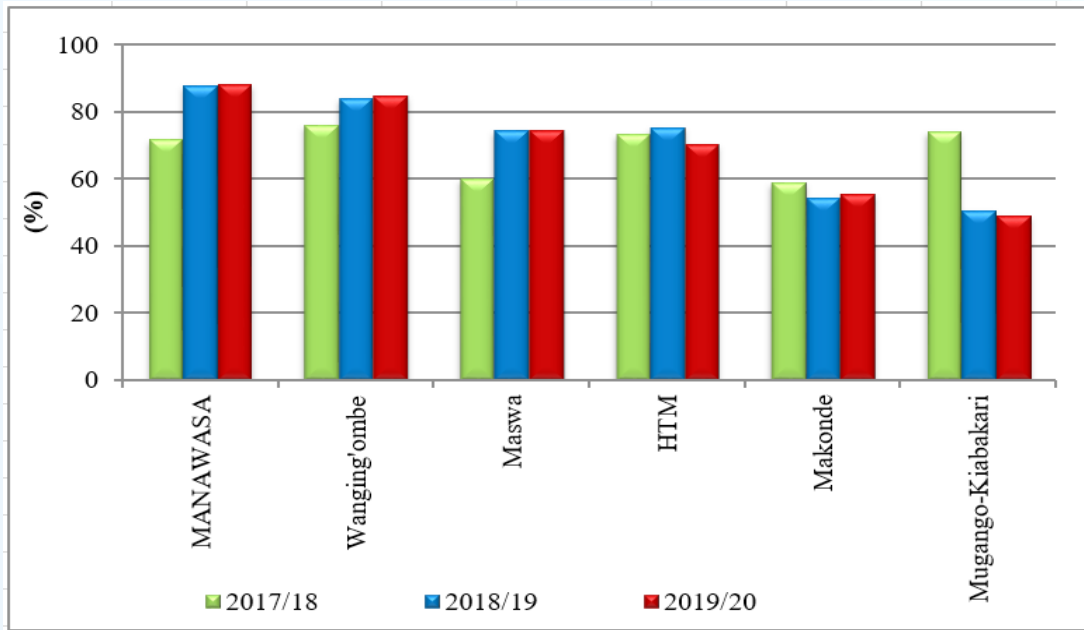


**Figure 62: Proportion of population directly served with water**

Wanging'ombe, MANAWASA and HTM had the highest proportion of population directly served with water while Mugango-Kiabakari had the lowest. Further, Makonde WSSA had the highest increase of population directly served which was 26.5% increase compared to the performance of the previous financial year. The increase noted in Makonde WSSA was due to connections of 264 new customers made after completion of 12.5km network extension.

### **Proportion of Population Living in Area with Water Network**

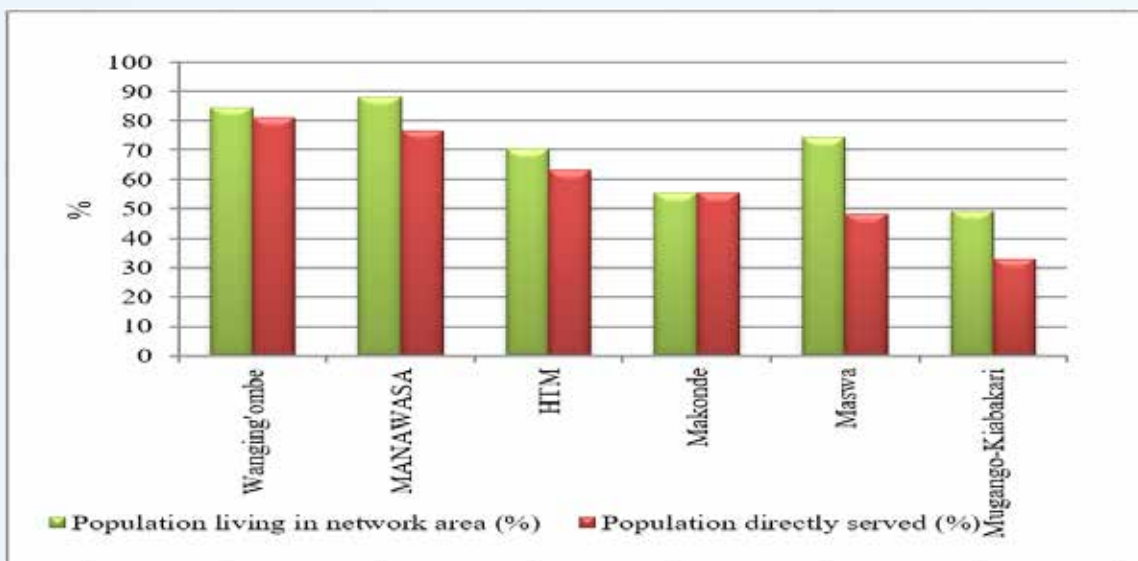
NP WSSAs' overall average of the proportion of population living in areas with water shows a decreasing trend from 72% in FY 2017/18, 71% in FY 2018/19 and 67% in FY 2019/20 (See Appendix 3 Table A3.9 and Figure 63). The deterioration of the indicator is attributed by the exclusion of the former Chalinze WSSA that reported 90% population leaving in the National project WSSAs and extending cluster of MANAWASA to the underserved areas.



**Figure 63: Proportion of population living in area with water network**

MANAWASA and Wanging'ombe WSSA reported the highest proportion of population living in service area covered by water network at 88.2% and 84.7% respectively while Mugango-Kiabakari WSSA had 49.1% which is the lowest among the NP WSSAs followed by Makonde WSSA the second-lowest at 55.5%.

A comparison of the two service coverage indicators discussed above reveals the available potential for water utilities to increase their customer base and consequently serve more people directly in their designated service areas. A graphical presentation of the two indicators is provided in Figure 64.

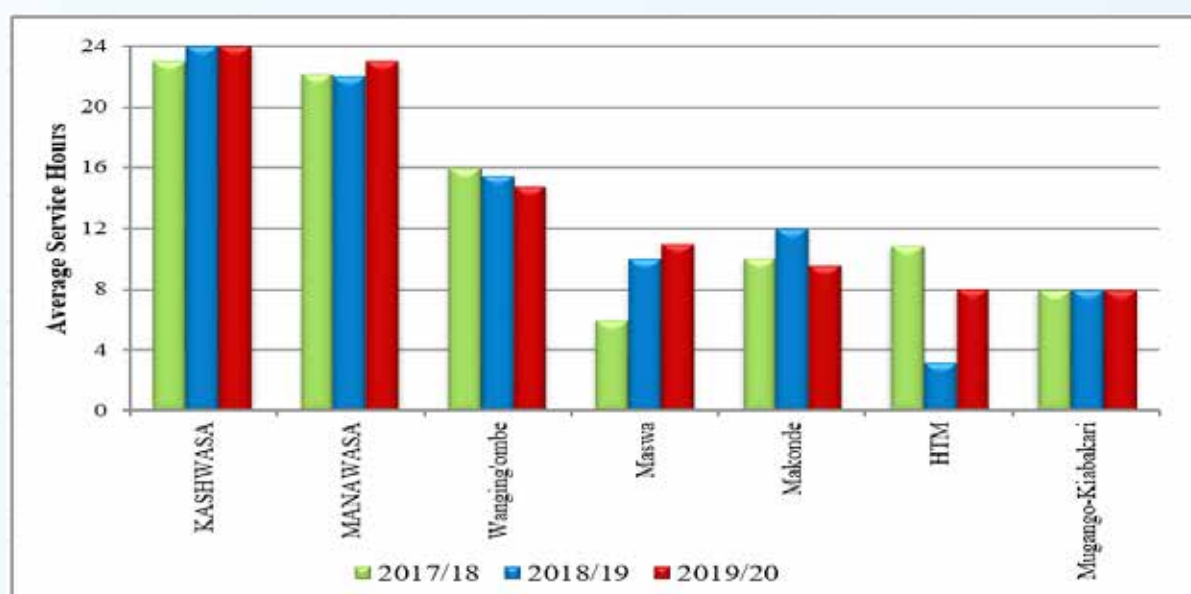


**Figure 64: Comparison of proportions of population living in area with water network and population served with water**

Except for Makonde WSSA, the remaining NP WSSA have not managed to connect all the population that live in the area of the water network. This implies that Maswa, MANAWASA, Mugango-Kiabakari and HTM and Wanging'ombe WSSAs have the potential of improving population served with water in their service area as well as increase the revenue base using their existing networks.

## 8.5 Average Service Hours

For National Project WSSAs, average hours of services increased to 14 hours for FY2019/20 as compared to 13 hours FY 2018/19 and FY 2017/18. The proportion of population with 24 hours of service has increased to 24% in FY 2019/20 as compared to 18% in 2018/19. The proportion of population with 24 hours of service was 20% in FY 2017/18. Figure 65 and Appendix 3 – Table A3.10 gives a detailed overview of average service hours.



**Figure 65: The Average Service Hours**

As per Figure 65, KASHWASA and MANAWASA reported an average daily service hour above 20 while HTM and Mugango-Kiabakari WSSA had an average of 8 hours of water service per day. The high increase for HTM WSSA was due to the improvement of water supply services resulting from the replacement of two dilapidated water pumps at Segera intake and Sindeni booster station financed by MoW. On the other hand, the decrease in the service hours for Makonde WSSA was caused by a high frequency of breakdown of transmission mains and unreliability of power supply.

## 8.6 Staff Adequacy and Qualifications

Performance of WSSAs is greatly influenced by the availability and qualification of the required staff. National Project WSSAs are negatively affected by unavailability in number and qualification of required staff. Status of staff in terms of number and qualification is presented in Table 26.

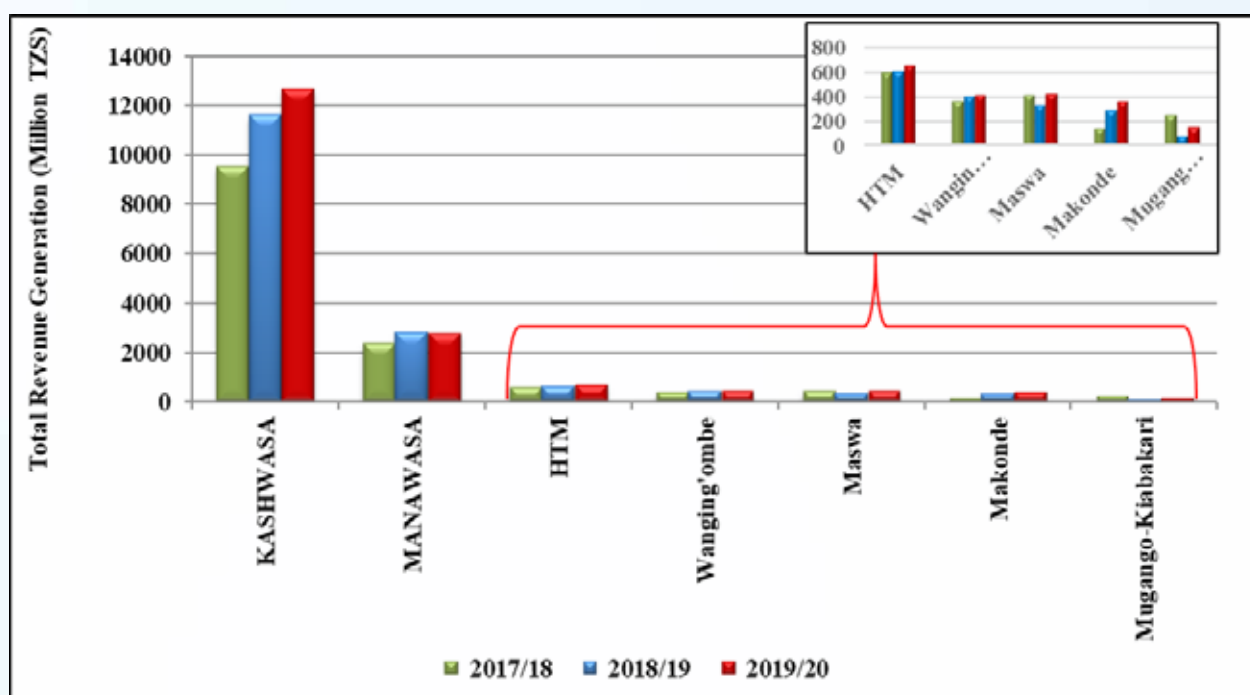
**Table 26: Staff Adequacy and Qualifications**

S/N	Utility	Total Staff Establishment (No)	Available Staff (No)	Deficit (No)	Remarks
1	Makonde WSSA	119	62	59	Vacant positions are Legal Officer, Public Relation, Engineers, Internal Auditor, Accountants, IT expert, Meter readers, Technicians, Pump operators, Plumbers and electrician, Laboratory Technician and other staff
2	MANAWASA	88	75	13	Vacant staff Engineers, Database and Programming Officer, Credit Control Officer, Head of Zones, Drivers, Records Management Officer, and Assistant Technician.
3	KASHWASA	106	88	18	The utility lacks Commercial Manager, Head of Procurement Unit, Water Production Engineer, Water Transmission Engineer, technicians and Assistant technicians.
4	Maswa WSSA	34	18	16	The utility needs to employ Managing director, Human Resource Manager, Finance manager, water production engineer, Internal Auditor, Public Relation Officer, technicians, meter readers and plumbers.
5	Mugango – Kiabakari WSSA	52	18	34	The utility needs to employ Human Resource Manager, Internal Auditor, Water production engineer, Procurement Officer, Public Relation Officer, Water and laboratory Technicians, meter readers and plumbers.
6	HTM WSSA	75	74	1	All positions are filled. However, few of the staff lack the required skills to meet their job requirements.
7	Wanging'ombe WSSA	63	50	13	Legal Officer II-, Public Relation officer II-1, Accountant II, Information Technology officer II- 1, Assistant Accountant , Accounts Assistant, Assistant trade Officers, Technician II, Assistant Technicians , Driver
<b>TOTAL</b>		<b>537</b>	<b>385</b>	<b>154</b>	

## 9.0 FINANCIAL PERFORMANCE

### 9.1 Revenue Generation

Overall revenue generation for NP WSSAs showed an increasing trend from FY 2017/18 to FY 2019/20. An increase in revenue generation from TZS 13,734 million to TZS 16,178 million (equivalent to 17.8% increase) observed in 2018/19 was followed by an 8.4% increase in total revenue from TZS 16,178 million to TZS 17,540 million in the FY 2019/20. With an exception of MANAWASA that reported a 0.6% decrease, all NP WSSAs recorded an increase in revenue generation in the FY 2019/20. Figure 66 depicts the revenue generation trend for NP WSSAs.



**Figure 66: Total Revenue Generation for NP WSSAs (In Million TZS)**

The highest observed increase in revenue generation in the FY 2019/20 was 84.6% recorded by Mugango-Kiabakari WSSA. Other NP WSSAs that reported a relatively high increase in revenues included Maswa WSSA (29.4%) and Makonde WSSA (22.3%). The increase in revenues recorded by the WSSAs was mainly associated with either increase in billed volume or increase in water tariffs. On the other hand, revenue generated by MANAWASA declined marginally by 0.6% in the FY 2019/20 due to a 20% decrease in receipts from new water connections during the year.

### 9.2 Revenue Collection Performance

Performance in revenue collection is critical for ensuring the sustainability of WSSA in terms of quality and reliable service provision. To determine whether the WSSA is performing well in collecting revenue, three (3) major factors were evaluated i.e. collection efficiency, accounts receivable collection period and overall efficiency indicator.

### 9.2.1 Revenue Collection Efficiency

The overall revenue collection efficiency for NP WSSAs continued to improve from 75.57% recorded in the FY 2017/18 and 83.6% in FY 2018/19 to 86.9% in 2019/20. During the year under review, revenue collection efficiency showed varied trends among NP WSSAs. While HTM, Makonde and Wanging’ombe WSSAs experienced an improvement in revenue collection, all other NP WSSAs had their revenue collection capacity deteriorated in the FY 2019/20. The highest improvement in revenue collection was reported by Makonde WSSA (196%) while the most deterioration was recorded by MANAWASA (14.7%). In the FY 2019/20, only Wanging’ombe WSSA achieved a service level benchmark of at least 95% bill collection. However, the utility’s collection efficiency could be lower if the collection of arrears was separated from receipts from current billings.

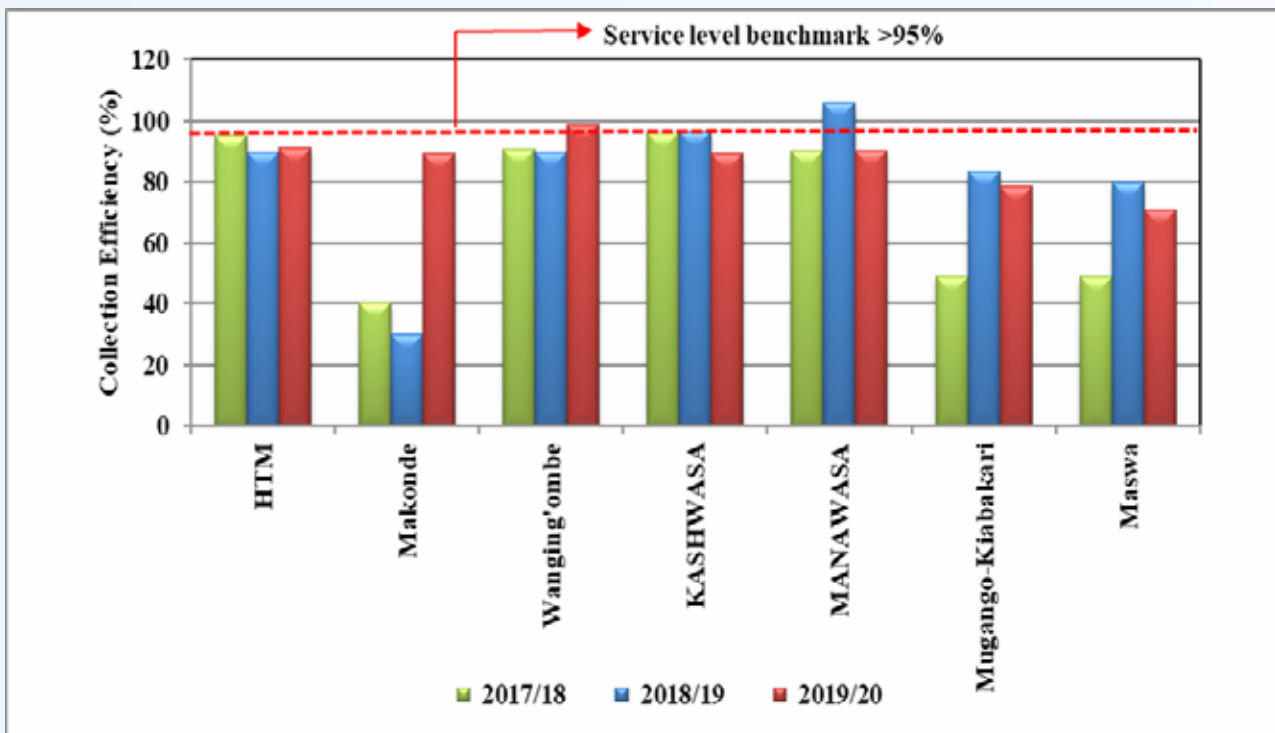
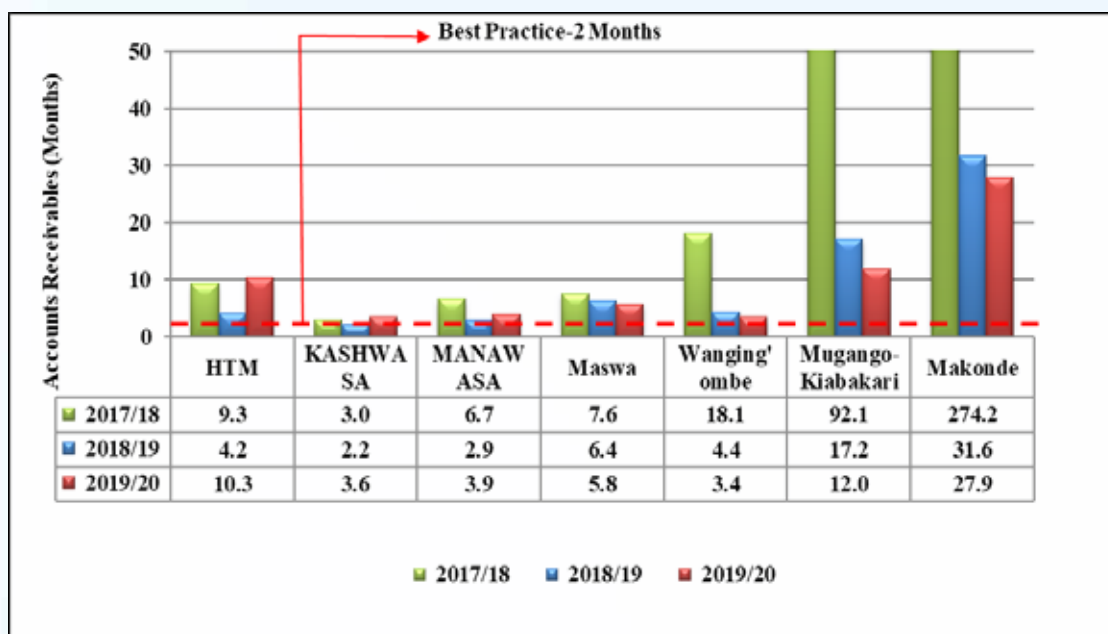


Figure 67: Revenue Collection Efficiency for NP WSSAs

### 9.2.2 Accounts Receivable Collection Period

During the period under review, the overall accounts receivable collection period for NP WSSAs showed a declining trend from 58.7 months in FY 2017/18 to 9.8 months and 9.6 months in FYs 2018/19 and 2019/20 respectively. Among the seven NP WSSAs, four (including Maswa, Wanging’ombe, Mugango-Kiabakari and Makonde) had their receivables periods declined in the FY 2019/20 while the remaining three had their collection periods deteriorated. The worst performer was HTM WSSA whose receivables collection period increased from 4.2 months to 10.3 months in the FY 2019/20. Generally, none of the NP WSSAs managed to reach the best practice period of 2 months. Figure 68 shows accounts receivable collection periods for NP WSSAs for FY 2017/18 to FY 2019/20.

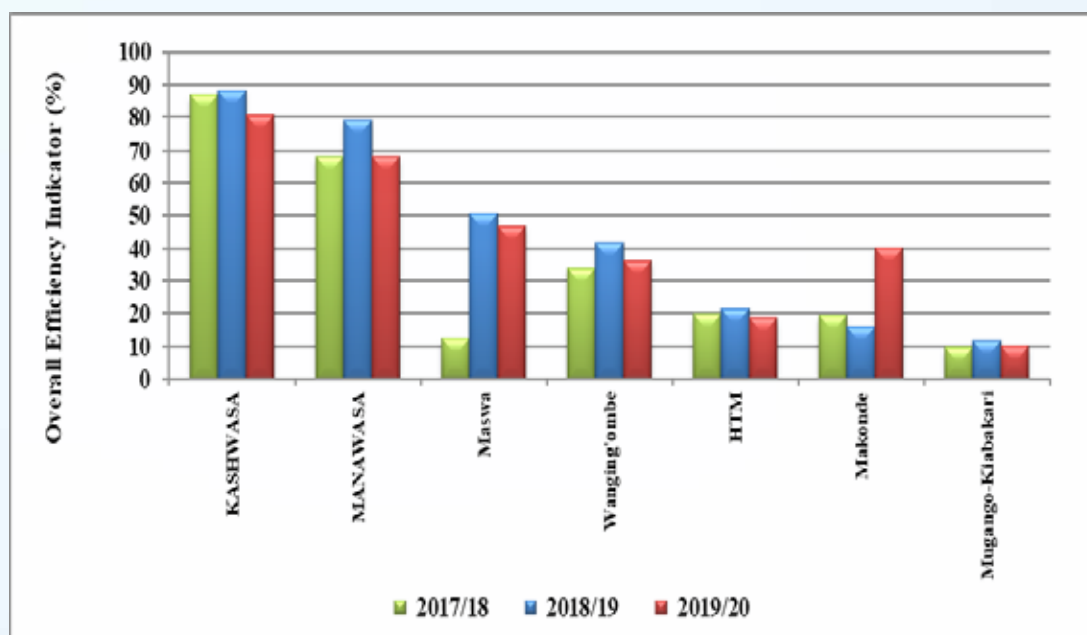




**Figure 68: Accounts Receivable Collection Periods for NP WSSAs**

### 9.2.3 Overall Efficiency Indicator (OEI)

Over the period from FY 2017/2018 to FY 2019/20, average OEI for NP WSSAs showed an irregular trend with a 23.6% increase in the FY 2018/19 followed by a subsequent 2.8% decline in the FY 2019/20. With an exception of Makonde WSSA, all NP WSSAs had their overall collection efficiency levels deteriorated in the FY 2019/20. Among all NP WSSAs, Mugango-Kiabakari WSSA experienced the most deterioration in overall collection efficiency (15%) mainly due to high NRW. Figure 69 presents OIEs for NP WSSAs during the period of review.

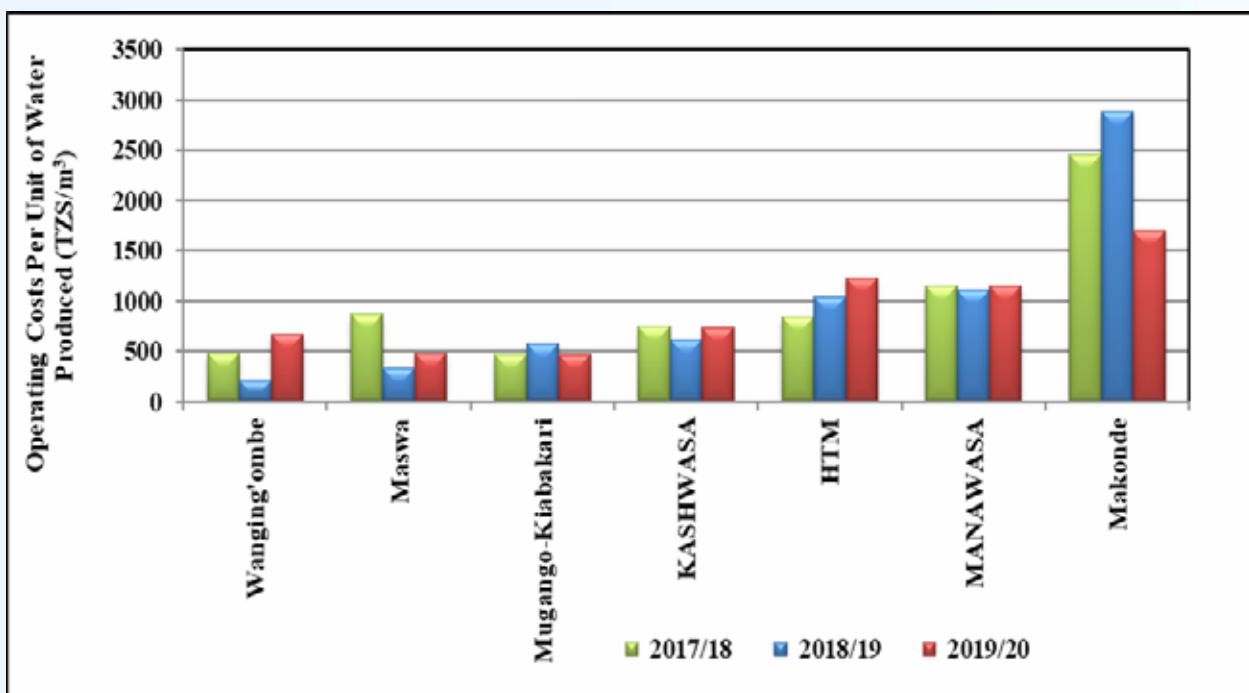


**Figure 69: Overall Efficiency Indicator (OEI) for NP WSSAs**

### 9.3 Expenditure Control

#### 9.3.1 Operating cost per Unit of Water Produced

The average operating cost (excluding depreciation expenses) per unit of water produced for the seven NP WSSAs declined over the last two financial years implying increased efficiency in utility operations. A 3.2% decrease in average cost from TZS 1000/m<sup>3</sup> to TZS 968/m<sup>3</sup> observed in the FY 2018/19 was followed by a 4.8% decline in costs in the subsequent year. A decrease in average per unit operating cost was contributed by a reduction in operating costs achieved by some utilities such as Makonde WSSA, Maswa WSSA and Mugango-Kiabakari WSSA and an increase in water production recorded by Mugango-Kiabakari WSSA and MANAWASA. Figure 70 indicates the operating unit cost for NP WSSAs for the period of FY 2017/18 to FY 2019/20.



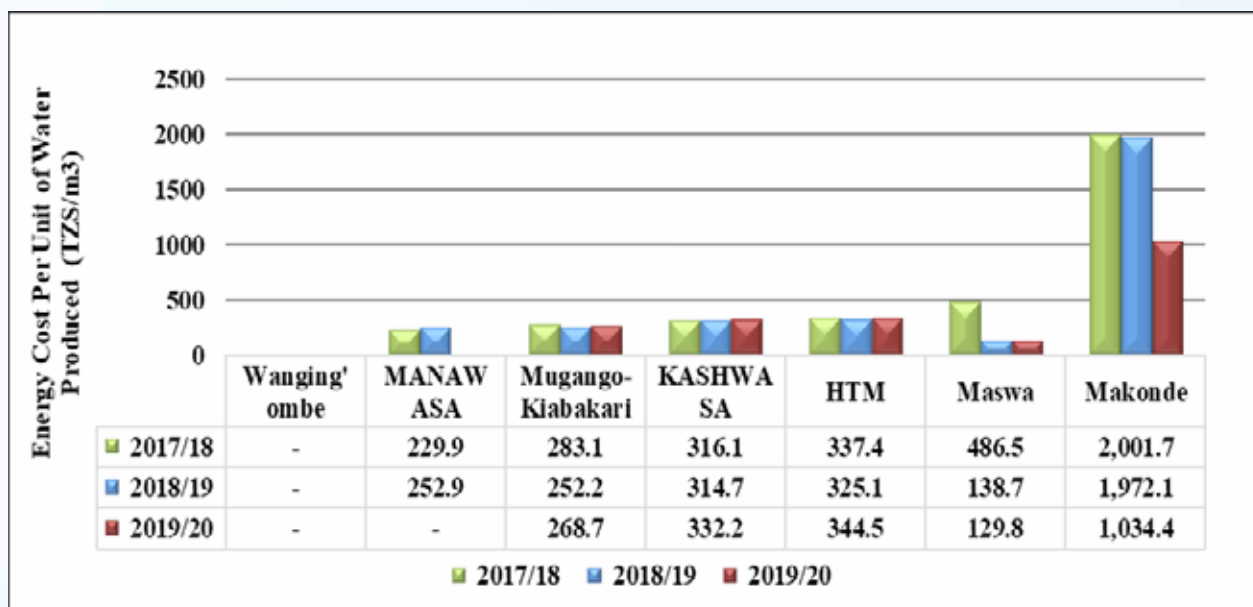
**Figure 70: Operating cost per Unit of Water Produced for NP WSSAs**

Despite the overall decrease in unit cost, some NP WSSAs had per unit cost of operations increased. The worst case was that experienced by Wanging'ombe WSSA where per unit operating cost rose by 223% from TZS 208/m<sup>3</sup> in the FY 2018/19 to 672/m<sup>3</sup> in the FY 2019/20. Other WSSAs whose per unit costs increased during the year under review were Maswa WSSA (44%), KASHWASA (21%), HTM WSSA (18%) and MANAWASA (4%).

#### 9.3.2 Energy Cost Per Unit of Water Produced

The average energy cost per cubic meter for NP WSSAs declined over the period from FY 2017/18 to FY 2019/20. An 11% decline in average energy cost from TZS 522/m<sup>3</sup> in the FY 2017/18 to TZS 465/m<sup>3</sup> in the FY 2018/19 was followed by a 35% decrease from TZS 465/m<sup>3</sup> to TZS 301/m<sup>3</sup> in the FY 2019/20.

A decrease in average cost observed in FY 2019/20 was mainly attributed to a significant fall in electricity costs incurred by MANAWASA. In the FY 2019/20, Makonde and Maswa WSSAs showed improved efficiency in energy use with a decline in costs by 47% and 6% respectively. On the other hand, KASHWASA, Mugango-Kiabakari and HTM WSSA recorded an increase in per unit energy costs by 5.5%, 6.6% and 6.0% respectively. Figure 71 shows unit cost of energy for seven NP WSSAs for the period under review.



**Figure 71: Energy Cost per Unit of Water Produced for NP WSSAs**

### 9.3.3 Chemical Costs per Unit of Water Produced

Chemical costs are those expenses associated with the acquisition and administration of chemicals used in the treatment of supplied water. In the review period, an average unit cost of chemicals for NP WSSAs showed a varying trend with a 24% increase from TZS 19.0/m<sup>3</sup> in the FY 2017/18 to TZS 14.5/m<sup>3</sup> in 2018/19 and a subsequent 93% increase to TZS 28.1/m<sup>3</sup> in 2019/20. Such a large increase in average costs in the FY 2019/20 is attributable to an 81% increase in chemical costs reported by KASHWASA. The increase in chemical costs incurred by KASHWASA was not associated with an increase in water production thus rendering an increase in per unit chemical cost to the utility from TZS 75.4 in 2018/19 to TZS 145.2 in the FY 2019/20. The most striking scenario was that of Maswa WSSA where water chemical expenses increased by nearly ten folds while water production fell by 41% thus rendering an increase in per unit chemical cost from TZS 2.1/m<sup>3</sup> in FY 2018/19 to TZS 36.8/m<sup>3</sup> in 2019/20. On the other hand, HTM WSSA reported an 83% decrease in unit cost of chemical in FY 2019/20. However, such a decrease in costs should be interpreted with care as it might be associated with inadequate treatment of water supplied. Figure 72 indicates unit cost of chemical for seven WSSAs for three financial years.

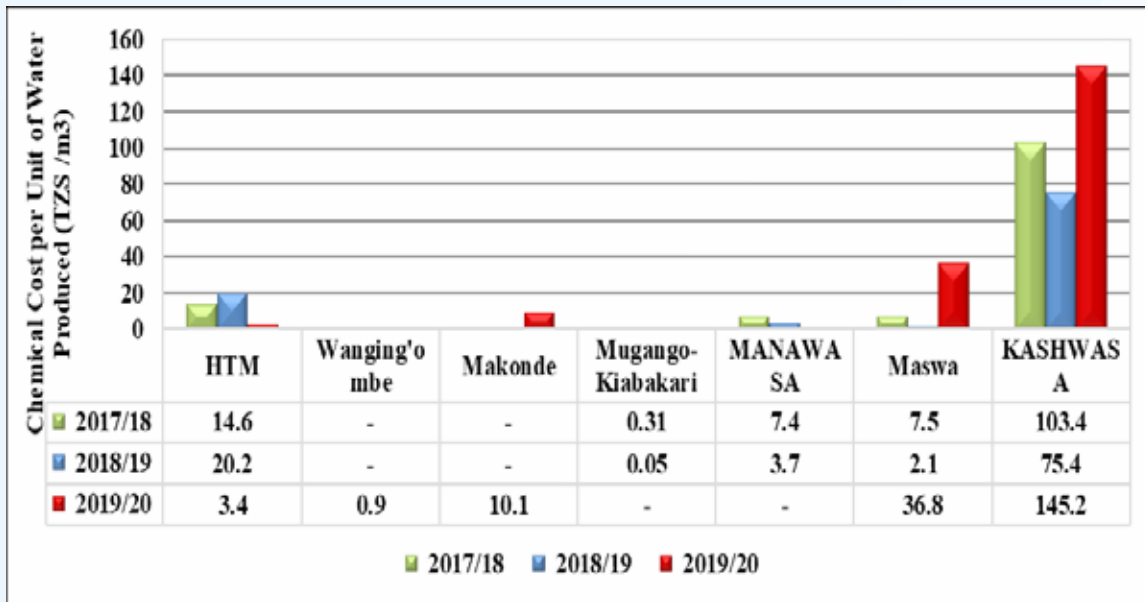


Figure 72: Chemical Costs per Cubic Meter for NP WSSAs

### 9.3.4 Personnel Cost Per Unit of Water Produced

The average personnel cost per unit of water produced for NP WSSAs declined from TZS 259.7/m<sup>3</sup> in the FY 2018/19 to TZS 243.5/m<sup>3</sup> in the FY 2019/20, equivalent to a 6.2% improvement. As shown in Figure 73, per unit personnel cost varied widely among WSSAs over the review period, with only Mugango-Kiabakari and Makonde WSSAs managing to lower per unit personnel expenses in the year 2019/20 (by 49% and 47% respectively). The highest per unit personnel costs in the FY 2019/20 were borne by MANAWASA (TZS 574.1/m<sup>3</sup>) and HTM WSSA (TZS 416.4/m<sup>3</sup>).

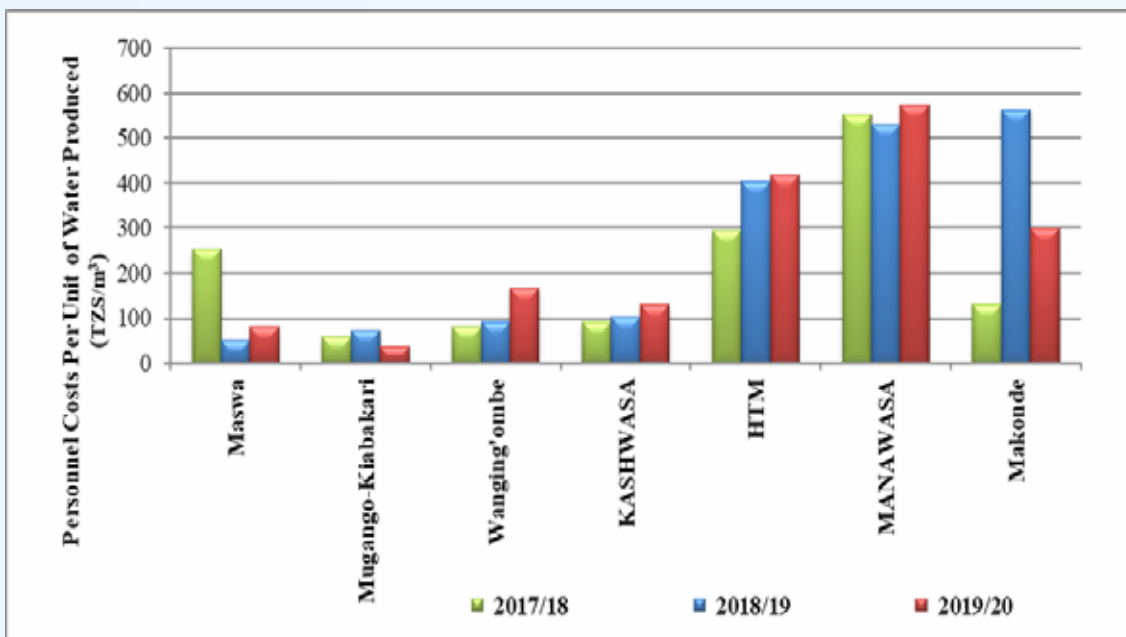
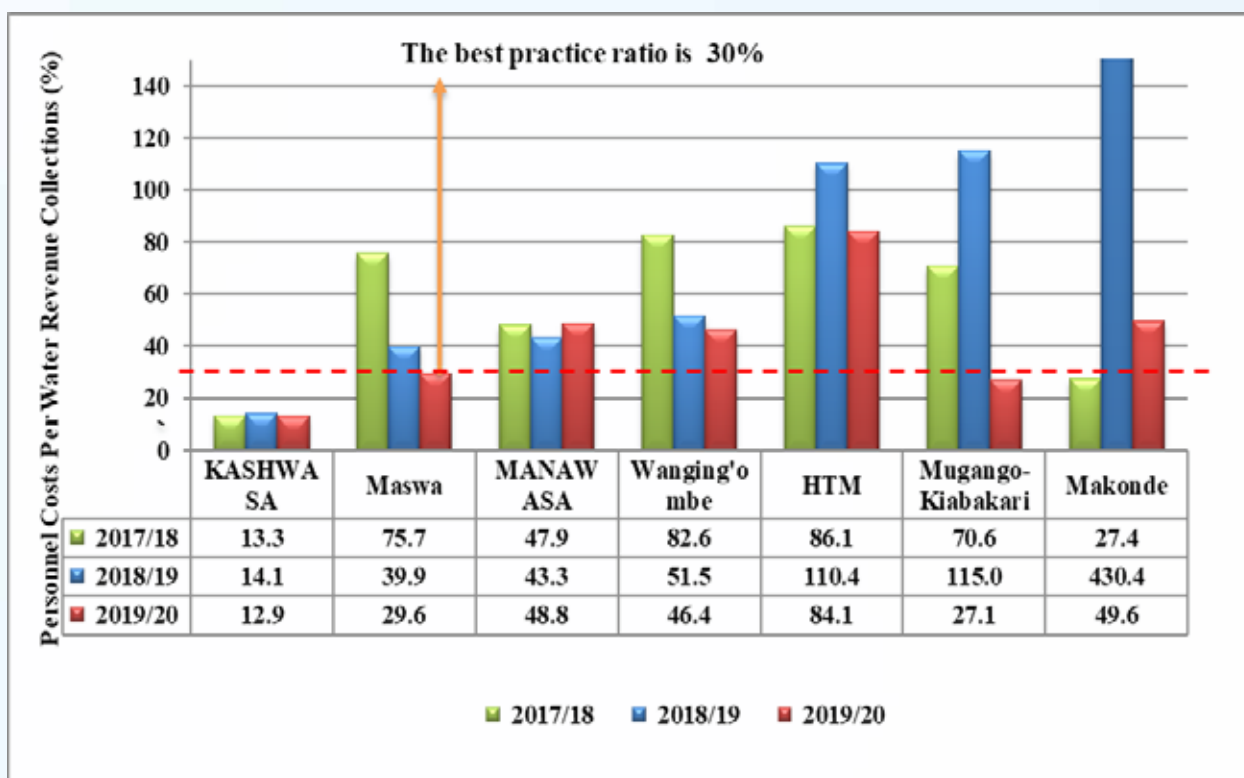


Figure 73: Personnel Costs per cubic Metre of Water Produced for NP WSSAs

WSSAs that saw a significant increase in per unit personnel costs in the FY 2019/20 were Wanging'ombe WSSA (78.8%), Maswa WSSA (60.5%) and KASHWASA (26%). The main reasons for an increase in unit costs increased in salary payment (the case of Wanging'ombe WSSA), increase allowance payments made by KASHWASA and a 41% decrease in water production recorded by Maswa WSSA.

### 9.3.4 Personnel Costs as a Percentage of Revenue Collections

Personnel cost as a percentage of revenue collection showed an irregular trend over the period under review. The overall proportion of personnel expenses increased from 57.6% in FY 2017/18 to 115% in 2018/19 before declining to 42.6% in 2019/20. The best practice requires personnel expenditure as a percentage of revenue collection from water and sewerage services not to exceed 30%. Only KASHWASA, Mugango-Kiabakari and Maswa WSSAs managed to keep the ratio of personnel expenses to revenue collection below 30%. KASHWASA continued to be the best performer among the seven NP WSSAs, with a ratio below 30% for three consecutive years, (13.3% in 2017/18, 14.1% in 2018/19 and 12.9% in 2019/20). The performance of NP WSSAs in terms of ratio of personnel costs to revenue collection for the period under review is provided in Figure 74.



**Figure 74: Personnel Costs as a percentage of Revenue collections for NP WSSAs**

Among the seven NP WSSAs, only MANAWASA recorded an increase in the ratio of personnel costs to total operating revenue collection, from 43.3% to 48.8%. The main deterioration in the ratio was a 14% increase in personnel cost paid by the utility during the FY 2019/20 emanating from a hike in allowance payments and a 12% decline in collections in the year.

### 9.3.5 Administrative Costs Per Cubic Meter of Water Produced

The average per-unit administrative costs for NP WSSAs fell from TZS 349.3/m<sup>3</sup> in FY 2017/18 to TZS 136.1/m<sup>3</sup> in FY 2018/19 and eventually rose marginally to TZS 138.5/m<sup>3</sup> in the FY 2019/20. As shown in Figure 75, Utilities that recorded an increase in per unit administration expenses in the FY 2019/20 included Wanging'ombe WSSA, Maswa WSSA and HTM WSSA. The most striking case was that of Maswa WSSA in which per unit administration costs more than tripled over three years from TZS 41.2/m<sup>3</sup> in the FY 2017/18 to TZS 145/m<sup>3</sup> in the FY 2019/20, with a large increase of 129% in the FY 2019/20. Mugango-Kiabakari and Makonde WSSAs observed significant declines in unit administrative costs in the year 2019/20.

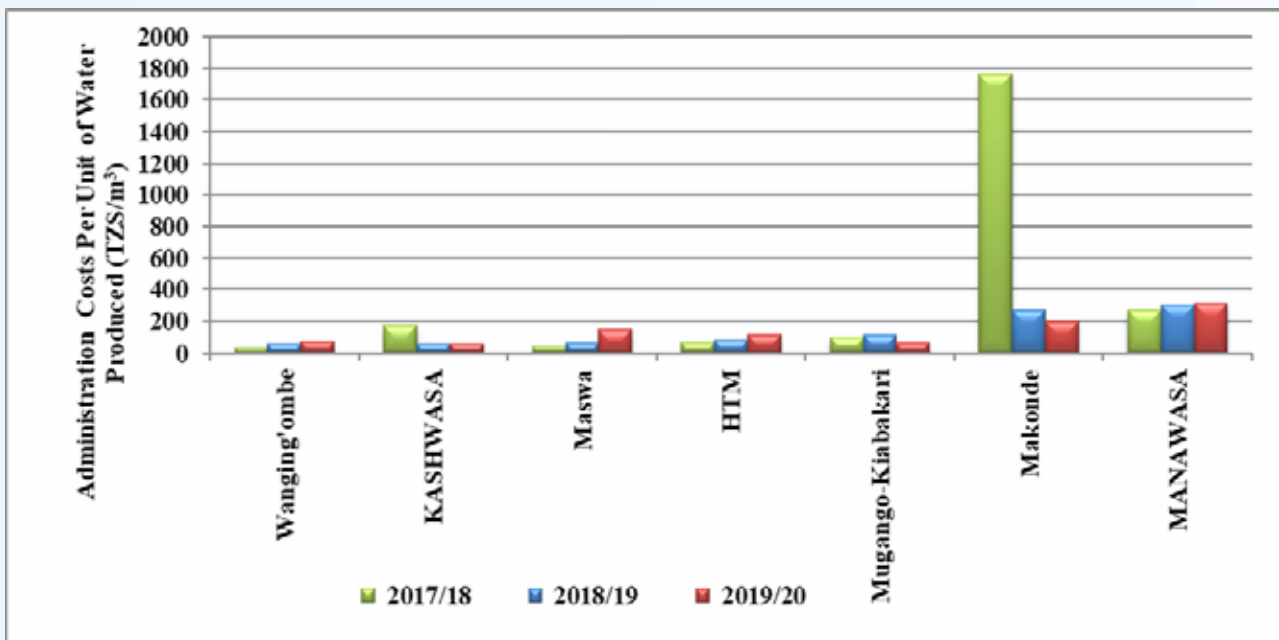
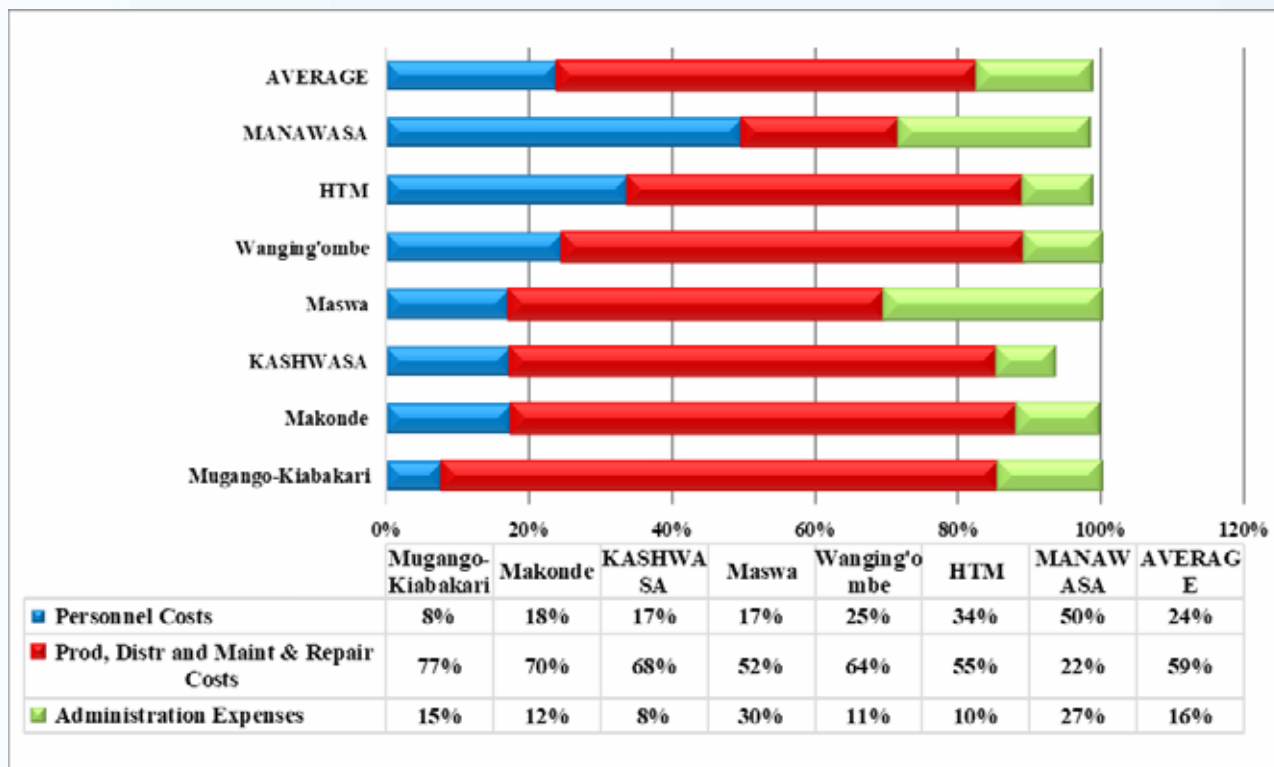


Figure 75: Administration Costs per cubic Metre of Water Produced for NP WSSAs

## 9.4 Cost Structure

### 9.4.1 Composition of O&M Costs (Excluding Depreciation)

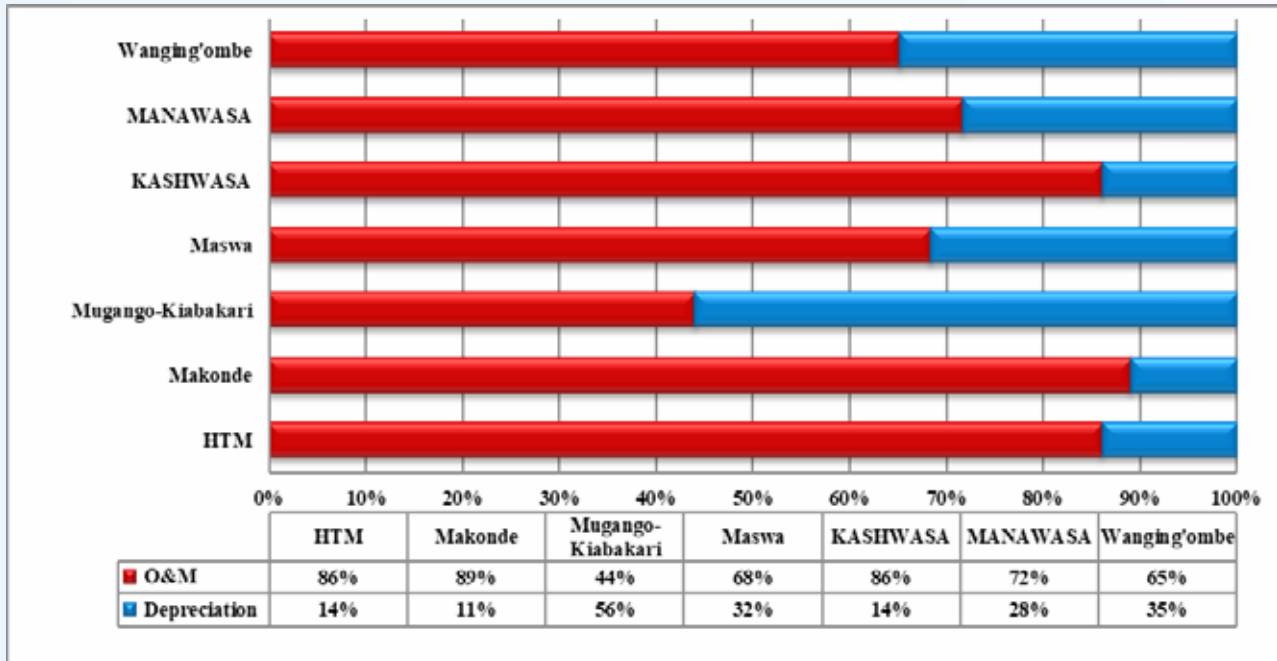
This section indicates disaggregation of operations costs into three main components: (i) Personnel costs, (ii) Administration expenses and (iii) Production, Distribution and Maintenance and Repair costs. As shown in Figure 76, on average, 59% of operations costs incurred by NP WSSAs was attributable to production, distribution, maintenance and repair, 24% personnel costs and 16% was administration costs. Table A3.14 Appendix 3 details cost composition for each NP WSSA.



**Figure 76: Composition of O&M Cost Excluding Depreciation for NP WSSAs**

#### 9.4.2 Depreciation versus Other Operation and Maintenance (O&M) Cost

This section analyses proportion of operations expenses borne by utilities that represent depreciation charge. Depreciation represents an allowance for wear and tear of plant, property, and equipment and amortization of intangible assets. As indicated in Figure 77 on average, 27% of costs was depreciation expenses. Mugango-Kiabakari WSSA had the highest share of depreciation expenses in an annual expenditure of 56% whereas Makonde WSSA devoted only 11% of operating expenditure on wear and tear of fixed assets. The share of depreciation charges varied greatly among WSSAs due to differences in depreciation policies, value of assets and cost structure as shown in Table A3.15 of Appendix 3.



**Figure 77: Composition of O&M Costs with Depreciation for NP WSSAs**

## 9.5 Cost Recovery

This section evaluates the extent to which NP WSSAs covered their operation and maintenance expenses. Two main indicators were analyzed: Working Ratio and Operating Ratio.

### 9.5.1 Working Ratio

The overall working ratio improved from 2.8 in FY 2018/19 to 1.8 in FY 2019/20. Maswa WSSA, MANAWASA and KASHWASA had working ratios below 1 in the year 2019/20. Nonetheless, neither of the seven NP WSSAs managed to drive its working ratio below the service level benchmark of 0.67. Wanging'ombe WSSA was the worst performer of all NP WSSAs with its working ratio rising sharply from 0.8 to 1.9 in the FY 2019/20. A worsening working ratio implies inability of the utility to cover operations expenses with its revenues.



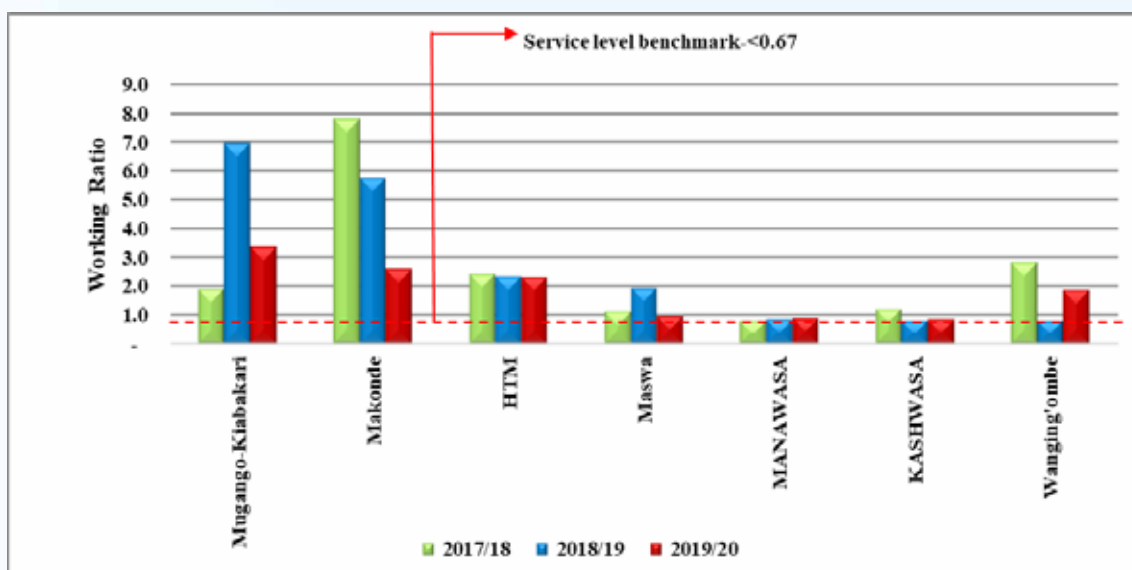


Figure 78: Working Ratio for NP WSSAs

### 9.5.2 Operating Ratio (OR)

Average operating ratio for the seven NP WSSAs improved from 4.3 in the FY 2018/19 to 2.8 in the FY 2019/20. Such a decrease in the ratio implies that on average in the year 2019/20 NP WSSAs were able to cover nearly one-third of operating costs using their own revenues compared to one fourth in the FY 2018/19. None of NP WSSAs managed to push operating ratio below the service level benchmark of 0.8 in the year 2019/20. KASHWASA had the best ratio of all NP WSSAs in the year 2019/20 as it attained the highest acceptable ratio of 1 while the poorest observed ratio was 7.6 recorded by Mugango-Kiabakari WSSA. The ratio of 1 implies that KASHWASA was could cover all operating costs using her revenues.

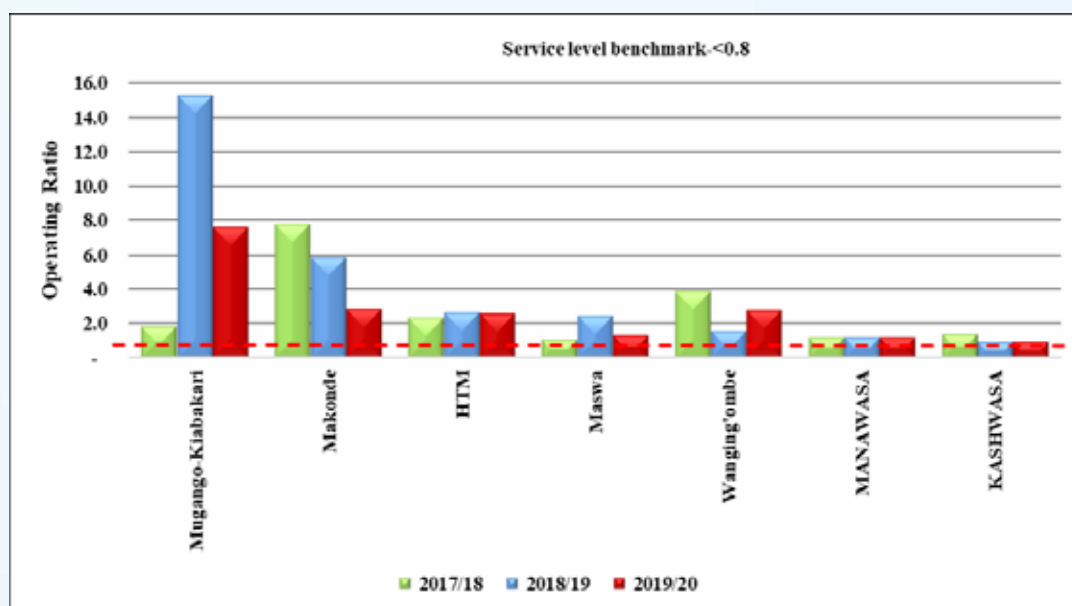


Figure 79: Operating Ratios for NP WSSAs

## 10.0 COMPLIANCE WITH REGULATORY DIRECTIVES AND REQUIREMENTS

This Chapter discusses the NP WSSAs compliance with regulatory directives and requirements in terms of tariff conditions, reporting requirements and remittance of regulatory levy.

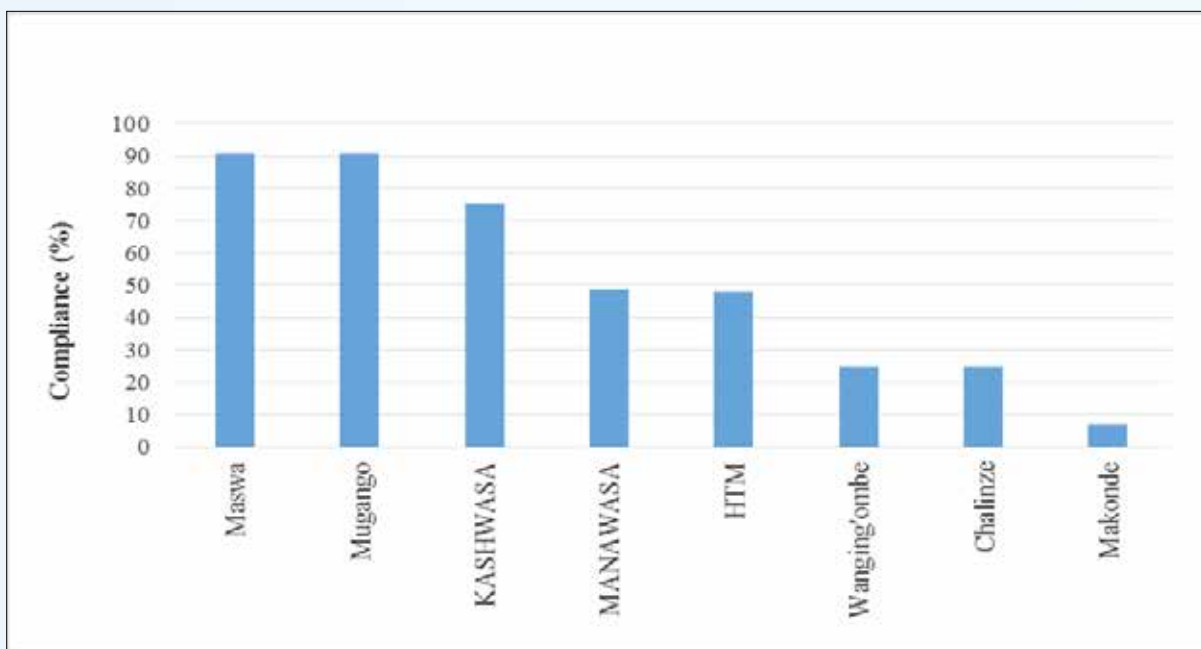
### 10.1 Tariff Review and Compliance with Tariff Order

During the period under review, EWURA did not receive tariff review application from NP WSSAs. In FY 2019/20, only tariff application from Mugango-Kiabakari WSSA that was received in FY 2018/19 qualified for EWURA approval. The approved average tariffs for Mugango-Kiabakari WSSA are shown in Table 27.

**Table 27: Tariff Review Determinations for NP WSSAs**

S/N	Name of WSSA	Previous average tariff (TZS/m <sup>3</sup> )	Approved Average Metered Tariff (TZS/m <sup>3</sup> )			Effective date
			2019/20	2020/21	2021/22	
1	Mugango-Kiabakari	407	1,310	1,520	1,570	1 <sup>st</sup> December 2019

Compliance with tariff order is evaluated in terms of compliance with tariff conditions contained in Tariff Order of respective WSSA. During the year under review, the overall compliance with tariff conditions among NP WSSAs deteriorated to 51% in FY 2019/20 compared to 66.8% in FY 2018/19 and 53% in FY 2017/18. Figure 80 presents an overall tariff conditions compliance during the reporting period. Details of the compliance for each utility including compliance evaluation criteria are shown in Appendix 4: Table A4.2.



**Figure 80: Evaluation of compliance with tariff conditions for National Project WSSAs**

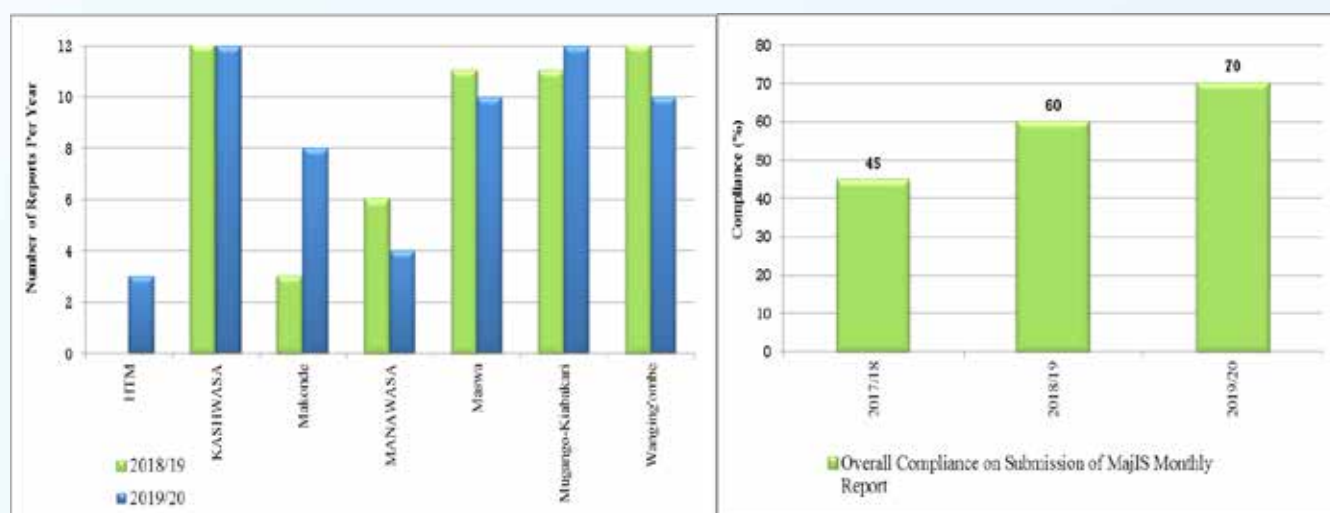
## 10.2 Reporting Obligations

Annual and Monthly performance reports is the regulatory requirements that all WSSAs should prepare and submit their reports to EWURA as required by Water Supply and Sanitation Act, 2019. For consecutive three consecutive years KASHWASA WSSA maintained a good performance in report submission of all required reports while MANAWASA showed unsatisfactory performance in submission of reports. Appendix 4-Table A4.2 presents the details on the submission of the report. The status of compliance on regulatory requirement of NP WSSAs are described as follows;

### 10.2.1 MajIS Reports

#### Monthly MajIS Reports

For three consecutive years, NP WSSAs showed an increase in compliance with the submission of MajIS monthly report. During the FY 2019/20 the overall compliance of submission of MajIS monthly reported increasing from 60% in FY 2018/19 to 70% in FY 2019/20 as depicted in Figure 81. Furthermore, the KASHWASA and Mugango-Kiabakari WSSAs submitted all 12 MajIS monthly reports. HTM and Makonde WSSAs showed an increment of more than 10%. Figure 80 present the compliance of WSSAs in the submission of MajIS monthly report.



**Figure 81: present the compliance of WSSAs in the submission of MajIS monthly report.**

#### Annual MajIS Reports

NPWSSAs improved the timely submission of Annual MajIS reports from 38% in FY 2018/19 to 57% in FY 2019/20. The WSSAs that complied in the submission were KASHWASA, Makonde, Maswa, and Wanging'ombe WSSAs as presented in Figure 79. However, two NP WSSAs namely Mugango-Kiabakari and MANAWASA WSSAs did not submit the reports for two consecutive years.

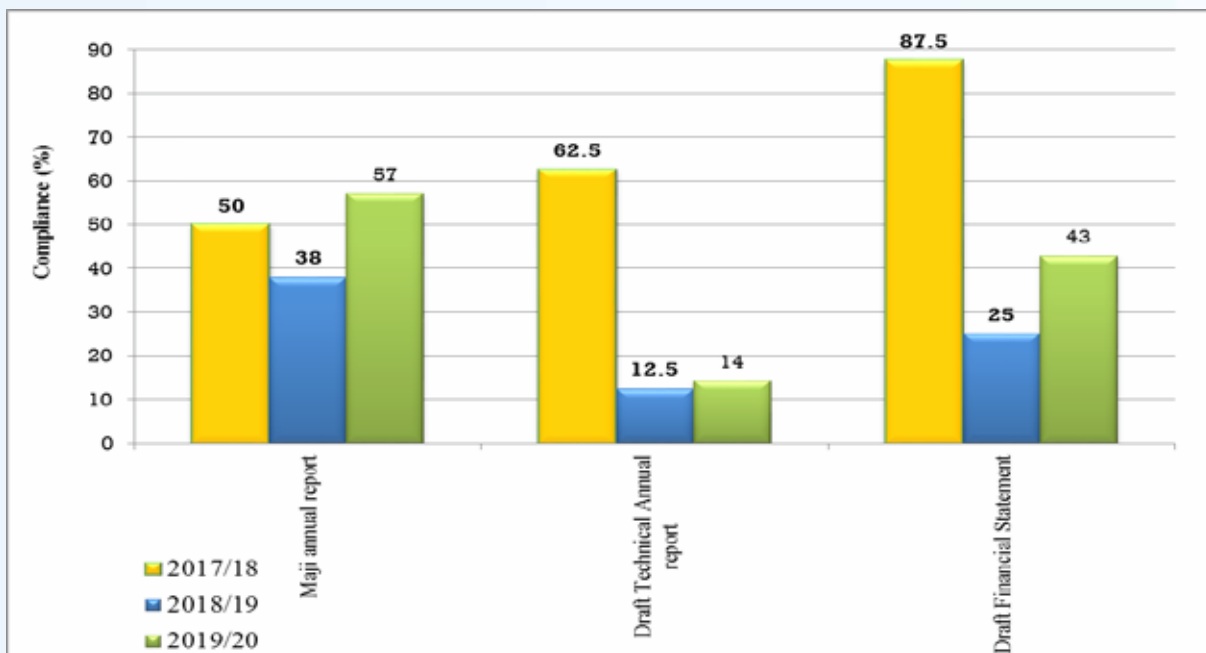
## 10.2.2 Annual Operational Reports

### Annual Technical Reports

Under the year of review, the trend in compliance on submission of Annual Technical Reports is unsatisfactory. For two (2) consecutive years only KASHWASA managed to timely submit the report while Wanging'ombe and MANAWASA WSSA did not submit the reports and 4 NPWSSAs submitted late as shown in Figure 81. Appendix 4: Table A4.1(b) presented a summary of report submission status and the details for each NP WSSA.

### Annual Financial Reports

During the FY 2019/20 NP WSSAs rejuvenated improvement in the submission of draft annual financial reports from 25% in FY 2018/19 to 43% in FY 2019/20 as presented in Figure 82. The NP WSSAs namely KASHWASA, HTM and Wanging'ombe WSSAs complied with submission of the report while remaining 3 NPWSSAs submitted late.



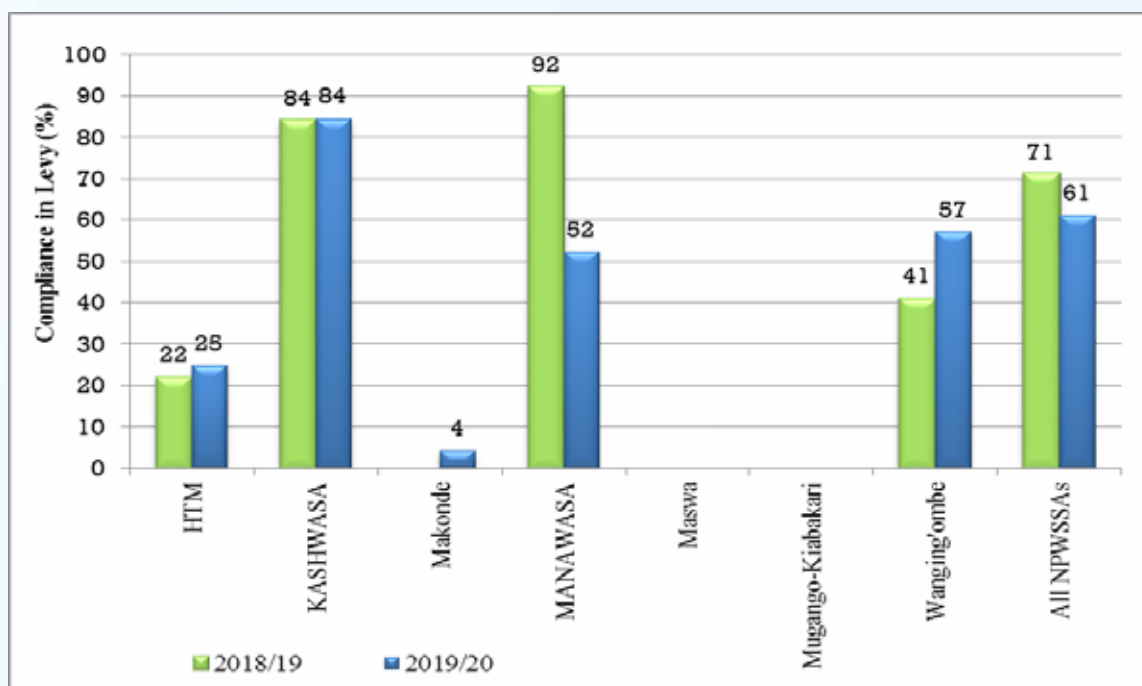
**Figure 82: Compliance to submission of Reports**

## 10.2.3 Management tools

NP WSSAs are obliged to comply with regulatory requirements that need them to have approved management tools namely business plans and customer service charter as required by Water Supply and Sanitation Act, 2019. During the FY 2019/20 all NPWSSAs except MANAWASA have the approved business plans. However, NPWSSAs showed unsatisfactory compliance on customer service charter whereas only three NP WSSAs namely KASHWASA, HTM and Mugango Kiabakari have the approved customer service charter as presented in Appendix 4: Table 4.1(c).

### 10.3 Compliance with EWURA Remittance of Regulatory Levy

NP WSSAs are required to remit regulatory levy according to EWURA Act, Cap 414. The overall performance of All NP WSSAs in remittance of regulatory levy decreased from 71% in FY 2018/19 to 61% in FY 2019/20. During the year under review, all NP WSSAs have not achieved the remittance of regulatory levy by 100% with KASHWASA with highest compliance (84%) while Maswa and Mugango-Kiabakari have zero (0%) compliance for two consecutive years. Consequently, EWURA has included the analysis of remittance of levy among NP WSSAs in the report. The overall compliance with remittance of regulatory levy during FY 2019/20 is shown in Figure 83 and Appendix 5 Table A5.1(b).



**Figure 83: Compliance with remittance regulatory levy**

## 11.0 PERFORMANCE RANKING

This chapter outlines performance ranking of National Project WSSAs according to the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018. The overall results of the ranking of NP WSSAs are presented into two categories namely the Overall Ranking and the Utility Ranking. Similar to the ranking of Regional WSSAs, the source of data on performance target was the WSSA's approved Business Plan. In the absence of Business Plan, the WSSAs was awarded a zero score on the attainment of performance targets.

### 11.1 Procedure for Ranking

The overall procedures for the utility ranking for NP WSSAs is similar to the procedure for ranking of Regional WSSAs presented in Chapter 6 of this report with weights in various indicators presented in Table 28.

**Table 28: Key Performance Indicator Weights**

Indicator No.	Performance Indicators	Weight	Service Level benchmark
KPI 2	Average hours of supply (hrs.)	12%	24
KPI 3	Water quality compliance		
	<i>E-coli</i>	18%	100
	Turbidity	12%	100
KPI 4	Metering ratio (%)	12%	100
KPI 5	Non-Revenue Water (%)	12%	<20%
KPI 6	Revenue collection efficiency (%)	18%	>95%
KPI 8	Operating ratio (ratio)	6%	<0.8
KPI 12	Percentage of staff employed by WSSA	10%	100

On the other hand, the score based on compliance with regulatory requirements was evaluated based on attainment of score based on the weight of each obligation as presented in Table 29.

**Table 29: Compliance to Regulatory Requirements**

Code No.	Regulatory requirement	Total Score
CRR1	Timely submission of monthly MajiS reports	12
CRR2	Timely submission of draft annual MajiS report	5
CRR3	Timely submission of 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 final annual report for the previous year	10
CRR9	Availability of Water Quality Monitoring Plan	18

## 11.2 Classification of Performance Scores

The overall score classification for performance of NP WSSAs is similar to the classification of Regional WSSAs as presented in Table 22 of this Report (section 6.4).

## 11.3 Results of Performance Ranking

### 11.3.1 Overall Ranking Results

Based on the above overall ranking KASHWASA emerged the overall best NP WSSA in the provision water services after scoring 79.2 points, which is categorized as very good performance. On the other hand, Maswa WSSA was the overall least performer in the provision of water services.

### 11.3.2 Utility Ranking Results

Based on the criteria for determining utility, HTM WSSA was the best performer under the category of utility ranking in water services while Maswa WSSAs was the least performer.

Table 30 summarizes the results on the performance ranking evaluation NP WSSAs in provision of water supply and sanitation services.

**Table 30: Summary of NP WSSAs' Ranking in the Provision of Water Services**

SN	Utility Name	Total Weighted Score Based on KPIs	Reporting Score	Overall Ranking				Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank	Previous Rank 2018/19	Utility Ranking Score	Utility Rank	Classification	Interpretation
1	HTM	47.5	12.9	60.4	C	Good	3	4	63.0	1	C	Good
2	KASHWASA	55.5	23.7	79.2	B	Very Good	1	1	56.4	2	C	Good
3	Makonde	34.9	5.4	40.3	D	Fair	6	8	32.5	6	E	Unsatisfactory
4	MANAWASA	56.3	5.4	61.7	C	Good	2	2	37.8	3	E	Unsatisfactory
5	Maswa	21.7	7.5	29.2	E	Unsatisfactory	7	7	9.8	7	E	Unsatisfactory
6	Mugang o-Kiabakari	32.5	13.8	46.3	D	Fair	4	6	34.7	4	E	Unsatisfactory
7	Wang-ing'ombe	34.6	11.7	46.3	D	Fair	5	5	34.1	5	E	Unsatisfactory

**PART III:  
IMPLEMENTATION OF THE OBSERVATIONS  
AND RECOMMENDATIONS MADE IN  
THE PREVIOUS REPORT**



## 12.0 IMPLEMENTATION OF THE RECOMMENDATIONS OF THE PREVIOUS REPORT

This chapter discusses the implementation of the recommendations that were made in the previous year FY 2018/19 report. The report contained recommendations on the following six (6) key issues:

- (a) implement strategies to ensure a satisfactory pace of reduction trend of NRW. NRW reduction strategies should be included in their business plans.
- (b) ensure that they are informed on any project that may result in pipe cuts to prevent water losses.
- (c) initiate and implement projects for construction of sewerage systems.
- (d) ensure efficient utilization of the available water and sewerage network by having in place strategies that will ensure an increase in number of water and sewerage customers. The strategies should be incorporated into WSSAs business plans.
- (e) ensure they have a mechanism that will enable separation of arrears from the collection from current bills.
- (f) NP WSSAs were required to ensure they have enough and qualified staff.

Generally, the implementation of the recommendations made in the FY 2018/19 was satisfactory as presented in Appendix 4. It is still recommended that WSSAs should improve on implementation of the recommendations provided in the report.

**PART IV:  
KEY OBSERVATIONS AND RECOMMENDATIONS**

## 13.0 KEY OBSERVATIONS AND RECOMMENDATIONS

This chapter presents the major observations encountered during the preparation of this report. To improve the performance of WSSAs, subsequent measures for each observation have been recommended. Table 31 presents the major key observed issues, recommended solutions and the responsible entity for correcting the observed issue.

**Table 31: Key Observations and Recommendations**

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
1	Decrease in Water Production among NP WSSAs	Water production and installed capacities among NP WSSA has been decreasing in the past three years resulting in a low capacity of NP WSSA to meet water demand and improve service coverage	NP WSSAs should undertake sound strategic long-term planning in accordance with the National Vision 2025 and National Development Plans to increase water production that meets demand .	Jun-22	Managing Directors of NP WSSAs
2	High Non-Revenue Water (NRW)	It was observed that the overall NRW is still far from the service level benchmark of 20%. Only Kahama and KASHWASA WSSAs were able to achieve and maintain the service level benchmark for NRW.	Regional WSSAs should continue implementing and develop new strategies to ensure that the current trend towards attaining service level benchmark is improved.	Continuous	Managing Directors of Regional and NP WSSAs
		Inadequate coordination among different stakeholders in WSSAs' service areas during the execution of other infrastructure projects has resulted in water pipe cuts and hence increase in NRW	WSSAs should ensure that they are informed on any project that may result in pipe cuts to prevent water losses.	Continuous	Managing Directors of Regional and NP WSSAs

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
3	Little attention and slow development in access to Non-Sewered Sanitation	Out of 33 RNP WSSAs, only 16 WSSAs have faecal sludge treatment facilities. The available faecal treatment facilities to all WSSAs are capable of treating only 2.7% of the expected volume of faecal sludge. Out of 26 Regional WSSAs only 11 have cesspit emptier trucks.	Water Authorities should design and implement an inclusive urban sanitation programme that prioritises the construction of low cost and decentralised sanitation technologies comprising the construction of faecal sludge treatment facilities. WSSAs and LGAs should also partner with the private sector to improve faecal sludge emptying and transportation facilities.	Jun-22	Managing Directors of Regional and NP WSSAs
		Inadequate coordination among different stakeholders in WSSAs' service areas in the provision of non-sewered sanitation and lack of sufficient sanitation baseline data	WSSAs shall collaborate with their respective Local Governments Authorities to develop a Memorandum of Understanding that will provide clear roles and responsibilities of WSSA's, LGAs and other stakeholders in improving the provision of sanitation services in their service areas. WSSAs should use the same collaborative approach to establish a non-sewered sanitation database that takes into consideration the entire sanitation chain.	Jun-22	
4	Poor performance in attaining utility performance targets	Out of 33 RNP WSSAs, 18 WSSAs scores unsatisfactory performance in Utility ranking indicating the poor performance of Water Authorities in attaining their performance targets.	Water Authorities should ensure that during the planning process and development of planning documents they set targets that are realistic and attainable current bills	Continuous	Managing Directors of Regional and NP WSSAs
5	High inconsistency of data reported in Web-based MajiS System	Data reported monthly and annual in MajiS Information System were found to be highly inconsistent with data reported in annual performance report resulting in lack of trust for data reported in the MajiS system and aftermath delay in preparation of Water Utilities Performance Review Reports	WSSAs are required to improve mechanisms that ensure the reliability and accuracy of data submitted via MajiS systems.	Continuous	Managing Directors of NP WSSAs

In conclusion, generally, the performance of RNP WSSAs in FY 2019/20 as compared to FY 2018/19 has shown improvement in the areas of water abstraction; water production; water and wastewater quality compliance; customer metering and connections; staff productivity and water sales collections. The major reform and changes witnessed in the sector during the year under review, affect water service coverage which slightly decreased. The report has identified areas for improvement, which include addressing the issues of high Non-Revenue Water; slow development and little attention in non-sewered sanitation, decrease in water production among NP WSSAs, poor performance in attaining utility performance targets and high inconsistency of data reported in Web-based MajiS System. RNP 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 RNP WSSAs.

# APENDICES

# **APPENDIX 1: WSSAs PROFILES**

## **REGIONAL WSSAs PROFILES**

## **CATEGORY A REGIONAL WSSAs PROFILES**



**ARUSHA WSSA PROFILE**  
**EWURA CLASS II LICENSE NO: WSSSL/16/11**

**2019/20**

**Water Utility** Arusha WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in its jurisdiction area which comprises Arusha City, Usa River, Ngaramtoni Loliondo and Monduli towns. Arusha WSSA is classified as Category A water utility, and its area of responsibility has a total population of 875,011 persons as projected from the 2012 census report out of whom 464,936 people are served with water by the utility. The utility draws water from three types of water sources; rivers (13%), springs (48%) and boreholes (39%). These source's combine production capacities are 91,690m<sup>3</sup>/day while water demand stands at 121,459m<sup>3</sup>/day. The utility has a sewerage system with a total length of 61.01 km, serving about 6% of the population in the service area. The Utility uses five wastewater stabilization ponds to treat sewage and faecal sludge. The average daily flow into the ponds is 6,500m<sup>3</sup>/day while the design capacity is 3,500m<sup>3</sup>/day resulting in overloading the ponds. During the year under review, it was estimated that 38.4% of the total households in the service area contain their faecal sludge in the septic tanks while 57.6% used latrines, 3.5% were connected to the sewerage system and about 0.1% do not have any containment facility (open defecation). About 61% per cent of total latrines were reported to be emptiable. The utility owns and operate a faecal sludge treatment facility and possess five cesspits emptier trucks. Arusha WSSA has 436 staff and is implementing a Customer Service Charter approved by EWURA.

<b>General Data About Water Utility</b>	Total Water Connections	69,630
	Active Water Connections	61,361
	Total Sewerage Connections	6,046
	Total Staff	436
	Annual O&M Costs	TZS 13,413,813,651
	Annual Water and Sewerage Collections	TZS 15,520,811,959
	Annual Water and Sewerage Billings	TZS 15,603,865,509

<b>Tariff Structure</b>	<b>Water Tariff</b>					
	<b>Category</b>	<b>Domesti</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Bottling</b>
	0-5m <sup>3</sup>	1,330	1,510	1,930	2,560	15,300
	>5 ≤ 10	1,550				
>15	1,810					

**Note:** Water Kiosk tariff is TZS 20 per 20litre

<b>Sewerage Tariff</b>				
<b>Category</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>
TZS per m <sup>3</sup> of drinking water	375	510	750	870

**The effective date of the tariffs: 1<sup>st</sup> December 2018.**

**Priority of Needs** 1. Addition of new water sources 2. Extension of the water supply network 3. Improvement of the existing sewerage network and wastewater treatment plant 3. Reduction of Non-Revenue Water to the acceptable level 4. Improvement of revenue collection 5. Development and implementation of onsite sanitation programs.

**Customer Service** Average monthly water consumption is about 9m<sup>3</sup> per domestic connection with a per capita consumption of 22lts/day. Water is available at an average of 15.7 hours a day. Water quality meets the required standard with overall average compliance of 99%. However, wastewater effluents do not meet the required standard due to the overloading of the treatment plant. During the year under review, there were 17,368 consumer complaints reported of which 99% were resolved. The total number of complaints per 1000 connections is 249, and 56% of the total complaints are related to low water pressure or lack of water followed by leakages (31%) which are the highest among all complaints received.

**Performance Highlights** Arusha WSSA provides water supply direct to 53% of the population in its service area. NRW is at 49.14%. Bulk meters are installed at 27 water production points out of the existing 47 points, and 99% of customer water connections are metered. Operating and working ratios are good at 0.99 and 0.88, respectively. Accounts receivable equivalent is at 3.1 months. Average tariff at TZS 1,547 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of an investment. Staff/1000 total connections ratio is at 5.76

**ARUSHA WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	49,873m <sup>3</sup>
Production capacity/day	91,689m <sup>3</sup>
Treatment type	Chlorine Dosing
Storage capacity	34,919.5m <sup>3</sup>
Length of Water network	1,259km
Length of Sewerage Network	61.01km

**Service Connections**

Total water connections	69,630
Domestic water connections	62,548
Total sewer connections	6,046
Domestic sewer connections	4,869
Metered water connection	99%

**Service Indicators**

Water Service Coverage	64%
Population directly served	53%
Service hours	15.7
Per capita consumption	60l/c/d
Average Tariff	1,547TZS/m <sup>3</sup>
Complaints/1000 connection	249

**Efficiency Indicators**

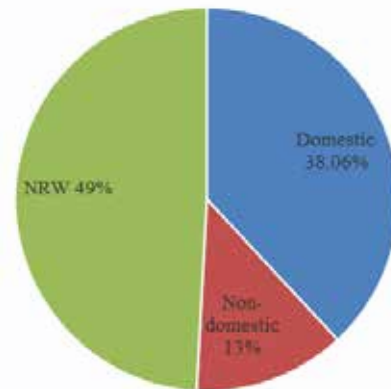
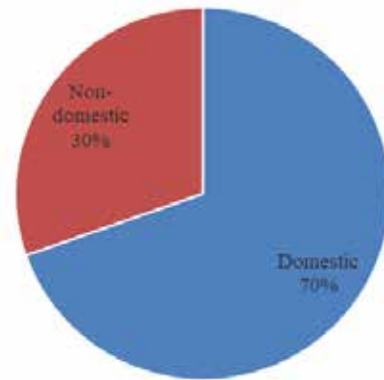
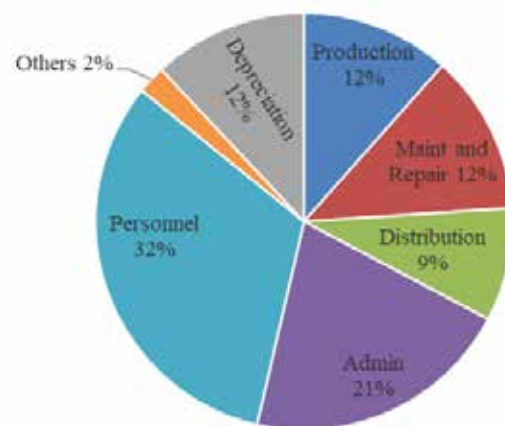
Non-Revenue Water	49.14%
Revenue collection efficiency	98.8% (arrears included)
Unit production cost	846.7 TZS/m <sup>3</sup>
Operating ratio	0.98
Working ratio	0.88
Accounts receivables	3.1
Staff/1000 total connections	5.76
Number of Sewer Blockage	11.69 nr/km/year

**Income and Expenditure**

Annual operating income from water and sewerage services	TZS 15,603,865,509
Government /Donor Grants	TZS -
Amortized Grants	TZS -
Other income	TZS 1,981,850,732

**TOTAL INCOME TZS 17,585,716,241**

Water Production Expenses	TZS 1,763,469,201
Water distribution Expenses	TZS 1,337,962,032
Maintenance and Repair	TZS 1,891,644,055
Personnel Expenses	TZS 4,905,329,553
Administration Expenses	TZS 3,181,413,827
Other O&M Expenses	TZS 333,994,983
<b>Total O&amp;M</b>	<b>TZS 13,413,813,651</b>
Depreciation & Amortization	TZS 1,829,320,412

**ANNUAL EXPENDITURE TZS 15,243,124,063**

**ANNUAL WATER USE: 18,203,681 m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 15,603,865,509**

**ANNUAL EXPENDITURE TZS 15,243,124,063**

**DAWASA PROFILE**
**2019/20**
**EWURA LICENSE NO: N/A**

<b>Water Utility</b>	<p>DAWASA was re-established after the disestablishment of the former DAWASA effective from 1<sup>st</sup> July 2018. DAWASA is responsible for the infrastructure development, overall operations and management of water supply and sanitation services in the City of Dar es Salaam, towns in Coast Region namely Kibaha, Bagamoyo, Mkuranga, Kisarawe and Chalinze including villages in parts of District Councils of Bagamoyo, Kibaha and Morogoro Rural. DAWASA service area has a total population of 7,177,653.59 people in its area of responsibility of which 5,767,478.04 are served by the utility. The utility draws water from three rivers (Ruvu, Wami and Kizinga) contributing about 99% of the daily water production and from twenty (56) boreholes contributing 1%. The combined production capacity is 492,567.00 m<sup>3</sup>/day while water demand stands at 600,846.00 m<sup>3</sup>/day. The utility has a sewerage system with a sewer line of 201 km in length, eight (8) wastewater stabilization ponds and four (4) DEWATS. DAWASA has 1,392 staff. DAWASA has approved Customer Service Charter and Business Plan that is due to expire on 30<sup>th</sup> June 2021. During the year under review, it was estimated that 33.0% of the total households in the service area contain their faecal sludge in the septic tanks while 13.1% used latrines, 1.9% were connected to sewerage system and about 1% do not have any containment facility (open defecation). About 69% of total latrines were reported to be emptiable. The utility owns and operate faecal sludge treatment facility and possess seven (7) cesspit emptier trucks. DAWASA used to operate with a licence that was issued by MoW before existence EWURA however, in compliance with Water Supply and Sanitation Act, 2019 DAWASA applied to EWURA for a Licence to provide water and sanitation services within its service area.</p>																																															
<b>General Data About Water Utility</b>	<table border="1"> <tr> <td>Total Water Connections</td> <td colspan="5">314,155</td> </tr> <tr> <td>Active Water Connections</td> <td colspan="5">287,775</td> </tr> <tr> <td>Total Wastewater Connections</td> <td colspan="5">19,913</td> </tr> <tr> <td>Total Staff</td> <td colspan="5">1,392</td> </tr> <tr> <td>Annual O &amp; M Costs</td> <td colspan="5">TZS 151,408,010,748</td> </tr> <tr> <td>Annual Water and Sewerage Collections</td> <td colspan="5">TZS 137,581,162,465</td> </tr> <tr> <td>Annual Water and Sewerage Billing</td> <td colspan="5">TZS 136,772,949,024</td> </tr> </table>						Total Water Connections	314,155					Active Water Connections	287,775					Total Wastewater Connections	19,913					Total Staff	1,392					Annual O & M Costs	TZS 151,408,010,748					Annual Water and Sewerage Collections	TZS 137,581,162,465					Annual Water and Sewerage Billing	TZS 136,772,949,024				
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TZS per m <sup>3</sup>	386	386	386	386																																												
<b>Priority of Needs</b>	<p>1. Increase water and sewerage coverage 2. NRW reduction 3. Increase the number of water household connections 4. Improve revenue collection efficiency.</p>																																															
<b>Customer Service</b>	<p>Average monthly water consumption is about 15.8m<sup>3</sup> per domestic connection with per capita consumption of 22.3 lts/day. Water is available at an average of 21.2 hours a day. Water quality meets the required standard with overall average compliance of 100%. However, WSP effluent had 49% BOD and 30%COD compliance with effluent standards. The low performance on wastewater effluents was due to lack of routine maintenance and overloading of some WSPs. During the year under review, there were 234,960 consumer complaints reported of which 141,946 were resolved. The total number of complaints per 1000 connections is 748. The highest categories of complaints received were 11% on low pressure or lack of water and 8% on billing.</p>																																															
<b>Performance Highlights</b>	<p>DAWASA provides water supply direct to 86% of the population in its service area. NRW is still unsatisfactory, as it is 40.38% in FY 2019/20. All water production points are installed with bulk meters and all customer are metered. Operating and working ratios are unsatisfactory and they stand at 1.14 and 1.00 respectively. Accounts receivable is at 5.1 months. Average tariff is TZS 1,663 per m<sup>3</sup> fair enough to cover operating expenses and part of an investment. Staff/1000 total connections ratio is at 3.9.</p>																																															

**DAWASA WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	403,660	m <sup>3</sup> /day
Production capacity/day	492,567	m <sup>3</sup> /day
Treatment type	Conventional	
Storage capacity	153,649	m <sup>3</sup>
Length of Water network	3,866	km
Length of Sewerage Network	201	km

**Service Connections**

Total water connections	314,155
Domestic water connections	309,638
Total sewer connections	19,913
Domestic sewer connections	19,913
Metered water connections	314,155

**Service Indicators**

Water Service Coverage	89	%
Population directly served	86	%
Service hours	21.2	hours
Per capita consumption	22	l/c/d
Average Tariff	1663	TZS/m <sup>3</sup>
Complaints/1000 connection	748	

**Efficiency Indicators**

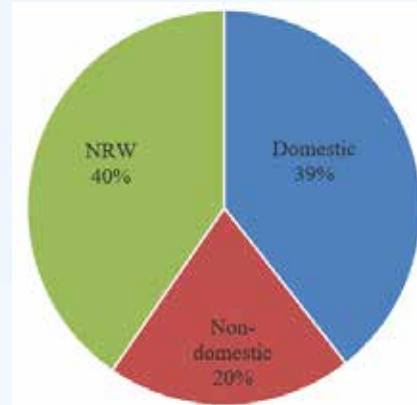
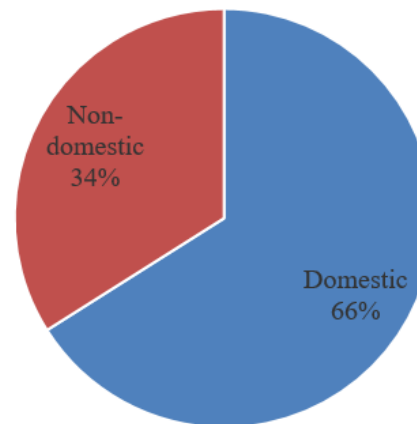
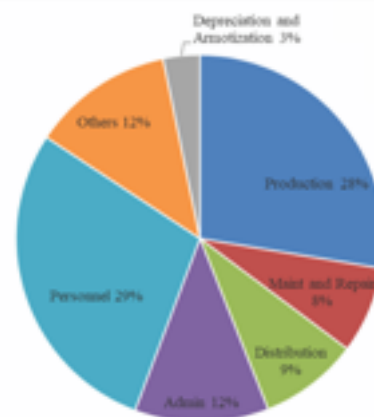
Non-Revenue Water	40.4	%
Revenue collection efficiency	81.7	%
Unit production cost	460	TZS/m <sup>3</sup>
Operating ratio	1.14	
Working ratio	1.00	
Accounts receivables	5.1	months
Staff/1000 total connections	4.2	
Number of Sewer Blockage	15	nr/km/year
Water Quality Compliance	100	%

**Income and Expenditure**

Annual operating income from water and sewerage services	TZS 136,772,949,024
Government /Donor Grants	TZS 0
Amortized Grants	TZS 3,080,116,541
Other income	TZS 18,057,551,453

**TOTAL INCOME TZS 157,910,617,019**

Water Production Expenses	TZS 42,951,501,774
Water distribution Expenses	TZS 13,565,253,422
Maintenance and Repair	TZS 11,913,331,931
Personnel Expenses	TZS 44,424,491,310
Administration Expenses	TZS 17,913,278,674
Other O & M Expenses	TZS 14,207,582,389
Total O & M	TZS 144,975,439,499
Depreciation and Amortization	TZS 20,933,574,014

**ANNUAL EXPENDITURE TZS 165,909,013,513**

**ANNUAL WATER USE: 148,511,162 m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 136,772,949,024**

**ANNUAL EXPENDITURE TZS 165,909,013,513**

**DODOMA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/05/2011**
**Water Utility**

Dodoma WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Dodoma City, Chamwino, Kongwa and Bahi towns. Dodoma WSSA is classified as Category A water utility and its area of responsibility has a total population of 565,474 as projected from the 2012 census report out of whom 483,743 people are served by the utility. The utility draws water from ground water sources (borehole - 100%) having 34 boreholes in total located at the Mzakwe well field, Chamwino, Kongwa and Bahi. The combined production capacity is 63,602m<sup>3</sup>/day while water demand stands at 112,296.00m<sup>3</sup>/day. The Utility has a sewerage system with total length of 115.9km, serving about 20% of the population, further, sewage treatment is done by Wastewater Stabilization Ponds (WSPs). The utility has one cesspit emptier with capacity of 6m<sup>3</sup>. Furthermore, there are eight private owned cesspits emptier registered by Dodoma City Council and Dodoma WSSA for provision of faecal sludge management services in the service area. During the year under review, it was estimated that 67% of the total households in the service area contain their faecal sludge in the septic tanks while 20.3% used latrines, 12.7% were connected to sewerage system. About 4% of total latrines were reported to be emptiable. The utility owns and operate faecal sludge treatment facility and possess one (1) cesspit emptier trucks. Dodoma WSSA has 195 staff and is implementing Customer Service Charter approved by EWURA.

**General Data About Water Utility**

Total Water Connections	49,946
Active Water Connections	49,946
Total sewerage Connections	5,954
Total Staff	195
Annual O&M Costs	TZS 15,643,046,913
Annual Water and Sewerage Collections	TZS 16,847,809,000
Annual Water and Sewerage Billings	TZS 16,884,972,969

**Tariff Structure**
**Water Tariff**

Category	Domestic	Institutional	Commercial	Industrial	Bulk Customer
0-5	1,170	1,620	1,660	1,660	1,800
6-10	1,250				
11 -30	1,260				
>30	1,230				

**Note:** Water Kiosk tariff is TZS 24 per 20 litres

**Sewerage Tariff**

Category	Domestic	Institution	Commercial	Industrial
TZS per m <sup>3</sup> of drinking water	40%	40%	40%	40%

**Note: Effective date of the tariffs: 1<sup>st</sup> June 2019**

**Priority of Needs**

1. Increase water sources, production and water supply coverage 2. Increase sewerage services coverage 3. Improve revenue to match expenditures 4. Improve revenue collection efficiency.

**Customer Service**

Average per capita consumption of 65lts/day. Water is available for an average of 10 hours a day. Water quality meets the required standard with overall average compliance of 100%. However, wastewater effluents do not meet the required standard due to the overloading of the ponds. During the year under review, there were 6,957 consumer complaints reported of which all were resolved.

**Performance Highlights**

Dodoma WSSA provides water supply direct to 86% of the population in its service area. NRW is 26.56%. Bulk meters are installed at all water production points and all customer water connections are metered. Operating and working ratios are good at 1.17 and 0.81 respectively. Accounts receivables equivalent are unsatisfactory at 4 months. Average tariff is TZS 1,397 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of investment. Staff/1000 total connections ratio is at 4.

**DODOMA WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	63,602m <sup>3</sup>
Production capacity/day	77,690m <sup>3</sup>
Treatment type	Chlorination
Storage capacity	97,500m <sup>3</sup>
Length of Water network	770km
Length of Sewerage Network	116km

**Service Connections**

Total water connections	49,946
Domestic water connections	46,089
Total sewer connections	5,954
Domestic sewer connections	5,228
Metering ratio	100%

**Service Indicators**

Water Service Coverage	82%
Population directly served	78%
Service hours	12
Per capita consumption	65l/c/d
Average Tariff	1,397 TZS/m <sup>3</sup>

**Efficiency Indicators**

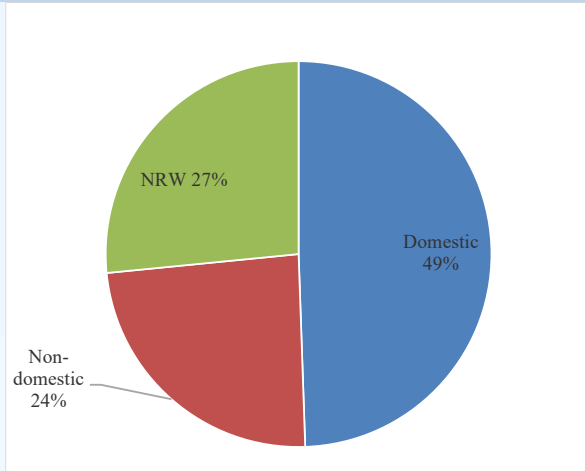
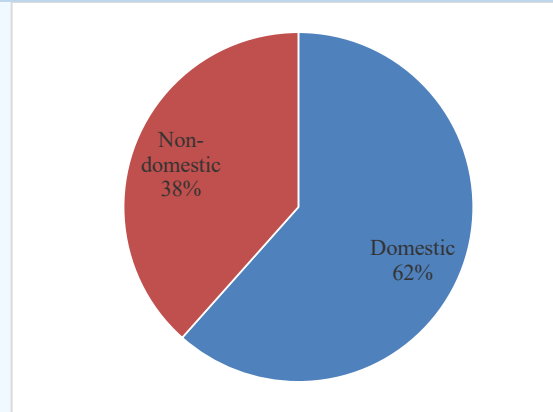
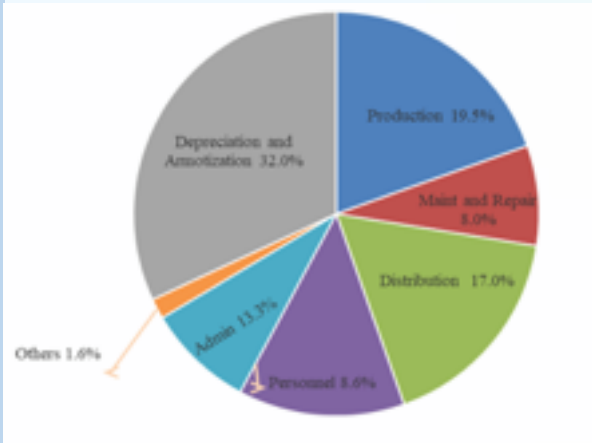
Non-Revenue Water	26.56%
Revenue collection efficiency	93.9%
Unit production cost	1,132 TZS/m <sup>3</sup>
Operating ratio	1.17
Working ratio	0.81
Accounts receivables	4
Staff/1000 total connections	4

**Income and Expenditure**

Annual operating income from water and sewerage services	TZS 16,847,808,558
Government /Donor Grants	TZS 11,292,127,000
Amortized Grants	TZS -
Other income	TZS 13,774,410
<b>TOTAL INCOME</b>	<b>TZS 28,153,709,968</b>

Water Production Expenses	TZS 3,907,059,000
Water distribution Expenses	TZS 3,409,235,000
Maintenance and Repair	TZS 1,469,803,000
Personnel Expenses	TZS 4,465,793,000
Administration Expenses	TZS 1,850,859,000
Other O&M Expenses	TZS
<b>Total O&amp;M</b>	<b>TZS 15,643,047,000</b>

Depreciation & Amortization	TZS 6,919,166,317
<b>ANNUAL EXPENDITURE</b>	<b>TZS 22,562,213,317</b>


**ANNUAL WATER USE: 15,493,870 m<sup>3</sup>**

**ANNUAL WATER AND SANITATION BILLING TZS 16,847,810,000**

**ANNUAL EXPENDITURE TZS 22,562,213,317**

**IRINGA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENCE NO: WSSSL/10/2011**
**Water Utility**

Iringa WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Iringa Municipality. Iringa WSSA is classified as a Category A water utility and its area of responsibility has a total population of 267,178 as projected from the 2012 census report out of whom 244,174 people are served with water by the utility. The utility draws water from surface and groundwater sources (river 80%) and spring 19%), groundwater and Kibwabwa borehole 1%). The combined production capacity is 15,429m<sup>3</sup>/day while water demand stands at 21,279m<sup>3</sup>/day. The Utility has a sewerage system with a total length of 68km, serving about 18% of the population, Sewage treatment is done by wastewater stabilization ponds. During the year under review, it was estimated that 56% of the total households in the service area contain their faecal sludge in the septic tanks while 95% used latrines, 5.7% were connected to sewerage system and about 1% do not have any containment facility (open defecation). About 74% of total latrines were reported to be emptiable. The utility owns and operate faecal sludge treatment facility and possess no cesspit emptier trucks. Iringa WSSA has 136 staff.

**General Data About Water Utility**

Total Water Connections	30,304
Active Water Connections	26,723
Total sewerage Connections	2294
Total Staff	136
Annual O&M Costs	TZS 6,009,499,631
Annual Water and Sewerage Collections	TZS 7,651,419,387
Annual Water and Sewerage Billings	TZS 7,797,542,726

**Tariff Structure**
**Water Tariff**

Category	Domestic	Institutional	Commercial	Industrial
1-5	1,920	1,860	1,770	2,000
6 -40	2,060	2,160		
> 40	2,320	2,320		

**Note:** Water Kiosk tariff is TZS 22.80 per 20 litres

**Sewerage Tariff**

Category	Domestic	Institution	Commercial	Industrial
TZS per m <sup>3</sup> of drinking water	40%	50%	50%	50%

**Note: Effective date of the tariffs: 1<sup>st</sup> May 2019**

**Priority of Needs**

1. Improve water supply and sanitation services coverage. 2 Reduction of NRW. 3 Improve collection efficiency 4 Improve public relations and customer awareness 5 Improve human resource and administration management. 6. Improve Staff per 1000 total water and sewerage connections.

**Customer Service**

Average daily water per capita consumption of 32.24 lts/day. Water is available at an average of 22 hours a day. Water quality meets the required standard with overall average compliance of 100%. During the year under review, there were 9362 consumer complaints reported of which 8859 were resolved.

**Performance Highlights**

Iringa WSSA provides water supply direct to 85% of the population in its service area. NRW at 31% is higher than the recommended. Bulk meters are installed at all water production points and 97% customer water connections are metered. Operating and working ratios are 0.89 and 0.73 respectively. Accounts receivables equivalent is 1.17 months. Average tariff is TZS 2000 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of investment. Staff/1000 total connections ratio is at 4.

**IRINGA WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	15,429m <sup>3</sup>
Production capacity/day	30,681m <sup>3</sup>
Treatment type	conventional treatment
Storage capacity	9876m <sup>3</sup>
Length of Water network	887km
Length of Sewerage Network	68km

**Service Connections**

Total water connections	30,304
Domestic water connections	28,762
Total sewer connections	2,294
Domestic sewer connections	2,012
Metering ratio	97%

**Service Indicators**

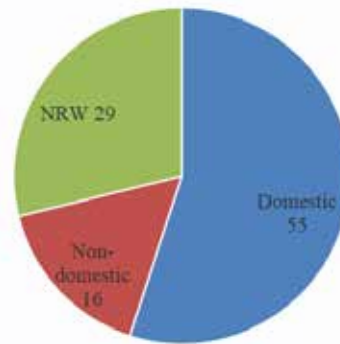
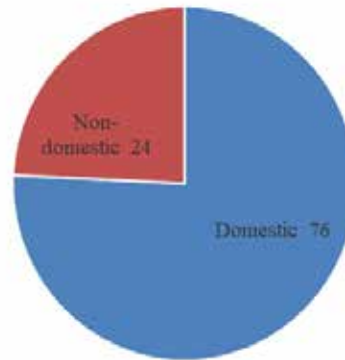
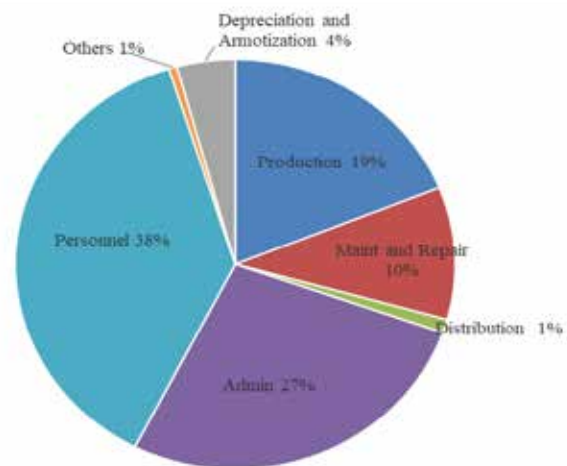
Water Service Coverage	83%
Population directly served	85%
Service hours	22
Per capita consumption	32.24l/c/d
Average Tariff	2,000 TZS/m <sup>3</sup>

**Efficiency Indicators**

Non-Revenue Water	31%
Revenue collection efficiency	98%
Unit production cost	1,006.88 TZS/m <sup>3</sup>
Operating ratio	0.89
Working ratio	0.73
Accounts receivables	1.17
Staff/1000 total connections	4
Number of Sewer Blockage	25 nr/km/year

**Income and Expenditure**

Annual operating income from water and sewerage services	TZS 7,797,542,726
Government /Donor Grants	TZS
Amortized Grants	TZS
Other income	TZS 7 1,240,374
<b>TOTAL INCOME</b>	<b>TZS 7,868,783,101</b>
Water Production Expenses	TZS 1,136,010,535
Water distribution Expenses	TZS 64,340,864
Maintenance and Repair	TZS 626,278,413
Personnel Expenses	TZS 2,258,074,932
Administration Expenses	TZS 1,631,709,957
Other O&M Expenses	TZS 35,723,115
<b>Total O&amp;M</b>	<b>TZS 5,752,137,819</b>
Depreciation & Amortization	TZS 257,361,812
<b>ANNUAL EXPENDITURE</b>	<b>TZS 6,009,499,631</b>


**ANNUAL WATER USE: 5,739,070m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 7,797,542,726**

**ANNUAL EXPENDITURE TZS 6,009,499,631**



<b>KAHAMA WSSA PROFILE</b>		<b>2019/20</b>																								
<b>EWURA LICENSE NO: WSSSL/66/2012</b>																										
Water Utility	<p>Kahama Water Supply and Sanitation Authority (Kahama WSSA), is a fully autonomous public utility responsible for the overall operation and management of water supply and sanitation services in the Kahama Town. Its area of operation has a total population of 226,293 people while the served population is 154,822 people (About 192,381 people are living in area with water network). Kahama WSSA depends mainly on bulk water purchase from KASHWASA as its source of water supply. However, it has its water source - the Kahama dam as an additional and standby water supply in case of failures of the bulk water supply. Currently, Kahama dam is not operational as it is highly contaminated by human activities taking place around the catchment area. Water services are available at an average of 23 hours per day. The Utility does not have a sewerage system and sewage treatment plant. Sanitation services operate under the supervision of Kahama District Council. KahamaWSSA has a water quality monitoring program, which outsources water quality services from Shinyanga regional water quality laboratory to audit the quality of water it produces. During the year under review, it was estimated that 18.8% of the total households in the service area contain their faecal sludge in the septic tanks while 80.9% used latrines and about 0.3% do not have any containment facility (open defecation). About 77% of total latrines were reported to be emptiable. The utility owns and operate the faecal sludge treatment facility and have not posse's cesspit emptier trucks. Kahama WSSA has a total workforce of 88, and currently, it has a Client Service Charter.</p>																									
General Data About Water Utility	<table border="0" style="width: 100%;"> <tr> <td>Total Water Connections</td> <td style="text-align: right;">19,452</td> </tr> <tr> <td>Active Water Connections</td> <td style="text-align: right;">16,958</td> </tr> <tr> <td>Total Staff</td> <td style="text-align: right;">88</td> </tr> <tr> <td>Annual O &amp; M Costs</td> <td style="text-align: right;">TZS 7,029,504,096.33</td> </tr> <tr> <td>Annual Water Collections</td> <td style="text-align: right;">TZS 8,243,782,196.00</td> </tr> <tr> <td>Annual Water Billing</td> <td style="text-align: right;">TZS 8,362,640,695.00</td> </tr> </table>		Total Water Connections	19,452	Active Water Connections	16,958	Total Staff	88	Annual O & M Costs	TZS 7,029,504,096.33	Annual Water Collections	TZS 8,243,782,196.00	Annual Water Billing	TZS 8,362,640,695.00												
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Category	Domestic	Institutions	Commercial	Industrial	Kiosks	Car Wash	Mining																			
TZS./m <sup>3</sup>	1,888	2,320	2,450	2,601	2,000	3,493	3,670																			
Service Charges (TZS/Month)	0	0	0	0	0	0	0																			
Priority of Needs	<ol style="list-style-type: none"> <li>1. Extension of water distribution network to uncovered areas.</li> <li>2. Construction of sewerage network and wastewater treatment facilities.</li> </ol>																									
Customer Service	<p>Average monthly water consumption is about 12m<sup>3</sup> per domestic connection with daily per capita consumption of 59liters. Water is available at an average of 23 hours a day. Water quality is good, with overall average compliance of 80%. There were 727 customer complaints reported and were all resolved. The total number of complaints per 1,000 connections is 43 and 47% of the total complaints are bill related.</p>																									
Performance Highlights	<p>Kahama WSSA provides water supply direct to 68.42 % of the population in its service area at an average of 23hours per day. The NRW is 17.44%. All production points, district zones and service connections are metered. Operating ratio is satisfactory at 0.94 and working ratio at 0.84. Accounts receivable equivalent is satisfactory at 2 months. Average tariff at TZS 1,961.0 per m<sup>3</sup> is fair and enough to cover operating expenses and part of investment. Staff/1000 connections ratio is 5.19 and the Total Population in the service area is 226,293 people.</p>																									

**KAHAMA WSSA PROFILE**  
**EWURA LICENSE NO: WSSSL/66/2012**
**2019/20**
**Production/Distribution**

Average daily production	11,883	m <sup>3</sup> /day
Production capacity/day	26,000	m <sup>3</sup> /day
Treatment type	Chlorination	
Storage capacity	21,050	m <sup>3</sup>
Length of Water network	362.8	km

**Service Connections**

Total water connections	19,452
Domestic water connections	18,011
Total sewer connections	NIL
Domestic sewer connections	NIL
Metered water connections	19,452

**Service Indicators**

Water Service Coverage	85	%
Population directly served	68	%
Service hours	23	hours
Per capita consumption	59	l/c/d
Average Tariff	2192	TZS/m <sup>3</sup>
Complaints/1000 connection	43	

**Efficiency Indicators**

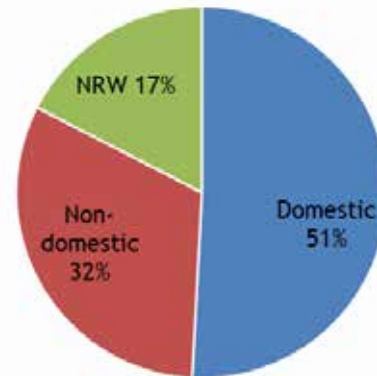
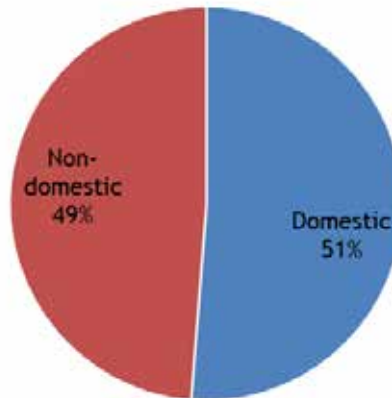
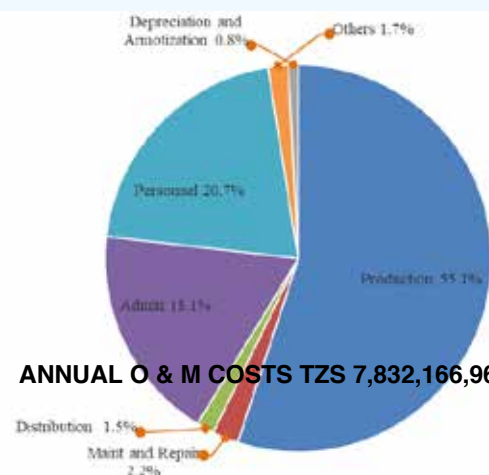
Non-Revenue Water	17	%
Revenue collection efficiency	100.8	%
Unit production cost	913	TZS/m <sup>3</sup>
Operating ratio	0.94	
Working ratio	0.84	
Accounts receivables	2	months
Staff/1000 total connections	4.52	
Number of Sewer Blockage	NA	nr/km/year

**Income and Expenditure**

Annual operating income from water and sewerage services	TZS8,236,048,403
Government /Donor Grants	TZS 0
Amortized Grants	TZS 227,093,029
Other income	TZS 98,402,622

**TOTAL INCOME**
**TZS8,561,544,054**

Water Production Expenses	TZS3,959,700,900
Water distribution Expenses	TZS 106,583,707
Maintenance and Repair	TZS 157,228,680
Personnel Expenses	TZS1,485,516,735
Administration Expenses	TZS1,169,710,771
Other O & M Expenses	TZS 150,763,303
Total O & M	TZS7,029,504,096
Depreciation and Amortization	TZS 802,662,868

**ANNUAL EXPENDITURE**
**TZS7,832,166,964**

**ANNUAL WATER USE 3,581,073 m<sup>3</sup>**

**ANNUAL WATER BILLING TZS 8,236,048,403**

**ANNUAL O & M COSTS TZS 7,832,166,964**

**MBEYA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENCE NO: WSSSL/15/2011**

**Water Utility** Mbeya WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Mbeya City and Mbalizi area. Mbeya WSSA is classified as a Category A water utility and its area of responsibility has a total population of 630,000 as projected from the 2012 census out of whom 529,504 people are served with water by the utility. The utility draws water from surface (River - 45%) and groundwater sources (spring - 55%). The combined production capacity is 51,446m<sup>3</sup>/day while water demand stands at 63,000m<sup>3</sup>/day. The Utility has a sewerage system with a total length of 133 km, serving about 11% of the population. Sewage treatment is done by wastewater stabilization ponds. During the year under review, it was estimated that 63.4% of the total households in the service area contain their faecal sludge in the septic tanks while 41% used latrines, 3.2% were connected to the sewerage system and about 1.1% do not have any containment facility (open defecation). About 8% of total latrines were reported to be emptiable. The utility owns and operate a faecal sludge treatment facility and possess no cesspit emptier trucks. Mbeya WSSA has a total of 200 staff.

<b>General Data About Water Utility</b>	Total water connection	67,287
	Total active connection	66,787
	Total Staff	200
	Annual O&M Costs	TZS 11,267,022,576
	Annual Water and Sewerage Collections	TZS 12,146,100,000
	Annual Water and Sewerage Billings	TZS 12,255,136,873

**Tariff Structure**
**Water Tariff**

Category	Domestic	Institutional	Commercial	Industrial
TZS/m <sup>3</sup>	1,100 – 1,300	1,500 – 1,700	1,500 – 1,700	1,700 – 1,900

Note: Water Kiosk tariff is TZS 20 per 20 litre

**Sewerage Tariff**

Category	Domestic	Institution	Commercial	Industrial
TZS per m <sup>3</sup> of drinking water	385	500	575	700
Flat rate	20,000	24,000	36,000	36,000

Note: Effective date of the tariffs: 1<sup>st</sup> December 2018

**Priority of Needs**

1. Improve water supply coverage to uncovered areas. 2. Extension of sewerage network to unsaved areas. 3. Reduce Non-Revenue Water (NRW). 4. Conservation of water sources.

**Customer Service**

Average monthly water consumption is about 9m<sup>3</sup> per domestic connection with per capita consumption of 26.7lts/day. Water is available at an average of 18 hours a day. Water and wastewater quality meets the required standard with overall average compliance of 100%. During the year under review, there were 800 consumer complaints reported of which 701 were resolved. The total number of complaints per 1000 connections is 12. The highest proportion of complaints is on meter reading which makes 25% of total complaints received.

**Performance Highlights**

Mbeya WSSA provides water supply direct to 84% of the population in its service area. NRW at 30% is higher than the recommended levels. Bulk water meters have been installed at all water production points and all customer water connections are metered. Operating and working ratios are 1.10 and 0.86 respectively. Accounts receivables equivalent is unsatisfactory at 4.1 months. Average tariff is TZS 1,175 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of investment. Staff/1000 total connections ratio is at 3.

**MBEYA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	43542
Production capacity/day	51446
Treatment type	conventional
treatment	
Storage capacity	25350m <sup>3</sup>
Length of Water network	809km
Length of Sewerage Network	133.328km

**Service Connections**

Total water connections	67287
Domestic water connections	64608
Total sewer connections	2491
Domestic sewer connections	2301
Metering ratio	100%

**Service Indicators**

Water Service Coverage	84%
Population directly served	529,504
Service hours	18
Per capita consumption	29.7lts/day
Average Tariff	1,175 TZS/m <sup>3</sup>
Complaints/1000 connection	11.9

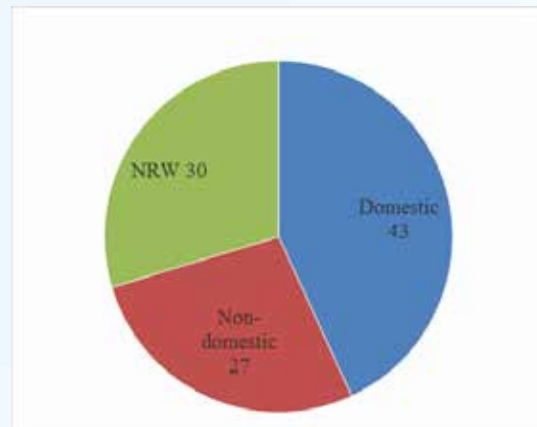
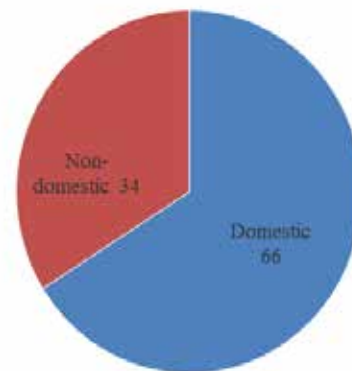
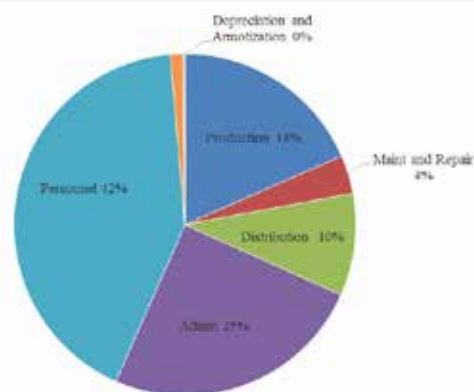
**Efficiency Indicators**

Non-Revenue Water	30%
Revenue collection efficiency	99.1%
Unit production cost	703.71 TZS/m <sup>3</sup>
Operating ratio	1.11
Working ratio	0.86
Accounts receivables	4
Staff/1000 total connections	3
Number of Sewer Blockage	3 nr/km/year

**Income and Expenditure**

Annual operating income from water and sewerage services	TZS 12,255,136,873
Government /Donor Grants	TZS
Amortized Grants	TZS
Other income	TZS 884,732,247
<b>TOTAL INCOME</b>	<b>TZS 13,139,869,120</b>

Water Production Expenses	TZS 2,078,662,338
Water distribution Expenses	TZS 1,090,505,534
Maintenance and Repair	TZS 410,042,153
Personnel Expenses	TZS 4,738,934,691
Administration Expenses	TZS 2,810,538,150
Other O&M Expenses	TZS 138,339,710
<b>Total O&amp;M</b>	<b>TZS 11,267,022,576</b>
Depreciation & Amortization	TZS 17,695,242
<b>ANNUAL EXPENDITURE</b>	<b>TZS 11,284,717,818</b>


**ANNUAL WATER USE: 15,892,670m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING  
TZS 12,255,136,873**

**ANNUAL EXPENDITURE TZS 11,284,717,818**

**MOROGORO WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/11/2011**
**Water Utility**

Morogoro WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Morogoro Municipality, Mikumi and Kilosa. Morogoro WSSA is classified as Category A water utility and its area of responsibility has a total population of 519,498 as projected from the 2012 census out of whom 371,326 people are served with water by the utility. The Utility draws water from surface gravity sources (Mambogo, Vituli, Mgolole, Kibwe and Kigurunyembe), Boreholes, Rivers as well as Mindu dam that constituted 72% of the water abstracted during the year. The combined production capacity is 37,301 m<sup>3</sup>/day while water demand is 63,498m<sup>3</sup>/day. The Utility has a sewerage system with a total length of 42km, serving about 6% of the population. Sewage treatment is done by wastewater stabilization ponds. During the year under review, it was estimated that 57.2% of the total households in the service area contain their faecal sludge in the septic tanks while 34.5% used latrines, 3.5% were connected to sewerage system. About 80% of total latrines were reported to be emptiable. The utility owns and operate faecal sludge treatment facility and possess no cesspit emptier trucks. Morogoro WSSA has 139 staff.

**General Data About Water Utility**

Total Water Connections	36,944
Active Water Connections	30,791
Total sewerage Connections	2,224
Total Staff	139
Annual O&M Costs	TZS 11,523,910,204
Annual Water and Sewerage Collections	TZS 10,476,566,498
Annual Water and Sewerage Billings	TZS 11,617,651,190

**Tariff Structure**
**Water Tariff**

Category	Domestic	Institutional	Commercial	Industrial
TZS/m <sup>3</sup>	1,070	1,265	1,495	1,905

Note: Water Kiosk tariff is TZS 20 per 20 litre

**Sewerage Tariff**

Category	Domestic	Institution	Commercial	Industrial
TZS per m <sup>3</sup> of drinking water	355	510	530	580

Note: Effective date of the tariffs: 1<sup>st</sup> June 2016

**Priority of Needs**

1. Increase water supply service and sewerage coverage. 2. Reduce the number of inactive customers 3. Improve of revenue collection 4. Reduce NRW.

**Customer Service**

Average monthly water consumption is about 13m<sup>3</sup> per domestic connection with per capita consumption of 39.8lts/day. Water is available at an average of 9 hours a day. Water quality meets the required standard with overall average compliance of 71%. The wastewater effluents meet the required standard with overall average compliance of 68%. During the year under review, there were 5,059 consumer complaints reported of which all were resolved. The total number of complaints per 1000 connections is 120.

**Performance Highlights**

Morogoro WSSA provides water supply direct to 72% of the population in its service area. NRW at 42% is higher than the recommended values. Both bulk meters and estimates are used to ascertain the volume of water produced. All customer water connections are metered. Operating and working ratios are 1.00 and 0.91 respectively. Accounts receivables equivalent is 2.3 months. Average tariff is TZS 1,578 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of an investment. Staff/1000 total connections ratio is at 4.

**MOROGORO PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	36,098m <sup>3</sup>
Production capacity/day	37,301m <sup>3</sup>
Treatment type	conventional treatment and disinfection only
Storage capacity	13,498m
Length of Water network	603.48km
Length of Sewerage Network	42km

**Service Connections**

Total water connections	36,944
Domestic water connections	34,824
Total sewer connections	2224
Domestic sewer connections	1,872
Metering ratio	100%

**Service Indicators**

Water Service Coverage	80%
Population directly served	72%
Service hours	9
Per capita consumption	39.8l/c/d
Average Tariff	1,578TZS/m <sup>3</sup>
Complaints/1000 connection	120

**Efficiency Indicators**

Non-Revenue Water	42%
Revenue collection efficiency	89.9%
Unit production cost	165 TZS/m <sup>3</sup>
Operating ratio	1.00
Working ratio	0.91
Accounts receivables	2.3
Staff/1000 total connections	4
Number of Sewer Blockage	38 nr/km/year

**Income and Expenditure**

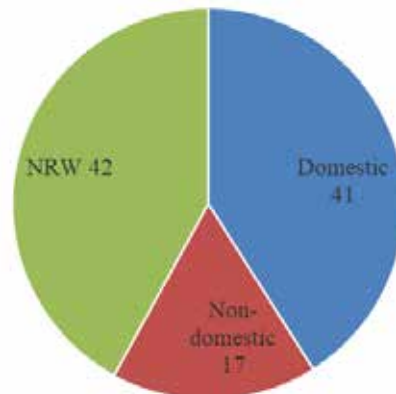
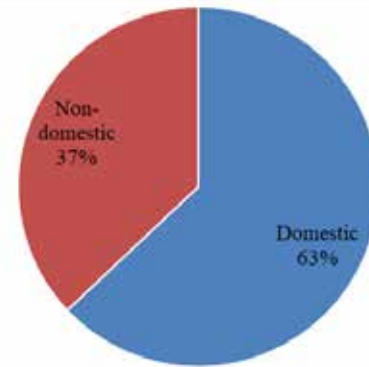
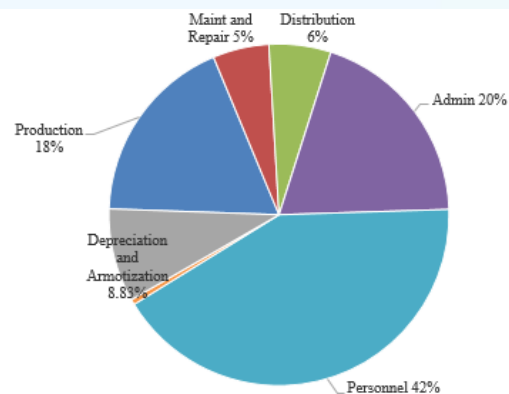
Annual operating income from water and sewerage services	TZS 11,656,715,978
Government /Donor Grants	TZS
Amortized Grants	TZS 751,521,301
Other income	TZS 1,097,672,559

**TOTAL INCOME**

<b>TOTAL INCOME</b>	<b>TZS 13,505,909,840</b>
Water Production Expenses	TZS 2,172,831,694
Water distribution Expenses	TZS 704,063,628
Maintenance and Repair	TZS 639,451,717
Personnel Expenses	TZS 4,993,290,298
Administration Expenses	TZS 2,341,046,475
Other O&M Expenses	TZS 60,072,430

**Total O&M**

<b>Total O&amp;M</b>	<b>TZS 10,910,756,242</b>
Depreciation & Amortization	TZS
<b>1,057,285,961</b>	

**ANNUAL EXPENDITURE TZS 11,968,042,203**

**ANNUAL WATER USE: 13,175,756m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 11,656,715,978.00**

**ANNUAL EXPENDITURE TZS 11,968,042,203.00**

<b>MOSHI WSSA PROFILE</b>		<b>2019/20</b>																														
<b>EWURA CLASS I LICENSE NO: WSSSL/01/2017</b>																																
<b>Water Utility</b>	<p>Moshi WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Moshi Municipality, Himo town and villages located in Moshi District Council. Moshi WSSA is classified as Category A water utility and its area of responsibility has a total population of 353,464 persons as projected from the 2012 census out of whom 348,564 people are served with water by the utility. The utility draws water from natural spring sources contributing about 88% of the daily water production and from boreholes contributing 12%. The combined production capacity is 57,083m<sup>3</sup>/day while water demand stands at 52,354m<sup>3</sup>/day. Average water production during the year under review was 32,308m<sup>3</sup>/day. The utility has a water supply network with a total length of 732.91km serving 98.6 and a sewerage network with a total length of 68.15km, serving about 17% of the population. Sewage treatment is done by wastewater stabilization ponds. During the year under review, it was estimated that 34.3% of the total households in the service area contain their faecal sludge in the septic tanks while 7.9% used latrines, 5.7% were connected to a sewerage system. About 89% of total latrines were reported to be emptiable. The utility owns and operate a faecal sludge treatment facility and possess no cesspit emptier trucks. Moshi WSSA has 195 staff and implementing a Customer Service Charter approved by EWURA.</p>																															
<b>General Data About Water Utility</b>	<table border="1"> <tr> <td>Total Water Connections</td> <td>40,342</td> </tr> <tr> <td>Active Water Connections</td> <td>38,472</td> </tr> <tr> <td>Total sewerage Connections</td> <td>3,009</td> </tr> <tr> <td>Total Staff</td> <td>195</td> </tr> <tr> <td>Annual O&amp;M Costs</td> <td>TZS 7,829,350,108</td> </tr> <tr> <td>Annual Water and Sewerage Collections</td> <td>TZS 9,376,507,167</td> </tr> <tr> <td>Annual Water and Sewerage Billings</td> <td>TZS 9,348,583,624</td> </tr> </table>		Total Water Connections	40,342	Active Water Connections	38,472	Total sewerage Connections	3,009	Total Staff	195	Annual O&M Costs	TZS 7,829,350,108	Annual Water and Sewerage Collections	TZS 9,376,507,167	Annual Water and Sewerage Billings	TZS 9,348,583,624																
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<b>Tariff Structure</b>	<p><b>Water Tariff</b></p> <table border="1"> <thead> <tr> <th>Category</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> </tr> </thead> <tbody> <tr> <td>&gt;10m<sup>3</sup></td> <td>800</td> <td>860</td> <td>1020</td> <td>1150</td> </tr> <tr> <td>&gt;10&lt;30</td> <td>940</td> <td>940</td> <td>1090</td> <td>1220</td> </tr> <tr> <td>&gt;30</td> <td>1020</td> <td>1020</td> <td>1150</td> <td>1250</td> </tr> </tbody> </table> <p><b>Note:</b> Water Kiosk tariff is TZS 13.5 per 20litre container</p> <p><b>Sewerage Tariff</b></p> <table border="1"> <thead> <tr> <th>Category</th> <th>Domestic</th> <th>Institution</th> <th>Commercial</th> <th>Industrial</th> </tr> </thead> <tbody> <tr> <td>TZS per m<sup>3</sup> of drinking water</td> <td>426</td> <td>418</td> <td>654</td> <td>811</td> </tr> </tbody> </table> <p><b>Note: Effective date of the tariffs: 1<sup>st</sup> July 2019.</b></p>		Category	Domestic	Institutional	Commercial	Industrial	>10m <sup>3</sup>	800	860	1020	1150	>10<30	940	940	1090	1220	>30	1020	1020	1150	1250	Category	Domestic	Institution	Commercial	Industrial	TZS per m <sup>3</sup> of drinking water	426	418	654	811
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Category	Domestic	Institution	Commercial	Industrial																												
TZS per m <sup>3</sup> of drinking water	426	418	654	811																												
<b>Priority of Needs</b>	<p>1. Reduction of non-revenue water to an acceptable level. 2. Application of various debt recovery measures to curb growing debts 3. Awareness to encourage more customers to connect to sewerage service 4. Solicit financing for extension of a water supply network to a redefined service area</p>																															
<b>Customer Service</b>	<p>Average monthly water consumption is about 16m<sup>3</sup> per domestic connection with a per capita consumption of 55lts/day. Water is available at an average of 24 hours a day. Water quality meets the required standard with overall average compliance of 100%. However, wastewater effluents do not meet the required standard due to the overloading of the ponds. During the year under review, there were 3,726 consumer complaints reported of which all were resolved. The total number of complaints per 1000 connections is 92.</p>																															
<b>Performance Highlights</b>	<p>Moshi WSSA provides water supply direct to 98.7% of the population in its service area. NRW at 22% is slightly higher than the recommended levels. Bulk meters are installed at all 18 water production points, and all customer water connections are metered. Operating and working ratios are good at 0.75 and 0.86, respectively. Accounts receivables equivalent is unsatisfactory at 5.6 months. Average tariff is TZS 800 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of an investment. Staff/1000 total connections ratio is at 4.7</p>																															

**MOSHI PROFILE**

2019/20

**Production/Distribution**

Average daily production	32,308
Production capacity/day	57,083m <sup>3</sup>
Treatment type conventional treatment	
Storage capacity	10,602m <sup>3</sup>
Length of Water network	732.91km
Length of Sewerage Network	68.15km

**Service Connections**

Total water connections	40,342
Domestic water connections	37,576
Total sewerage connections	3,009
Domestic sewerage connections	2,198
Metering ratio	100%

**Service Indicators**

Water Service Coverage	100%
Population directly served	98.7%
Service hours	24
Per capita consumption	55l/c/d
Average Tariff	800 TZS/m <sup>3</sup>
Complaints/1000 connection	92

**Efficiency Indicators**

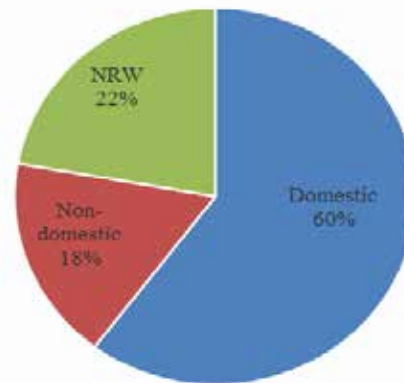
Non-Revenue Water	22%
Revenue collection efficiency	96%
Unit production cost	746 TZS/m <sup>3</sup>
Operating ratio	0.75
Working ratio	0.86
Accounts receivables	5.6
Staff/1000 total connections	4.7
Number of Sewer Blockage	21 nr/km/year

**Income and Expenditure**

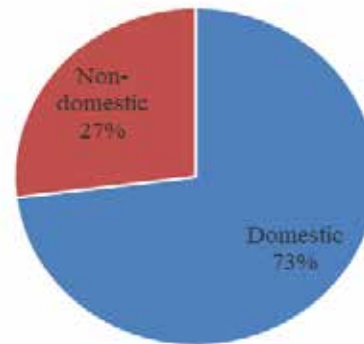
Annual operating income from water and sewerage services	TZS 9,348,583,624
Government /Donor Grants	TZS 282,995,791
Amortized Grants	TZS -
Other income	TZS 1,142,729,966
<b>TOTAL INCOME</b>	<b>TZS 10,774,309,381</b>

Water Production Expenses	TZS 451,343,372
Water distribution Expenses	TZS 1,250,185,796
Maintenance and Repair	TZS 246,033,776
Personnel Expenses	TZS 3,639,040,068
Administration Expenses	TZS 1,957,367,100
Other O&M Expenses	TZS 285,379,996
<b>Total O&amp;M</b>	<b>TZS 7,829,350,108</b>

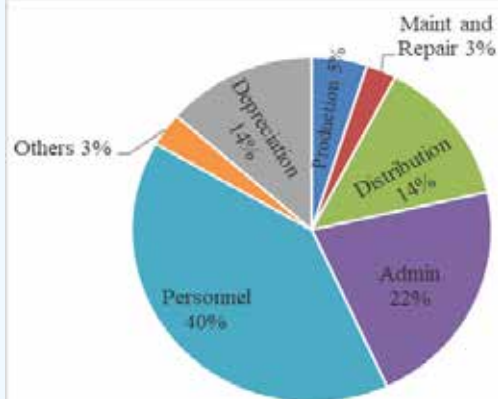
Depreciation & Amortization	TZS 1,226,056,637
<b>ANNUAL EXPENDITURE</b>	<b>TZS 9,055,406,745</b>



**ANNUAL WATER USE: 11,792,438 m<sup>3</sup>**



**ANNUAL WATER AND SEWERAGE BILLING TZS 9,348,583,624**



**ANNUAL EXPENDITURE TZS 9,055,406,745**



**MTWARA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO:WSSSL/12/2011**
**Water Utility**

Mtwara WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Mtwara Municipality and Nanyamba town. Mtwara WSSA is classified as Category A water utility and its area of responsibility has a total population of 241,711.00 as projected from the 2012 census out of whom 145,026.60 people are served with water by the utility. The utility draws water from boreholes at Mtawanya well field and Mchuchu source. The combined production capacity is 14,656 m<sup>3</sup>/day while water demand stands at 22,202 m<sup>3</sup>/day. The Utility has a water supply network with a total length of 279 km serving 67% of the population. During the year under review, it was estimated that 38.4% of the total households in the service area contain their faecal sludge in the septic tanks while 57.6% used latrines, 3.5% were connected to a sewerage system and about 0.1% do not have any containment facility (open defecation). About 61% per cent of total latrines were reported to be emptiable. The utility owns and operate a faecal sludge treatment facility and possess five cesspits emptier trucks. Mtwara WSSA has 70 staff and is implementing a Customer Service Charter approved by EWURA. The utility has neither a sewerage system nor a sewage treatment plant.

**General Data About Water Utility**

Total Water Connections	14,143
Active Water Connections	11,540
Total sewerage Connections	na
Total Staff	70
Annual O&M Costs	TZS 3,496,279,747
Annual Water and Sewerage Collections	TZS 3,359,225,461
Annual Water and Sewerage Billings	TZS 3,201,556,993

**Tariff Structure**
**Water Tariff**

Category	Domestic	Institution	Commercial	Industrial	Water bowser
TZS./m <sup>3</sup>	1,110 - 1,400	2,030 - 2,380	2,030 - 2,440	2,030 - 2,440	3,510

**Note:** Water Kiosk tariff is TZS 20 per 20 litres  
**Effective date of the tariffs: 1<sup>st</sup> January 2019.**

**Priority of Needs**

1. Extension of water supply network to unserved areas. 2. Construction of sewerage network. 3. Improve revenue collection efficiency. 4. Maintain quality of water supplied to acceptable standards.

**Customer Service**

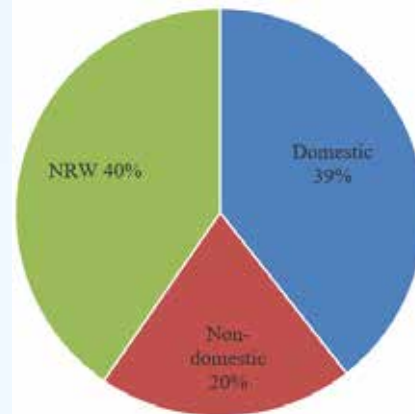
Average monthly water consumption is about 12.9m<sup>3</sup> per domestic connection with per capita consumption of 23lts/day. Water is available at an average of 16 hours a day. Water quality meets the required standard with overall average compliance of 90%. During the year under review, there were 158 consumer complaints reported of which all were resolved. The total number of complaints per 1000 connections is 11.

**Performance Highlights**

Mtwara WSSA provides water supply direct to 60% of the population in its service area. NRW at 22.5% is slightly higher than the recommended levels. Bulk meters are installed at all water production points and all customer water connections are metered. Operating and working ratios are at 1.18 and 0.98 respectively. Accounts receivables equivalent is at 2.8 months. Average tariff is TZS 1,480 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of investment. Staff/1000 total connections ratio is at 6.1.

**MTWARA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	9,477 m <sup>3</sup>
Production capacity/day	14,656 m <sup>3</sup>
Treatment type	conventional treatment
Storage capacity	8,045 m <sup>3</sup>
Length of Water network	279 km


**ANNUAL WATER USE: 3,459,132 m<sup>3</sup>**
**Service Connections**

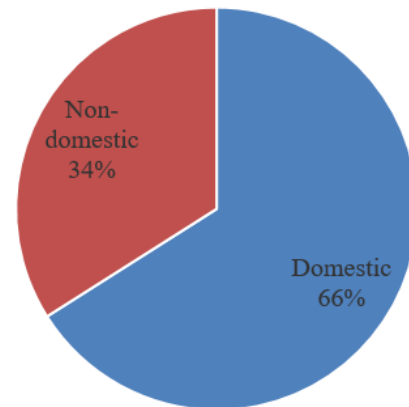
Total water connections	14,143
Domestic water connections	12,888
Total sewerage connections	na
Domestic sewerage connections	na
Metering ratio	100%

**Service Indicators**

Water Service Coverage	67%
Population directly served	60%
Service hours	15
Per capita consumption	23l/c/d
Average Tariff	1,480 TZS/m <sup>3</sup>
Complaints/1000 connection	11

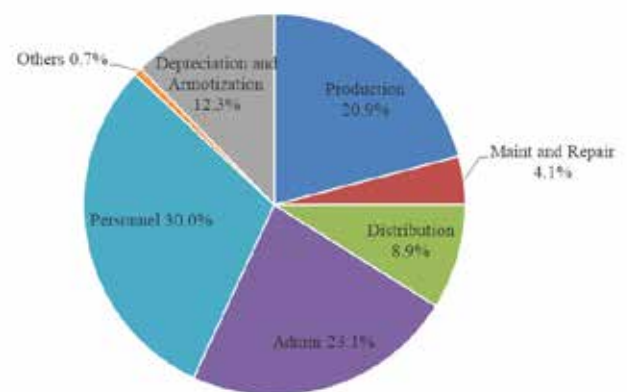
**Efficiency Indicators**

Non-Revenue Water	22.5%
Revenue collection efficiency	95%
Unit production cost	754 TZS/m <sup>3</sup>
Operating ratio	1.18
Working ratio	0.98
Accounts receivables	2.8
Staff/1000 total connections	6.1


**ANNUAL WATER AND SEWERAGE BILLING  
TZS 3,144,196,097**
**Income and Expenditure**

Annual operating income from water services	TZS 3,144,196,097
Government /Donor Grants	TZS 0.00
Amortized Grants	TZS 0.00
Other income	TZS 1,571,749,736
<b>TOTAL INCOME</b>	<b>TZS 4,715,945,832</b>

Water Production Expenses	TZS 907,150,040
Water distribution Expenses	TZS 352,831,182
Maintenance and Repair	TZ 131,109,097
Personnel Expenses	TZS 1,187,217,556
Administration Expenses	TZS 917,971,872
Other O&M Expenses	TZS 0.00
<b>Total O&amp;M</b>	<b>TZS 3,496,279,747</b>
Depreciation & Amortization	<b>TZS 488,130,836</b>
<b>ANNUAL EXPENDITURE</b>	<b>TZS 3,984,410,583</b>


**ANNUAL EXPENDITURE TZS 3,984,410,583**

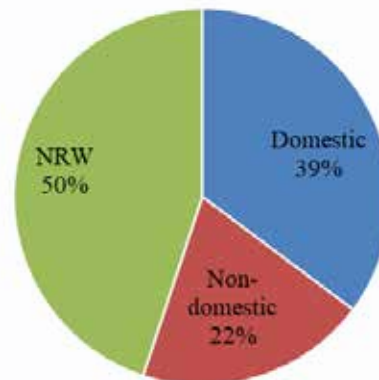
<b>MUSOMA WSSA PROFILE</b>		<b>2019/20</b>	
<b>EWURA CLASS III LICENSE NO:WSSSL/02/2011</b>			
<b>Water Utility</b>	<p>Musoma WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Musoma Municipality. Musoma WSSA is classified as Category A water utility and its area of responsibility has a total population of 178,781 as projected from the 2012 census out of whom 157,090 people are served with water by the utility. The utility draws water from 3 Lake Victoria intakes, namely Mwisenge, Mutex and Bweri, Mwisenge being the major intake of water produced by Musoma WSSA. The combined production capacity is 36,000m<sup>3</sup>/day while water demand stands at 19,058m<sup>3</sup>/day. The utility has neither sewerage system nor sewage treatment plant. However, Musoma WSSA is operating a faecal sludge digester. During the year under review, it was estimated that 22% of the total households in the service area contain their faecal sludge in the septic tanks while 14.1% used latrines and 0.3% do not have any containment facility (open defecation). About 68% of total latrines were reported to be emptiable. The utility owns and operate faecal sludge treatment facility and possess two cesspit emptier trucks. Musoma WSSA has 83 staff.</p>		
<b>General Data About Water Utility</b>	Total Water Connections	16541	
	Active Water Connections	14637	
	Total sewerage Connections	na	
	Total Staff	83	
	Annual O&M Costs	TZS 3,547,499,829	
	Annual Water and Sewerage Collections	TZS 3,123,332,525	
	Annual Water and Sewerage Billings	TZS 3,033,712,527	
<b>Tariff Structure</b>	<b>Water Tariff</b>		
	<b>Category</b>	<b>Domestic</b>	<b>Institution</b>
		<b>Commercial</b>	<b>Industrial</b>
	TZS/m <sup>3</sup>	2,310 – 2,963	3,099 – 3,398
			3,505 – 3,815
			3,425 – 3,642
	<p><b>Note:</b> Water Kiosk tariff is TZS 30per 20litre <b>Effective date of the tariffs 4<sup>th</sup> January 2019</b></p>		
<b>Priority of Needs</b>	<p>1. Reduction of NRW to acceptable levels. 2. Extension of water supply network to unserved areas. 3. Construction of Wastewater treatment facility and sewerage network. 4. Improvement of revenue collection efficiency.</p>		
<b>Customer Service</b>	<p>Average monthly water consumption is about 10.1m<sup>3</sup> per domestic connection with per capita consumption of 28.5lts/day. Water is available at an average of 22 hours a day. Overall water quality compliance is 98.7%. During the year under review, there were 2762 consumer complaints reported of which all were resolved. The total number of complaints per 1000 connections is 167.</p>		
<b>Performance Highlights</b>	<p>Musoma WSSA provides water supply direct to 97% of the population in its service area. NRW at 50% is higher than the recommended levels. Bulk meters are installed at all water production points and all customer water connections are metered. Operating and working ratios are 1.62 and 1.13 respectively. Accounts receivables equivalent is unsatisfactory at 7.17 months. Average tariff is TZS 1,410per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of investment. Staff/1000 total connections ratio is at 5.</p>		

**MUSOMA PROFILE**
**Production/Distribution**

Average daily production	15907m <sup>3</sup>
Production capacity/day	36,000m <sup>3</sup>
Treatment type	conventional treatment
Storage capacity	9734m <sup>3</sup>
Length of Water network	290km

**Service Connections**

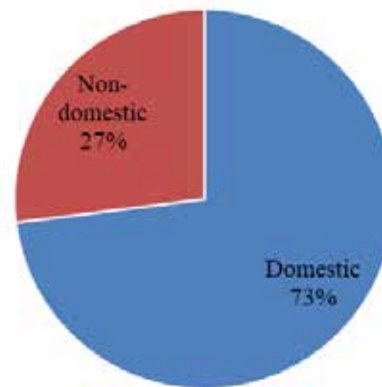
Total water connections	16,541
Domestic water connections	15439
Total sewerage connections	na
Domestic sewerage connections	na
Metering ratio	100%


**ANNUAL WATER USE: 4,785,00 m<sup>3</sup>**
**Service Indicators**

Water Service Coverage	96%
Population directly served	88%
Service hours	22
Per capita consumption	28.5l/c/d
Average Tariff	1,410TZS/m <sup>3</sup>
Complaints/1000 connection	167

**Efficiency Indicators**

Non-Revenue Water	50%
Revenue collection efficiency	102% (including arrears)
Unit production cost	192TZS/m <sup>3</sup>
Operating ratio	1.62
Working ratio	1.13
Accounts receivables	7.17
Staff/1000 total connections	5


**ANNUAL WATER AND SEWERAGE BILLING  
TZS 3,033,712,534**
**Income and Expenditure**

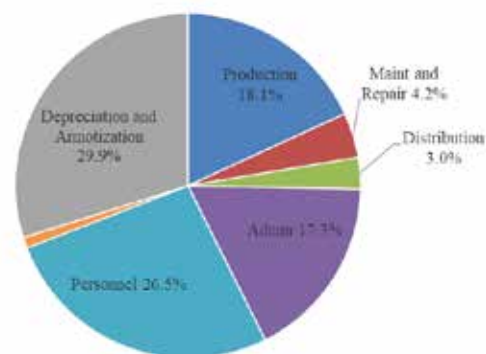
Annual operating income from water and sewerage services	TZS 3,033,712,534.00
Government /Donor Grants	TZS 3,051,286,378
Amortized Grants	TZS 0
Other income	TZS 3,165,440,528 .00

**TOTAL INCOME TZS 9,250,439,440.00.00**

Water Production Expenses	TZS 917,826,172.00
Water distribution Expenses	TZS 149,367,513.00
Maintenance and Repair	TZS 213,126,603.00
Personnel Expenses	TZS 1,341,048,194.00
Administration Expenses	TZS 874,552,790.00
Other O&M Expenses	TZS 51,578,557.00

**Total O&M TZS 3,547,499,829.00**

Depreciation & Amortization	TZS 1,510,034,927.00
<b>ANNUAL EXPENDITURE</b>	<b>TZS 5,057,534,756.00</b>


**ANNUAL EXPENDITURE TZS 5,057,534,756**

**MWANZA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/01/2011**

**Water Utility** Mwanza WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Mwanza City. Mwanza WSSA is classified as Category A water utility and its area of responsibility has a total population of 1,360,982 as projected from the 2012 census out of whom 1,202,045 people are served with water by the utility. The utility draws water from Lake Victoria at three different intakes namely, Capri point, Chakula Barafu and Luchelee. The combined production capacity is 129,974m<sup>3</sup>/day while water demand is 129,726m<sup>3</sup>/day. The Utility has a sewerage system with total length of 113.5km, serving about 23% of the population. Sewage treatment is done by wastewater stabilization ponds. During the year under review, it was estimated that 42.4% of the total households in the service area contain their faecal sludge in the septic tanks while 54.9% used latrines, 2.4% were connected to sewerage system and about 0.3% do not have any containment facility (open defecation). About 57% of total latrines were reported to be emptiable. The utility owns and operate faecal sludge treatment facility and possess six (6) cesspit emptier trucks. Mwanza WSSA has 378 staff.

<b>General Data About Water Utility</b>	Total Water Connections	97,791
	Active Water Connections	93,488
	Total sewerage Connections	4704
	Total Staff	378
	Annual O&M Costs	TZS 24,062,306,760
	Annual Water and Sewerage Collections	TZS 26,960,298,003
	Annual Water and Sewerage Billings	TZS 27,746,558,652

**Tariff Structure**
**Water Tariff**

Category	Domestic	Institutional	Commercial	Industrial	Bottling	Construction
TZS/m <sup>3</sup>	1,040-1,340	1,380	2,000	2,500	2,500	2,500

**Note:** Water Kiosk tariff is TZS 15 per 20litre container

**Sewerage Tariff**

Category	Domestic	Institution	Commercial	Industrial	Bottling	Construction
TZS per m <sup>3</sup> of drinking water	450-580	590	860	1,070	1,070	1,070

**Note:** Effective date of the tariffs: 1<sup>st</sup> December 2019.

**Priority of Needs**

1. Extension of sewerage network and public awareness to increase customer connection. 2. Reduction of non-revenue water to acceptable level. 3. Maintain the quality of water supplied. 4. Treatment of sewage to acceptable levels.

**Customer Service**

Average monthly water consumption is about 11.5m<sup>3</sup> per domestic connection with per capita consumption of 25lts/day. Water is available at an average of 22 hours a day. Water quality meets the required standard with overall average compliance of 100%. During the year under review, there were 28,918 complaints reported of which all were resolved. The total number of complaints per 1000 connections is 296.

**Performance Highlights**

Mwanza WSSA provides water supply direct to 84% of the population in its service area. NRW at 31% is higher than the recommended levels. Water production is estimated as they have not installed bulk meters however all customer water connections are metered. Operating and working ratios are 0.98 and 0.86 respectively. Accounts receivables equivalent is satisfactory at 2.18 months. Average tariff is TZS 1060 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of investment. Staff/1000 total connections ratio is at 4.

**MWANZA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	81,885m <sup>3</sup>
Production capacity/day	129,974m <sup>3</sup>
Treatment type	conventional treatment
Storage capacity	36857m <sup>3</sup>
Length of Water network	1270km

**Service Connections**

Total water connections	97,791
Domestic water connections	90,603
Total sewerage connections	4,704
Domestic sewerage connections	3,728
Metering ratio	100%

**Service Indicators**

Water Service Coverage	84%
Population directly served	78%
Service hours	22
Per capita consumption	25l/c/d
Average Tariff	1,060 TZS/m <sup>3</sup>
Complaints/1000 connection	296

**Efficiency Indicators**

Non-Revenue Water	31%
Revenue collection efficiency	97%
Unit production cost	810.4 TZS/m <sup>3</sup>
Operating ratio	0.98
Working ratio	0.86
Accounts receivables	2.18
Staff/1000 total connections	4

**Income and Expenditure**

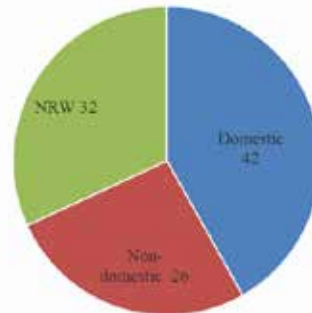
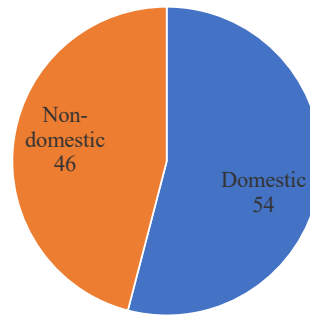
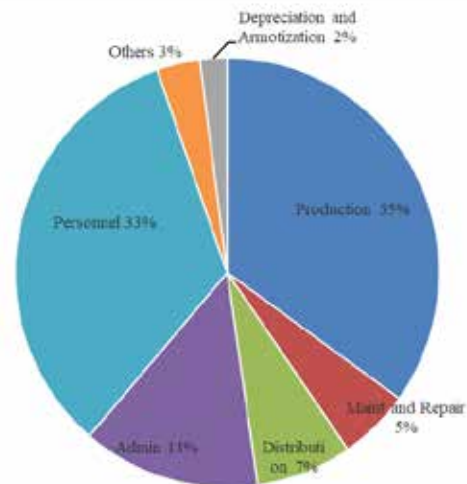
Annual operating income from water and sewerage services	TZS 27,746,558,652
Government /Donor Grants	TZS 21,812,356,165
Amortized Grants	TZS
Other income	TZS 22,452,280,496

**TOTAL INCOME TZS 72,011,195,313**

Water Production Expenses	TZS 8,413,482,625
Water distribution Expenses	TZS 1,764,218,040
Maintenance and Repair	TZS 1,302,900,411
Personnel Expenses	TZS 8,027,377,924
Administration Expenses	TZS 3,262,041,101
Other O&M Expenses	TZS 794,302,153

**Total O&M TZS 23,564,322,255**

Depreciation & Amortization	TZS 497,984,505
<b>ANNUAL EXPENDITURE</b>	<b>TZS 24,062,306,760</b>


**ANNUAL WATER USE: 29,888,153m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 27,746,558,652**

**ANNUAL EXPENDITURE TZS 24,062,306,760**

SHINYANGA WSSA PROFILE		2019/20	
EWURA CLASS III LICENSE NO: WSSSL/01/2011			
<b>Water Utility</b>	Shinyanga WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Shinyanga Municipality. Shinyanga WSSA is classified as Category A water utility and its area of responsibility has a total population of 190,535 as projected from the 2012 census out of whom 140,003 people are served with water by the utility. The utility depends mainly on bulk water purchase from KASHWASA as its source of water supply. However, it continued to operate its water source - the Ningh'wa dam as an additional water supply, and also to keep the source functions as a standby water supply in case of failures of the bulk water supply. The combined production capacity is 47,700m <sup>3</sup> /day while water demand is 27,115.71 m <sup>3</sup> /day. The utility has neither a sewerage system nor a sewage treatment plant. During the year under review, it was estimated that 37.4% of the total households in the service area contain their faecal sludge in the septic tanks while 62.5% used latrines and 0.1% do not have any containment facility (open defecation). About 76% of total latrines were reported to be emptiable. The utility has no faecal sludge treatment facility and possesses one (1) cesspit emptier trucks. Shinyanga WSSA has 93 staff. Shinyanga WSSA is implementing Customer Service Charter approved by EWURA.		
<b>General Data About Water Utility</b>	Total Water Connections	22,338	
	Active Water Connections	20,407	
	Total sewerage Connections	NA	
	Total Staff	93	
	Annual O&M Costs	TZS 7,525,666,113	
	Annual Water Collections	TZS 6,099,135,709	
	Annual Water Billings	TZS 6,333,965,711	
<b>Tariff Structure</b>	<b>Water Tariff</b>		
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>
	<b>Commercial</b>	<b>Industrial</b>	<b>Bottling</b>
	<b>Kiosks</b>		
	TZS/m <sup>3</sup>	1,420 – 1,650	2,640
			2,690
			2,700
			3,650
			1,250
	<b>Note:</b> Water Kiosk tariff is TZS 25 per 20litre		
	<b>Effective date of the tariffs:</b> 1 <sup>st</sup> February, 2019		
<b>Priority of Needs</b>	1. Construction of wastewater stabilization ponds and sewerage system 2. Extension of the water supply network. 3. Rehabilitation of Ning'wa treatment plant.		
<b>Customer Service</b>	Average monthly water consumption is about 10m <sup>3</sup> per domestic connection with a per capita consumption of 36lts/day. Water is available at an average of 23 hours a day. Water quality meets the required standard with overall average compliance of 100%. During the year under review, there were 1,922 consumer complaints reported of which 98% were resolved. The total number of complaints per 1000 connections is 86.		
<b>Performance Highlights</b>	Shinyanga WSSA provides water supply direct to 76.2% of the population in its service area. NRW increased from 13% to 23%. All water production points have bulk meters and all customer water connections are metered. Operating and working ratios are 1.18 and 0.99 respectively. Accounts receivable equivalent is satisfactory at 3.7months. Average tariff is TZS 1,923 per m <sup>3</sup> is reasonable and sufficient to cover operating expenses and part of an investment. Staff/1000 total connections ratio is 4.6.		

**SHINYANGA PROFILE**
**Production/Distribution**

Average daily production	12,073m <sup>3</sup>
Production capacity/day	47,700m <sup>3</sup>
Treatment type	conventional treatment
Storage capacity	22,077m <sup>3</sup>
Length of Water network	562.4 km
Length of sewerage network	N/A

**Service Connections**

Total water connections	22,338
Domestic water connections	20,993
Total sewerage connections	N/A
Domestic sewerage connections	N/A
Metering ratio	100%

**Service Indicators**

Water Service Coverage	80%
Population directly served	76%
Service hours	23
Per capita consumption	36l/c/d
Average Tariff	1,923TZS/m <sup>3</sup>
Complaints/1000 connection	86

**Efficiency Indicators**

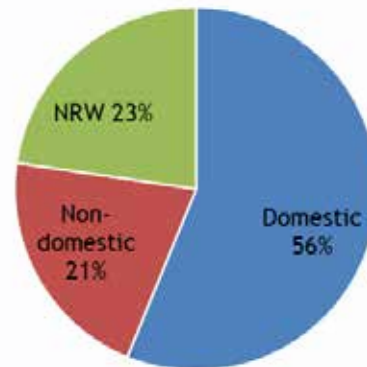
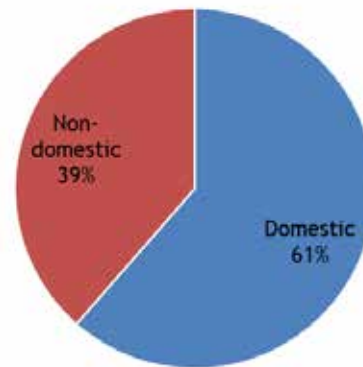
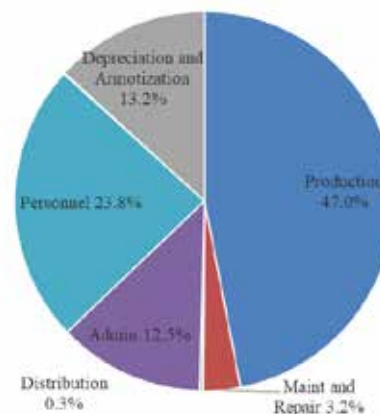
Non-Revenue Water	23%
Revenue collection efficiency	98.9%
Unit production cost	790TZS/m <sup>3</sup>
Operating ratio	1.18
Working ratio	0.99
Accounts receivables	3.7
Staff/1000 total connections	4.6

**Income and Expenditure**

Annual operating income from Water and sewerage services	TZS	6,333,965,711
Government /Donor Grants	TZS	707,480,812
Amortized Grants	TZS	0
Other income	TZS	217,064,890

**TOTAL INCOME TZS 6,094,873,770**

Water Production Expenses	TZS	3,482,631,902
Water distribution Expenses	TZS	18,903,400
Maintenance and Repair	TZS	236,621,214
Personnel Expenses	TZS	1,777,238,686
Administration Expenses	TZS	856,222,343
Other O&M Expenses	TZS	87,694,799
<b>Total O&amp;M</b>	<b>TZS</b>	<b>6,459,312,343</b>
Depreciation & Amortization	TZS	1,066,353,770
<b>ANNUAL EXPENDITURE</b>	<b>TZS</b>	<b>7,525,666,113</b>


**ANNUAL WATER USE: 4,406,744 m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 6,334,815,411**

**ANNUAL EXPENDITURE TZS 7,525,666,113**



**SONGEA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/08/2011**

**Water Utility** Songea WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sewerage services in the Songea Municipality. Its area of operation has a total population of 221,726. The current directly served population is 202,044 equivalents to 91% of the total population in service area. Proportion of Population Living in the area with water network is 91%. The utility draws water from spring and rivers. Total Length of Water Network is 492km. The Utility has a sewerage system with a sewer line length of 37 km and sewage treatment is by waste stabilization ponds. The average daily flow into ponds is 1,453m<sup>3</sup> /day. During the year under review, it was estimated that 4% of the total households in the service area contain their faecal sludge in the septic tanks while 8.5% used latrines, 0.6% were connected to a sewerage system. About 37% of total latrines were reported to be emptiable. The utility owns and operate a faecal sludge treatment facility and possess no cesspit emptier trucks. Songea WSSA has a total of 50 staff

<b>General Data About Water Utility</b>	Total water connections	17,792
	Active water connections	14953
	Total sewerage connections	1,469
	Total staff	50
	Annual O&M costs	TZS 2,775,439,955
	Annual water and sewerage collections	TZS 2,953,975,451
	Annual water and sewerage billing	TZS 2,786,384,852

<b>Tariff Structure</b>	<b>Water Tariff</b>				
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	<b>Consumption band</b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>
	0 - 10	1,110			
	10 -25	1,200	1,145	1,240	1,240
	>25	1,240	1,240	1,330	1,330
	<b>Notes:</b> The Charges at water Kiosks are TZS 10 per 20 litres.				
	<b>Sewerage Tariff</b>				
	<b>Category</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>
	TZS/m <sup>3</sup> of water consumed	400	650	675	675
	Effective date of tariff: 1 <sup>st</sup> October, 2018				

**Priority of Needs** 1. Increase water production. 2. Increase the water treatment plant capacity. 3. Expand the water distribution network to enable an addition of customers. 4. Improve Revenue collection.

**Customer Service** Average monthly consumption is about 9.2m<sup>3</sup> per connection, with a per capita consumption of 22.9lts/day. Water is available at an average of 24 hours per day. Water quality compliance with WHO set standards is reported to be good with 100% overall compliance. There were 3,312 customer complaints reported and all complaints were resolved. The total number of complaints per 1000 connections is 186.

**Performance Highlights** Songea WSSA provides direct water supply to 91% of the population living in the area with water network. NRW has increased and currently stands at 23%. Bigger portions of customers are metered with current metering ratio of 99%. Operating ratio stands at 1.09 and Accounts receivable is equivalent to 4.8 months. The number of staff per 1000 total connections ratio stands at 3.

**SONGEA WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	7,975 m <sup>3</sup>
Production capacity/day	11,500m <sup>3</sup>
Treatment type	Chlorination
Storage capacity	4,310m <sup>3</sup>
Length of distribution network	492km
Length of sewerage network	37.27km

**Service Connections**

Total water connections	17,792
Domestic water connections	16788
Total sewer connections	1,469
Domestic sewer connections	1,239
Metering ratio	99%

**Service Indicators**

Water service coverage	91%
Population directly served	91
Average service hours	24
Per capita consumption	22.9lts/c/d
Average tariff	TZS 1,077/m <sup>3</sup>
Complaints/1000 connections	186

**Efficiency Indicators**

Non-revenue water	23%
Revenue collection efficiency	106% (including arrears)
Unit production costs	TZS 914.1/m <sup>3</sup>
Operating ratio	1.09
Working Ratio	0.93
Account receivable	4.8 months
Staff/1000 connections	3
Number of sewer blockage	19.4 Nr/km/year

**Income and Expenditure**

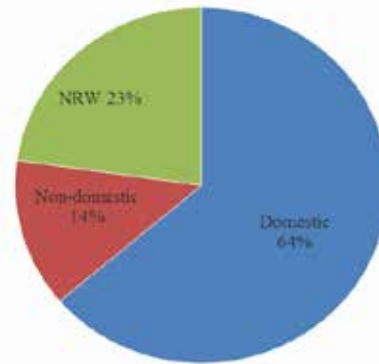
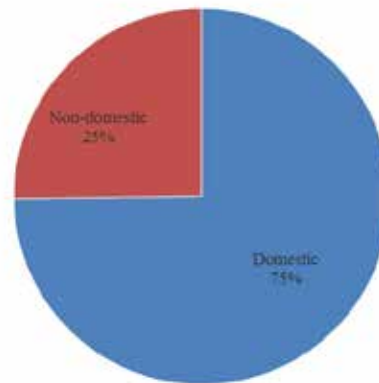
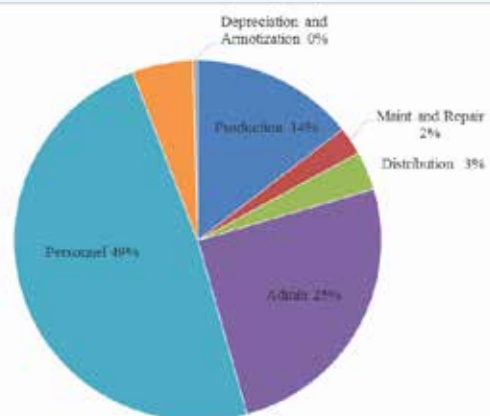
Annual operating income from Water and sewerage services	TZS 2,786,384,852
Government /Donor Grants	TZS
Amortized Grants	NIL
Other income	TZS 3,591,362,036

**TOTAL INCOME TZS 6,377,746,889**

Water Production Expenses	TZS 400,447,017
Water distribution expenses	TZS 96,025,427
Maintenance and Repair	TZS 69,239,548
Personnel Expenses	TZS 1,347,466,278
Administration Expenses	TZS 701,630,378
Other O&M Expenses	TZS 149,429,303

**Total O&M expenses TZS 2,866,313,713**

Depreciation & Amortization	TZS 11,202,000
<b>ANNUAL EXPENDITURE</b>	<b>TZS 2,775,439,955</b>


**ANNUAL WATER USE: 2,910,973 m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 2,786,384,852**

**ANNUAL EXPENDITURE TZS 2,775,439,955**

**TABORA WSSA PROFILE** **2019/20**  
**EWURA CLASS III LICENSE NO: WSSSL/18/2011**

**Water Utility** Tabora WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sewerage services in the Tabora Municipality, Urambo, Sikonge and Isikizya towns in Tabora region. Its area of operation has a total population of 361,643 out of whom 290,527 people are living in the area with water network. 262,668 people are directly served with water, which is equivalent to 80% of the total population in the service area. Water sources in the service are Igombe dam, Kazima dam, Lake Victoria, seven boreholes from Urambo (244m<sup>3</sup>/day) and Utyatya dam from Sikonge (325m<sup>3</sup>/day). The combined water produced from all sources during the reporting period was 14,531 m<sup>3</sup>/day while water demand was 35,367m<sup>3</sup>/day. Produced water is treated at respective sources, and the produced water is of satisfactory quality with a compliance level of 100%. Tabora Municipal, Urambo, Sikonge and Isikizya towns' residents receive water for an average of 20 hours per day; the supply is from storage tanks with total capacity of 24,185m<sup>3</sup>. The Utility has a sewerage system with total length of 22km, serving about 7% of the population, further, sewage treatment is done by Anaerobic Pond (Sludge Digester). During the year under review, it was estimated that 94.1% of the total households in the service area contain their faecal sludge in the septic tanks while 31.5% used latrines, 1.8% were connected to sewerage system and about 0.1% do not have any containment facility (open defecation). About 58% of total latrines were reported to be emptiable. The utility owns and operate faecal sludge treatment facility and has no cesspit emptier truck. Tabora WSSA has 112 staff and is implementing Customer Service Charter approved by EWURA.

<b>General Data About Water Utility</b>	Total water connections	21,404
	Active water connections	21,210
	Total sewerage connection	471
	Total staff	112
	Annual O&M costs	TZS 5,389,261,390.70
	Annual water and sewerage collections	TZS 4,315,617,943.82
	Annual water and sewerage billings	TZS 4,315,620,000.00

<b>Tariff Structure</b>	<b>Water Tariff</b>				
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	TZS./m <sup>3</sup>	1,020 – 1,355	1,200 -1,275	1,685-2,180	2,180 -2,295
	<b>Note:</b> Kiosk tariff is 20 TZS per 20 litres.				
	<b>Sewerage Tariff</b>				
	<b>Category</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>
	TZS/m <sup>3</sup>	355	750	750	900
	<b>Effective date of the tariffs: 1<sup>st</sup> May 2019.</b>				

**Priority of Needs** 1. Increase water supply service coverage. 2. Extension of sewerage services coverage 3. Improve revenue collection efficiency 4. Managing receivables 5. Inadequate water production

**Customer Service** Average daily per capita consumption of 55 litres. Water is available at an average of 20 hours a day. Water quality is satisfactory. There were 2,995 customer complaints reported and 2995 complaints were resolved. The complaints were related to lack of water/pressure, billing and leakages

**Performance Highlights** Tabora WSSA provides water supply direct to 80% of the population in its service area. All customers are metered thus having a metering ratio of 100%. Operating ratio stands at 1.17 and the working ratio is 1.06. Average tariff stands at TZS. 1,318 per m<sup>3</sup> which covers operating expenses. The ratio of staff per 1000 total connections ratio is 5.

**TABORA WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	14,531 m <sup>3</sup>
Production capacity/day	32,988m <sup>3</sup>
Treatment type	Conventional
Storage capacity	24,185m <sup>3</sup>
Length of distribution network	696km
Length of sewerage network	22km

**Service Connections**

Total water connections	21,404
Domestic water connections	19,952
Total Sewerage connections	471
Domestic Sewerage connections	377
Metering ratio	100%

**Service Indicators**

Water service coverage	80%
Population directly served	54%
Average service hours	20
Per capita consumption	55lts/c/d
Average tariff	TZS 1,318/m <sup>3</sup>

**Efficiency Indicators**

Non-revenue water	34.7%
Unit production costs	TZS 1,086m <sup>3</sup>
Operating ratio	1.17
Working ratio	1.06
Accounts receivables	5.5 months
Staff/1000 connections	5

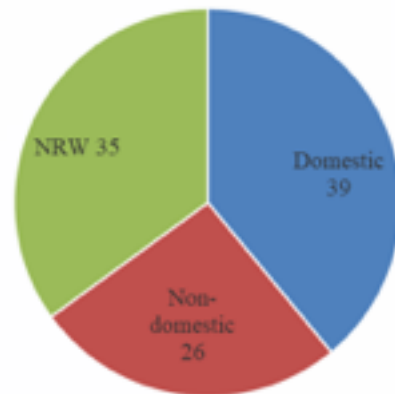
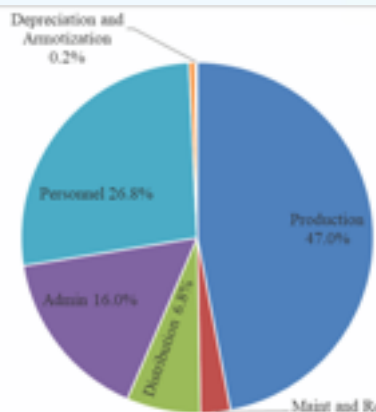
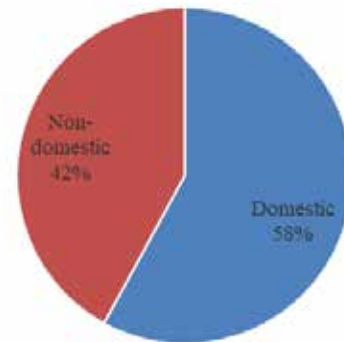
**Income and Expenditure**

Annual operating income from Water and sewerage services	TZS 4,315,617,943
Government /Donor Grants	TZS -
Amortized Grants	TZS - 984,225,000

Other income	TZS 298,858,519
<b>TOTAL INCOME</b>	<b>TZS 6,080,886,412</b>

Water Production Expenses	TZS 2,398,941,465
Water distribution expenses	TZS 346,296,285
Maintenance and Repair	TZS 140,132,705
Personnel Expenses	TZS 1,677,187,462
Administration Expenses	TZS 760,844,769
Other O&M Expenses	TZS
<b>TOTAL O&amp;M EXPENSES</b>	<b>TZS 5,389,261,390</b>

Depreciation & Amortization	TZS 663,932,615
<b>ANNUAL EXPENDITURE</b>	<b>TZS 5,389,261,390</b>


**ANNUAL WATER AND SANITATION BILLING  
TZS 4,315,620,000.00**

**ANNUAL EXPENDITURE TZS 5,389,261,390**

## TANGA WSSA PROFILE 2019/20

EWURA CLASS I LICENSE NO: WSSSL/02/2016

<b>Water Utility</b>	Tanga WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in its jurisdiction area, comprising Tanga City, Muheza and Pangani Towns. Tanga WSSA is classified as a Category A water utility and its area of responsibility has a total population of 366,185 people of which 328,377 are served with the utility. The installed production capacity is 48,726m <sup>3</sup> /day while water demand stands at 40,061m <sup>3</sup> /day. The utility has a sewerage system with a sewer line length of 36.51km with no treatment system; sewage is discharged directly into the Indian Ocean. During the year under review, it was estimated that 71.9% of the total households in the service area contain their faecal sludge in the septic tanks while 16.6% used latrines, 3.6% were connected to sewerage system and about 0.1% do not have any containment facility (open defecation). About 76% of total latrines were reported to be emptiable. The utility has no faecal sludge treatment facility but own two cesspit emptier trucks. Tanga WSSA has a total of 206 staff and is implementing a Customer Service Charter approved by EWURA.				
<b>General Data About Water Utility</b>	Total water connections	44,760			
	Active water connections	37,652			
	Total sewerage connections	2,816			
	Total staff	206			
	Annual O&M costs	TZS 10,387,282,024			
	Annual water and sewerage collections	TZS 12,448,577,512			
	Annual water and sewerage billings	TZS 12,890,274,910			
<b>Tariff Structure</b>	<b>Water Tariff</b>				
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	<b>Consumption band</b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>
	0 - 5	1,710	1,710		2,095
	>5 -10	1,805	1,805	2,095	
	>10 - 30	1,995	1,995	2,285	
	>30	2,285	2,285	2,485	
	<b>Notes:</b> The Charges at water Kiosks are TZS 12.5 per 20litres				
	<b>Sewerage Tariff</b>				
	<b>Category</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>
	<b>TZS per m<sup>3</sup> of drinking water</b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>
		500	650	900	950
	<b>Effective date of the tariffs: 1<sup>st</sup> October 2018</b>				
<b>Priority of Needs</b>	1. Construction of wastewater treatment facility 2. Replacement of old pipes 3. Improvement of sewerage coverage				
<b>Customer Service</b>	Average monthly consumption is about 15m <sup>3</sup> per domestic connection with per capita consumption of 56 litres. Water is available at an average of 22.3 hours per day. Water quality is good, with overall average compliance of 100%. There were 6,216 customer complaints reported, and 6,198% were resolved. The highest proportion of complaints is on water leakages which make 43% of complaints received followed by complaints on billing issues 32%. There were 138.87 customer complaints per 1000 connections.				
<b>Performance Highlights</b>	Tanga WSSA provides water supply direct to 89.7% of the population in its service area at an average of 22.3 hours a day. The Non-Revenue water is at 35.83%. All production points are metered, and 96% of customer connections are metered. Operating ratio is satisfactory at 0.91 while the working ratio is 0.76. Accounts receivable equivalent to 4.8. Weighted average tariff stood at TZS 1,798 per m <sup>3</sup> , which is fair and enough to cover operating expenses and part of investment. The number of staff per 1000 connections is good at 5.1.				

**TANGA WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	32,299m <sup>3</sup>
Production capacity/day	48,726m <sup>3</sup>
Treatment type	Conventional
Storage capacity	11,465m <sup>3</sup>
Service area	474km <sup>2</sup>
Distribution pipe network	806km

**Service Connections**

Total water connections	44,760
Domestic water connections	42,508
Total Sewer connections	2,819
Domestic sewer connections	2,508
Metering ratio	96%

**Service Indicators**

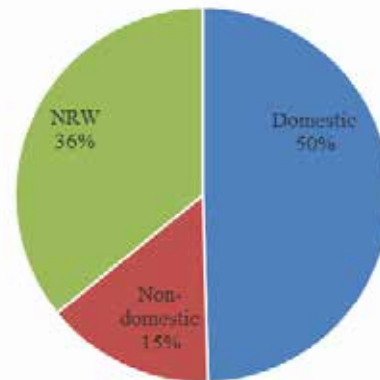
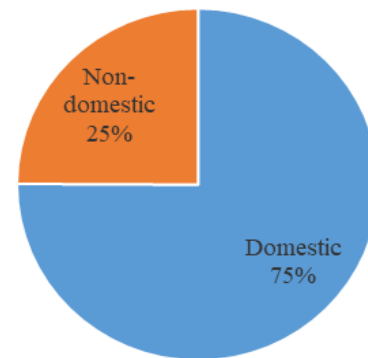
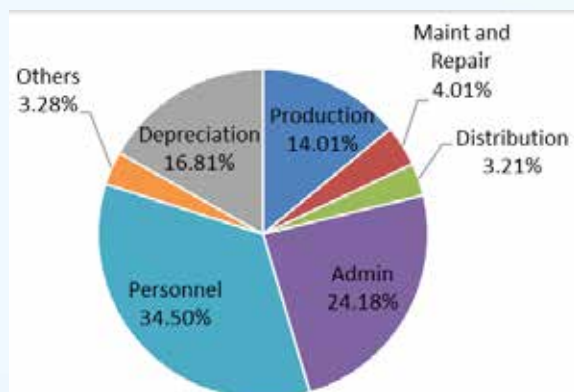
Water service coverage	95.6%
Population directly served	89.7%
Service hours	22.3 hrs
Per capita consumption	56 l/c/d
Average tariff	1,798 TZS/m <sup>3</sup>
Complaints/1000 connection	139

**Efficiency Indicators**

Non-Revenue water	35.83%
Revenue collection efficiency	95%
Unit production cost	945.9 TZS/m <sup>3</sup>
Operating ratio	0.91
Working ratio	0.76
Account receivable	4.8
Staff/1000 connections	5.1

**Income and Expenditure**

Annual operating income from water and sewerage services	TZS	14,203,416,517
Government /Donor Grants		
Amortized Grants	TZS	-
Other income	TZS	457,442,859
<b>TOTAL INCOME</b>	<b>TZS</b>	<b>14,666,859,376</b>
Water Production Expenses	TZS	1,878,241,104
Water distribution expenses	TZS	429,812,346
Maintenance and Repair	TZS	537,677,937
Personnel Expenses	TZS	4,624,134,311
Administration Expenses	TZ	3,241,496,994
Other O&M Expenses	TZS	439,343,017
<b>Total O&amp;M expenses</b>	<b>TZS</b>	<b>11,150,705,709</b>
Depreciation & Amortization	TZS	2,252,935,831
<b>ANNUAL EXPENDITURE</b>	<b>TZS</b>	<b>13,403,641,590</b>


**ANNUAL WATER USE: 10,637,918 m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 14,203,416,517**

**ANNUAL EXPENDITURE TZS 13,403,641,590**

# **CATEGORY B and C REGIONAL WSSAs PROFILES**

**BUKOKA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/09/2011**
**Water Utility**

Bukoba Water Supply and Sanitation Authority (Bukoba WSSA), is a fully autonomous public utility responsible for the overall operation and management of water supply and sanitation services in the Bukoba Town. Its area of operation has a total population of 176,512 people while served population is 133,752 people (About 158,412 people are living in area with water network). The utility draws water from 4 springs, one river intake and one intake at Lake Victoria. The combined production capacity is 18,000 m<sup>3</sup>/day. Water services are available at an average of 23 hours per day. The Utility does not have sewerage system and sewage treatment plant. The utility has faecal sludge wastewater sludge and a cesspit emptier truck. Sanitation services are operated in collaboration with Bukoba District Council. Bukoba WSSA has water quality monitoring program, of which it employs water quality laboratory services from Bukoba regional water quality laboratory to audit the quality of water. During the year under review, it was estimated that 48% of the total households in the service area contain their faecal sludge in the septic tanks while 49.8% used latrines and 2.2% do not have any containment facility (open defecation). About 79% of total latrines were reported to be emptiable. The utility owns and operate faecal sludge treatment facility and possess no cesspit emptier trucks. Bukoba WSSA has a total work force of 60.

**General Data About Water Utility**

Total Water Connections	12,321
Active Water Connections	11,483
Total Sewerage Connections	-
Total Staff	60
Annual O&M Costs	TZS 2,738,515,279
Annual Water and Sewerage Collections	TZS 2,632,981,645
Annual Water and Sewerage Billings	TZS 2,558,191,029

**Tariff Structure**
**Water Tariff**

Category	Domestic	Institutional	Commercial	Industrial
Consumption band	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>
0 - 5	1,840	2,100	2,200	2,600
>5 -10	1,870			
>10	1,910			

**Notes:** The Charges at water Kiosks are TZS 30 per 20 litres.

Effective date of the tariffs: 1<sup>st</sup> January 2019.

**Priority of Needs**

1. Utilization of the available water production capacity to increase water production 2. Reduction of high NRW 3. Improvement of water service coverage. 4. Increase operating income to match expenditures 5. Improvement of revenue collections (reduce high receivables).

**Customer Service**

Average monthly consumption is about 6.73m<sup>3</sup> per domestic connection with a per capita consumption of 14lts/capita/day. Water is available for an average of 23 hours a day. The quality of water meets the required standard in which the overall average compliance during the year was 100%. There were 2,327 consumer complaints recorded of which 2,141 complaints were resolved on time. The total number of complaints per 1000 connections is 189. Most of the complaints reported are related to water leakages, which constituted about 52% of the total reported complaints.

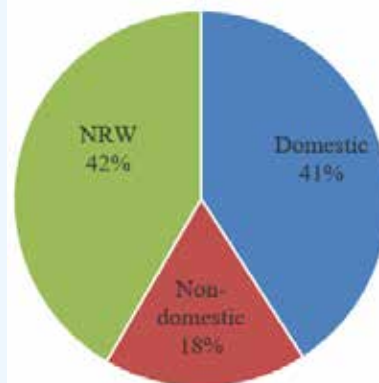
**Performance Highlights**

Bukoba WSSA provides water supply direct to 76% of the population in its service area. The reported NRW is still high at 42%. Operating and Working ratios are at 0.98 and 0.8 respectively. Accounts receivable equivalent is at 3.5 months which is far away from the best practice of below 2 months. Average tariff at TZS 1,888 per m<sup>3</sup> is sufficient to cover all operating expenses and part of an investment. Staff/1000 connections ratio is efficiently low at 5.2.



**BUKOBA WSSA PROFILE**
**2019/20**
**Production/Distribution**

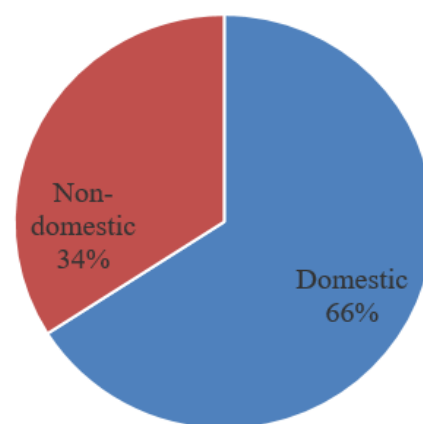
Average daily production	6,241 m <sup>3</sup>
Production capacity/day	18,000m <sup>3</sup>
Treatment type	Conventional
Storage capacity	5,605m <sup>3</sup>
Length of Water network	246km
Length of sewerage network	0km


**ANNUAL WATER USE: 2,748,120 m<sup>3</sup>**
**Service Connections**

Total water connections	12,321
Domestic water connections	11,528
Metering ratio	100%

**Service Indicators**

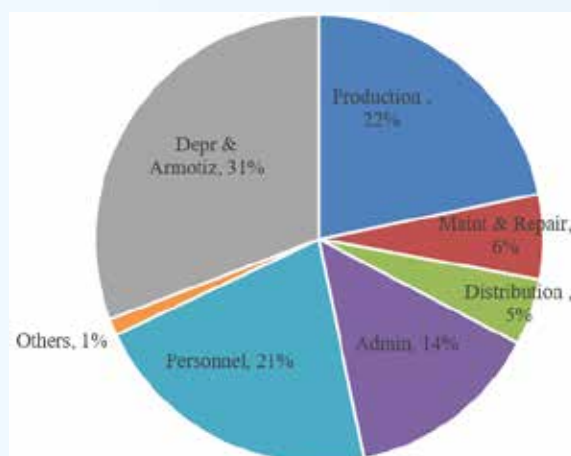
Water service coverage	90%
Population directly served	76%
Service hours	23
Per capita consumption	14l/c/d
Average Tariff	1,888 TZS/m <sup>3</sup>
Complaints/1000 connection	189


**ANNUAL WATER AND SEWERAGE BILLING  
TZS 2,558,191,029**
**Efficiency Indicators**

Non-Revenue Water	42%
Revenue collection efficiency	105% (including arrears)
Unit production cost	470 TZS/m <sup>3</sup>
Operating ratio	0.98
Working ratio	0.8
Account receivable	3.5
Staff/1000 total connections	5.2

**Income and Expenditure**

Annual operating income from Water and sewerage services	TZS 2,558,191,029
Government /Donor Grants	TZS 0.00
Amortized Grants	TZS 0.00
Other income	TZS 4,302,003,401
<b>TOTAL INCOME</b>	<b>TZS 6,860,194,430</b>


**ANNUAL EXPENDITURE TZS 3,958,327,493**

Water Production Expenses	TZS 861,675,837
Water distribution Expenses	TZS 189,835,913
Maintenance and Repair	TZS 242,214,598
Personnel Expenses	TZS 838,694,887
Administration Expenses	TZS 558,866,324
Other O&M Expenses	TZS 47,227,720
<b>Total O&amp;M</b>	<b>TZS 2,738,515,279</b>
Depreciation & Amortization	TZS 1,219,812,214

**ANNUAL EXPENDITURE TZS 3,958,327,493**

<b>KIGOMA WSSA PROFILE</b>		<b>2019/20</b>																							
<b>EWURA CLASS III LICENSE NO: WSSSL/04/2011</b>																									
<b>Water Utility</b>	<p>Kigoma Water Supply and Sanitation Authority (Kigoma WSSA), is a fully autonomous public utility responsible for the overall operation and management of water supply and sanitation services in the Kigoma Town. Its area of operation has a total population of 251,082 people while the served population is 205,225 people. The utility draws water from the Lake Tanganyika intake. The intake has a production capacity of 18,000m<sup>3</sup>/day. Water services are available at an average of 17 hours per day. The Utility does not have a sewerage system and sewage treatment plant. Sanitation services are operated under the supervision of Kigoma District Council. During the year under review, it was estimated that 6.6% of the total households in the service area contain their faecal sludge in the septic tanks while 37.9% used latrines. About 85% of total latrines were reported to be emptiable. The utility owns and operate a faecal sludge treatment facility and possess no cesspit emptier trucks. Kigoma WSSA has a total workforce of 54.</p>																								
<b>General Data About Water Utility</b>	Total Water Connections Active Water Connections Total Sewerage Connections Total Staff Annual O&M Costs Annual Water and Sewerage Collections Annual Water and Sewerage Billings	12,672 8711 NA 54 TZS 2,337,620,541 TZS 2,253,854,478 TZS 2,252,383,275																							
<b>Tariff Structure</b>	<p><b>Water Tariff</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">Category</th> <th style="width: 15%;">Domestic</th> <th style="width: 15%;">Institutional</th> <th style="width: 15%;">Commercial</th> <th style="width: 15%;">Industrial</th> <th style="width: 20%;">Water Bowser</th> </tr> <tr> <th>Consumption band</th> <th>TZS/m<sup>3</sup></th> <th>TZS/m<sup>3</sup></th> <th>TZS/m<sup>3</sup></th> <th>TZS/m<sup>3</sup></th> <th>TZS/m<sup>3</sup></th> </tr> </thead> <tbody> <tr> <td>0 - 10</td> <td>1,300</td> <td rowspan="3" style="text-align: center;">1700</td> <td rowspan="3" style="text-align: center;">1800</td> <td rowspan="3" style="text-align: center;">1,800</td> <td rowspan="3" style="text-align: center;">1,800</td> </tr> <tr> <td>&gt;10 -20</td> <td>1,400</td> </tr> <tr> <td>&gt;20</td> <td>1,500</td> </tr> </tbody> </table> <p><b>Note:</b> The charges at water kiosk is TZS 20 per 20 litres</p> <p>Effective date of the tariffs: 1st March 2019.</p>			Category	Domestic	Institutional	Commercial	Industrial	Water Bowser	Consumption band	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	0 - 10	1,300	1700	1800	1,800	1,800	>10 -20	1,400	>20	1,500
Category	Domestic	Institutional	Commercial	Industrial	Water Bowser																				
Consumption band	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>																				
0 - 10	1,300	1700	1800	1,800	1,800																				
>10 -20	1,400																								
>20	1,500																								
<b>Priority of Needs</b>	<p>1. Increase of water production to match water demand 2. Construction of wastewater collection and treatment facilities 3. Improvement of water service coverage. 4. Increase of operating income to correspond with expenditures 5. Improvement of revenue collections (reduction of high receivables).</p>																								
<b>Customer Service</b>	<p>Average monthly consumption is about 13.5m<sup>3</sup> per domestic connection with a per capita consumption of 20.8lts/capita/day. Water is available at an average of 17 hours a day. The quality of water meets the required standard in which the overall average compliance during the year was 100%. There were 3598 consumer complaints recorded, in which 80% (2878) of complaints were resolved on time. The total number of complaints per 1000 connections is 283. Most of the complaints were related to low pressure, lack of water and leakages which constituted about 75% of the total reported complaints.</p>																								
<b>Performance Highlights</b>	<p>Kigoma WSSA provides water supply direct to 82% of the population in its service area. The reported NRW is at 29%. Operating and Working ratios are unsatisfactory at 0.93 and 0.82 respectively. Accounts receivable equivalent was high at 6.9 months, which is far away from the best practice of below 2 months. Average tariff at TZS 1,400 per m<sup>3</sup>. Staff/1000 connections ratio is fair at 6.</p>																								

## KIGOMA WSSA PROFILE

2019/20

### Production/Distribution

Average daily production	8,906m <sup>3</sup>
Production capacity/day	18,000m <sup>3</sup>
Treatment type	Chlorine dosing
Storage capacity	13,500m <sup>3</sup>
Length of Water network	312.5km

### Service Connections

Total water connections	12,672
Domestic water connections	11,850
Metering ratio	99%

### Service Indicators

Water service coverage	89.8%
Population directly served	82%
Service hours	17
Per capita consumption	20.9l/c/d
Average Tariff	1400 TZS/m <sup>3</sup>
Complaints/1000 connection	283.9

### Efficiency Indicators

Non-Revenue Water	29%
Revenue collection efficiency	89%
Unit production cost	329 TZS/m <sup>3</sup>
Operating ratio	0.93
Working ratio	0.82
Account receivable	6.9
Staff/1000 total connections	6

### Income and Expenditure

Annual operating income from Water and sewerage services	TZS 2,253,854,478
Government /Donor Grants	TZS 691,730,815
Amortized Grants	TZS 0.00
Other income	TZS 1,364,939,730

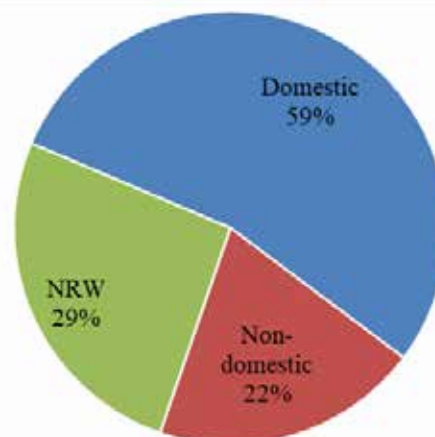
**TOTAL INCOME TZS 4,310,525,023**

Water Production Expenses	TZS 1,070,433,426
Water distribution Expenses	TZS 89,663,000
Maintenance and Repair	TZS 99,619,449
Personnel Expenses	TZS 730,967,931
Administration Expenses	TZS 340,518,626
Other O&M Expenses	TZS 6,418,109

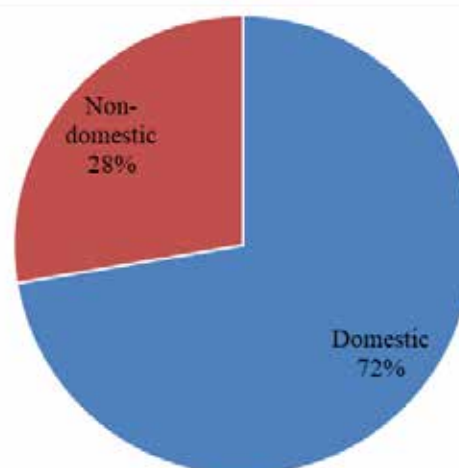
**Total O&M TZS 2,337,620,541**

Depreciation & Amortization	TZS 286,438,000
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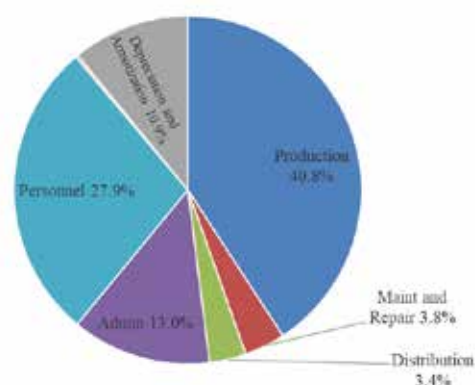
**ANNUAL EXPENDITURE TZS 2,624,058,541**



**ANNUAL WATER USE:3,250,796 m3**



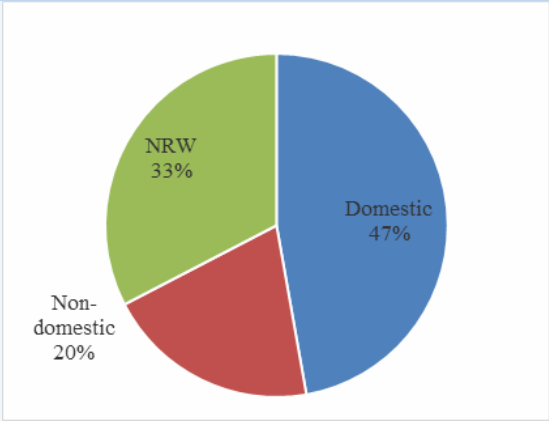
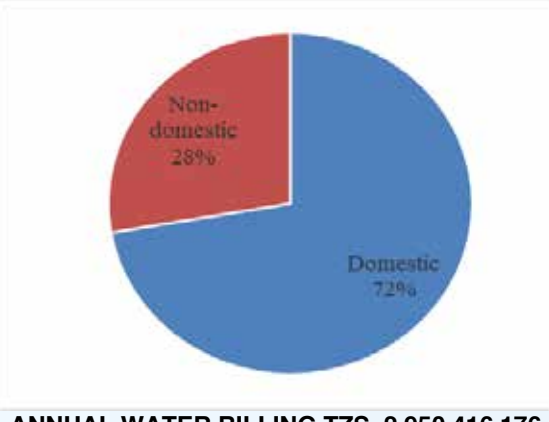
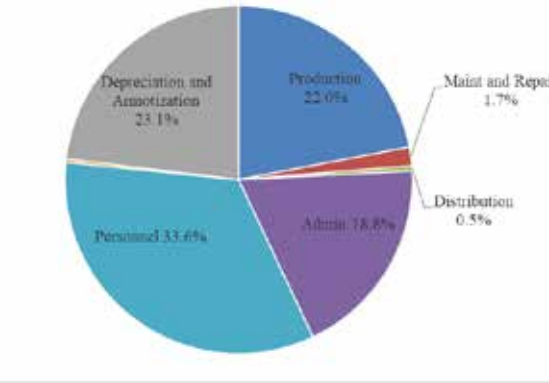
**ANNUAL WATER AND SEWERAGE BILLING TZS 2,253,854,478**



**ANNUAL EXPENDITURE TZS 2,624,058,541**

**SINGIDA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/19/2011**

<b>Water Utility</b>	<p>Singida WSSA is a fully autonomous public entity responsible for the overall operation and management of water supply and sanitation services in the Singida Municipality. Currently, Singida WSSA's service area has a total population of 113,558 (projections from the 2012 Census Report) out of whom 102,202 are served by the utility. Water supply in Singida town is purely from underground sources. There are 23 boreholes in 9 well fields with a water production capacity of 9,640m<sup>3</sup> a day. Singida Municipal dwellers receive water supply services at an average of 17 hours per day. The current water demand in Singida WSSA's service area is estimated at 13,000 m<sup>3</sup>/day. Singida WSSA has 21 storage tanks with a total storage capacity of 7,7050m<sup>3</sup>. There are no sewerage services in Singida WSSA's service area, but plans are underway to implement the sewerage project. The utility has no cesspit emptier truck. Furthermore, there one cesspit emptier truck owned by Singida Municipality and three private-owned cesspits emptier trucks registered by Council and Singida WSSA for provision of faecal sludge management services in the service area. Currently there is no faecal sludge treatment in the service area. It is estimated that 29 % of the total households in the service area have septic tanks while 71% have latrines and about 0% do not have any containment facility (open defecation). During the year under review, it was estimated that 25.5% of the total households in the service area contain their faecal sludge in the septic tanks while 74.3% used latrines and 0.1% do not have any containment facility (open defecation). About 33% of total latrines were reported to be emptiable. The utility has no faecal sludge treatment facility and possess one (1) cesspit emptier truck. Singida WSSA has 59 staff and is implementing Customer Service Charter approved by EWURA.</p>					
<b>General Data About Water Utility</b>	Total Water Connections	13,251				
	Active Water Connections	11,781				
	Total Sewerage Connections	0				
	Total Staff	59				
	Annual O&M Costs	TZS 2,944,200,000				
	Annual Water Services Collections	TZS 2,950,416,176				
	Annual Water services billing	TZS 2,950,400,000				
<b>Tariff Structure</b>	<b>Water Tariff</b>					
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Bulk customers</b>
	<10	1,500	1,810	1,710	3,000	2,250
	>10	1,710	1,800	1,800	3,000	2,250
	<b>Note:</b> Water Kiosk tariff is TZS 30 per 20litres Effective date of the tariffs: 1 <sup>st</sup> October 2018.					
<b>Priority of Needs</b>	<p>1. Utilization of the available water production capacity to increase water production 2. Construction of wastewater treatment facilities 3. Improvement of water service coverage. 4. Increase of operating income to match expenditures 5. Improvement of revenue collections efficient</p>					
<b>Customer Service</b>	<p>Water is available for an average of 17 hours a day. The quality of water produced is within the recommended TBS Standards, the overall average compliance during the year was 100%. There were 2,214 consumer complaints recorded in which all complaints were resolved on time. A good number of the complaints reported are related to lack of water/pressure, meter reading and water billing.</p>					
<b>Performance Highlights</b>	<p>Singida WSSA provides water supply direct to 80% of the population in its service area. The reported NRW is 26.54%. Operating and Working ratios are at 1.29 and 0.94 respectively. Accounts receivables equivalent is at 2.5 months.</p>					

<b>SINGIDA WSSA PROFILE</b>		<b>2019/20</b>
<b>Production/Distribution</b> Average daily production 7,391m <sup>3</sup> Production capacity/day 9,640m <sup>3</sup> Treatment type Chlorination/Disinfection Storage capacity 7,705m <sup>3</sup> Length of distribution network 329km Length of sewerage network -		 <p><b>ANNUAL WATER USE: 2,705,150 m<sup>3</sup></b></p>
<b>Service Connections</b> Total water connections 13,251 Domestic water connections 12,147 Metering ratio 100%		
<b>Service Indicators</b> Water service coverage 90% Population directly served 78 Average service hours 17 Average tariff 1,723		 <p><b>ANNUAL WATER BILLING TZS 2,950,416,176</b></p>
<b>Efficiency Indicators</b> Non-revenue water 32.6% Unit production costs TZS 1,088.4 /m <sup>3</sup> Operating ratio 1.29 Working ratio 0.94 Accounts receivables 3.5 months Staff/1000 connections 4		
<b>Income and Expenditure</b> Annual operating income from Water services TZS 2,950,416,176 Government /Donor Grants TZS - Amortized Grants TZS 588,938,386 Other income TZS 103,654,007 <b>TOTAL INCOME TZS 3,148,500,000</b>  Water Production Expenses TZS 831,332,865 Water distribution expenses TZS 18,786,400 Maintenance and Repair TZS 65,084,342 Personnel Expenses TZS 1,270,730,267 Administration Expenses TZS 678,804,962 Other O&M Expenses TZS <b>TOTAL O&amp;M EXPENSES TZS 2,944,213,157</b>  Depreciation & Amortization TZS 1,090,596,438 <b>ANNUAL EXPENDITURE TZS 2,944,213,157</b>		 <p><b>ANNUAL EXPENDITURE TZS 2,944,213,157</b></p>

**SUMBAWANGA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/07/2011**

<b>Water Utility</b>	Sumbawanga WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in the Sumbawanga Municipality. Sumbawanga WSSA is classified as a Class B water utility and its area of operation has a total population of 148,203. Currently, the directly served population is 119,230 equivalents to 80% of total population in the service area also 80% of people are living in the area with water network. The utility draws water from surface (River – 62.8%) and groundwater sources (boreholes – 37.2%) and has three water treatment plants; one conventional is located at Majengo area and two semi-conventional located at Kizitwe and Senga areas. The combined water sources production capacity is 20,500m <sup>3</sup> /day but the average water production is 6,689m <sup>3</sup> /day while water demand stands at 14,779m <sup>3</sup> /day. Total Length of Water Network is 359km. The utility has no sewerage network however has constructed the sludge treatment facilities. During the year under review, it was estimated that 49% of the total households in the service area contain their faecal sludge in the septic tanks while 48% used latrines and 3% do not have any containment facility (open defecation). About 40% of total latrines were reported to					
<b>General Data About Water Utility</b>	Total Water Connections	9,408				
	Active Water Connections	6,838				
	Total Sewerage Connections	-				
	Total Staff	55				
	Annual O&M Costs	TZS 3,184,765,244				
	Annual Water and Sewerage Collections	TZS 2,063,885,136				
	Annual Water and Sewerage Billings	TZS 1,511,627,963				
<b>Tariff Structure</b>	<b>Water Tariff</b>					
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Kiosks</b>
	TZS/m <sup>3</sup>	1,000 – 1,245	2,280	2,280	2,480	TZS1,00
	<b>Note:</b> Water Kiosk tariff is TZS 20 per 20 litres <b>Effective date of the tariffs: 3<sup>rd</sup> April 2020.</b>					
<b>Priority of Needs</b>	1. Utilization of the available water production capacity to increase water production 2. Construction of waste water collection system 3. Improvement of water service coverage. 4. Increase of operating income to match expenditures 5. Improvement on customer metering					
<b>Customer Service</b>	Average monthly consumption is about 11.7m <sup>3</sup> per domestic connection with a per capita consumption of 23.4lts/capita/day. Water is available at an average of 20 hours a day. The quality of water produced is good, the overall average compliance during the year was 98.7%. There were 1342 consumer complaints recorded in which all complaints were resolved on time. The total number of complaints per 1000 connections is 142.6					
<b>Performance Highlights</b>	Sumbawanga WSSA provides water supply direct to 80% of the population in its service area. The reported NRW has increased from 31% reported in FY 2017/18 to 34% in FY 2019/20. All productions points are metered with 99.7% customers being metered. Operating and Working ratios are at 1.93 and 1.1 respectively. Accounts receivables equivalent is at 4.4 months which is above the best practice of below 2 months. Average tariff of TZS 1,231 per m <sup>3</sup> is sufficient to cover all operating expenses. Staff/1000 connections ratio is at 6.					

**SUMBAWANGA WSSA PROFILE**

**2019/20**

**Production/Distribution**

Average daily production	6,689 m <sup>3</sup>
Production capacity/day	20,500m <sup>3</sup>
Treatment type	Partial Convention
Storage capacity	8,350m <sup>3</sup>
Length of Water network	259km

**Service Connections**

Total water connections	9,408
Domestic water connections	9,026
Metering ratio	99.7%

**Service Indicators**

Water service coverage	90%
Population directly served	119,230.
Service hours	20
Per capita consumption	34 lts/day
Average Tariff	1,231 TZS/m <sup>3</sup>
Complaints/1000 connection	142.6

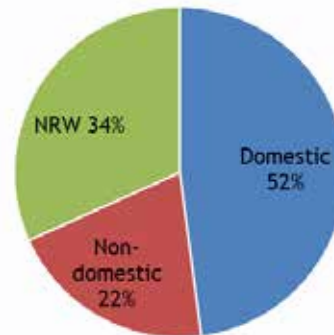
**Efficiency Indicators**

Non-Revenue Water	34%
Revenue collection efficiency	107.3%
Unit production cost	200. TZS/m <sup>3</sup>
Operating ratio	1.93
Working ratio	1.1
Accounts receivables	4.4
Staff/1000 total connections	6

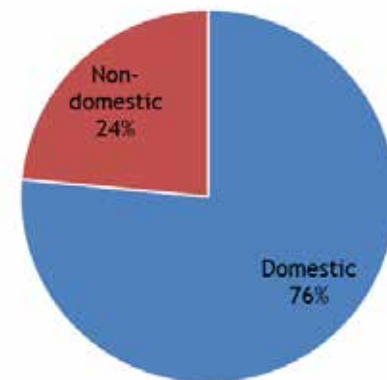
**Income and Expenditure**

Annual operating income from water and sewerage services	TZS 1,511,627,963
Government /Donor Grants	TZS 452,429,007
Amortized Grants	TZS 0
Other income	TZS 135,359,443
<b>TOTAL INCOME</b>	<b>TZS 2,099,416,413</b>

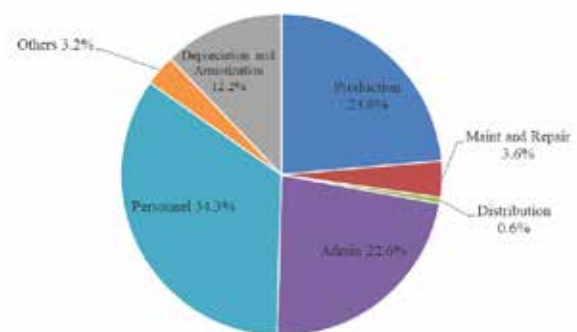
Water Production Expenses	TZS 490,437,544
Water distribution Expenses	TZS 12,564,500
Maintenance and Repair	TZS 75,729,693
Personnel Expenses	TZS 711,255,407
Administration Expenses	TZS 439,780,370
Other O&M Expenses	TZS 86,139,584
<b>Total O&amp;M</b>	<b>TZS 1,815,907,098</b>
Depreciation & Amortization	TZS 1,368,858,146
<b>ANNUAL EXPENDITURE</b>	<b>TZS 3,184,765,244</b>



**ANNUAL WATER USE: 2,448,249 m<sup>3</sup>**



**ANNUAL WATER AND SEWERAGE BILLING TZS 1,511,627,963**

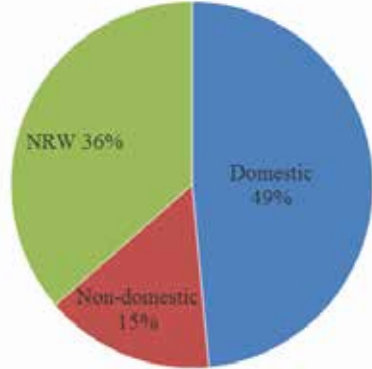
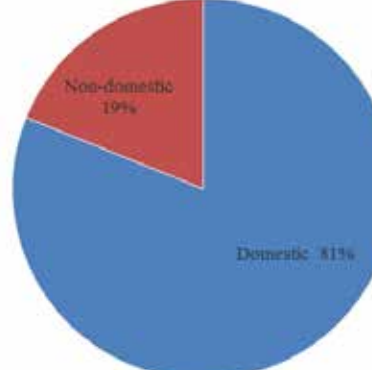
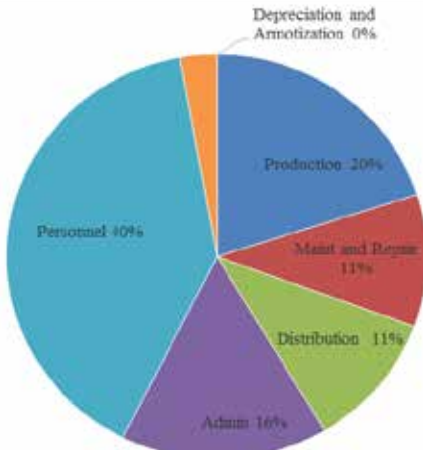


**ANNUAL EXPENDITURE TZS 3,184,765,244**

**BABATI WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/14/11**

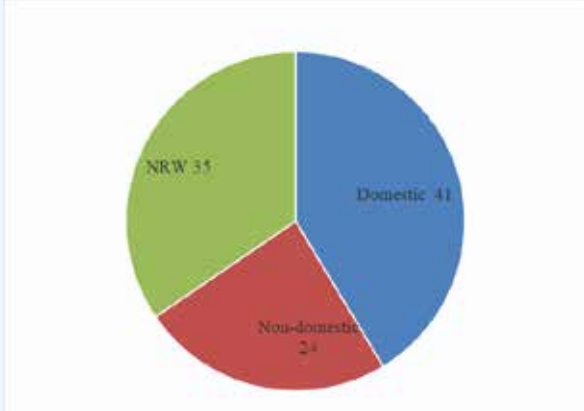
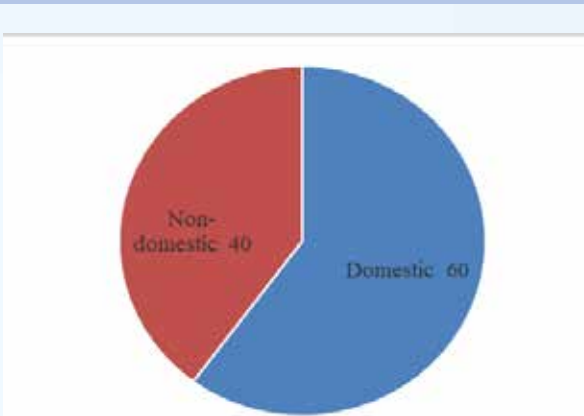
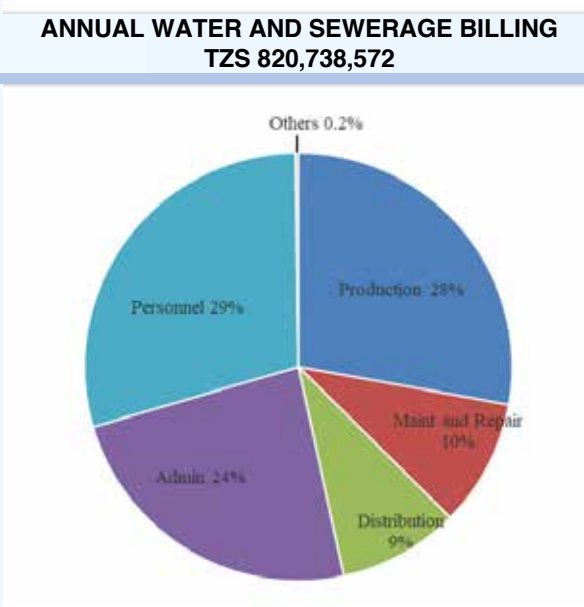
<b>Water Utility</b>	<p>Babati WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Babati town, Magugu, Bashnet, Gallapo and Dareda areas. Babati WSSA is classified as class C water utility and its area of responsibility has a total population of 284,618 people out of whom 159,088 are served with the utility. The utility draws water from eleven spring sources, nineteen boreholes and one river. The combined water sources production capacity is 21,133m<sup>3</sup>/day while water demand stands at 15,524 m<sup>3</sup>/day. The total length of the water network is 611.17km and water is available at an average of 17 hours per day. The Utility has no sewerage system. During the year under review, it was estimated that 2.3% of the total households in the service area contain their faecal sludge in the septic tanks while 64.7% used latrines. About 46% of total latrines were reported to be empty. The utility has no faecal sludge treatment facility and possess no cesspit emptier</p>																												
<b>General Data About Water Utility</b>	Total Water Connections	14097																											
	Active Water Connections	13288																											
	Total Staff	71																											
	Annual O&M Costs	TZS 2,635,525,939																											
	Annual Water and Sewerage Collections	TZS 2,542,696,543																											
	Annual Water and Sewerage Billings	TZS 2,414,791,835																											
<b>Tariff Structure</b>	<b>Water Tariff</b>																												
	<table border="1"> <thead> <tr> <th>Categories</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>Band 1 (0-5m<sup>3</sup>)</td> <td>1,560</td> <td>2,300</td> <td>2,400</td> <td>2,500</td> <td>865</td> </tr> <tr> <td>Band 2 (6-10m<sup>3</sup>)</td> <td>1,650</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Band 3 (&gt;10 m<sup>3</sup>)</td> <td>1,770</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Categories	Domestic	Institutional	Commercial	Industrial	Kiosk	Band 1 (0-5m <sup>3</sup> )	1,560	2,300	2,400	2,500	865	Band 2 (6-10m <sup>3</sup> )	1,650					Band 3 (>10 m <sup>3</sup> )	1,770								
Categories	Domestic	Institutional	Commercial	Industrial	Kiosk																								
Band 1 (0-5m <sup>3</sup> )	1,560	2,300	2,400	2,500	865																								
Band 2 (6-10m <sup>3</sup> )	1,650																												
Band 3 (>10 m <sup>3</sup> )	1,770																												
	Water Kiosk tariff is TZS 17 per 20 litres																												
	<b>Effective date of the tariffs: 1<sup>st</sup> May 2019.</b>																												
<b>Priority of Needs</b>	<p>1. Improve water storage capacity by constructing additional water storage tanks 2. Acquisition of land and construction of wastewater and fecal sludge treatment facility 3. Reduction of high Non-Revenue Water</p>																												
<b>Customer Service</b>	<p>Average monthly consumption is about 8.8m<sup>3</sup> per domestic connection with a per capita consumption of 13.2lts/capita/day. Water is available at an average of 17 hours a day. The overall water quality compliance during the year was 89%. There were 4752 consumer complaints recorded in which 3514 complaints were resolved on time. The total number of complaints per 1000 connections is 337.</p>																												
<b>Performance Highlights</b>	<p>Babati WSSA provides water supply direct to 56% of the population in its service area. The reported NRW is still high at 36% in 2019/20 which is above the service level benchmark. Overall metering ration is 96% of which all production points are metered. Operating ratio is unsatisfactory at 1.32 while working ratio is at 0.95. Accounts receivables equivalent is at 1.05 months which is fair compared to best practice of below 2 months. Average tariff at TZS 1,748 per m<sup>3</sup> is fair although not sufficient to cover all operating expenses. Staff/1000 connections ratio is good at 5.3.</p>																												



BABATI WSSA PROFILE		2019/20
<b>Production/Distribution</b> Average daily production 7791m <sup>3</sup> Production capacity/day 21133m <sup>3</sup> Treatment type Chlorine Dosing Storage capacity 3929m <sup>3</sup> Length of Water network 611.17km		 <p><b>ANNUAL WATER USE: 2,843,882m<sup>3</sup></b></p>
<b>Service Connections</b> Total water connections 14097 Domestic water connections 13044 Metering ratio 96		
<b>Service Indicators</b> Water service coverage 71% Population directly served 56% Service hours 17 Per capita consumption 25.1lts/day Average Tariff 1,748 TZS/m <sup>3</sup> Complaints/1000 connection 337		 <p><b>ANNUAL WATER AND SEWERAGE BILLING TZS 2,414,791,835</b></p>
<b>Efficiency Indicators</b> Non-Revenue Water 36% Revenue collection efficiency 105.3% Unit production cost 1,124.09 TZS/m <sup>3</sup> Operating ratio 1.3 Working ratio 0.95 Accounts receivables 1 Staff/1000 total connections 5.3		
<b>Income and Expenditure</b> Annual operating income from Water and sewerage services TZS 2,414,791,835 Government /Donor Grants TZS - Amortized Grants TZS Other income TZS 1,667,502,483  <b>TOTAL INCOME TZS 4,082,294,318</b> Water Production Expenses TZS 528,295,114 Water distribution Expenses TZS 285,752,245 Maintenance and Repair TZS 278,295,182 Personnel Expenses TZS 1,048,587,109 Administration Expenses TZS 420,331,753 Other O&M Expenses TZS 74,264,536 <b>Total O&amp;M TZS 2,635,525,939</b>  Depreciation & Amortization TZS		 <p><b>ANNUAL EXPENDITURE TZS 4,569,862,918</b></p>
<b>ANNUAL EXPENDITURE TZS 4,569,862,918</b>		

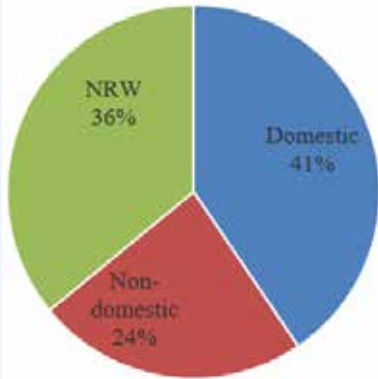
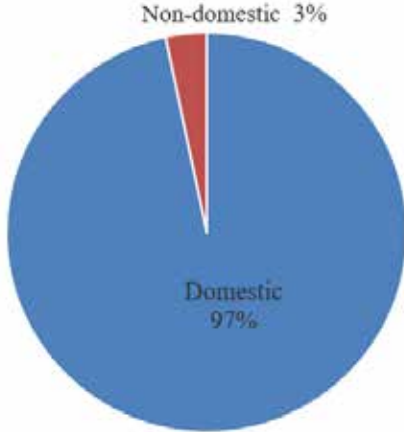
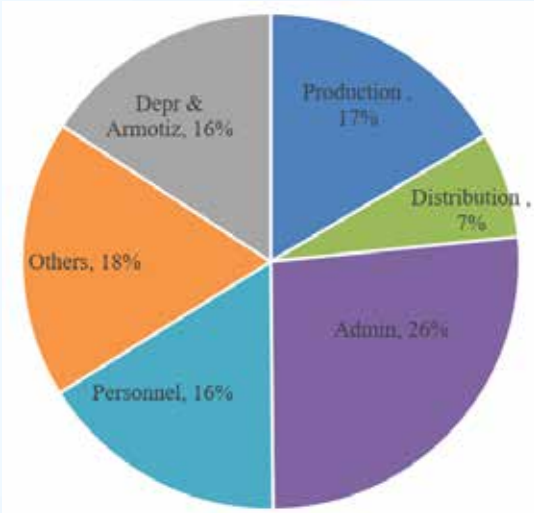
**LINDI WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/03/2011**

<b>Water Utility</b>	Lindi WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sewerage services in the Lindi Municipality. Its area of operation has a total population of 94,359 out of whom 70,769 people are currently served (75% people are living in the area with water network). The utility draws water from thirteen (13) isolated water sources which are boreholes, springs and stream with total installed capacity is of 10,500 m <sup>3</sup> /day. Among all 13 water sources, the main water source is a newly constructed Ng'apa well field, with eight boreholes of total capacity of 7,500m <sup>3</sup> /day. Water produced is treated at a newly constructed Ng'apa treatment plant, and the length of pipe network is 233km, with a total storage capacity of 8,785m <sup>3</sup> . The available water production capacity is sufficient compared to estimated demand, however during the FY 2019/20 water produced was 2,078m <sup>3</sup> per day which was insufficient as compared to water demand; the daily water demand was 5,030m <sup>3</sup> . Water is supplied at an average of 17hours per day. The utility has neither a sewerage system nor a sewage treatment plant. During the year under review, it was estimated that 48.5% of the total households in the service area contain their faecal sludge in the septic tanks while 45.7% used latrines and 5.8% do not have any containment facility (open defecation). About 15% of total latrines were reported to be emptiable. The utility had no faecal sludge treatment facility and cesspit emptier trucks.					
<b>General Data About Water Utility</b>	Total Water Connections	5131				
	Active Water Connections	4196				
	Total Sewerage Connections	0				
	Total Staff	42				
	Annual O&M Costs	TZS 1,359,455,848.00				
	Annual Water and Sewerage Collections	TZS 693,616,562.70				
	Annual Water and Sewerage Billings	TZS 820,738,572.00				
<b>Tariff Structure</b>	<b>Water Tariff</b>					
	<b>WATER TARIFF</b>					
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Kiosks</b>
	TZS/m <sup>3</sup>	1,500-1,600	2,000	2,100	2,100	1,500
						<b>Bowser</b>
						3,600
	Water Kiosk tariff is TZS 30 per 20 litres					
	<b>Effective date of the tariffs: 1<sup>st</sup> February 2019.</b>					
<b>Priority of Needs</b>	1. Utilization of the available water production capacity to increase water production 2. Reduction of high NRW 3. Improvement of water service coverage. 4. Increase of operating income to match expenditures 5. Improvement of revenue collections (reduction of high receivables).					
<b>Customer Service</b>	Average monthly consumption is about 5.9m <sup>3</sup> per domestic connection with a per capita consumption of 9.08lts/capita/day. Water is available at an average of 17 hours a day. The quality of water produced is fairly good, the overall average compliance during the year was 100%. There were 840 consumer complaints recorded in which all complaints were resolved on time. The total number of complaints per 1000 connections is 163.7.					
<b>Performance Highlights</b>	Lindi WSSA provides water supply direct to 67% people in its service area. The reported NRW is improving to 34.5%. Water production is estimated as the water production points are not metered while all customer meters are metered. Operating and Working ratios are unsatisfactory at 3.35 and 1.08 respectively. Accounts receivables equivalent is extremely high at 11.67 months which is far away from the best practice of below 2 months. Average tariff at TZS 1,700 per m <sup>3</sup> and staff/1000 connections ratio is high at 9.77					

LINDI WSSA PROFILE		2019/20
<b>Production/Distribution</b> Average daily production 2078.11m <sup>3</sup> Production capacity/day 10,500m <sup>3</sup> Treatment type Conventional Storage capacity 8,785m <sup>3</sup> Length of Water network 233km		 <p><b>ANNUAL WATER USE: 758,513m<sup>3</sup></b></p>
<b>Service Connections</b> Total water connections 5,131 Domestic water connections 4,417 Metered water connection 100%		
<b>Service Indicators</b> Population directly served 67% Service hours 17 Per capita consumption 9.08lts/day Average Tariff 1,700 TZS/m <sup>3</sup> Complaints/1000 connection 163.7		 <p><b>ANNUAL WATER AND SEWERAGE BILLING TZS 820,738,572</b></p>
<b>Efficiency Indicators</b> Non-Revenue Water 34.5% Revenue collection efficiency 84.5% Unit production cost 1783.92TZS/m <sup>3</sup> Operating ratio 3.35 Working ratio 1.08 Accounts receivables 11.67 Staff/1000 total connections 9.77		
<b>Income and Expenditure</b> Annual operating income from Water and sewerage services TZS 820,738,572 Government /Donor Grants TZS 2,898,659,094 Amortized Grants TZS Other income TZS 3,443,271,565  <b>TOTAL INCOME TZS 7,162,669,231</b>  Water Production Expenses TZS 378,482,591 Water distribution Expenses TZS 124,404,147 Maintenance and Repair TZS 130,462,119 Personnel Expenses TZS 398,672,671 Administration Expenses TZS 324,524,385 Other O&M Expenses TZS 2,909,934 <b>Total O&amp;M TZS 1,359,455,848</b> Depreciation & Amortization TZS		 <p><b>ANNUAL EXPENDITURE TZS 1,359,455,848</b></p>
<b>ANNUAL EXPENDITURE TZS 1,359,455,848</b>		

**BARIADI WSSA PROFILE**
**2019/20**
**EWURA LICENSE NO: WSSSL/61/12**

<b>Water Utility</b>	Bariadi Water Supply and Sanitation Authority (Bariadi WSSA), is a fully autonomous public utility responsible for the overall operation and management of water supply and sanitation services in Bariadi Town. Its area of operation has a total population of 75,934.00 people while the served population is 29,430. The utility draws water from 15 boreholes located at Majahida (2), Mahaha (2), Somanda (3), Kidinda (5), Isanzu (1), Samungu (1), and Malambo (1). During the FY 2019/20 WSSA used 9 boreholes while 6 boreholes did not provide service due to faulty pumps and motors and one at Kidinda run dry. Water services are available at an average of 10 hours per day. The Utility does not have a sewerage system and sewage treatment plant. Sanitation services are operated under the supervision of Bariadi District Council. Bariadi WSSA hires water quality laboratory services from Shinyanga regional water quality laboratory to audit the quality of water it produces. During the year under review, it was estimated that 33.1% of the total households in the service area contain their faecal sludge in the septic tanks while 51.5% used latrines and 1.3% do not have any containment facility (open defecation). About 45% of total latrines were reported to be emptiable. The utility has no faecal sludge treatment facility and cesspit emptier truck. Bariadi WSSA has 14 total staff and have in place an approved customer service charter.			
<b>General Data About Water Utility</b>	Total Water Connections	1,773		
	Active Water Connections	1,748		
	Total Staff	14		
	Annual O&M Costs	TZS 678,069,822		
	Annual Water and Sewerage Collections	TZS 131,322,922		
	Annual Water and Sewerage Billings	TZS 150,711,600		
<b>Tariff Structure</b>	<b>Water Tariff</b>			
	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>
	Consumption charge (TZS/m <sup>3</sup> )	660	780	900
	Flat rate charge (TZS/Month)	6,800	15,300	19,300
	TZS 30 per 20litre bucket			
	<b>Effective date of the tariffs: 1<sup>st</sup> June 2011.</b>			
<b>Priority of Needs</b>	1. Increase water production to match with water demand 2. Construction of wastewater collection and treatment facilities 3. Improvement of water service coverage. 4. Increase of operating income to correspond with expenditures 5. Improvement of revenue collections (High receivables).			
<b>Customer Service</b>	Average monthly consumption is about 6.08 m <sup>3</sup> per domestic connection with a per capita consumption of 4lts/capita/day. Water is available at an average of 10 hours a day. The quality of water meets the required standard in which the overall average compliance during the year was 100%. There were 552 consumer complaints recorded in which all complaints were resolved on time. The total number of complaints per 1000 connections is 311. Most of the complaints reported are related to meter readings and billing which constitute about 58% of the total reported complaints.			
<b>Performance Highlights</b>	Bariadi WSSA provides water supply direct to 29,430 people in its service area. The reported NRW is improving to 36. All productions points are metered as well as all customer connections. Operating and Working ratios are at 1.42 and 0.92 respectively. Accounts receivable equivalent is extremely high at 5.5 months which is far away from the best practice of below 2 months. Average tariff at TZS 730 per m <sup>3</sup> with ineffectively high staff/1000 connections ratio of 8.			

<b>BARIADI WSSA PROFILE</b>		<b>2019/20</b>
<b>Production/Distribution</b> Average daily production 746m <sup>3</sup> Production capacity/day 1,496m <sup>3</sup> Treatment type Chlorine Dosing Storage capacity 1,430 m <sup>3</sup> Length of Water network 48km		 <p><b>ANNUAL WATER USE: 272,262 m<sup>3</sup></b></p>
<b>Service Connections</b> Total water connections 1,773 Domestic water connections 1,512 Metered water connection 88%		
<b>Service Indicators</b> Population directly served 39 Service hours 10 Per capita consumption 4l/c/d Average Tariff 730 TZS/m <sup>3</sup> Complaints/1000 connection 311		 <p><b>ANNUAL WATER AND SEWERAGE BILLING TZS 150,711,600</b></p>
<b>Efficiency Indicator</b> Non-Revenue Water 36 Revenue collection efficiency 87.14% (including arrears) Unit production cost 2,491 TZS/m <sup>3</sup> Operating ratio 1.42 Working ratio 0.92 Accounts receivables 5.5 Staff/1000 total connections 8.0		
<b>Income and Expenditure</b> Annual operating income from Water and sewerage services TZS 150,711,600 Government /Donor Grants TZS 1,510,103,426 Amortized Grants TZS 0.00 Other income TZS 623,763,849 <b>TOTAL INCOME TZS 2,284,578,875</b> Water Production Expenses TZS 133,092,242 Water distribution Expenses TZS 55,371,500 Maintenance and Repair TZS 0.00 Personnel Expenses TZS 131,117,165 Administration Expenses TZS 212,946,675 Other O&M Expenses TZS 145,542,240 <b>Total O&amp;M TZS 678,069,822</b> Depreciation & Amortization TZS 127,140,713 <b>ANNUAL EXPENDITURE TZS 805,210,535</b>		 <p><b>ANNUAL EXPENDITURE TZS 805,210,535</b></p>

**GEITA WSSA PROFILE**
**2019/20**
**EWURA LICENSE NO: WSSSL/81/2012**

**Water Utility** Geita Water Supply and Sanitation Authority (Geita WSSA), is a fully autonomous public utility responsible for the overall operation and management of water supply and sanitation services in Geita Town. Its operation area has a total population of 243,524 people while the population served directly from the utility network is 102,996 people. The main water sources for the utility is from one spring, eight boreholes and one dam. Kagera Spring contributes 1% of the total water production, Nyakanga dam contributes 81% of the water production and the eight deep boreholes, located at Kambarage, Bomani and Tambukareli contribute 18% of the total water production. Water services are available at an average of 12 hours per day. The utility does not have a sewerage system and sewage treatment plant. The utility has a faecal sludge digester and a cesspit emptier truck. During the year under review, it was estimated that 17% of the total households in the service area contain their faecal sludge in the septic tanks while 81% used latrines and 2% do not have any containment facility (open defecation). About 34% of total latrines were reported to be emptyable. The utility owns and operate faecal sludge treatment facility and possess one (1) cesspit emptier truck. Geita WSSA has a total workforce of 45, and currently implementing Customer Service Charter approved by EWURA.

<b>General Data About Water Utility</b>	Total Water Connections	7,452
	Active Water Connections	7,377
	Total Sewerage Connections	-
	Total Staff	45
	Annual O&M Costs	TZS 2,226,655,556
	Annual Water and Sewerage Collections	TZS 1,484,795,543
	Annual Water and Sewerage Billings	TZS 1,501,171,894

<b>Tariff Structure</b>	<b>Metered Water Tariff</b>				
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
		<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>	<b>TZS/m<sup>3</sup></b>
	<b>Consumption Charge</b>	920 – 1,350	1,550	1,750	1,950

**Note:** The charges at water kiosks are TZS 26 per 20litres  
**Effective date of the tariffs: 15<sup>th</sup> March 2019.**

**Priority of Needs**

- 1.0 Increase of water production to match with water demand
- 2.0 Reduction of NRW to an acceptable level
- 3.0 Improvement of water service coverage.
- 4.0 Improvement of revenue collection efficiency
- 5.0 Extension of water distribution network to uncovered areas

**Customer Service** Average monthly consumption is about 11m<sup>3</sup> per domestic connection with a per capita consumption of 10.8lts/capita/day. Water is available at an average of 12 hours a day. Generally, the water quality meets the required standard, although the compliance level concerning Residual Chlorine was low at 59%. There were 3159 consumer complaints recorded in which all complaints were reported to be resolved on time. The total number of complaints per 1000 connections is 424. Most of the complaints reported were related to water leakages, about 63% and 30% were related to lack of water/pressure.

**Performance Highlights** Geita WSSA provides water supply direct to 102,996 people in its service area. During the year under review, NRW deteriorated to 38.91% as compared to 32.09% recorded in FY 2018/19. All production points and customer connections are metered. Operating and Working ratios are still unsatisfactory at 1.24 and 0.85, respectively. Accounts receivables are 1.1 months which is satisfactory and improved collection efficiency of 98.5%. Average tariff at TZS 1,305/m<sup>3</sup> is sufficient to cover all operating expenses and part of the investment. Staff/1000 connections deteriorated to 6 compared to a good record of 4 in FY 2018/19.

## GEITA WSSA PROFILE

2019/20

### Production/Distribution

Average daily production	4,838m <sup>3</sup>
Production capacity/day	7,182m <sup>3</sup>
Treatment type	Conventional
Storage capacity	1,560m <sup>3</sup>
Length of Water network	274.13km

### Service Connections

Total water connections	7,452
Domestic water connections	6,964
Metered water connection	100%

### Service Indicators

Population directly served	102,996
Service hours	12
Per capita consumption	10.8l/c/d
Average Tariff	1305 TZS/m <sup>3</sup>
Complaints/1000 connection	424

### Efficiency Indicators

Non-Revenue Water	38.91
Unit production cost	1261 TZS/m <sup>3</sup>
Operating ratio	1.24
Working ratio	0.85
Accounts receivables	1.1
Staff/1000 total connection	6

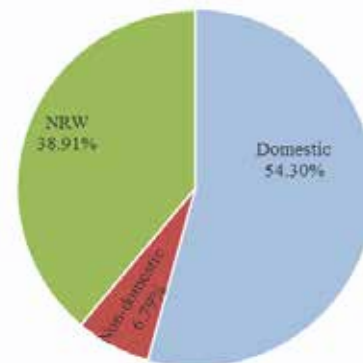
### Income and Expenditure

Annual operating income from Water and sewerage services	TZS	1,501,171,894
Government /Donor Grants	TZS	-
Amortized Grants	TZS	-
Other income	TZS	1,121,267,320

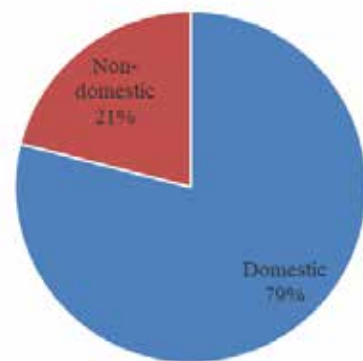
**TOTAL INCOME TZS 2,622,439,214**

Water Production Expenses	TZS	862,285,972
Water distribution Expenses	TZS	36,630,075
Maintenance and Repair	TZS	221,603,514
Personnel Expenses	TZS	512,359,842
Administration Expenses	TZS	530,832,073
Other O&M Expenses	TZS	62,944,080
<b>Total O&amp;M</b>	<b>TZS</b>	<b>2,226,655,556</b>

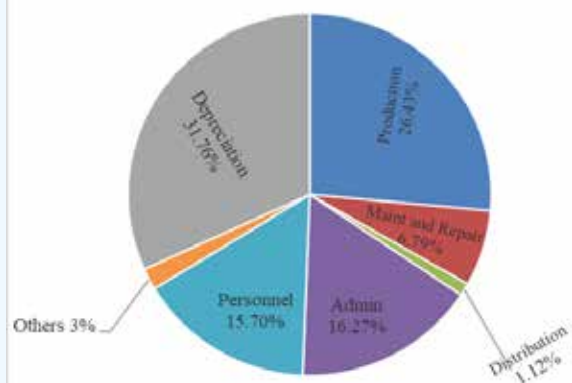
Depreciation & Amortization	TZS	1,036,301,074
<b>ANNUAL EXPENDITURE</b>	<b>TZS</b>	<b>3,262,956,630</b>



**ANNUAL WATER USE: 1,765,817m<sup>3</sup>**



**ANNUAL WATER AND SEWERAGE BILLING TZS 1,501,171,894**



**ANNUAL EXPENDITURE TZS 3,262,956,630**

**MPANDA WSSA PROFILE**  
**EWURA LICENSE NO: WSSSL/51/2012**
**2019/20**

<b>Water Utility</b>	<p>Mpanda WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply services in the Mpanda township. Its area of operation has a total population of 156,787. The current population directly served with water is 73,808, equivalent to 47% of the total population in the service area. Proportion of population living in the area with water network is 67%. The Utility draws water from Spring sources contributing 94% of the total abstraction, from dam 3% and groundwater 3% of the total abstraction. The total length of the water network is 181km.</p> <p>The utility has no sewerage system. During the year under review, it was estimated that 38.4% of the total households in the service area contain their faecal sludge in the septic tanks while 57.6% used latrines and about 0.6% do not have any containment facility (open defecation). About 33% of total latrines were reported to be emptiable. The utility has no faecal sludge treatment facility and cesspit emptier trucks. Mpanda WSSA has 32 staff and is implementing a Customer Service Charter approved by EWURA.</p>					
<b>General Data About Water Utility</b>	Total Water Connections	5,170				
	Active Water Connections	4,522				
	Total Wastewater Connections	-				
	Total Staff	32				
	Annual O & M Costs	TZS 693,600,000				
	Annual Water and Sewerage Collections	TZS 580,600,000				
	Annual Water and Sewerage Billing	TZS 679,960,000				
<b>Tariff Structure</b>	<b>Water Tariff</b>					
	<b>Category of</b>	<b>Domesti</b>	<b>Institution</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Kiosk</b>
	Metered (TZS/M3 )	800	820	850	950	1,000
	Flat rate (TZS/Month)	13,000	-	-	-	-
	Water Kiosk tariff is TZS 20 per 20 litre container					
	<b>Effective date of tariff: 1<sup>st</sup> February, 2016</b>					
<b>Priority of Needs</b>	<ol style="list-style-type: none"> <li>1.0 Reduction of NRW by implementing strategies laid in NRW Strategy</li> <li>2 Strengthening human resources capacity and working environment.</li> <li>3 Improve the accessibility of water service by extending the water supply network to unserved areas.</li> <li>4 Conservation of water sources.</li> <li>5 Provision of sanitation services</li> </ol>					
<b>Customer Service</b>	<p>Average monthly consumption is about 10m<sup>3</sup> per connection, with a per capita consumption of 14 lts/day. Water is available for an average of 6 hours per day. Water quality compliance to WHO set standards is average with both E-Coli having 100% and Turbidity having 100% compliance There were 761 customer complaints reported.</p>					
<b>Performance Highlights</b>	<p>Mpanda WSSA provides direct water supply to 47% of the population living in the area with water network. NRW currently stands at 27.9%. A large portion of customers is metered and, currently, the metering ratio is 85%. Operating ratio is 0.69 and the working ratio is 0.98</p>					



**MPANDA WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	2,579	m <sup>3</sup> /day
Production capacity/day	7,850	m <sup>3</sup> /day
Treatment type	Chlorination	
Storage capacity	2,350	m <sup>3</sup>
Length of Water network	181	km

**Service Connections**

Total water connections	5,703
Domestic water connections	5,437
Total sewer connections	-
Domestic sewer connections	-
Metering ratio (%)	85

**Service Indicators**

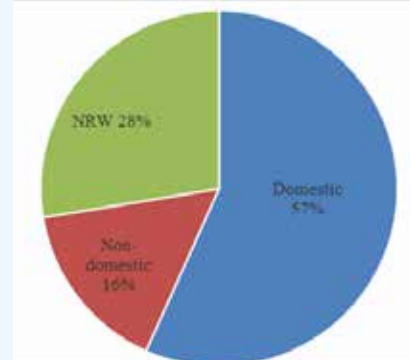
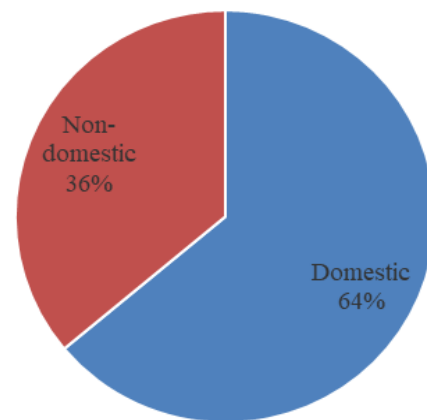
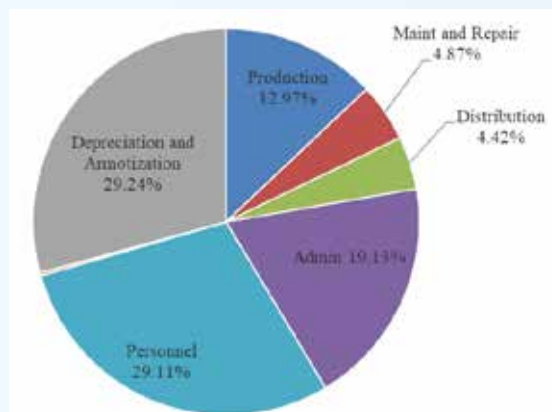
Water Service Coverage	67	%
Population directly served	47	%
Service hours	6	hours
Per capita consumption	14	l/c/d
Average Tariff	1,113	TZS/m <sup>3</sup>

**Efficiency Indicators**

Non-Revenue Water	27.9	%
Revenue collection efficiency	91.6	%
Unit production cost	712.7	TZS/m <sup>3</sup>
Operating ratio	0.69	ratio
Working ratio	0.98	ratio
Accounts receivables	7.7	months
Staff/1000 total connections	6	

**Income and Expenditure**

Annual operating income from Water and sewerage services	TZS	679,957,192
Government /Donor Grants	TZS	0
Amortized Grants	TZS	0
Other income	TZS	28,252,000
<b>TOTAL INCOME</b>	<b>TZS</b>	<b>775,092,000</b>
Water Production Expenses	TZS	161,674,000
Water distribution Expenses	TZS	532,000
Maintenance and Repair	TZS	20,001,000
Personnel Expenses	TZS	373,129,000
Administration Expenses	TZS	144,495,000
Other O & M Expenses	TZS	0
Total O & M	<b>TZS</b>	<b>707,476,000</b>
Depreciation and Amortization	TZS	167,090,000
<b>ANNUAL EXPENDITURE</b>	<b>TZS</b>	<b>707,476,000</b>


**ANNUAL WATER USE 944,570 m<sup>3</sup>**

**ANNUAL WATER BILLING TZS 679,957,192**

**ANNUAL O&M COSTS TZS 707,476,000**

**NJOMBE WSSA PROFILE**  
**EWURA LICENSE NO:WSSSL/46/2012**
**2019/20**

**Water Utility**

Njombe WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply services in the Njombe Township. The area of operation with infrastructure under the monitoring of Njombe WSSA has a total population of 702,097. The population living in the area with a water network is 88%. Njombe WSSA provides direct water supply to 65% of the population in its service area. The Utility draws water from the surface (Springs - 100%). Total Length of Water Network is 148km. The Utility has no sewerage system. During the year under review, it was estimated that 34.2% of the total households in the service area contain their faecal sludge in the septic tanks while 99.3% used latrines. About 100% of total latrines were reported to be emptiable. The utility owns and operate a faecal sludge treatment facility and possess five cesspits emptier trucks. Njombe WSSA has 35 staff

<b>General Data About Water Utility</b>	Total Water Connections	7581
	Active Water Connections	7132
	Total Staff	35
	Annual O&M Costs	TZS 1,005,787,489
	Annual Water and Sewerage Collections	TZS 1,125,981,275
	Annual Water and Sewerage Billings	TZS 1,174,889,171

**Water Tariff**

Category of customer	Domestic	Institutions	Commercial	Industrial
Metered (TZS/m <sup>3</sup> )	855 - 950	980 - 1100	980 – 1000	980 - 1000
Flat rate (TZS/month)	11,650	-	-	

**Note:**

Kiosk sale: TZS 20 per 20 litres jerry  
 Effective date of tariff: 1<sup>st</sup> November 2015

**Priority needs**

- 1.0 Improvement and expansion in water sources and production
- 2.0 Expansion of distribution infrastructure to cover fast-growing areas.
- 3.0 Improve metering of customers and reduction of NRW
- 4.0 Strengthening the capacity of staff to be able to efficiently and effectively manage its operations
- 5.0 Provision of sanitation services

**Consumer Service**

Average monthly consumption is about 9.2m<sup>3</sup> per connection, with a per capita consumption of 31.5lts/day. Water is available for an average of 16 hours per day. Water quality compliance with set standards is good with overall average compliance of 91%. There were 875 customer complaints reported. The total number of complaints per 1000 connections is 115 and most of the complaints were related to billing, leakages and low water pressure.

**Performance Highlights**

Njombe WSSA provides direct water supply to 65% of people in its service area. The population living in an area with a water network is 88%. NRW stands at 30%. A bigger portion of customers is metered and currently, the metering ratio is 87%. The utility had to operate and the working ratio of 1.03 and 0.87 with accounts receivable equivalent is 2 months. Average tariff stands at TZS 1460 per m<sup>3</sup>. The ratio of staff per 1000 total connections ratio 5.

### NJOMBE WSSA PROFILE

2019/20

<b>Production/Distribution</b>	
Average daily production	3,461 m3/day
Production capacity/day	5,551 m3/day
Treatment type	Chlorination
Storage capacity	1,045 m3
Length of Water network	148 km

#### Service Connections

Total water connections	7,581
Domestic water connections	7,350
Metered water connections	6,627

#### Service Indicators

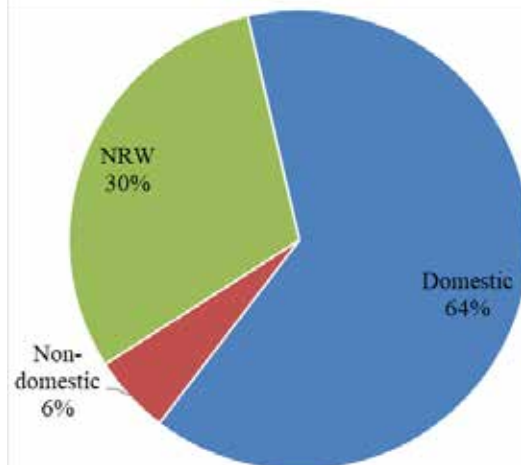
Water Service Coverage	88 %
Population directly served	64.8 %
Service hours	16 hours
Per capita consumption	31.5l/c/d
Average Tariff	1,460 TZS/m3
Complaints/1000 connection	875

#### Efficiency Indicators

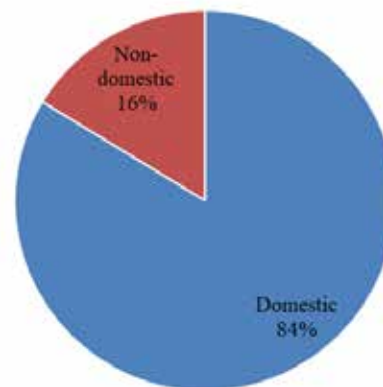
Non-Revenue Water	30 %
Revenue collection efficiency	95%
Unit production cost	25TZS/m3
Operating ratio	1.03
Working ratio	0.87
Accounts receivables	2 months
Staff/1000 total connections	4.6
Water Quality Compliance	91%

#### Income and Expenditure

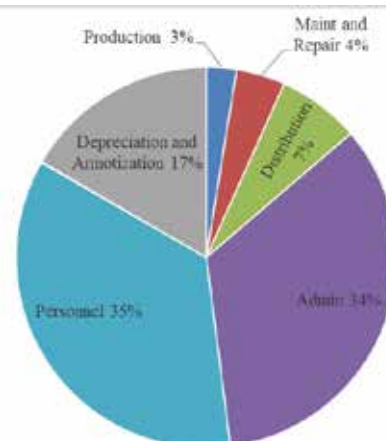
Annual operating income from Water and sewerage services	TZS 1,088,212,958
Government /Donor Grants	TZS 0
Amortized Grants	TZS 208,827,961
Other income	TZS 50,000,000
<b>TOTAL INCOME</b>	<b>TZS 1,347,040,919</b>
Water Production Expenses	TZS 32,193,074
Water distribution Expenses	TZS 87,916,380
Maintenance and Repair	TZS 52,285,418



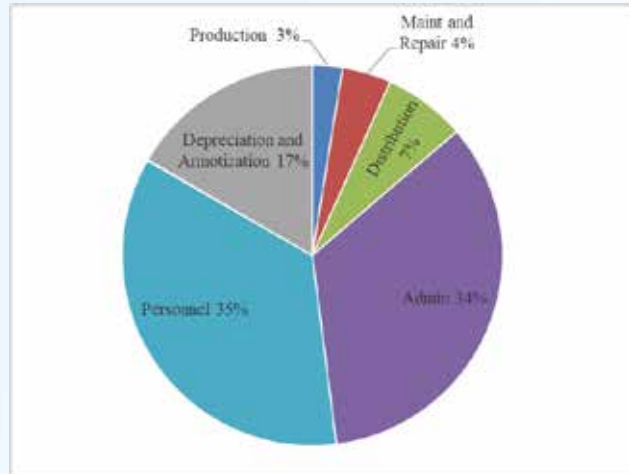
ANNUAL WATER USE 1,266,617 m<sup>3</sup>



ANNUAL WATER BILLING TZS 1,088,212,958



Personnel Expenses	TZS 455,641,417
Administration Expenses	TZS 358,110,326
Other O & M Expenses	TZS 0
Total O & M	TZS 1,005,787,489
Depreciation and Amortization	TZS 208,827,961
<b>ANNUAL EXPENDITURE</b>	<b>TZS 1,256,130,272</b>



VWAWA-MLOWO WSSA PROFILE		2019/20													
EWURA LICENSE NO:WSSSL/03/2018															
<b>Water Utility</b>	Vwawa-Mlowo WSSA is a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services in Vwawa and Mlowo Township. Vwawa-Mlowo WSSA is classified as Category C water utility and its area of responsibility has a total population of 117,198 as projected from the 2012 census of which 52,152 people are served with water by the utility. The utility draws water from Mgombezi stream, Panahalanga/Haloli stream, Mantengu River, Mbozi Club spring, Maji Yard borehole, Mlowo river and Lutumbi springs. The combined production capacity is 6,098 m <sup>3</sup> /day while water demand is 9,845 m <sup>3</sup> /day. The utility has neither a sewerage system nor sewage treatment plant. During the year under review, it was estimated that 7.6% of the total households in the service area contain their faecal sludge in the septic tanks while 92.3% used latrines and 0.2% do not have any containment facility (open defecation). About 11% of total latrines were reported to be emptiable. The utility has no faecal sludge treatment facility and cesspit emptier trucks. Vwawa-Mlowo WSSA has 12 staff.														
<b>General Data About Water Utility</b>	Total Water Connections	1,949													
	Active Water Connections	1,731													
	Total Wastewater Connections	Na													
	Total Staff	12													
	Annual O & M Costs	TZS 237,472,317													
	Annual Water and Sewerage Collections	TZS 81,388,078													
	Annual Water and Sewerage Billing	TZS 109,206,043													
<b>Tariff Structure</b>	<b>Water Tariff</b>														
	<table border="1"> <thead> <tr> <th>Category</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosks</th> </tr> </thead> <tbody> <tr> <td>TZS./m<sup>3</sup></td> <td>1,000</td> <td>1,000</td> <td>1,110</td> <td>1,300</td> <td>TZS1,000</td> </tr> </tbody> </table>			Category	Domestic	Institutional	Commercial	Industrial	Kiosks	TZS./m <sup>3</sup>	1,000	1,000	1,110	1,300	TZS1,000
Category	Domestic	Institutional	Commercial	Industrial	Kiosks										
TZS./m <sup>3</sup>	1,000	1,000	1,110	1,300	TZS1,000										
	<p><b>Note:</b> Water Kiosk tariff is TZS 20 per 20 litres <b>Effective date of the tariffs: 1<sup>st</sup> July 2019.</b></p>														
<b>Priority of Needs</b>	1. Extension of water supply network 2. Improvement of water treatment plants. 3. Construction of sewerage network and sewage treatment plant 4. Extension of a water supply network. 5. Rehabilitation of water supply network.														
<b>Customer Service</b>	Average monthly water consumption is about 23m <sup>3</sup> per domestic connection with per capita consumption of 12 lts/day. Water is available at an average of 7 hours a day and water quality compliance is 79%. During the year under review, there were 525 consumer complaints reported of which 95% were resolved. The total number of complaints per 1000 connections is 269 of which 18% were related to billing.														
<b>Performance Highlights</b>	Vwawa-Mlowo WSSA provides water supply direct to 45% of the population in its service area. NRW is not within the recommended values and is at 34.5%. Water production is ascertained by both bulk meter and estimates. Metering ratio is 72%. Operating and working ratios are 2.05 and 0.72 respectively. Average tariff is TZS 1,013 per m <sup>3</sup> is sufficient to cover all operating expenses. Staff/1000 total connections ratio is high at 6.9.														

**VWAWA-MLOWO WSSA PROFILE**
**2019/20**
**Production/Distribution**

Average daily production	2,575 m <sup>3</sup> /day
Production capacity/day	6,098 m <sup>3</sup> /day
Treatment type	Chlorination

Storage capacity	1,228 m <sup>3</sup>
Length of Water network	159.3 km

**Service Connections**

Total water connections	1,949
Domestic water connections	1,845
Metered water connections	1,403

**Service Indicators**

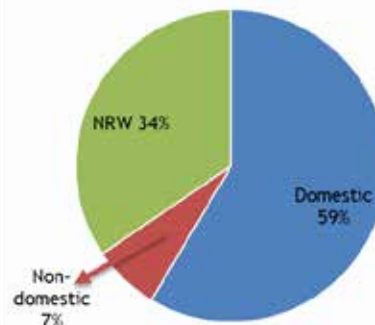
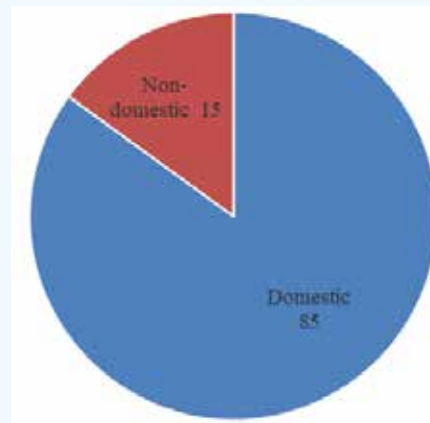
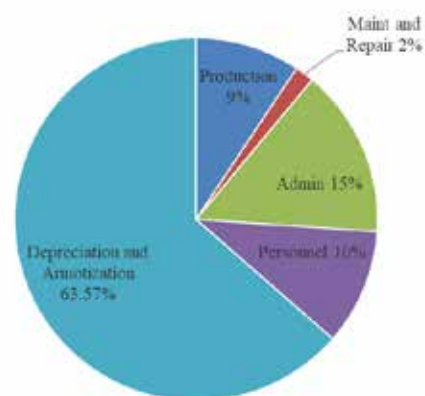
Water Service Coverage	52%
Population directly served	45%
Service hours	7.3 hours
Per capita consumption	12 l/c/d
Average Tariff	1,013 TZS/m <sup>3</sup>
Complaints/1000 connection	269

**Efficiency Indicators**

Non-Revenue Water	34.48%
Revenue collection efficiency	80.3%
Unit production cost	26 TZS/m <sup>3</sup>
Operating ratio	2.05
Working ratio	0.72
Accounts receivables	7.2 months
Staff/1000 total connections	6.9
Number of Sewer Blockage	N/A
Water Quality Compliance	79%

**Income and Expenditure**

Annual operating income from water and sewerage services	TZS 109,206,043
Government /Donor Grants	TZS 0
Amortized Grants	TZS 0
Other income	TZS 6,827,400
<b>TOTAL INCOME</b>	<b>TZS 116,033,443</b>
Water Production Expenses	TZS 22,700,000
Water distribution Expenses	TZS 0
Maintenance and Repair	TZS 4,133,800
Personnel Expenses	TZS 25,175,259
Administration Expenses	TZS 30,349,846
Other O & M Expenses	TZS 625,000
Total O & M	TZS 82,983,905
Depreciation and Amortization	TZS 154,488,412
<b>ANNUAL EXPENDITURE</b>	<b>TZS 237,472,317</b>


**ANNUAL WATER USE 868,142 m<sup>3</sup>**

**ANNUAL WATER AND SEWERAGE BILLING TZS 109,206,043**

**ANNUAL O&M COSTS TZS 237,472,317**

# **NATIONAL PROJECT WSSAs PROFILE**

**HTM WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/14/11**

<b>Water Utility</b>	<p>Handeni Trunk Main (HTM) Water Supply Authority is an autonomous public water utility that became commercially operational in 2004. It is responsible for providing water supply services to the Handeni District and parts of Korogwe District. HTM is located in the Korogwe and Handeni Districts, Tanga region, and serves 6 small towns including the Handeni Urban, 74 registered villages and 3 camps. HTM water supply authority is classified as Category C. It receives government subsidies to cover the salaries of staff and part of electricity costs. Its area of responsibility has a total population of 385,354 people out of whom 271,463 are supplied with water from the utility. HTM water supply system comprises gravity and pumping systems with two intakes both drawing water from the Pangani River. The installed production capacity is 9,158m<sup>3</sup>/day which is not sufficient to meet the estimated water demand of 14,766 m<sup>3</sup>/day. The total length of the pipe network is 473km and water is supplied at an average of 8hrs/day. No water treatment process is currently done due to a lack of electricity supply at the conventional treatment plant. The utility had no faecal sludge treatment facility and no cesspit emptier trucks. HTM has a staff complement of 74.</p>							
<b>General Data About Water Utility</b>	Total Water Connections		2,646					
	Active Water Connections		1,941					
	Total Staff		74					
	Annual O&M Costs		TZS 1,756,042,117					
	Annual Water and Sewerage Collections		TZS 584,783,256					
	Annual Water and Sewerage Billings		TZS 640,152,424					
<b>Tariff Structure</b>	<b>Water Tariff</b>							
	<b>Category</b>	<b>Domestic</b>	<b>Institutions</b>	<b>Commercial</b>	<b>Industrial/Irrigation</b>	<b>Bulk</b>	<b>Cattle trough</b>	<b>Kiosk</b>
	<b>TZS/m<sup>3</sup></b>	3,600	4,000	4,300	5,000	2,400	2,400	3,600
	<p>Water Kiosk tariff is TZS 72 per 20 litres</p> <p>Effective date of the tariffs: 1<sup>st</sup> May 2019</p>							
<b>Priority of Needs</b>	<p>1. Investment fund for the rehabilitation of existing water treatment plants and water supply infrastructure. 2. Reduction of Non-Revenue Water to the acceptable level 3. Improve the quality of service delivery and increase customer base.</p>							
<b>Customer Service</b>	<p>Average monthly water consumption is about 8.45m<sup>3</sup> per domestic connection. Water is available for an average of 3 hours a day. The water quality is unsatisfactory, with overall zero compliance with TBS limits. During the year under review, HTM WSSA did not receive any complaint during the period under review.</p>							
<b>Performance Highlights</b>	<p>HTM WSSA provides water supply direct to 70% of the population in its service area. NRW is very high at 79%. Bulk meters are installed at production points and all customer connections are metered. The operating and working ratios are not satisfactory at 2.65 and 2.28 respectively. Accounts receivable equivalent is 10.25 months. The average tariff at TZS 3549 per m<sup>3</sup> is not sufficient to cover operating expenses and investment due to poor condition of the existing infrastructure which is the main cause of high NRW. Staff per 1000 connections is very high at 38.</p>							

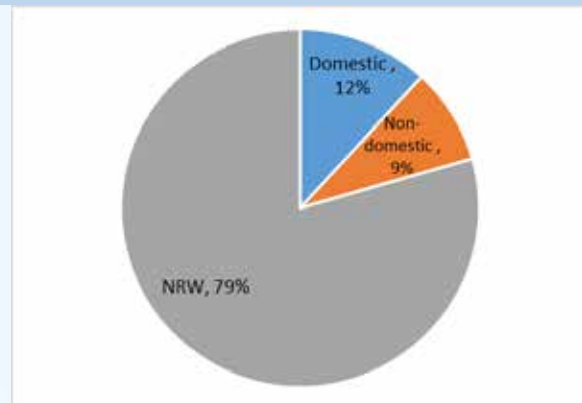


## HTM WSSA PROFILE

2019/20

### Production/Distribution

Average daily production	3,359 m <sup>3</sup>
Production capacity/day	9,158 m <sup>3</sup>
Treatment type	Chlorination
Storage capacity	6,264m <sup>3</sup>
Distribution pipe network	473km



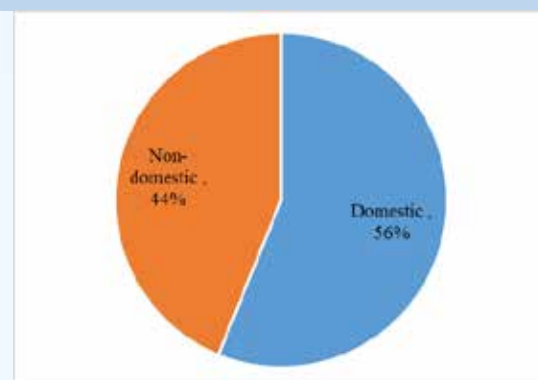
Annual Water Use: 1,225,882 m<sup>3</sup>

### Service Connections

Total water connections	2,646
Domestic water connections	2,150
Metered water connection	100%

### Service Indicators

Water Service Coverage	70%
Service hours	8
Average Tariff	3,549 TZS/m <sup>3</sup>
Complaints/1000 connection	0



Annual Water Billing TZS 662,356,664.39

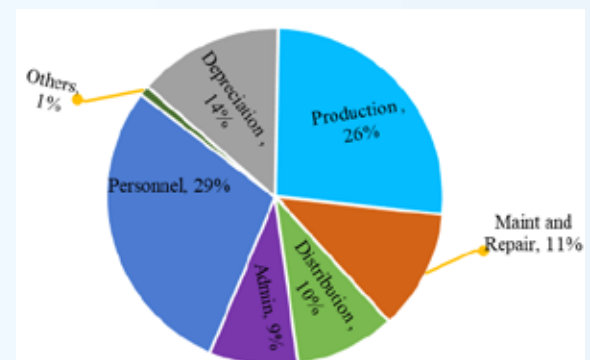
### Efficiency Indicators

Non-Revenue Water	79%
Revenue collection efficiency	91%
Unit production cost	1,289 TZS/m <sup>3</sup>
Working ratio	2.28
Operating ratio	2.65
Accounts receivables	10.25
Staff/1000 total connections	38

### Income and Expenditure

Annual operating income from Water services	TZS 662,356,664
Government Grants/Subsidies	TZS 2,035,053,448
Other billing income	TZS 0.00
<b>TOTAL INCOME</b>	<b>TZS 2,697,410,112</b>

Water Production Expenses	TZS 464,245,459
Maintenance and Repair	TZS 201,796,223
Water Distribution	TZS 168,372,699
Personnel Expenses	TZS 510,433,925
Administration Expenses	TZS 150,023,968
Other O&M Expenses	TZS 17,168,179
<b>Total O&amp;M</b>	<b>TZS 1,512,040,454</b>
Depreciation & Amortization	TZS 244,001,663
<b>ANNUAL EXPENDITURE</b>	<b>TZS 1,756,042,117</b>



Annual Expenditure TZS 1,756,042,117

**KAHAMA - SHINYANGA WSSA PROFILE**  
**EWURA CLASS III LICENSE NO: WSSSL/65/2012**
**2019/20**

**Water Utility** Kahama - Shinyanga Water Supply and Sanitation Authority (KASHWASA) is a fully autonomous public water utility established in 2007 through Government Notice No.45 of 23<sup>rd</sup> February 2007. KASHWASA is charged with the responsibility of supplying bulk water to other water utilities located in both urban and rural areas around Lake Zone. Currently, Kahama-Shinyanga WSSA supplies bulk water to water utilities in the urban towns of Kahama, Shinyanga, Tabora, Kishapu, Ngudu, Igunga, Nzega and Maganzo, Williamson Diamond Limited and water committees of about 100 villages located in Misungwi, Kwimba, Shinyanga, Kishapu, Igunga, Nzega, Kaahama and Msalala Districts. The utility draws water from Lake Victoria at a location called Smith Sound bay, Misungwi District in Mwanza Region. The main roles of KASHWASA include water abstraction, treatment, transportation and maintenance of transmission pipelines. The total length of transmission pipelines is about 329km and water services are available at an average of 24 hours per day. KASHWASA has a water quality monitoring program, of which it employs water quality laboratory services from Shinyanga Regional Water Quality Laboratory to audit the quality of water supplied to customers. KASHWASA has a total workforce of 88, and currently, it is implementing its Customer Service Charter that was approved by EWURA.

<b>General Data About Water Utility</b>	Total Water Connections	93
	Active Water Connections	93
	Total Staff	88
	Annual O&M Costs	TZS 10,754,657,000
	Annual Water and Sewerage Collections	TZS 11,333,170,000
	Annual Water and Sewerage Billings	TZS 12,696,602,000

**Tariff Structure**

<b>Water Tariff</b>			
Category	WSSSAs	COWSOs	Mining
<b>Consumption Charge</b>	TZS/	TZS/m <sup>3</sup>	TZS/m <sup>3</sup>
	900	675	1,240

 Effective date of the tariffs: 4<sup>th</sup> January 2019

- Priority of Needs**
- 1.0 Extension of the water distribution network to uncovered areas.
  - 2.0 Reduction of NRW
  - 3.0 Revival of SCADA system at Ihelele water treatment plant
  - 4.0 Initiation and implementation of strategies to provide alternative power supply at Ihelele Water Treatment Plant.
  - 5.0 Installation of electromagnetic water meters to all bulk water purchasers.

**Customer Service** Water is available at an average of 24 hours a day. Water quality is good, with overall average compliance of 100%. There were customer complaints reported and were all resolved. The total number of complaints per connections is, and most of the complaints about were related to billing.

**Performance Highlights** Kahama-Shinyanga WSSA provides bulk water supply direct to the population in its service area at an average of 24 hours per day. All production points and offtakes to bulk water customers are metered. Operating ratio is at 0.98, and the working ratio is at 0.85. Average tariff stands at TZS 883 per m<sup>3</sup>.

### KAHAMA - SHINYANGA WSSA PROFILE

2019/20

#### Production/Distribution

Average daily production	39,760m <sup>3</sup>
Production capacity/day	80,000m <sup>3</sup>
Treatment type	Conventional
Storage capacity	35,000m <sup>3</sup>
Service area	1080km <sup>2</sup>
Length of the network	329 km

#### Service Connections

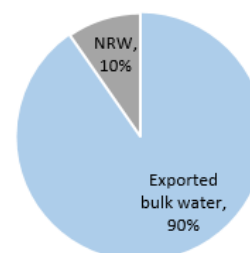
Total water connections	93
Metered connections	100%

#### Service Indicators

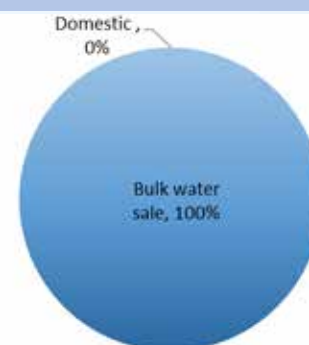
Service hours	24hrs
Complaints/1000 connections	140

#### Efficiency Indicators

Non-Revenue Water	9.7%
Revenue collection efficiency	89.3%
Unit production cost	860.4 TZS/m <sup>3</sup>
Operating ratio	0.98
Working ratio	0.85



Annual Water Use :14,512,385



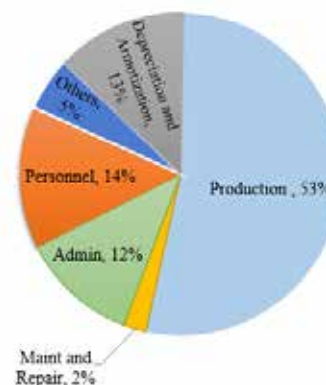
Annual Water Billing TZS 12,696,602,000

#### Income and Expenditure

Annual operating income from water and sewerage services	TZS 12,696,602,000
Government /Donor Grants	TZS 653,281,000
Amortized Grants	
Other income	TZS 1,586,500
<b>TOTAL INCOME</b>	<b>TZS 13,353,056,000</b>

Water Production Expenses	TZS 7,003,677,000
Maintenance and Repair	TZS 301,999,000
Personnel Expenses	TZS 1,871,750,000
Administration Expenses	TZS 868,321,000
Other O&M Expenses	TZS 708,910,000

<b>Total O&amp;M expenses</b>	<b>TZS 11,433,567,000</b>
Depreciation & Amortization	TZS 1,731,956,000
<b>ANNUAL EXPENDITURE</b>	<b>TZS 13,165,523,000</b>



Annual Expenditure 13,165,523,000

**MAKONDE WSSA PROFILE**  
**EWURA CLASS III LICENSE NO: WSSSL/30/2012**
**2019/20**

**Water Utility** Makonde WSSA was established in November 2003. Makonde WSSA operates in three districts namely Newala, Tandahimba and Mtwara in Mtwara Region. Its area of operation has a total population of 509,693, while the current served population is 283,591. Makonde WSSA abstract water from two types of sources which are spring sources namely Mkunya and Mahuta, as well as six boreholes located at Mitema. The sources altogether have the total installed capacity of 8,800 m<sup>3</sup>/day. For the FY 2019/20 Makonde WSSA produced an average of 556,916m<sup>3</sup> of water which was insufficient as compared to estimated water demand of 22,000 m<sup>3</sup>/day. The distribution system has total length of 1,333km with storage capacity of 13,670m<sup>3</sup>. Water is supplied at an average of 10hrs /day and none of the customers has 24 hours' service. Makonde WSSA has 67 staff, further, it has neither sewerage system nor sewage treatment plant.

<b>General Data About Water Utility</b>	Total Water Connections	3,353
	Active Water Connections	3,125
	Total Staff	67
	Annual O&M Costs	TZS 936,152,028
	Annual Water Collections	TZS 276,725,956
	Annual Water and Sewerage Billings	TZS 309,551,600

<b>Tariff Structure</b>	<b>Water Tariff</b>				
	<b>Category</b>	<b>Band m<sup>3</sup></b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
	Domestic	0 - 9	1,300	1,300	1,300
		>9 - 20	1,300	1,300	1,300
		> 20	1,400	1,400	1,400
	Institution		1,500	1,500	1,500
	Commercial		1,600	1,600	1,600
	Industrial		1,900	1,900	1,900
	Kiosk		1,000	1,000	1,000
	Bowers		5,000	5,000	5,000
Water Kiosk tariff is TZS 20 per 20 litres					
<b>Note: Effective date of the tariffs: 15<sup>th</sup> February 2019.</b>					

**Priority of Needs** 1. Inadequate water production against demand; 2. Inadequate water supply service coverage 3. High NRW 4. Inefficient revenue collection 5. High receivables.

**Customer Service** Average monthly water consumption is about 4.79m<sup>3</sup> per domestic connection with per capita consumption of 16lts/day. Water is available at an average of 10hours a day. The quality of the produced water does not comply with the required standard with the overall water quality compliance of 14%. During the year under review, there were 365 consumer complaints reported concern with meter reading, leakages, lack of water/pressure and other issues.

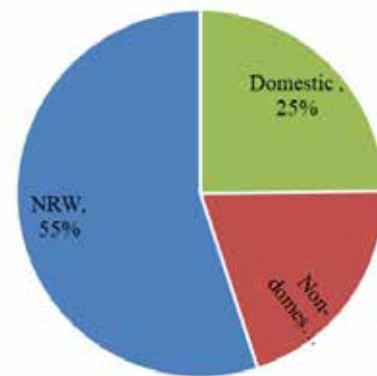
**Performance Highlights** Makonde provides water supply direct to 55% of the population in its service area. NRW is on the higher side, it is averaging at 55%. Bulk meters are installed at all water production points and 93% of the customer water connections are metered. Operating and working ratios are 2.88 and 2.56 respectively. Accounts receivable equivalent is unsatisfactory at 27.9 months. Average tariff at TZS 1,230 per m<sup>3</sup> is insufficient to cover operating expenses and part of investment. Staff/1000 total connections ratio is 21.

### MAKONDE PLATEAU WSSA PROFILE

2019/20

#### Production/Distribution

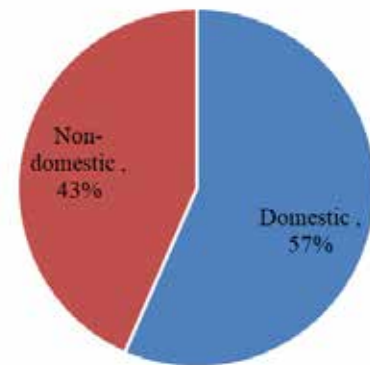
Average daily production	1,526 m <sup>3</sup>
Production capacity/day	8,800 m <sup>3</sup>
Treatment type	Chlorine Dosing
Storage capacity	13,670 m <sup>3</sup>
Length of Water network	1,333km



Annual Water Use 556,916 m<sup>3</sup>

#### Service Connections

Total water connections	3,353
Active water connections	3,125
Domestic water connections	2,398
Metering Ratio	93%



Annual Water Billing TZS 369,742,084

#### Service Indicators

Population living in network area	55%
Population directly served	55%
Service hours	10
Per capita consumption	16L/c/d
Average Tariff	1,230 TZS/m <sup>3</sup>
Complaints/1000 connection	109

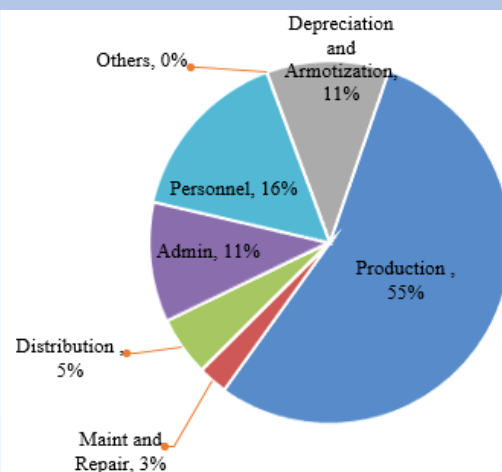
#### Efficiency Indicators

Non-Revenue Water	55%
Revenue collection efficiency	89% (including arrears)
Unit production cost	1044 TZS/m <sup>3</sup>
Operating ratio	2.88
Working ratio	2.56
Accounts receivables	12
Staff/1000 total connections	21

#### Income and Expenditure

Annual operating income from Water services	TZS	369,742,084
Government /Donor Grants	TZS	434,934,127
Amortized Grants	TZS -	
Other income	TZS	530,000
<b>TOTAL INCOME</b>	<b>TZS</b>	<b>805,206,211</b>

Water Production Expenses	TZS	581,685,020
Water distribution Expenses	TZS	57,310,820
Maintenance and Repair	TZS	27,947,845
Personnel Expenses	TZS	167,240,725
Administration Expenses	TZS	113,665,306
Other O&M Expenses	TZS -	
<b>Total O&amp;M</b>	<b>TZS</b>	<b>947,849,716</b>
Depreciation & Amortization	TZS	116,297,063
<b>ANNUAL EXPENDITURE</b>	<b>TZS</b>	<b>1,064,146,779</b>



Annual Expenditure TZS 1,064,146,779

**MASASI-NACHINGWEA WSSA PROFILE  
 EWURA CLASS III LICENSE NO: WSSSL/06/2014**
**2019/20**

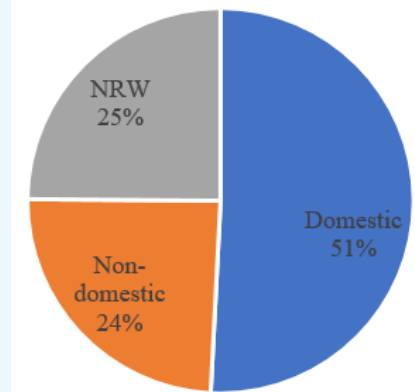
<b>Water Utility</b>	<p>Masasi -Nachingwea Water Supply Authority and Sanitation (MANAWASA) was established by Act No. 8 of 1997 on 10<sup>th</sup> May, 2013. MANAWASA operates in two districts namely Masasi in Mtwara Region, Nachingwea in Lindi Region part of Ruangwa district and Mangaka town. Its area of operation has a total population of 248,064 people, while the current served population is 189,900. MANAWASA abstract water from spring sources namely Mbwinji and Mwena, however, there are other five boreholes located at Magumuchila 'A' and 'B' and Chisegu in Masasi which are not operational. The sources altogether have a total installed capacity of 10,858 m<sup>3</sup>/day. For the FY 2019/20 MANAWASA had water demand of 11,723m<sup>3</sup>/day. The distribution system has total length of 520km with storage capacity of 27,500m<sup>3</sup>. Water is supplied at an average of 23hrs /day. MANAWASA has 73 staff. It has neither sewerage system nor sewage treatment plant.</p>					
<b>General Data About Water Utility</b>	Total Water Connections		11,025			
	Active Water Connections		10,047			
	Total Staff		73			
	Annual O&M Costs		TZS 3,585,343,864			
	Annual Water and Sewerage Collections		TZS 2,247,469,860			
	Annual Water and Sewerage Billings		TZS 2,485,649,430			
<b>Tariff Structure</b>	<b>Water Tariff</b>					
	<b>Category</b>	<b>Domesti</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Bowser</b>	<b>Industrial</b>
	<30m <sup>3</sup>	1,200	1,600	2,000	2,250	2,500
	>30m <sup>3</sup>	1,400				
	<p><b>Note:</b> Water Kiosk tariff is TZS 45 per 20litres  <b>Effective date of the tariffs: 1<sup>st</sup> October 2016.</b></p>					
<b>Priority of Needs</b>	<p>1. Inadequate water production against demand 2. Inadequate water supply service coverage          3. Absence of sewerage services 4. High receivables 5. Inefficient staff to connection ratio</p>					
<b>Customer Service</b>	<p>Average monthly water consumption is about 9.4m<sup>3</sup> per domestic connection with per capita consumption of 12lts/day. Water is available at an average of 23 hours a day. Water quality meets the required standard with overall average compliance of 94%. During the year under review, there were 800 consumer complaints reported of which all were resolved. The total number of complaints per 1000 connections is 73.</p>					
<b>Performance Highlights</b>	<p>MANAWASA provides water supply direct to 77% of the population in its service area, with NRW of 25%. Bulk meters are installed at all water production points and all customer water connections are metered. Operating and working ratios are at 1.2 and 0.9 respectively. Accounts receivable equivalent is at 3.9 months. Average tariff at TZS 1,557 per m<sup>3</sup> is reasonable and sufficient to cover operating expenses and part of an investment. Staff/1000 total connections ratio is high at 7.</p>					

### MASASI-NACHINGWEA WSSA PROFILE

2019/20

#### Production/Distribution

Average daily production	6,182 m <sup>3</sup>
Production capacity/day	10,858 m <sup>3</sup>
Treatment type	Partial conventional
Storage capacity	27,500m <sup>3</sup>
Length of Water network	520km



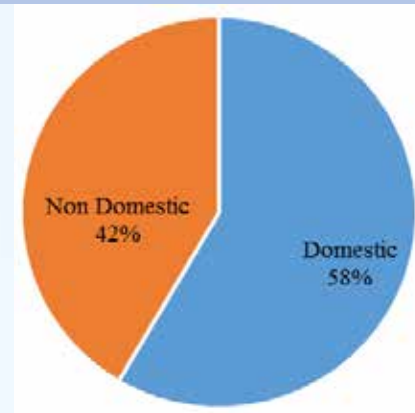
Annual Water Use: 2,225,721 m<sup>3</sup>

#### Service Connections

Total water connections	11,025
Active water connections	10,047
Domestic water connections	10,040
Metering Ratio	100%

#### Service Indicators

Population living in network area	88%
Population directly served	77%
Service hours	23
Per capita consumption	12l/c/d
Average Tariff	1,557 TZS/m <sup>3</sup>
Complaints/1000 connection	73



Annual Water Billing  
TZS 2,485,649,430

#### Efficiency Indicators

Non-Revenue Water	25%
Revenue collection efficiency	90%
Operating ratio	1.2
Working ratio	0.9
Account receivable	3.9
Staff/1000 total connections	7

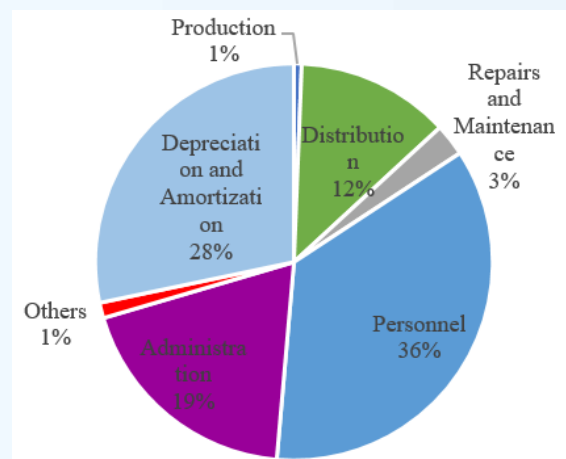
#### Income and Expenditure

Annual operating income from Water and sewerage services	TZS 2,485,649,430
Government /Donor Grants	TZS 3,625,789
Amortized Grants	TZS -
Other income	TZS 475,209,657

**TOTAL INCOME TZS 2,964,484,876**

Water Production Expenses	TZS 22,516,490
Water distribution Expenses	TZS 448,462,255
Maintenance and Repair	TZS 93,625,687
Personnel Expenses	TZS 1,277,726,452
Administration Expenses	TZS 683,328,123
Other O&M Expenses	TZS 44,991,781
Total O&M	TZS 2,570,650,788
Depreciation & Amortization	TZS 1,014,693,076

**ANNUAL EXPENDITURE TZS 3,585,343,864**

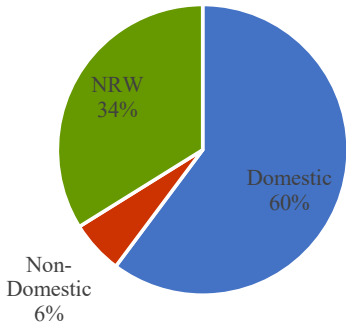
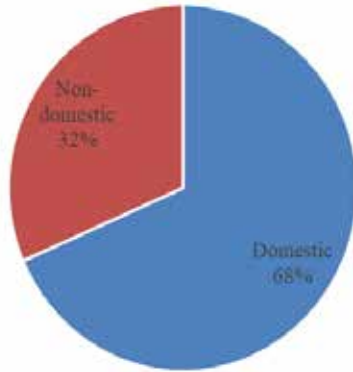
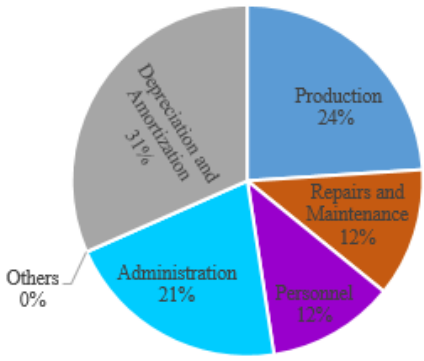


Annual Expenditure TZS 3,585,343,864

**MASWA WSSA PROFILE**
**2019/20**
**EWURA CLASS III LICENSE NO: WSSSL/62/2012**

<b>Water Utility</b>	<p>Maswa Water Supply and Sanitation Authority (Maswa WSSA), is a fully autonomous public utility responsible for the overall operation and management of water supply and sanitation services in Maswa, Sangamwalugesha, Malampaka and Lalago Towns. Its area of operation has a total population of 127,944 people while the served population is 61,740 people (About 95,190 people are living in area with water network). The utility draws water from New Sola Dam, 5 boreholes namely Madeco Farm, Uzunguni, Mwanguhi, and Sola, Badabada located in Maswa; one borehole in Sangamwalugesha, two boreholes at Malampaka and two boreholes in Lalago. Water services are available at an average of 11 hours per day. The Utility has neither a sewerage system nor sewage treatment plant. Sanitation services are operated under the supervision of Maswa District Council. Maswa WSSA has a water quality monitoring program, in which it employs water quality laboratory services from Shinyanga Regional Water Quality Laboratory to test the quality of water. Maswa WSSA has a total workforce of 33 staff.</p>				
<b>General Data About Water Utility</b>	Total water connections	3,985			
	Active water connections	3,298			
	Total staff	33			
	Annual O&M costs	TZS 795,647,159.56			
	Annual water and sewerage collections	TZS 280,676,193.79			
	Annual water and sewerage billings	TZS 396,657,185.48			
<b>Tariff Structure</b>	<b>Water Tariff</b>				
	<b>Category</b>	<b>Domesti</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Metered Customers (TZS/m <sup>3</sup> )	1600	1,900	2,300	2600
	Flat rate charge (TZS/month)	25,600			
	<p>Water Kiosk tariff is TZS 32 per 20 litre container            Effective date of the tariffs: 1<sup>st</sup> May, 2019</p>				
<b>Priority of Needs</b>	<ol style="list-style-type: none"> <li>1.0 Construction of wastewater treatment facilities</li> <li>2 Increase customer base.</li> <li>3 Extension of water network.</li> <li>4 Reduction of NRW to the acceptable level</li> <li>5 Additional of water sources</li> <li>6 Improve revenue collection efficiency</li> <li>7 Increase customer metering</li> <li>8 Increase storage capacity</li> </ol>				
<b>Customer Service</b>	<p>Average monthly water consumption is about 17.4m<sup>3</sup> per domestic connection with daily per capita consumption of 16liters. Water is available at an average of 11 hours a day. The quality of water supplied is generally good. There were 1,870 customer complaints reported in the year and all complaints were resolved. The total number of complaints per 1000 connections was 469 whereas 32% of all received complaints were bill related.</p>				
<b>Performance Highlights</b>	<p>Maswa WSSA provides water supply direct to 48% of the population in its service area at an average of 11 hours per day. The NRW is 33.9%. Average tariff at TZS 1,710 per m<sup>3</sup>. Staff/1000 connections ratio is 8.3</p>				



MASWA WSSA PROFILE		2019/20
<b>Production/Distribution</b> Average daily production 3,138m <sup>3</sup> Production capacity/day 10,356m <sup>3</sup> Treatment type Conventional Storage capacity 1,000m <sup>3</sup> Service area 1,080km <sup>2</sup> Length of the network 167km		 <p><b>Annual Water Production: 1,145,197 m<sup>3</sup></b></p>
<b>Service Connections</b> Total water connections 3,985 Domestic water connections 3,750 Metered connections 38%		
<b>Service Indicators</b> Population living in an area with water network 74.4 Population directly served 48 Service hours 11 hrs Average Tariff 1,710 Complaints/1000 connections 469		 <p><b>Annual Water Billing TZS 396,657,185</b></p>
<b>Efficiency Indicators</b> Non-Revenue Water 33.9% Revenue collection efficiency 70.8% Unit production cost 167TZS/m <sup>3</sup> Operating Ratio 1.4 Working Ratio 0.9 Accounts receivables 5.8 months Staff/1000 connections 8.6		
<b>Income and Expenditure</b> Annual operating income from Water and sewerage services TZS 396,657,185 Government /Donor Grants TZS 311,971,834 Amortized Grants TZS - Other income TZS 183,197,452 <b>TOTAL INCOME TZS 891,826,471</b> Water Production Expenses TZS 190,801,500 Water distribution expenses TZS - Maintenance and Repair TZS 94,189,500 Personnel Expenses TZS 93,452,403 Administration Expenses TZS 165,644,586 Sewerage Expenses TZS Na Other O&M Expenses TZS 40,000 <b>Total O&amp;M expenses TZS 544,127,989</b> Depreciation & Amortization TZS 251,519,169 <b>ANNUAL EXPENDITURE TZS 795,647,159</b>		 <p><b>Annual Expenditure TZS 795,647,159.56</b></p>

**MUGANGO - KIABAKARI WSSA PROFILE**  
**EWURA CLASS III LICENSE NO: WSSSL/78/2012**
**2019/20**

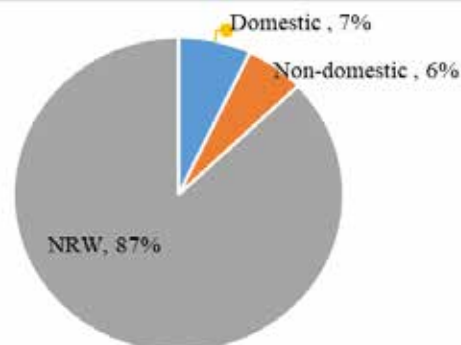
<b>Water Utility</b>	Mugango-Kiabakari Water Supply and Sanitation Authority (Mugango-kiabakari WSSA), is a fully autonomous public utility responsible for the overall operation and management of water supply and sanitation services within 13 villages in Mugango, Kiabakari and Butiama District Council. Its area of operation has a total population of 187,561 people. The served population is 49% of people living in the area with water networks). The utility draws water from Lake Victoria from the intake located at Mugango village. The source has a total installed production capacity of 9,600m <sup>3</sup> /day while water demand stands at 10,006m <sup>3</sup> /day. Water services are available at an average of 8 hours per day. The Utility does not have a sewerage system and sewage treatment plant. Sanitation services are operated under the supervision of Butiama District Council. Mugango-Kiabakari WSSA has a water quality monitoring program, of which it employs water quality laboratory services from Mara regional water quality laboratory to audit the quality of water. Mugango-Kiabakari WSSA has a total workforce of 18, and currently, it is implementing the Client Service Charter.					
<b>General Data About Water Utility</b>	Total water connections	1020				
	Active water connections	809				
	Total Staff	18				
	Annual O&M costs	TZS 1,307,208,431				
	Annual water collections	TZS 160,916,035				
	Annual water billings	TZS 150,546,725				
<b>Tariff Structure</b>	<b>Water Tariff</b>					
	<b>Category</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Kiosk</b>
	TZS/m <sup>3</sup> of water consumed	1,100	1,100	1,640	1,640	1,000
	Water Kiosk tariff is TZS 20 per 20 litres Effective date of the tariffs: 1 <sup>st</sup> December, 2020					
<b>Priority of Needs</b>	<ol style="list-style-type: none"> <li>1. Reduction of NRW to the acceptable level</li> <li>2. Construction of water treatment facility</li> <li>3. Rehabilitation of obsolete old and dilapidated water network</li> <li>4. Increase customer base</li> </ol>					
<b>Customer Service</b>	Water is available at an average of 8 hours a day. Water quality is fair, with overall average compliance of 67%. There were 158 customer complaints reported and 158 were resolved.					

**MUGANGO - KIABAKARI WSSA PROFILE**

**2019/20**

**Production/Distribution**

Average daily production	3,356m <sup>3</sup>
Production capacity/day	9,600m <sup>3</sup>
Treatment type Chlorine dosage	
Storage capacity	2,274m <sup>3</sup>
Service area	1080km <sup>2</sup>
Length of the network	110km



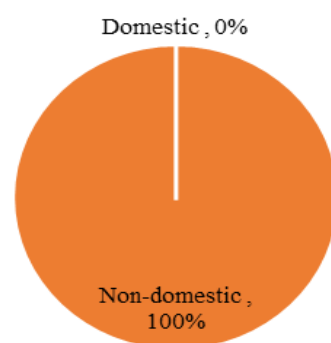
**Annual Water Use: 1,224,910m<sup>3</sup>**

**Service Connections**

Total water connections	1020
Active connections	809
Domestic water connections	912
Metered connections	100%

**Service Indicators**

Population living in an area with network	92,121
Population directly served	61,895
Service hours	8hrs
Per capita consumption	
Average Tariff	1310
Complaints/1000 connections	155



**Annual Water Billing  
TZS 160,916,035.00**

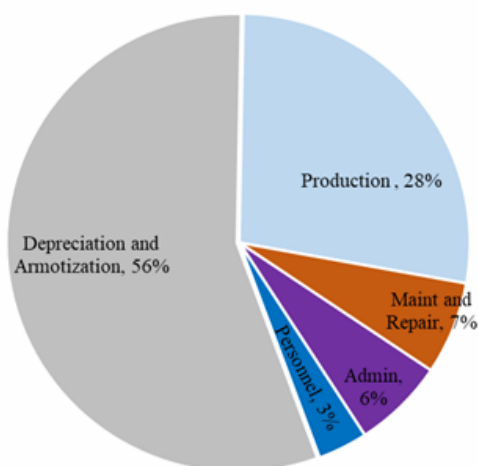
**Efficiency Indicators**

Non-Revenue Water	87%
Revenue collection efficiency	78%
Unit production cost	546.20TZS/m <sup>3</sup>
Operating ratio	7.6
Working ratio	3.35
Accounts receivable	11.97
Staff/1000 connections	22

**Income and Expenditure**

Annual operating income from	
Water services	TZS 160,916,035.00
Government /Donor Grants	TZS 877,131,559.86
Amortized Grants	TZS -
Other income	TZS 10,981,227.79
<b>TOTAL INCOME</b>	<b>TZS 1,049,028,823</b>

Water Production Expenses	TZS 360,134,271
Water distribution expenses	TZS 500,000
Maintenance and Repair	TZS 85,713,504
Personnel Expenses	TZS 45,685,933
Administration Expenses	TZS 84,192,800
Sewerage Expenses	TZS N/A
Other O&M Expenses	TZS -
<b>Total O&amp;M expenses</b>	<b>TZS 576,226,507</b>
Depreciation & Amortization	TZS 730,981,924
<b>ANNUAL EXPENDITURE</b>	<b>TZS 1,307,208,431</b>



**Annual Expenditure TZS 1,307,208,431**

**WANGING'OMBE WSSA PROFILE**  
**EWURA CLASS III LICENSE NO: WSSSL/01/2016**
**2019/20**

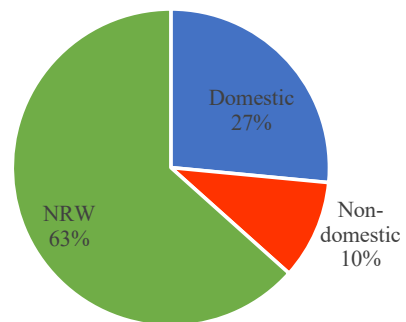
<b>Water Utility</b>	Wanging'ombe WSSA is an autonomous Public Water Utility responsible for the overall operation and management of the water supply and sanitation services in Wanging'ombe District that has both rural and urban settings. Its area of operation has a total population of 95,068 people, while the current directly served population is 77,005. Wanging'ombe WSSA abstract water from two river sources namely Mbukwa and Mtitafu. The source has a total installed capacity of 7,300/day. Average water production for the FY 2019/20 was 4,290 m <sup>3</sup> /day while the estimated water demand is 10,663m <sup>3</sup> /day. The distribution system has a total length of 399km with storage tanks with a storage capacity of 5,392m <sup>3</sup> . Water is supplied at an average of 15hrs /day. Wanging'ombe WSSA has 49 staff and it has neither a sewerage system nor a sewage treatment plant.							
<b>General Data About Water Utility</b>	Total Water Connections	6,213						
	Active Water Connections	5,692					-	
	Total Staff	49						
	Annual O&M Costs	TZS 1,267,452,075						
	Annual Water Collections	TZ S 407,989,647						
	Annual Water Billing	TZS 412,903,062						
<b>Tariff Structure</b>	<b>Water Tariff</b>							
	<b>Category of Customer</b>	<b>Domestic</b>	<b>Institution</b>	<b>Commercial</b>		<b>Cattle trough</b>		<b>Kiosk</b>
				<b>0-50m<sup>3</sup></b>	<b>&gt;50m<sup>3</sup></b>	<b>0-50m<sup>3</sup></b>	<b>&gt;50m<sup>3</sup></b>	
	<b>Metered (TZS/m<sup>3</sup>)</b>	1,100	1,000	1,200	1,300	1,200	1,300	2,500
	<b>Flat rate (TZS/Month)</b>	9,000	33,100	40,100		42,100		9,000
	Water Kiosk tariff is TZS 50 per 20 litres							
	<b>Note: Effective date of the tariffs: 1<sup>st</sup> December 2018.</b>							
<b>Priority of Needs</b>	1. Inadequate water production against demand 2. Low water service coverage 4. Dilapidated water Infrastructure 5. Lack water treatment plant.							
<b>Customer Service</b>	Average monthly water consumption is about 7.74m <sup>3</sup> per domestic connection with per capita consumption of 13lts/day. Water is available for an average of 15 hours a day. The quality of the produced water does not meet the required standard. During the year under review, there were 617 consumer complaints reported of which all were resolved. The total number of complaints per 1000 connections is 99 and 65% of all total complaints received were related to billing and lack of water/water.							
<b>Performance Highlights</b>	Wanging'ombe WSSA provides water supply direct to 81% of the population in its service area. NRW is as high as 63% of water production. 94% of the customer water connections are metered. Operating and working ratios are 2.8 and 1.9 respectively. Accounts receivables equivalent is 3.4 months. Average tariff at TZS 1,582 per m <sup>3</sup> . Staff/1000 total connections ratio is at 8.							

### WANGING'OMBE WSSA PROFILE

2019/20

#### Production/Distribution

Average daily production	4,290 m <sup>3</sup>
Production capacity/day	7,300m <sup>3</sup>
Treatment type	No treatment
Storage capacity	5,392 m <sup>3</sup>
Length of Water network	399km



**ANNUAL WATER USE: 1,565, 850 m<sup>3</sup>**

#### Service Connections

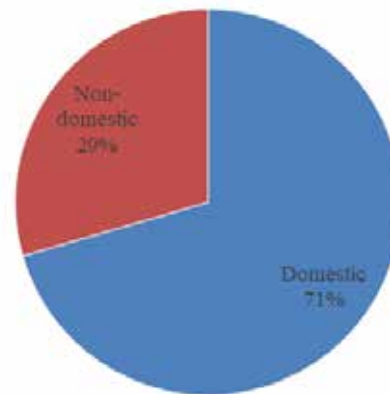
Total water connections	6,213
Active water connections	5,692
Domestic water connections	5,469
Metering Ratio	94%

#### Service Indicators

Population living in network area	85%
Population directly served	81%
Service hours	15
Per capita consumption	3l/c/d
Average Tariff	1,582 TZS/m <sup>3</sup>
Complaints/1000 connection	99

#### Efficiency Indicators

Non-Revenue Water	63%
Revenue collection efficiency (including arrears)	99%
Operating ratio	2.8
Working ratio	1.9
Accounts receivables	3.4
Staff/1000 total connections	8

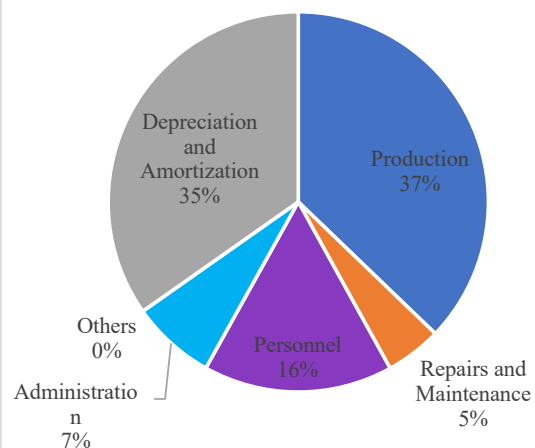


**ANNUAL WATER BILLING  
TZS 412,903,062**

#### Income and Expenditure

Annual operating income from water services	TZS 412,903,062
Government /Donor Grants	TZS 1,804,474,388
Amortized Grants	TZS -
Other income	TZS 32,352,786
<b>TOTAL INCOME</b>	<b>TZS 2,249,730,237</b>

Water Production Expenses	TZS 471,293,204
Water distribution Expenses	TZS -
Maintenance and Repair	TZS 60,688,678
Personnel Expenses	TZS 204,210,766
Administration Expenses	TZS 90,783,950
Other O&M Expenses	TZS -
<b>Total O&amp;M</b>	<b>TZS 826,976,599</b>
Depreciation & Amortization	TZS 440,475,476
<b>ANNUAL EXPENDITURE</b>	<b>TZS 1,267,452,075</b>



**ANNUAL EXPENDITURE TZS 1,267,452,075**

**APPENDIX 2:  
SUMMARY OF THREE YEARS PERFORMANCE  
DATA FOR REGIONAL WSSAs**

**Table A2.1(a): Water Abstraction Trend (million m<sup>3</sup> per year)**

Name of Water Utility	2017/18							2018/19							2019/20						
	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total			
<b>Category A</b>																					
Arusha	5.971	7.083			2.764	15.82	6.070	6.906			2.722	15.70	7.169	8.720			2.315	18.20			
DAWASA	1.541				159.576	161.12	1.543				160.452	162.00	2.291				165.354	167.65			
Dodoma	14.460					14.46	15.448					15.45	16.549	0.228				16.78			
Iringa	0.050	0.840			4.251	5.14	0.101	0.862			4.105	5.07	0.077	1.353			5.566	7.00			
Kahama				4.756		4.76				4.076		4.08			4.337			4.34			
Mbeya		9.613			7.602	17.21		9.814			7.706	17.52		8.941			7.201	16.14			
Morogoro			9.008		2.911	11.92			9.198		2.920	12.12	0.605		10.356		2.862	13.82			
Moshi	1.310	10.393				11.70	1.503	10.625				12.13	1.448	10.345				11.79			
Mtwara	3.705					3.70	4.592					4.59	4.074	0.110				4.18			
Musoma				6.485		6.48				7.315		7.31			6.250			6.25			
Mwanza				31.571		31.57				33.050		33.05			40.724			40.72			
Shinyanga			0.510	3.243		3.75			0.290	3.829		4.12		1.138	3.269			4.41			
Songea		2.360			0.532	2.89		2.074			0.983	3.06	0.002	1.681			1.319	3.00			
Tabora	0.003		4.295			4.30			5.281			5.28	0.039		5.326			5.37			
Tanga	0.071		11.487			11.56			11.933			11.93	0.372		12.169		0.718	13.26			
<b>Sub-Total</b>	<b>27.11</b>	<b>30.29</b>	<b>25.30</b>	<b>46.05</b>	<b>177.63</b>	<b>306.39</b>	<b>29.26</b>	<b>30.28</b>	<b>26.70</b>	<b>48.27</b>	<b>178.89</b>	<b>313.40</b>	<b>32.63</b>	<b>31.38</b>	<b>28.99</b>	<b>54.58</b>	<b>185.34</b>	<b>332.91</b>			
<b>Category B and C</b>																					
Bukoba				2.898		2.90				3.211		3.21				2.717		2.72			
Kigoma				2.549		2.55				3.244		3.24				3.429		3.43			
Singida	2.408					2.41	2.576					2.58	2.705					2.71			
Sumbawanga	1.017				1.942	2.96	0.220				2.328	2.55	0.712				1.913	2.63			
Babati	1.767	0.382				2.15	1.869	0.379				2.25	1.737				0.312	2.05			
Lindi	0.436	0.072				0.51	1.112	0.098				1.21	1.274	0.082				1.36			
Bariadi	0.157					0.16	0.204					0.20	0.272					0.27			
Geita	0.064	0.016	1.477			1.56	0.388		1.522			1.91	0.344	0.018	1.558			1.92			
Mpanza	0.023	0.676	0.054		0.167	0.92	0.029	0.932	0.032			0.99	0.020	0.903	0.022			0.94			
Njombe		1.123				1.12		1.268				1.27		1.267				1.27			
Vwawa-Miowo	0.018	0.089			0.750	0.86	0.016	0.091			0.536	0.64	0.016	0.092			0.779	0.89			
<b>Sub Total</b>	<b>5.89</b>	<b>2.36</b>	<b>1.53</b>	<b>5.45</b>	<b>2.86</b>	<b>18.09</b>	<b>6.41</b>	<b>2.77</b>	<b>1.55</b>	<b>6.45</b>	<b>2.86</b>	<b>20.05</b>	<b>7.08</b>	<b>2.36</b>	<b>1.58</b>	<b>6.15</b>	<b>3.00</b>	<b>20.17</b>			
<b>Total</b>	<b>33.00</b>	<b>32.65</b>	<b>26.83</b>	<b>51.50</b>	<b>180.49</b>	<b>324.48</b>	<b>35.67</b>	<b>33.05</b>	<b>28.25</b>	<b>54.72</b>	<b>181.75</b>	<b>333.45</b>	<b>39.71</b>	<b>33.74</b>	<b>30.57</b>	<b>60.73</b>	<b>188.34</b>	<b>353.08</b>			

**Table A2.1(b) Water Abstraction Summary**

Source	2017/18		2018/19		2019/20	
	Abstraction (Million m <sup>3</sup> )	% contribution to total abstraction	Abstraction (Million m <sup>3</sup> )	% contribution to total abstraction	Abstraction (Million m <sup>3</sup> )	% contribution to total abstraction
<b>REGIONAL WSSA WATER SOURCES</b>						
Boreholes	31.46	19%	34.13	20%	37.41	20%
Springs	32.65	20%	33.05	19%	33.74	18%
Dams	26.83	16%	28.25	16%	30.57	16%
Lakes	51.50	32%	54.72	32%	60.73	33%
Rivers	20.92	12.8%	21.30	12.4%	22.99	12%
<b>TOTAL</b>	<b>163.36</b>	<b>100%</b>	<b>171.46</b>	<b>100%</b>	<b>185.44</b>	<b>100%</b>
<b>DAWASA WATER SOURCES</b>						
Source	Abstraction (Million m <sup>3</sup> )	% contribution to total abstraction	Abstraction (Million m <sup>3</sup> )	% contribution to total abstraction	Abstraction (Million m <sup>3</sup> )	% contribution to total abstraction
Lower Ruvu	79.08	70.6%	93.70	57.8%	93.92	56.0%
Upper Ruvu	27.93	24.9%	64.17	39.6%	68.37	40.8%
Mitoni	3.11	2.8%	2.58	1.6%	2.37	1.4%
Boreholes	1.93	1.7%	1.54	1.0%	2.29	1.4%
Wami	0.0	0.0%	0.0	0.0%	0.70	0.4%
<b>TOTAL DAWASA</b>	<b>112.05</b>	<b>100%</b>	<b>162.00</b>	<b>100%</b>	<b>165.354</b>	<b>100%</b>



Table A2.2: Water Demand, Water Production and Installed Water Production Capacity

Name of Water Utility	Category	Water Demand (Million m <sup>3</sup> /year)			Annual Water Production (Million m <sup>3</sup> /year)			Installed Water Production Capacity (Million m <sup>3</sup> /year)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	37.41	38.42	44.33	15.82	15.70	18.20	21.04	21.04	33.47
DAWASA		195.24	207.97	219.31	152.79	146.44	148.51	177.26	177.61	179.79
Dodoma	A	16.79	16.79	37.82	14.23	15.45	15.49	22.45	22.45	28.36
Iringa	A	5.84	6.35	7.77	5.14	4.83	5.74	8.88	8.88	11.20
Kahama	A	5.96	6.20	6.37	4.76	4.08	4.34	9.49	9.49	9.49
Mbeya	A	17.83	21.90	23.00	15.56	16.12	15.89	18.78	18.78	18.78
Morogoro	A	21.63	21.63	23.18	11.44	11.28	13.18	12.41	12.41	13.61
Moshi	A	18.44	18.77	19.11	11.70	12.13	11.79	17.16	17.68	20.84
Mtwara	A	5.03	5.17	8.10	3.18	3.69	3.46	3.65	4.20	5.35
Musoma	A	6.57	6.76	6.96	6.48	6.84	4.79	13.14	13.14	13.14
Mwanza	A	40.15	40.95	47.35	27.83	28.88	29.89	39.42	39.42	47.44
Shinyanga	A	9.37	9.63	9.90	3.75	4.11	4.41	17.41	17.41	17.41
Songea	A	5.15	5.26	5.39	2.81	2.97	2.91	4.20	4.20	4.20
Tabora	A	10.44	10.74	12.91	4.17	5.28	5.30	11.68	11.68	12.04
Tanga	A	11.73	11.87	14.62	10.25	10.64	11.79	16.72	16.73	17.78
<b>Subtotal Category A</b>		<b>408.30</b>	<b>428.42</b>	<b>486.11</b>	<b>289.91</b>	<b>288.41</b>	<b>295.69</b>	<b>393.68</b>	<b>395.11</b>	<b>432.89</b>
Bukoba	B	4.59	4.78	4.91	2.58	2.75	2.28	6.57	6.57	6.57
Kigoma	B	8.05	8.28	8.18	2.42	3.07	3.25	5.48	6.57	6.57
Singida	B	4.03	4.31	4.75	2.41	2.58	2.71	3.28	3.50	3.52
Sumbawanga	B	4.73	4.83	5.84	2.96	2.55	2.45	7.48	7.48	7.48
Babati	C	2.83	2.97	5.67	2.15	2.25	2.84	4.63	5.62	7.71
Lindi	C	1.75	1.76	1.84	0.47	0.89	0.76	3.83	3.83	3.83
Bariadi	C	2.03	2.08	3.07	0.17	0.20	0.27	0.36	0.36	0.55
Geita	C	5.52	5.73	5.73	1.36	1.58	1.77	2.01	2.11	2.62
Mpanda	C	3.46	3.59	4.02	0.92	0.99	0.94	3.36	2.87	2.87
Njombe	C	3.25	2.44	2.26	1.12	1.27	1.27	2.03	2.05	2.03
Vwawa- Mlowo	C	3.30	3.49	3.60	0.86	0.62	0.87	2.02	2.02	2.23
Subtotal Category B&C		<b>43.55</b>	<b>44.26</b>	<b>49.87</b>	<b>17.42</b>	<b>18.74</b>	<b>19.40</b>	<b>41.05</b>	<b>42.98</b>	<b>45.97</b>
<b>TOTAL</b>		<b>451.85</b>	<b>472.68</b>	<b>535.98</b>	<b>307.33</b>	<b>307.16</b>	<b>315.09</b>	<b>434.73</b>	<b>438.09</b>	<b>478.86</b>

**Table A2.3 Length of Water Network, Pipe Breaks, Water Storage Capacity and Water Connections per Km Length of Network**

Name of Water Utilities	Category	Total Length of Water Network (km) > 11/2"			No. of Pipe Breaks per km per year			Storage Capacity (hrs)			No. of Water Connections per Km Length of Network		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	506.74	558.91	1,258.73	5.81	3.56	18.49	3.20	3.11	6.90	104.30	102.01	55.32
DAWASA	A	2,969.00	3,220.00	3,866.00	0.73	21.96	21.44	6.29	5.42	6.14	91.00	81.15	81.26
Dodoma	A	486.80	533.15	769.67	82.56	40.86	5.31	47.20	47.72	0.00	79.13	82.22	64.89
Iringa	A	509.72	584.00	887.00	0.82	1.41	1.17	10.73	10.26	11.14	42.08	42.91	34.16
Kahama	A	294.00	327.14	362.80	7.24	13.35	18.88	33.16	26.22	28.94	51.70	53.87	53.62
Mbeya	A	754.11	767.10	809.00	2.01	2.01	1.14	11.68	9.34	9.66	67.29	85.24	83.17
Morogoro	A	374.18	425.72	603.48	2.20	33.40	3.38	5.43	4.19	5.10	79.62	73.94	61.22
Moshi	A	573.32	690.06	732.91	0.68	0.65	0.78	4.50	4.66	4.86	61.19	52.72	55.04
Mtwara	A	248.82	249.49	278.66	8.64	10.31	11.51	6.74	6.38	8.70	47.37	52.33	50.75
Musoma	A	269.00	280.90	290.00	3.59	2.53	3.96	9.47	12.61	12.26	79.17	54.29	57.04
Mwanza	A	763.93	788.78	1,269.96	13.68188	1.36	11.60273	8.19	7.88	6.82	90.38	103.08	77.00
Shinyanga	A	521.20	542.83	562.40	0.322333	0.60	0.835704	21.35	20.09	19.54	36.38	38.41	39.72
Songea	A	440.69	451.00	492.02	0.08	0.19	0.92	7.04	6.92	7.00	37.43	36.30	36.16
Tabora	A	322.00	357.35	695.58	1.44	2.05	1.23	5.21	4.78	16.41	56.17	55.10	30.77
Tanga	A	684.74	695.63	806.26	0.25	0.31	0.40	8.00	7.43	6.87	54.02	56.99	55.52
<b>Subtotal Category A</b>		<b>9,718.25</b>	<b>10,472.07</b>	<b>13,684.47</b>	<b>8.67</b>	<b>8.97</b>	<b>6.74</b>	<b>12.55</b>	<b>11.80</b>	<b>10.02</b>	<b>65.15</b>	<b>64.70</b>	<b>55.71</b>
Bukoba	B	128.90	139.90	246.00	1.66	1.18	0.92	10.63	10.27	9.99	72.25	75.63	50.09
Kigoma	B	291.00	295.00	312.50	2.37	3.63	7.38	4.72	14.28	14.45	40.95	37.29	40.55
Singida	B	303.02	313.96	329.04	0.92	2.06	1.84	16.67	15.39	14.22	32.58	39.08	40.27
Sumbawanga	B	138.00	300.00	259.00	1.60	0.51	0.64	15.42	15.13	12.53	51.49	29.57	36.32
Babati	C	260.60	305.40	611.17	6.01	4.17	3.14	4.21	4.20	6.07	28.54	29.01	23.07
Lindi	C	173.76	175.99	233.00	3.92	8.30	2.61	10.14	42.96	41.91	24.92	23.06	22.02
Bariadi	C	41.25	41.70	47.87	4.12	4.44	4.53	4.41	5.00	4.08	23.13	27.36	37.04
Geita	C	228.55	239.22	274.13	1.00	1.20	4.52	2.31	2.38	2.38	36.04	24.92	27.18
Mpanda	C	175.44	178.62	180.55	0.78	1.20	6.36	6.31	5.73	5.13	25.94	28.98	31.59
Njombe	C	142.63	145.08	148.12	0.96	1.48	4.53	2.21	3.75	4.04	44.34	50.01	51.18
Vwawa- Mlowo		127.30	127.30	159.30	0.05	0.05	0.06	2.50	2.93	2.25	13.50	14.25	12.23
<b>Subtotal Category B&amp;C</b>		<b>2,010.45</b>	<b>2,262.17</b>	<b>2,800.68</b>	<b>23.40</b>	<b>28.22</b>	<b>36.53</b>	<b>77.02</b>	<b>11.12</b>	<b>10.71</b>	<b>38.02</b>	<b>34.47</b>	<b>33.78</b>
<b>TOTAL/AVERAGE</b>		<b>11,728.70</b>	<b>12,734.23</b>	<b>16,485.16</b>	<b>5.90</b>	<b>6.26</b>	<b>5.29</b>	<b>8.76</b>	<b>8.35</b>	<b>7.24</b>	<b>52.73</b>	<b>51.91</b>	<b>46.43</b>

Table A2.4: Non-revenue Water

Name of Water Utilities	Category	NRW (%)				NRW (m <sup>3</sup> lost/km/day)				NRW (m <sup>3</sup> lost/connection/day)			
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	47.04	44.11	49.14	40.23	33.94	19.47	0.41	0.33	0.35			
DAWASA		46.68	48.37	40.38	65.81	60.27	42.50	0.68	0.74	0.52			
Dodoma	A	30.42	26.86	26.56	24.36	21.32	14.65	0.30	0.26	0.23			
Iringa	A	31.23	25.64	28.88	8.63	5.81	5.12	0.20	0.14	0.15			
Kahama	A	10.71	12.40	17.44	4.75	4.23	5.71	0.09	0.08	0.11			
Mbeya	A	38.78	40.06	29.63	21.92	23.06	15.95	0.31	0.27	0.19			
Morogoro	A	39.49	33.25	42.31	33.09	24.13	25.31	0.41	0.33	0.41			
Moshi	A	21.69	20.36	22.19	12.13	9.81	9.78	0.21	0.19	0.18			
Mtwara	A	28.42	24.53	22.47	9.96	9.93	7.64	21.83	0.19	0.15			
Musoma	A	63.50	59.98	49.67	41.94	40.00	22.46	0.84	0.74	0.39			
Mwanza	A	36.63	36.84	31.84	36.55	36.96	20.53	0.38	0.36	0.27			
Shinyanga	A	16.70	13.25	22.69	3.29	2.75	4.87	0.09	0.07	0.12			
Songea	A	21.04	20.33	22.74	3.67	3.67	3.69	0.11	0.10	0.10			
Tabora	A	36.71	36.67	34.68	13.03	14.85	7.24	0.23	0.27	0.24			
Tanga	A	25.74	28.07	35.83	10.55	11.76	14.35	0.19	0.21	0.26			
Average Category A		<b>41.01</b>	<b>40.93</b>	<b>36.77</b>	<b>33.52</b>	<b>30.88</b>	<b>21.77</b>	<b>0.45</b>	<b>0.43</b>	<b>0.35</b>			
Bukoba	B	49.51	52.55	41.58	27.17	28.28	10.55	0.36	0.37	0.21			
Kigoma	B	28.00	28.12	28.64	3.52	8.02	8.16	0.10	0.21	0.20			
Singida	B	26.54	28.16	32.61	5.78	6.33	7.35	0.16	0.16	0.18			
Sumbawanga	B	30.98	43.21	31.04	18.19	10.05	8.04	0.33	0.34	0.22			
Babati	C	43.69	38.56	36.38	9.87	7.78	4.64	0.34	0.27	0.20			
Lindi	C	34.85	32.93	34.51	2.57	4.55	3.08	0.12	0.20	0.14			
Bariadi	C	24.17	22.70	35.94	2.72	3.04	5.60	0.12	0.11	0.15			
Geita	C	30.40	32.09	38.91	4.96	5.82	6.87	0.26	0.23	0.25			
Mpanda	C	26.74	27.59	27.91	3.83	4.20	4.00	0.15	0.15	0.13			
Njombe	C	28.24	30.29	30.44	6.09	7.26	7.13	0.13	0.15	0.14			
Vwawa- Mlowo	C	34.70	34.72	34.49	6.40	4.62	5.15	0.47	0.32	0.42			
<b>Average Category B&amp;C</b>		<b>32.17</b>	<b>35.89</b>	<b>33.73</b>	<b>7.75</b>	<b>8.35</b>	<b>6.48</b>	<b>0.22</b>	<b>0.24</b>	<b>0.19</b>			
<b>AVERAGE</b>		<b>40.53</b>	<b>40.63</b>	<b>36.59</b>	<b>29.33</b>	<b>27.07</b>	<b>19.30</b>	<b>0.43</b>	<b>0.42</b>	<b>0.33</b>			

**Table A2.5: Sewer Blockages, Length of Sewer Network, Number of Sewer Connections**

Name of Water Utilities	Category	Number of Sewer Blockages (Nr/ km/year)			Length of Sewerage Network (Km)			Number of Sewer Connections / km (Connections / km)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	27.21	15.52	11.69	49.11	49.11	61.01	104.44	114.17	99.10
DAWASA	A	15.69	16.45	15.23	189.27	194.87	201.00	100.97	101.64	99.07
Dodoma	A	27.23	23.05	15.75	89.90	113.75	115.90	64.08	51.18	51.37
Iringa	A	21.12	23.97	25.19	55.67	61.90	67.96	38.44	35.19	33.76
Kahama	A	na	na	na	na	na	na	na	na	na
Mbeya	A	3.45	3.55	3.23	130.91	131.81	133.33	16.00	18.12	18.68
Morogoro	A	30.13	27.70	38.44	41.69	41.70	41.70	46.11	48.42	53.33
Moshi	A	18.38	23.55	21.50	67.70	66.96	68.15	44.96	43.13	44.15
Mtwara	A	na	na	na	na	na	na	na	na	na
Musoma	A	na	na	na	na	na	na	na	na	na
Mwanza	A	11.68	23.59	17.63	101.80	107.49	113.52	39.85	43.32	41.44
Shinyanga	A									
Songea	A	10.36	14.05	19.35	37.27	37.00	37.27	35.36	38.35	39.42
Tabora	A	12.26	8.11	7.63	20.72	20.72	22.02	18.29	21.91	21.39
Tanga	A	19.83	19.15	14.70	35.66	35.92	36.05	77.65	78.09	78.19
<b>AVERAGE/TOTAL</b>		<b>17.94</b>	<b>18.06</b>	<b>17.30</b>	<b>819.71</b>	<b>861.23</b>	<b>897.91</b>	<b>53.29</b>	<b>53.96</b>	<b>52.72</b>
Bukoba	B	na	na	na	na	na	na	na	na	na
Kigoma	B	na	na	na	na	na	na	na	na	na
Singida	B	na	na	na	na	na	na	na	na	na
Sumbawanga	B	na	na	na	na	na	na	na	na	na
Babati	C	na	na	na	na	na	na	na	na	na
Lindi	C	na	na	na	na	na	na	na	na	na
Bariadi	C	na	na	na	na	na	na	na	na	na
Geita	C	na	na	na	na	na	na	na	na	na
Mpanda	C	na	na	na	na	na	na	na	na	na
Njombe	C	na	na	na	na	na	na	na	na	na
Vwawa-Mlowo	C	na	na	na	na	na	na	na	na	na
<b>Average Category B&amp;C</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>AVERAGE</b>		<b>17.94</b>	<b>18.06</b>	<b>17.30</b>	<b>819.71</b>	<b>861.23</b>	<b>897.91</b>	<b>53.29</b>	<b>53.96</b>	<b>52.72</b>

Table A2.6 (a) Water Quality Compliance

Utility	Category	2017/18					2018/19					2019/20				
		E-coli	Turbidity	Residual Chlorine	pH	Average	E-coli	Turbidity	Residual Chlorine	pH	Average	E-coli	Turbidity	Residual Chlorine	pH	Average
Arusha	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
DAWASA		100	100	99	100	100	100	100	100	100	100	100	100	100	100	100
Dodoma	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Iringa	A	100	100	100	100	100	100	100	100	100	99	90	100	100	100	97
Kahama	A	100	100	89	100	97	100	2	100	76	100	100	18	100	100	80
Mbeya	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Morogoro	A	100	100	100	100	100	100	100	100	100	61	69	65	90	71	
Moshi	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Mtwara	A	93	90	100	100	96	96	100	100	95	90	80	100	100	100	93
Musoma	A	95	95	97	92	95	94	97	98	97	98	100	98	99	99	99
Mwanza	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Shinyanga	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Songea	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Tabora	A	100	72	100	100	93	100	100	100	99	100	98	100	100	100	100
Tanga	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Average Category A</b>		<b>99</b>	<b>97</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>93</b>	<b>100</b>	<b>98</b>	<b>96</b>	<b>96</b>	<b>92</b>	<b>99</b>	<b>96</b>	<b>96</b>
Bukoba	B	91	100	100	100	98	91	97	99	96	100	100	100	100	100	100
Kigoma	B	100	100	96	100	99	100	100	100	100	100	100	100	100	100	100
Singida	B	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Sumbawanga	B	100	94	93	100	97	99	96	99	99	100	99	95	100	99	99
Babati	C	100	100	100	100	100	100	100	100	92	100	100	56	100	89	89
Lindi	C	83	100	98	100	95	100	95	100	99	100	100	100	100	100	100
Bariadi	C	100	100	60	100	90	100	100	100	100	100	100	100	100	100	100
Geita	C	100	100	45	100	86	100	59	98	89	100	98	59	98	89	89
Mpanda	C	100	100	20	50	68	100	100	100	100	98	95	100	85	94	94
Njombe	C	67	74	91	89	80	80	84	90	86	100	86	92	88	91	91
Vwawa-Mlowo	C	100	100	100	71	93	74	50	80	65	100	17	100	100	79	79
<b>Average Category B and C</b>		<b>95</b>	<b>97</b>	<b>82</b>	<b>92</b>	<b>91</b>	<b>95</b>	<b>93</b>	<b>88</b>	<b>93</b>	<b>100</b>	<b>90</b>	<b>91</b>	<b>97</b>	<b>95</b>	<b>95</b>
<b>OVERALL AVG.</b>		<b>97</b>	<b>97</b>	<b>91</b>	<b>97</b>	<b>96</b>	<b>98</b>	<b>98</b>	<b>92</b>	<b>97</b>	<b>98</b>	<b>93</b>	<b>92</b>	<b>98</b>	<b>95</b>	<b>95</b>

**Table A2.6 (b) Comparison between Regional WSSAs and EWURA Water Quality Results**

S/N	WSSAs	Category	WSSAs` Test Results, FY 2019/20				EWURA` Test Results, FY 2019/20					
			<i>E. coli</i> (cfu/100ml)	Turbidity (NTU)	Residual Chlorine (mg/l)	pH	<i>E. coli</i> (cfu/100ml)	Turbidity (NTU)	Residual Chlorine (mg/l)	pH		
1	Arusha	A	100	100	97	100	100	100	100	100	100	87
2	DAWASA	A	100	99	99	100	100	99	100	100	28	91
3	Dodoma	A	100	100	100	100	88	100	100	40	100	100
4	Iringa	A	99	90	100	100	74	44	100	20	100	100
5	Kahama	A	100	100	18	100	100	100	100	40	13	100
6	Mbeya	A	100	100	100	100	93	93	100	86	100	100
7	Morogoro	A	61	69	65	90	75	75	100	70	100	100
8	Moshi	A	100	100	100	100	100	100	100	93	93	93
9	Mtwara	A	90	80	100	100	100	73	100	46	100	100
10	Musoma	A	98	100	98	99	100	100	100	55	100	100
11	Mwanza	A	100	100	100	100	100	100	100	30	100	100
12	Shinyanga	A	100	100	100	100	93	93	100	13	100	100
13	Songea	A	100	100	100	100	93	100	100	100	67	100
14	Tabora	A	100	98	100	100	100	93	100	93	100	100
15	Tanga	A	100	100	100	100	100	90	100	68	100	100
Average Category A			96	96	92	99	94	90	90	59	90	86
16	Bukoba	B	100	100	100	100	100	100	100	75	100	100
17	Kigoma	B	100	100	100	100	100	82	100	20	100	100
18	Singida	B	100	100	100	100	100	100	100	53	100	100
19	Sumbawanga	B	100	99	95	100	100	31	100	64	6	100
20	Babati	C	100	100	56	100	100	67	100	50	87	100
21	Lindi	C	100	100	100	100	100	93	100	57	100	100
22	Bariadi	C	100	100	100	100	100	100	100	0	90	100
23	Geita	C	100	98	59	98	100	100	100	57	100	100
24	Mpanda	C	98	95	100	85	100	100	100	17	17	100
25	Njombe	C	100	86	92	88	100	33	100	89	100	100
26	Vwawa- Mlowo	C	100	17	100	100	57	25	100	0	100	100
Average Category B and C			100	90	91	97	96	76	95	44	83	82
<b>Overall</b>			<b>98</b>	<b>93</b>	<b>91</b>	<b>98</b>	<b>95</b>	<b>83</b>	<b>95</b>	<b>51</b>	<b>86</b>	<b>86</b>

Table A2.7 Waste Water Effluent Quality Compliance

Name of Water Utility	Category	Compliance with BOD <sub>5</sub> Standards (%)			Compliance with COD Standards (%)		
		2017/18	2018/19	2019/20	2017/2018	2018/19	2019/20
Arusha	A	0	0	29	0	0	nc
DAWASA		45	37	49	45	11	30
Dodoma	A	-	15	0	-	0	0
Iringa	A	50	50	60	50	50	60
Kahama	A	na	na	100	na	na	100
Mbeya	A	100	100	100	100	100	100
Morogoro	A	100	90	76	100	100	61
Moshi	A	84	100	100	85	100	100
Mtwara	A	na	na	NA	na	na	NA
Musoma	A	na	na	nc	na	na	nc
Mwanza	A	100	100	100	100	100	100
Shinyanga	A	na	na	NA	na	na	NA
Songea	A	100	100	100	100	100	100
Tabora	A	na	na	nc	na	na	nc
Tanga	A	na	na	nc	na	na	nc
<b>Average Category A</b>		<b>55</b>	<b>72</b>	<b>71</b>	<b>66</b>	<b>73</b>	<b>72</b>
Bukoba	B	na	na	nc	na	na	nc
Kigoma	B	na	na	nc	na	na	nc
Singida	B	na	na	NA	na	na	NA
Sumbawanga	B	na	na	nc	na	na	nc
Babati	C	na	na	na	na	na	na
Lindi	C	na	na	NA	na	na	NA
Bariadi	C	na	na	NA	na	na	NA
Geita	C	na	na	nc	na	na	nc
Mpanda	C	na	na	NA	na	na	NA
Njombe	C	na	na	N/A	na	na	N/A
Vwawa- Mlowo	C	na	na	NA	na	na	NA
<b>Average Category B and C</b>		<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>
<b>OVERALL AVERAGE</b>		<b>55</b>	<b>72</b>	<b>71</b>	<b>66</b>	<b>73</b>	<b>62</b>

**Table A2.8 Total Water Connections, Domestic Connections and Public Water Kiosks**

Name of Water Utilities	Category	Total Water Connections (Number)			Domestic Water Connections (Number)			Public Water Kiosks (Number)			
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	Working Kiosks
Arusha	A	49,902	57,015	69,630	43,633	50,505	62,548	302	372	513	399
DAWASA		286,115	261,294	314,155	211,043	254,018	309,638	389	510	1,150	1,063
Dodoma	A	39,205	43,837	49,946	36,672	40,240	46,089	348	304	383	383
Iringa	A	22,080	25,058	30,304	20,895	23,800	28,762	109	128	251	193
Kahama	A	15,773	17,622	19,452	14,668	16,366	18,011	66	83	115	115
Mbeya	A	53,089	65,389	67,287	51,903	62,895	64,608	63	88	219	158
Morogoro	A	30,127	31,476	36,944	28,306	29,630	34,824	174	177	262	124
Moshi	A	33,744	36,379	40,342	31,273	33,844	37,576	188	184	209	189
Mtwara	A	12,405	13,057	14,143	11,486	12,092	12,888	137	108	329	329
Musoma	A	13,416	15,251	16,541	12,442	14,240	15,439	24	13	22	12
Mwanza	A	74,313	81,310	97,791	68,747	74,853	90,603	177	185	317	317
Shinyanga	A	19,379	20,851	22,338	18,106	19,536	20,993	219	229	241	232
Songea	A	14,775	16,373	17,792	13,843	15,429	16,788	31	30	78	78
Tabora	A	18,328	19,691	21,404	17,221	18,556	19,952	171	183	240	123
Tanga	A	37,608	39,646	44,760	35,635	37,651	42,508	288	290	330	262
<b>Total Category A</b>		<b>720,259</b>	<b>744,249</b>	<b>862,829</b>	<b>615,873</b>	<b>703,655</b>	<b>821,227</b>	<b>2,686</b>	<b>2,884</b>	<b>4,659</b>	<b>3977</b>
Bukoba	B	9,678	10,580	12,321	8,978	9,622	11,528	45	45	122	120
Kigoma	B	10,483	11,002	12,672	9,676	10,314	11,850	14	15	61	61
Singida	B	11,044	12,268	13,251	9,619	-	12,147	97	101	122	102
Sumbawanga	B	7,683	8,871	9,408	7,100	8,238	9,026	69	106	70	54
Babati	C	7,546	8,859	14,097	7,004	8,259	13,044	110	123	380	313
Lindi	C	3,663	4,059	5,131	3,151	3,523	4,417	154	206	203	203
Bariadi	C	945	1,141	1,773	811	976	1,512	19	15	65	39
Geita	C	4,384	5,961	7,452	4,184	5,577	6,964	12	13	30	22
Mpanda	C	4,620	5,176	5,703	4,358	4,865	5,437	44	48	48	27
Njombe	C	6,735	7,255	7,581	6,513	7,027	7,350	-	-	-	-
V w a a - Mlowo	C	1,716	1,814	1,949	1,617	1,711	1,845	6	6	6	6
<b>Total Category B and C</b>		<b>68,497</b>	<b>76,986</b>	<b>91,338</b>	<b>63,011</b>	<b>60,112</b>	<b>85,120</b>	<b>570</b>	<b>678</b>	<b>1,107</b>	<b>947</b>
<b>TOTAL</b>		<b>788,756</b>	<b>821,235</b>	<b>954,167</b>	<b>678,884</b>	<b>763,767</b>	<b>906,347</b>	<b>3,256</b>	<b>3,562</b>	<b>5,766</b>	<b>4,924</b>



**Table A2.9 Metering Ratio and Composition of Metered Customers**

Name of Water Utilities	Category	Metering Ratio (%)				Composition of Metered Customers (Number)					
		2017/18	2018/19	2019/20	2019/20	Domestic	Institutional	Commercial	Industrial	Kiosk	
Arusha	A	100	100	99	55,304	715	3,965	390	399		
DAWASA		95	95.8	100	301,948	2,827	3,764	415	423		
Dodoma	A	100	100	100	46,089	1,447	2,087	-	383		
Iringa	A	100	100	97	28,451	702	504	82	207		
Kahama	A	100	100	100	18,011	349	846	61	115		
Mbeya	A	100	100	100	65,191	826	1,629	5	219		
Morogoro	A	100	100	100	30,863	669	692	58	124		
Moshi	A	100	100	100	36,011	633	1,520	25	189		
Mtwara	A	100	100	100	12,888	417	516	32	290		
Musoma	A	81	96	100	15,439	364	671	37	22		
Mwanza	A	100	100	100	90,603	2,036	3,399	400	317		
Shinyanga	A	100	100	100	19,143	487	472	69	232		
Songea	A	98	99	99	16,588	363	562	1	78		
Tabora	A	100	100	100	19,742	552	547	54	103		
Tanga	A	100	100	96	34,462	549	766	130	252		
<b>Average/Total Category A</b>		<b>97.4</b>	<b>99.9</b>	<b>99.6</b>	<b>790,733</b>	<b>12,936</b>	<b>21,940</b>	<b>1,759</b>	<b>3,353</b>		
Bukoba	B	94	95	100	11528	265	393	13	122		
Kigoma	B	96.6	99	99	8622	267	315	38	52		
Singida	B	100	100.0	100	10826.0	308.0	584.0	35.0	122.0		
Sumbawanga	B	80.2	88.9	99.7	9007.0	32.0	268.0	12.0	70.0		
Babati	C	100	100	96	11921	375	206	9	304		
Lindi	C	91.5	100.0	100	4417	349	153	9	203		
Bariadi	C	69.3	79.7	88	1322.0	79.0	88.0	0.0	64.0		
Geita	C	91.6	100.0	100.0	6964.0	200.0	241.0	17.0	30.0		
Mpanda	C	85.0	86.0	84.9	4277.0	126.0	92.0	0.0	27.0		
Njombe	C	81.1	86.0	87.4	6369.0	121.0	110.0	0.0	0.0		
Vwawa-Mlowo	C	25.6	29.5	72	1322	38	30	7	6		
<b>Average/Total Category B and C</b>		<b>95.5</b>	<b>98.1</b>	<b>97.7</b>	<b>76,575</b>	<b>2,160</b>	<b>2,480</b>	<b>140</b>	<b>1,000</b>		
<b>OVERALL AVERAGE/TOTAL</b>		<b>97.2</b>	<b>99.8</b>	<b>99.4</b>	<b>867,308</b>	<b>15,096</b>	<b>24,420</b>	<b>1,899</b>	<b>4,353</b>		

**Table A2.10: Proportion of Population Living in Area with water Network and Proportion of Population Directly Served with Water**

Name of Water Utilities	Category	Proportion of Population Living in the area with water network (%)			Proportion of Population Served with water (%)			Directly Served Population		Average No. of People served per Domestic Connection (No)	Average No. of People Served per Kiosk (No)	Boarding Institutional Population (No)	Population Directly served (No)
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2019/20	Total Population				
Arusha	A	74	72	64	54	51	53	875,011	7	65	-	463,691	
DAWASA		85	85.0	89	75	76	86	7,177,654	19	250	-	6,148,872	
Dodoma	A	80	82	86	72	78	86	565,474	8	220	34,594	487,566	
Iringa	A	98	98	83	95	95	89	267,178	7	130	11,547	237,971	
Kahama	A	80	80	85	50	77	68	226,293	7	250	-	154,827	
Mbeya	A	94	80	80	93	79	70	630,000	6	80	40,020	440,308	
Morogoro	A	90	81	80	81	77	46	519,498	6	225	-	236,844	
Moshi	A	100	100	100	98	98	106	353,464	8	120	49,752	373,040	
Mtwara	A	90	85	67	82	77	67	241,711	7	216	-	161,280	
Musoma	A	88	88	97	77	81	88	178,781	10	300	-	157,990	
Mwanza	A	92	95	84	89	89	86	1,360,983	12	250	-	1,166,486	
Shinyanga	A	60	83	83	48	57	85	186,671	6	140	-	158,438	
Songea	A	89	93.8	91.0	83	91	92.34	221,726.00	12	42	-	204,732	
Tabora	A	79	92	80	78	84	54	361,643	7	250	23,219	193,633	
Tanga	A	98	97	96	97	91	112	366,185	9	75	9,106	411,328	
<b>Total Category A</b>		<b>85.9</b>	<b>85.6</b>	<b>85.7</b>	<b>78.1</b>	<b>79.9</b>	<b>79.8</b>	<b>13,532,272</b>	<b>9</b>	<b>174</b>	<b>168,238</b>	<b>10,997,006</b>	
Bukoba	B	85	85	90	59	59	76	176,512	9	250	-	133,752	
Kigoma	B	73	76	90	62	75	34	251,082	6	250	-	86,350	
Singida	B	74	80	90	74	80	145	113,558	12	100	9,040	165,004	
Sumbawanga	B	76	78	90	64	78	76	148,203	10	250	8,542	112,302	
Babati	C	87	81	71	67	79	55	284,619	10	75	2,300	156,215	
Lindi	C	75	76	75	69	69	87	94,359	7	250	-	81,669	
Bariadi	C	46	46	59	21	22	38	75,934	15	150	-	28,530	
Geita	C	59	59	59	32	55	42	243,524	14	250	-	102,996	
Mpanda	C	70	75	67	50	49	22	156,787	5	250	-	33,935	
Njombe	C	87	88	88	53	64	68	70,221	6	-	3,511	47,611	
Vwawa-Mlowo	C	43	43	52	38	39	44	117,198	25	200	4,284	51,609	
<b>Total Category B&amp;C</b>		<b>72.8</b>	<b>74.2</b>	<b>77.3</b>	<b>60.6</b>	<b>57.9</b>	<b>55.3</b>	<b>1,731,997</b>	<b>10.8</b>	<b>184</b>	<b>27677.0</b>	<b>999,973</b>	
<b>TOTAL/AVERAGE</b>		<b>84.4</b>	<b>84.7</b>	<b>84.8</b>	<b>69.3</b>	<b>68.9</b>	<b>67.6</b>	<b>15,264,268</b>	<b>10.7</b>	<b>183.3</b>	<b>195915.0</b>	<b>11,996,979</b>	

**Table A2.11: Number of Sewerage Connections and Proportion of Population Connected to Sewerage Network**

Name of Water Utilities	Category	Total Sewerage Connection (Number)			Domestic Sewerage Connections (Number)			Proportion of Population Connected to Sewerage Network (%)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	5,487	5,607	6,046	4,447	4,528	4,869	8	8	6
DAWASA		20,803	19,806	19,913	18,781	19,806	19,913	10	12	12
Dodoma	A	5,659	5,822	5,954	5,000	5,109	5,228	20	20	20
Iringa	A	2,027	2,178	2,294	1,756	1,897	2,012	18	18	18
Kahama	A	na	na	na	na	na	na	na	na	na
Mbeya	A	2,213	2,389	2,491	2,027	2,203	2,301	14	12	11
Morogoro	A	1,882	2,019	2,224	1,563	1,691	1,872	5	6	6
Moshi	A	2,866	2,888	3,009	2,065	2,079	2,198	31	28	17
Mtwara	A	na	na	na	na	na	na	na	na	na
Musoma	A	na	na	na	na	na	na	na	na	na
Mwanza	A	4,143	4,657	4,704	3,277	3,702	3,728	23	23	23
Shinyanga	A	na	na	na	na	na	na	na	na	na
Songea	A	1,373	1,419	1,469	1,151	1,198	1,239	7	7	7
Tabora	A	421	454	471	331	362	377	6	7	7
Tanga	A	2,789	2,805	2,819	2,507	2,520	2,508	10	7	6
<b>TOTAL/AVERAGE</b>		<b>46,432</b>	<b>49,663</b>	<b>50,044</b>	<b>51,394</b>	<b>42,905</b>	<b>45,095</b>	<b>46,245</b>	<b>12.1</b>	<b>13.4</b>
Bukoba	B	na	na	na	na	na	na	na	na	na
Kigoma	B	na	na	na	na	na	na	na	na	na
Singida	B	na	na	na	na	na	na	na	na	na
Sumbawanga	B	na	na	na	na	na	na	na	na	na
Babati	C	na	na	na	na	na	na	na	na	na
Lindi	C	na	na	na	na	na	na	na	na	na
Bariadi	C	na	na	na	na	na	na	na	na	na
Geita	C	na	na	na	na	na	na	na	na	na
Mpanda	C	na	na	na	na	na	na	na	na	na
Njombe	C	na	na	na	na	na	na	na	na	na
Vwawa-Mlowo	C	na	na	na	na	na	na	na	na	na
<b>Average Category B&amp;C</b>		-	-	-	-	-	-	-	-	-
<b>AVERAGE</b>		<b>46,432</b>	<b>49,663</b>	<b>50,044</b>	<b>51,394</b>	<b>42,905</b>	<b>45,095</b>	<b>46,245</b>	<b>12.1</b>	<b>13.4</b>

**Table A2.12: Average Hours of Service and Proportion of Connection with 24 Hours of Service**

Name of Water Utilities	Category	Average Hours of Service			Proportion of Population with 24 Hours of Service (%)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	15	15	15.7	22	19	21.4
DAWASA		22	22	21.2	57	50	30.0
Dodoma	A	23	22	12.0	37	32	36.0
Iringa	A	24	24	22.0	98	98	88.0
Kahama	A	23	23	23.0	90	90	90.0
Mbeya	A	23	18	18.0	77	70	70.0
Morogoro	A	12	12	9.0	1	1	1.0
Moshi	A	24	24	24.0	100	100	100.0
Mtwara	A	15	16	15.5	46	31	24.7
Musoma	A	22	22	22.0	96	96	96.0
Mwanza	A	22	22	22.0	90	92	90.0
Shinyanga	A	24	23	23.0	56	38	82.0
Songea	A	24	23	23.9	91	78	99.7
Tabora	A	17	19	20.0	1	2	2.0
Tanga	A	23	24	22.3	95	97	84.7
<b>Average Category A</b>		<b>19</b>	<b>21</b>	<b>20</b>	<b>64</b>	<b>60</b>	<b>61</b>
Bukoba	B	22	22	23.0	66	66	90.0
Kigoma	B	15	17	17.0	12	21	18.0
Singida	B	16	16	17.0	51	51	64.0
Sumbawanga	B	20	20	20.0	10	9	9.1
Babati	C	17	19	16.6	50	7	5.6
Lindi	C	3	12	16.8	0	-	11.97
Bariadi	C	12	12	10.0	0	0	0.0
Geita	C	5	12	12.0	76	76	76.0
Mpanda	C	6	6	6.0	15	15	2.0
Njombe	C	16	16	16.0	25	30	30.0
Vwawa-Mlowo	C	6	7	7.3	2	2	1.7
<b>Average Category B&amp;C</b>		<b>14</b>	<b>13</b>	<b>15</b>	<b>28</b>	<b>28</b>	<b>28</b>
<b>OVERALL AVERAGE</b>		<b>18</b>	<b>18</b>	<b>18</b>	<b>50</b>	<b>49</b>	<b>49</b>

**Table A2. 13: Revenue Collection Efficiency, Accounts Receivables and OEI**

Utilities	Category	Revenue Collection Efficiency (%)			Accounts Receivables (month)			Overall Efficiency Indicator (OEI) %		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	100.8	111.7	98.8	3.6	2.4	3.1	53.0	99.6	98.3
DAWASA	A	81.3	91.0	81.7	5.9	4.9	5.1	44.4	47.0	48.2
Dodoma	A	78.0	115.4	93.9	4.4	3.9	4.0	55.8	73.4	93.9
Iringa	A	96.0	96.5	103.6	1.4	1.1	1.2	69.9	71.8	68.9
Kahama	A	106.8	97.2	100.8	2.2	2.1	2.0	89.3	85.1	82.6
Mbeya	A	99.3	90.0	97.7	5.8	4.1	4.1	60.8	53.9	68.4
Morogoro	A	97.2	101.0	89.9	2.4	2.3	2.3	58.8	66.8	51.9
Moshi	A	98.6	95.9	98.3	5.4	5.4	5.6	76.9	95.7	76.5
Mtwara	A	89.6	98.7	93.4	4.9	2.6	2.1	64.2	74.5	72.4
Musoma	A	90.0	93.7	102.7	6.4	6.9	7.2	32.8	37.5	50.3
Mwanza	A	104.6	103.9	101.3	2.3	2.0	2.2	63.4	55.2	68.8
Shinyanga	A	90.6	95.1	98.9	3.4	3.4	3.7	75.2	82.5	76.2
Songea	A	88.5	98.0	95.9	3.7	4.1	4.8	69.9	78.4	74.0
Tabora	A	90.8	109.9	88.0	5.8	3.6	5.5	58.3	63.5	71.5
Tanga	A	95.4	101.3	94.7	5.0	4.0	4.8	70.9	71.9	60.8
<b>Average Category A</b>		<b>93.8</b>	<b>99.9</b>	<b>96.0</b>	<b>4.2</b>	<b>3.5</b>	<b>3.8</b>	<b>62.9</b>	<b>70.5</b>	<b>70.8</b>
Bukoba	B	108.6	84.2	92.4	5.4	2.8	3.6	39.6	46.6	54.2
Kigoma	B	90.9	113.9	81.8	7.7	10.9	6.9	65.4	71.9	58.4
Singida	B	97.2	97.2	99.0	2.7	2.5	3.5	71.4	96.9	66.7
Sumbawanga	B	96.4	97.0	107.3	3.7	4.7	-	66.5	55.3	69.0
Babati	C	95.2	87.9	96.0	1.9	1.1	1.1	53.6	54.0	61.1
Lindi	C	102.0	63.6	83.9	9.8	5.8	11.7	65.7	42.6	55.0
Bariadi	C	86.9	75.5	88.8	5.1	3.8	3.6	65.9	58.4	56.9
Geita	C	74.7	88.5	98.5	2.5	1.3	1.1	56.2	60.1	60.2
Mpanda	C	77.5	89.9	91.6	1.2	1.6	7.7	57.9	65.6	66.0
Njombe	C	89.7	99.8	94.6	2.3	2.2	2.6	64.3	70.6	66.4
Vwawa-Mlowo	C	88.2	98.0	80.3	1.8	4.3	7.2	57.6	64.0	52.6
<b>Average Category B&amp;C</b>		<b>91.6</b>	<b>90.5</b>	<b>92.2</b>	<b>4.0</b>	<b>3.7</b>	<b>4.5</b>	<b>60.4</b>	<b>62.4</b>	<b>60.6</b>
<b>OVERALL AVERAGE</b>		<b>93.1</b>	<b>95.9</b>	<b>94.9</b>	<b>4.2</b>	<b>3.6</b>	<b>4.0</b>	<b>62.0</b>	<b>67.1</b>	<b>67.1</b>

Table A2. 14: Billing Composition and Domestic Billing

Utilities	Category	Water Billing (Millions TZS)			Sanitation Billing (Millions TZS)			Other Operational Billing (Million TZS)			Domestic Billing (Million TZS)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
		Arusha	9,914.8	12,234.2	14,474.0	1,045.2	1,038.1	1,129.9	2,414.5	2,453.1	1,981.9	7,420.0	8,232.2
DAWASA	87,539.3	104,543.5	124,142.3	7,495.0	11,571.2	12,630.6	7,445.1	20,659.4	13,894.9	71,700.1	82,729.6	90,765.6	
Dodoma	12,487.6	13,752.9	15,184.3	1,322.6	1,175.1	1,663.5	2,409.9	3,314.6	2,482.3	8,794.4	7,883.1	9,349.4	
Iringa	7,058.3	7,124.4	7,304.1	776.0	536.4	493.4	549.7	310.6	57.4	5,504.4	5,080.2	5,903.4	
Kahama	6,034.7	6,095.7	8,183.6	-	-	52.5	381.5	381.5	98.4	2,615.2	2,922.6	4,193.9	
Mbeya	7,575.6	10,308.3	11,425.4	1,313.0	859.0	829.7	1,491.6	2,065.9	759.3	6,971.8	6,994.1	8,089.6	
Morogoro	7,398.6	8,794.7	11,271.6	296.8	309.2	385.1	1,323.9	1,015.9	329.0	5,892.3	5,898.8	7,339.4	
Moshi	7,126.1	7,408.0	8,274.4	900.2	1,005.6	1,074.2	1,575.3	1,382.1	1,142.7	5,573.2	5,483.8	6,371.1	
Mtwara	3,066.2	2,911.3	3,144.2	-	-	-	679.2	433.6	276.6	1,752.8	1,897.4	1,741.6	
Musoma	2,948.9	3,093.9	3,033.7	-	-	-	128.2	70.5	95.3	2,859.0	2,911.3	2,216.4	
Mwanza	18,571.1	19,033.5	26,127.3	1,146.1	1,196.9	1,619.2	2,258.5	4,172.8	403.3	11,419.7	11,391.3	14,131.6	
Shinyanga	4,435.7	5,542.7	6,334.0	-	-	-	925.9	808.1	217.1	3,218.3	3,707.8	3,893.0	
Songea	2,508.1	2,457.0	2,621.9	264.0	137.0	164.5	914.8	1,054.2	223.7	2,003.1	1,870.8	2,084.1	
Tabora	3,809.6	4,642.5	4,229.7	57.0	93.7	86.0	620.5	1,056.5	781.0	1,774.4	2,367.5	2,452.4	
Tanga	10,786.2	12,890.9	13,855.0	273.1	289.8	348.4	1,301.2	653.6	452.8	8,541.1	9,508.8	10,577.0	
<b>Subtotal Category A</b>	<b>191,261.0</b>	<b>220,833.6</b>	<b>259,605.5</b>	<b>14,889.0</b>	<b>18,212.1</b>	<b>20,477.0</b>	<b>24,419.9</b>	<b>39,832.2</b>	<b>23,195.8</b>	<b>146,039.7</b>	<b>158,879.4</b>	<b>179,160.8</b>	
Bukoba	1,778.7	2,279.2	2,549.7	-	-	-	610.6	437.3	4,310.5	1,405.9	1,663.3	1,696.2	
Kigoma	1,441.5	1,540.6	2,253.9	-	-	-	102.7	260.2	438.2	913.5	956.2	1,631.2	
Singida	2,078.3	2,907.9	2,950.4	-	-	-	468.7	189.9	185.0	1,363.3	1,949.2	2,132.2	
Sumbawanga	1,128.0	1,164.7	1,511.6	-	-	-	488.3	370.9	135.4	1,104.1	1,094.7	1,155.8	
Babati	1,709.0	1,995.9	2,414.8	-	-	-	379.6	479.1	376.4	1,072.4	1,473.8	1,958.4	
Lindi	442.5	737.0	820.7	-	-	-	132.5	408.9	425.9	269.9	361.1	493.8	
Bariadi	107.9	142.5	150.7	-	-	-	54.4	84.6	51.7	85.0	142.5	90.8	
Geita	365.4	689.7	1,485.1	20.2	72.8	16.1	223.2	275.4	1,121.3	385.3	482.4	1,190.5	
Mpanda	481.4	746.8	680.0	-	-	-	116.1	28.3	321.2	601.0	441.4	434.7	
Njombe	850.3	883.7	1,174.9	-	-	-	74.1	51.9	37.8	750.8	749.0	983.3	
Vwawa-Mlowo	63.7	91.2	109.2	-	-	-	4.8	4.4	6.8	36.1	83.1	79.1	
<b>Subtotal Category B&amp;C</b>	<b>10,446.7</b>	<b>13,179.1</b>	<b>16,101.0</b>	<b>20.2</b>	<b>72.8</b>	<b>16.1</b>	<b>2,655.0</b>	<b>2,590.8</b>	<b>7,410.2</b>	<b>7,987.2</b>	<b>9,396.7</b>	<b>11,845.9</b>	
<b>TOTAL</b>	<b>201,707.7</b>	<b>234,012.7</b>	<b>275,706.5</b>	<b>14,909.2</b>	<b>18,284.8</b>	<b>20,493.1</b>	<b>27,074.9</b>	<b>42,423.0</b>	<b>30,605.9</b>	<b>154,026.9</b>	<b>168,276.1</b>	<b>191,006.7</b>	

**Table A2. 15: Total O&M, Production & Maintenance and Administration Costs**

Utilities	Cate- gory	Total O & M Costs (Millions TZS)			Production, Distribution and Maintenance (Millions TZS)			Administration Costs (Millions TZS)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
		Arusha	A	11,124.7	12,771.0	15,412.3	4,014.9	5,352.6	4,993.1	1,667.0
DAWASA	A	84,908.5	113,837.4	151,408.0	42,435.5	55,808.9	68,430.1	16,913.7	18,360.9	17,913.3
Dodoma	A	13,007.8	14,857.7	15,643.0	7,042.3	8,305.8	8,786.1	1,917.5	1,863.4	1,850.9
Iringa	A	5,497.0	5,736.9	5,778.5	1,900.8	1,912.2	1,826.6	1,291.7	1,343.9	1,528.6
Kahama	A	5,690.1	5,899.7	7,029.5	3,442.9	3,493.9	4,223.5	985.6	1,061.8	1,169.7
Mbeya	A	10,292.0	12,609.1	11,183.8	3,725.8	4,333.4	3,579.2	2,362.2	2,334.5	2,552.6
Morogoro	A	8,707.2	9,834.7	10,929.7	4,073.8	3,257.5	3,516.3	1,612.9	1,736.3	2,304.0
Moshi	A	7,622.4	7,684.4	7,829.4	1,823.5	1,629.9	1,947.6	1,999.1	2,413.0	1,957.4
Mtwara	A	3,004.1	3,095.8	3,442.5	1,300.2	1,274.1	1,341.0	588.5	702.0	840.2
Musoma	A	3,205.6	3,201.4	3,545.6	1,369.2	1,235.9	1,280.3	687.0	728.0	789.6
Mwanza	A	21,246.6	21,057.0	24,221.4	9,742.2	8,944.4	11,480.6	3,118.9	3,245.4	3,164.8
Shinyanga	A	4,887.6	5,839.2	6,459.3	2,477.8	3,405.1	3,738.2	733.4	561.1	856.2
Songea	A	2,957.7	2,712.6	2,793.5	510.2	368.9	565.7	876.2	487.2	656.0
Tabora	A	5,075.9	5,010.2	5,389.3	2,724.3	2,451.4	2,885.4	598.7	686.7	760.8
Tanga	A	9,294.4	10,387.3	11,150.7	2,331.0	2,453.3	2,845.7	2,717.3	2,941.9	3,241.5
<b>Average Category A</b>		<b>196,521.7</b>	<b>234,534.4</b>	<b>282,216.5</b>	<b>88,914.2</b>	<b>104,227.5</b>	<b>121,439.4</b>	<b>38,069.5</b>	<b>40,270.3</b>	<b>42,766.9</b>
Bukoba	B	4,369.8	3,952.1	5,820.7	1,080.0	1,247.5	1,293.7	707.4	1,832.2	558.9
Kigoma	B	2,979.8	1,954.3	2,211.9	1,025.7	940.6	1,170.1	766.5	299.9	295.3
Singida	B	2,556.8	2,797.0	2,944.2	1,102.2	948.3	915.2	575.2	737.2	678.8
Sumbawanga	B	1,498.3	1,531.2	1,815.9	557.5	557.6	578.7	247.1	265.6	439.8
Babati	C	1,981.7	2,527.1	2,666.0	964.6	1,122.8	1,092.3	432.6	564.7	396.3
Lindi	C	643.1	1,155.8	1,353.1	401.9	562.7	633.3	109.4	183.2	307.7
Bariadi	C	301.5	320.3	550.9	96.1	135.4	205.6	121.8	67.4	212.9
Geita	C	420.9	1,653.9	2,226.7	81.7	997.9	1,120.5	159.0	380.0	530.8
Mpanda	C	1,642.1	707.5	693.6	155.0	182.2	220.5	137.0	144.5	172.2
Njombe	C	802.8	843.1	1,005.8	71.3	77.4	172.4	320.5	289.2	369.8
Vwawa-Mlowo	C	60.1	97.7	83.0	9.1	21.8	26.8	16.3	35.5	30.3
<b>Average Category B&amp;C</b>		<b>17,256.8</b>	<b>17,539.9</b>	<b>21,371.8</b>	<b>5,545.1</b>	<b>6,794.4</b>	<b>7,429.3</b>	<b>3,592.8</b>	<b>4,799.4</b>	<b>3,992.8</b>
<b>OVERALL AVERAGE</b>		<b>213,718.4</b>	<b>251,976.6</b>	<b>303,505.3</b>	<b>94,450.2</b>	<b>111,000.0</b>	<b>128,841.9</b>	<b>41,646.1</b>	<b>45,034.2</b>	<b>46,729.4</b>

**Table A2. 16: Personnel Costs and Other Costs**

Utilities	Category	Personnel Costs (Millions TZS)			Other Costs (Millions TZS)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
		Arusha	A	4,865.9	4,931.0	4,905.3	576.9
DAWASA	A	24,004.4	36,889.8	44,424.5	1,554.9	2,777.9	20,640.2
Dodoma	A	3,841.0	4,436.5	4,465.8	206.9	251.9	540.3
Iringa	A	1,907.0	2,213.1	2,258.1	397.6	267.7	165.3
Kahama	A	1,147.3	1,145.5	1,485.5	114.3	198.4	150.8
Mbeya	A	3,944.6	4,057.7	4,738.9	259.3	1,883.5	313.1
Morogoro	A	2,584.1	4,697.9	4,993.3	436.5	143.0	116.1
Moshi	A	3,345.4	3,568.9	3,639.0	454.4	72.5	285.4
Mtwara	A	991.2	1,065.7	1,187.2	124.2	54.1	74.1
Musoma	A	1,067.7	1,184.0	1,341.0	81.6	53.5	134.7
Mwanza	A	7,273.3	7,895.9	8,702.3	1,112.3	971.3	873.7
Shinyanga	A	1,601.5	1,784.6	1,777.2	75.0	88.4	87.7
Songea	A	1,460.1	1,698.0	1,347.5	111.3	158.6	224.3
Tabora	A	1,683.7	1,746.4	1,677.2	69.2	125.6	65.9
Tanga	A	3,532.8	4,360.3	4,624.1	713.3	631.7	439.3
<b>AVERAGE Category A</b>		<b>63,250.0</b>	<b>81,675.2</b>	<b>91,567.1</b>	<b>6,287.9</b>	<b>8,361.5</b>	<b>26,443.1</b>
Bukoba	B	741.2	817.9	838.7	1,841.2	54.5	3,129.4
Kigoma	B	1,166.5	680.4	731.0	21.2	33.4	15.6
Singida	B	845.9	1,054.9	1,270.7	33.6	56.5	79.5
Sumbawanga	B	676.1	680.4	711.3	17.5	27.6	86.1
Babati	C	570.3	799.4	1,048.6	14.2	40.2	128.8
Lindi	C	126.6	401.9	398.7	5.2	7.8	13.4
Bariadi	C	82.5	116.9	131.1	1.0	0.6	1.2
Geita	C	165.9	266.3	512.4	14.3	9.7	62.9
Mpanda	C	319.3	373.1	295.3	1,030.7	7.6	5.6
Njombe	C	393.6	457.3	443.9	17.3	19.2	19.6
Vwawa-Mlowo	C	34.1	39.2	25.2	0.6	1.2	0.6
<b>AVERAGE Category B&amp;C</b>		<b>5,122.1</b>	<b>5,687.8</b>	<b>6,406.8</b>	<b>2,996.8</b>	<b>258.5</b>	<b>3,542.9</b>
<b>OVERALL AVERAGE</b>		<b>68,338.0</b>	<b>87,323.7</b>	<b>97,948.7</b>	<b>9,284.1</b>	<b>8,618.7</b>	<b>29,985.4</b>



**Table A2. 17: Energy and Chemical Costs**

Utilities	Category	Energy Costs (Millions TZS)			Chemical Costs (Millions TZS)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	1,355.6	1,368.1	1,613.2	60.3	60.8	77.5
DAWASA	A	21,936.8	22,267.3	24,878.3	14,351.0	12,466.7	18,112.8
Dodoma	A	5,131.1	5,352.2	5,391.6	173.1	86.3	93.4
Iringa	A	829.0	831.4	887.0	444.8	385.1	276.2
Kahama	A	22.0	22.0	23.0	2.3	-	0.1
Mbeya	A	1,204.1	1,345.8	1,262.6	789.8	800.9	759.3
Morogoro	A	917.2	1,018.3	1,178.6	1,444.1	869.5	895.9
Moshi	A	283.4	337.0	293.1	42.4	50.5	47.6
Mtwara	A	827.0	783.0	737.5	136.1	133.8	123.9
Musoma	A	943.4	894.4	825.7	158.2	136.5	151.8
Mwanza	A	7,136.4	6,838.5	7,587.5	463.7	511.3	735.3
Shinyanga	A	72.4	58.7	140.4	154.6	-	345.2
Songea	A	125.0	94.2	204.8	94.0	51.9	90.9
Tabora	A	882.4	979.3	1,052.5	1,128.5	603.2	1,160.8
Tanga	A	708.7	716.6	735.6	555.0	646.8	1,005.7
<b>Total/Ave. Category A</b>		<b>42,374.6</b>	<b>42,906.6</b>	<b>46,811.4</b>	<b>19,997.7</b>	<b>16,803.3</b>	<b>23,876.2</b>
Bukoba	B	928.3	870.8	785.2	22.4	55.7	64.4
Kigoma	B	990.8	775.2	1,058.9	14.2	5.0	11.0
Singida	B	20.3	756.6	814.2	726.7	8.9	9.0
Sumbawanga	B	362.5	243.8	377.9	86.0	104.8	104.5
Babati	C	447.2	493.4	474.8	4.3	-	17.0
Lindi	C	216.5	388.8	354.4	0.4	25.2	22.0
Bariadi	C	59.5	88.5	119.1	-	-	-
Geita	C	23.1	469.1	481.8	0.3	341.8	361.8
Mpanda	C	26.2	24.5	18.2	5.8	5.2	4.7
Njombe	C	11.7	10.8	13.2	0.7	1.1	1.9
Vwawa-Mlowo	C	4.8	17.4	20.3	-	-	2.0
<b>Total/Av Category B&amp;C</b>		<b>3,090.9</b>	<b>4,138.9</b>	<b>4,517.9</b>	<b>860.7</b>	<b>547.8</b>	<b>598.2</b>
<b>TOTAL</b>		<b>45,465.5</b>	<b>47,045.5</b>	<b>51,329.2</b>	<b>20,858.4</b>	<b>17,351.1</b>	<b>24,474.4</b>

**Table A2. 18: Working Ratio, Operating Ratio and Average Tariff in use**

Utilities	Category	Working Ratio			Operating Ratio			Average Tariff in Use (TZS/m3)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	0.83	0.81	0.88	0.96	0.93	0.98	1,240	1,549	1,759
DAWASA	A	0.83	0.83	1.00	0.86	0.99	1.14	1,663	1,663	1,663
Dodoma	A	0.80	0.81	0.81	0.99	1.23	1.17	1,255	1,383	1,397
Iringa	A	0.66	0.72	0.74	1.03	1.12	0.90	1,897	2,000	2,100
Kahama	A	0.89	0.91	0.84	0.98	1.00	0.94	1,367	1,961	2,192
Mbeya	A	0.99	0.95	0.86	1.28	1.19	1.11	732	1,175	1,210
Morogoro	A	0.97	0.97	0.91	1.28	1.07	1.00	1,274	1,578	1,800
Moshi	A	0.79	0.78	0.75	0.91	0.90	0.86	704	800	900
Mtwara	A	0.80	0.93	1.01	0.92	1.07	1.15	1,105	1,460	1,480
Musoma	A	1.04	1.01	1.13	1.06	1.11	1.62	1,082	1,410	1,360
Mwanza	A	0.97	0.86	0.86	1.09	1.00	0.98	972	1,060	1,873
Shinyanga	A	0.91	0.92	0.99	1.08	1.06	1.18	1,465	1,836	1,923
Songea	A	0.80	0.74	0.93	0.96	0.89	1.09	957	1,077	1,178
Tabora	A	1.13	0.86	1.06	1.27	0.98	1.17	1,305	1,306	1,318
Tanga	A	0.75	0.75	0.76	0.92	0.91	0.91	1,216	1,798	1,983
<b>Average Category A</b>		<b>0.88</b>	<b>0.86</b>	<b>0.90</b>	<b>1.04</b>	<b>1.03</b>	<b>1.08</b>	<b>1,216</b>	<b>1,470</b>	<b>1,609</b>
Bukoba	B	1.83	1.45	0.85	1.95	1.93	1.03	1,380	1,613	1,888
Kigoma	B	1.93	1.09	0.82	2.17	1.30	0.93	849	1,400	1,400
Singida	B	1.00	0.90	0.94	1.03	1.25	1.29	1,277	1,715	1,723
Sumbawanga	B	0.93	1.00	1.10	1.25	1.32	1.93	1,057	925	937
Babati	C	0.95	1.02	0.96	1.43	1.44	1.32	1,287	1,748	1,825
Lindi	C	1.12	1.01	1.09	1.83	1.42	3.36	1,117	1,700	1,800
Bariadi	C	1.86	1.41	2.72	2.38	1.79	3.35	730	730	730
Geita	C	0.69	1.59	0.85	1.41	2.33	1.24	649	1,305	1,400
Mpanda	C	2.75	0.91	0.69	3.03	1.13	0.98	976	976	1,113
Njombe	C	0.87	0.90	0.83	1.03	1.09	1.00	1,003	1,003	1,460
Vwawa-Mlowo	C	0.88	1.02	0.72	1.72	1.63	2.05	395	395	1,013
<b>Average Category B&amp;C</b>		<b>1.3</b>	<b>1.1</b>	<b>1.05</b>	<b>1.75</b>	<b>1.51</b>	<b>1.68</b>	<b>975</b>	<b>1,228</b>	<b>1,390</b>
<b>OVERALL AVERAGE</b>		<b>1.1</b>	<b>1.0</b>	<b>0.97</b>	<b>1.32</b>	<b>1.22</b>	<b>1.31</b>	<b>1,142</b>	<b>1,407</b>	<b>1,537</b>

Table A2.18: Total Collections

Utilities	Category	Water and Sewerage Collections (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	12,131.9	14,843.6	15,520.8	1,338.2	2,069.7	1,984.5	13,470.0	16,913.2	17,505.3
DAWASA	A	105,359.2	121,389.3	137,581.2	7,790.3	13,990.8	-	113,149.5	135,380.0	137,581.2
Dodoma	A	16,251.7	19,771.0	18,317.6	2,213.0	-	-	18,464.7	19,771.0	18,317.6
Iringa	A	8,028.6	7,338.7	7,651.4	526.0	-	171.1	8,554.6	7,890.4	7,822.5
Kahama	A	6,557.1	6,605.2	8,296.3	380.6	-	753.1	6,937.7	6,605.2	9,049.4
Mbeya	A	9,949.6	8,939.7	12,146.1	406.8	-	218.2	10,356.4	9,561.9	12,364.3
Morogoro	A	8,347.1	9,544.5	10,476.6	-	-	110.4	8,347.1	9,711.2	10,586.9
Moshi	A	7,823.7	8,285.0	9,376.5	1,644.4	4,505.6	2,205.1	9,468.0	12,790.6	11,581.7
Mtwara	A	3,339.4	3,352.1	2,985.4	391.5	-	372.8	3,730.9	3,352.1	3,358.2
Musoma	B	2,603.6	4,818.1	3,123.3	120.7	-	76.0	2,724.3	4,818.1	3,199.3
Mwanza	A	23,201.6	23,260.7	26,960.3	315.7	-	1,374.9	23,517.2	23,260.7	28,335.2
Shinyanga	A	4,812.0	5,988.4	6,099.1	525.0	-	446.6	5,337.0	5,988.4	6,545.7
Songea	A	2,783.0	3,023.6	2,954.0	306.5	-	87.3	3,089.5	3,085.3	3,041.3
Tabora	A	3,510.8	4,419.0	4,478.8	1,802.7	787.4	8.8	5,313.4	5,206.4	4,487.6
Tanga	A	11,306.3	12,718.0	13,621.6	498.7	450.0	465.8	11,805.1	13,167.9	14,087.4
<b>Total Category A</b>		<b>226,005.6</b>	<b>254,296.9</b>	<b>279,589.0</b>	<b>18,260.0</b>	<b>23,205.7</b>	<b>8,274.6</b>	<b>244,265.6</b>	<b>277,502.6</b>	<b>287,863.6</b>
Bukoba	B	2,249.8	2,073.1	2,363.8	175.8	-	269.2	2,425.6	2,073.1	2,633.0
Kigoma	B	1,423.3	1,589.2	1,860.5	-	-	1,824.8	1,423.3	1,589.2	3,685.4
Singida	B	1,740.7	2,289.1	3,085.3	695.7	763.0	63.2	2,436.4	3,052.2	3,148.5
Sumbawanga	B	1,266.0	1,124.7	1,508.3	-	-	95.8	1,266.0	1,124.7	1,604.1
Babati	C	1,627.0	1,736.2	2,542.7	347.1	1,577.4	411.0	1,974.1	3,313.6	2,953.7
Lindi	C	235.6	348.1	693.6	28.8	116.0	150.1	264.4	464.1	843.7
Bariadi	C	153.8	165.9	131.3	38.5	-	53.6	192.3	165.9	184.9
Geita	C	538.9	1,035.2	1,484.8	127.2	-	357.2	666.1	1,035.2	1,842.0
Mpanda	C	422.9	511.7	580.6	208.5	185.1	-	631.4	696.8	580.6
Njombe	C	871.6	879.4	1,088.2	33.0	46.6	50.0	904.6	925.9	1,138.2
Vwawa-Mlowo	C	27.7	74.2	81.4	32.5	21.4	5.1	60.1	95.6	86.4
<b>Total Category B&amp;C</b>		<b>10,557.2</b>	<b>11,826.9</b>	<b>15,420.6</b>	<b>1,687.0</b>	<b>2,709.5</b>	<b>3,280.0</b>	<b>12,244.3</b>	<b>14,536.4</b>	<b>18,700.6</b>
<b>TOTAL</b>		<b>236,562.8</b>	<b>266,123.8</b>	<b>295,009.6</b>	<b>19,947.1</b>	<b>25,915.2</b>	<b>11,554.6</b>	<b>256,509.9</b>	<b>292,039.0</b>	<b>306,564.2</b>

**Table A2.19: Total Staff, Female Staff and Staff per 1,000 Water & Sewerage Connections**

Name of Water Utilities	Category	Total Staff (Number)		Total Female Staff (Number)		Staff/1000 Connections (W&S)				
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Arusha	A	284	314	436	69	74	120	5	5	6
DAWASA	A	1060	1113	1392	331	357	362	3.5	4.0	4.2
Dodoma	A	188	184	195	40	43	45	4	4	3
Iringa	A	101	106	136	21	23	34	4	4	4
Kahama	A	63	52	88	12	11	27	4	3	5
Mbeya	A	223	229	200	65	64	60	4	3	3
Morogoro	A	120	127	139	29	29	27	4	4	4
Moshi	A	179	200	195	57	66	66	5	5	4
Mtwara	A	55	54	70	15	15	15	4	4	5
Musoma	A	59	65	83	21	17	27.0	4	4	5
Mwanza	A	282	312	378	76	79	94	4	4	4
Shinyanga	A	79	82	93	22	26	29	4	4	4
Songea	A	53	52	50	17	18	17	3	3	3
Tabora	A	78	91	112	21	22	22	4	5	5
Tanga	A	162	170	206	36	35	50	4	4	4
<b>Total/Average Category A</b>		<b>2986</b>	<b>3151</b>	<b>3773</b>	<b>832</b>	<b>879</b>	<b>995</b>	<b>3.9</b>	<b>4.0</b>	<b>4.1</b>
Bukoba	B	59	55	60	15	13	16	6	5	5
Kigoma	B	58	46	54	8	6	12	6	4	4
Singida	B	47	45	59	12	12	14	4	4	4
Sumbawanga	B	44	50	55	12	14	15	6	6	6
Babati	C	24	28	71	11	12	21	3	3	5
Lindi	C	38	37	42	7	12	13	10	9	8
Bariadi	C	16	14	14	3	0	0	17	12	8
Geita	C	8	26	45	5	10	15	2	4	6
Mpanda	C	30	30	32	12	10	11	6	6	6
Njombe	C	40	37	35	9	11	11	6	5	5
Vwawa- Mlowo	C	22	13	12	4	4	4	13	7	6
<b>Total/Average Category B and C</b>		<b>386</b>	<b>381</b>	<b>479</b>	<b>98</b>	<b>104</b>	<b>132</b>	<b>5.64</b>	<b>4.95</b>	<b>5.24</b>
<b>TOTAL/AVERAGE</b>		<b>3,372</b>	<b>3,532</b>	<b>4,252</b>	<b>930</b>	<b>983</b>	<b>1,127</b>	<b>4.02</b>	<b>3.98</b>	<b>4.23</b>

**Table A2.20: Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Distribution of Containments per Household**

S/N	Name WSSA	Category	Total Number of Latrines in a Service Area	Total Number of Emptiable Latrines in a Service Area	Total Number of Septic Tanks	Total Capacity of Sludge Treatment Facility (m3)	Volume of Sewage Generated per year (m3/Year)	Household without Latrines (Open Defecation)	Households with Traditional pit latrine	Household with Improved pit latrine (VIP Latrine)	Household with Septic tank	Household Connected to Sewer
1	Arusha	A	89,172	54,276	45,926	536	2,340,000	125	54,972	43,856	65,902	6,046
2	DAWASA	A	1,039,682	714,502	486,468	149,526	516,791,058	10,901	35,676	100,084	343,231	19,967
3	Dodoma	A	12,036	540	48,385	1,280,000	2,268,000		187	14,443	48,385	9,201
4	Iringa	A	36,480	27,030	22,432	1,307,968	1,301,924	404	36,674	1,416	22,432	2,294
5	Kahama	A	56,513	43,366	49,923	949,000	3,469,888	176	13,147	32,689	10,677	
6	Mbeya	A	35,793	2,825	49,923	10,214	13,140,000	840	29,925	2,362	49,923	2,491
7	Morogoro	A	22,505	17,946	2,284	2,280	615,641		4,559	17,946	37,244	2,254
8	Moshi	A	27,030	24,021	9,016	1,620,000	1,528,393		1,070	3,085	17,941	3,009
9	Mtwara	A	11,346	1,702	4,976				345	21,064	4,834	8,633
10	Musoma	A	6,590	4,480		1,316		52	2,110	443	3,985	
11	Mwanza	A	108,213	61,463	83,632	2,098,750	2,614,000	531	46,750	61,463	83,632	4,657
12	Shinyanga	A	26,691	20,154	12,576	23,000	-	43	8,591	12,413	12,576	-
13	Songea	A	37,818	13,864	8,600	766,500	580,087	-	4,522	13,864	8,600	1,369
14	Tabora	A	41,564	24,234	474	31,500	129,767	33	6,075	2,033	24,234	474
15	Tanga	A	13,742	10,443	44,885		544,242	69	2,610	10,374	56,107	2,835
	<b>Total/Average Category A</b>		<b>1,565,175</b>	<b>1,020,846</b>	<b>819,577</b>	<b>8,240,590</b>	<b>545,323,000</b>	<b>13,174</b>	<b>247,213</b>	<b>337,535</b>	<b>789,703</b>	<b>63,230</b>
16	Bukoba	B	17,228	13,529	8,455	2,640		387	3,699	5,074	8,455	
17	Kigoma	B	38,547	32,820	16,841	54,000		27	58,328	38,547	16,811	
18	Singida	B	19,967	6,568	6,568	1,120	3,756,726	33	13,082	6,048	6,568	
19	Sumbawanga	B	29,498	11,780	21,828	49,640	1,583,450	1,039	11,780	4,851	16,977	
20	Babati	C	46,052	21,346	19,230				30,801	15,247	1,658	
21	Lindi	C	15,723	2,353	2,353	2,160,000		283	5,668	9,793	2,353	
22	Bariadi	C	10,868	4,869				164	5,999	513	4,192	
23	Geita	C	41,328	14,257	7,156	600	131,134	861	27,071	7,099	7,156	
24	Mpanda	C	23,285	7,608				197	3,808	2,645	7,608	
25	Njombe	C	12,310	12,310	12,310			129	4,237	31,489	12,310	
26	Vwawa-Mlowo	C	93,897	10,718	10,718		21,388,635		34,190	42,563	6,297	
	<b>Total/Average Category B and C</b>		<b>348,703</b>	<b>138,158</b>	<b>105,459</b>	<b>2,268,000</b>	<b>26,859,945</b>	<b>3,120</b>	<b>198,663</b>	<b>163,869</b>	<b>90,385</b>	<b>0</b>
	<b>TOTAL/AVERAGE</b>		<b>1,913,878</b>	<b>1,159,004</b>	<b>925,036</b>	<b>10,508,590</b>	<b>572,182,945</b>	<b>16,294</b>	<b>445,876</b>	<b>501,404</b>	<b>880,088</b>	<b>63,230</b>

**Table A2.21: Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Distribution of Containments per Household**

S/N	Name WSSA	Category	Total Number Of Cesspit Emptier	Number of Cesspit Emptier Trucks Owned by Utility	Number of Cesspit Emptier Trucks Owned by LGA(s)	Number of Private owned Cesspit Emptier Registered by WSSA/ LGA	Availability of Faecal Sludge Treatment Facility (Yes/ No)	Type of Faecal Sludge Treatment Facility	Total capacity of sludge treatment facility (m3)
1	Arusha	A	52	5	1	46	Yes	WSPs	536
2	DAWASA		141	7	5	141	Yes	DEWATS and WSP	149,526
3	Dodoma	A	11	1	1	8	Yes	WSPs	1,280,000
4	Iringa	A	2	2			Yes	WSPs	1,307,968
5	Kahama	A	12			12	Yes	Anaerobic Sludge Digester Pond	949,000
6	Mbeya	A	2		1	2	Yes	Sludge drying beds	10,214
7	Morogoro	A	9		1	8	Yes	WSP	2280
8	Moshi	A	7	1		6	Yes	WSPs	1,620,000
9	Mtwara	A			45	45	NO		
10	Musoma	A	6	2		4	Yes	Anaerobic Sludge Digester Pond	1,316
11	Mwanza	A	14	6	1	7	Yes	WSPs	2,098,750
12	Shinyanga	A	14		1	8	NO		23,000
13	Songea	A	1	1		-	Yes	WSPs	766,500
14	Tabora	A			1	6	Yes	Anaerobic Sludge Digester Pond	31,500
15	Tanga	A	6		2	4	No	Mechanical Treatment (Screening)	
<b>Total/Average Category A</b>			<b>277</b>	<b>25</b>	<b>59</b>	<b>297</b>			<b>8,240,590</b>
16	Bukoba	B	2	1		1	Yes	Shallow lagoon	2,640
17	Kigoma	B	1	1			Yes	Anaerobic Sludge Digester Pond	54,000
18	Singida	B	6		1	3	No		1,120
19	Sumbawanga	B	2	2	1	1	Yes	Anaerobic Sludge Digester Pond	49,640
20	Babati	C	2		1	1	No		
21	Lindi	C				2	No	Under construction	2,160,000
22	Bariadi	C					No		
23	Geita	C	12	1		11	Yes	Anaerobic Sludge Digester Pond	600
24	Mpanda	C	1			1	No		
25	Njombe	C	3				No		
26	Vwawa-Mlowo	C				No	No		
<b>Total/Average Category B</b>			<b>29</b>	<b>5</b>	<b>3</b>	<b>20</b>			<b>2,268,000</b>
<b>TOTAL/AVERAGE</b>			<b>306</b>	<b>30</b>	<b>17</b>	<b>317</b>			<b>10,508,590</b>

**APPENDIX 3:  
SUMMARY OF THREE YEARS PERFORMANCE  
DATA FOR NATIONAL PROJECT WSSAs**

**Table A3.1 (a): Water Abstraction Trend**

Utilities	2017/18						2018/19						2019/20					
	B/ Holes	Springs	Dams	Lakes	Rivers	Total	B/ Holes	Springs	Dams	Lakes	Rivers	Total	B/ Holes	Springs	Dams	Lakes	Rivers	Total
Chalinze					2.59	2.59					2.64	2.64						
HTM					1.71	1.71				1.41	1.41	1.41				1.28	1.28	1.28
KASHWASA				14.96	0	14.96				17.31	17.31	17.31				15.87		15.87
Makonde	0.12	0.36				0.47	0.46	0.20			0.66	0.66	0.43	0.19				0.61
MANAWASA		1.59				1.59		2.12			2.12	2.12		2.23				2.23
Maswa			0.53			0.53		1.95			1.95	1.95			1.17			1.17
Mugango- Kiabakari				1.05		1.05			1.05		1.05	1.05				1.03		1.03
Wanging'ombe					2.21	2.21					1.57	1.57					1.23	1.23
<b>Total</b>	<b>0.12</b>	<b>1.95</b>	<b>0.53</b>	<b>16.01</b>	<b>6.52</b>	<b>25.13</b>	<b>0.46</b>	<b>2.32</b>	<b>1.95</b>	<b>18.37</b>	<b>5.62</b>	<b>28.72</b>	<b>0.43</b>	<b>2.41</b>	<b>1.17</b>	<b>16.90</b>	<b>2.51</b>	<b>23.42</b>

**Table A3.1 (b) Water Abstraction Summary**

Source	2017/18		2018/19		2019/20	
	Abstraction (Million m <sup>3</sup> )	% Contribution to Total Abstraction	Abstraction (Million m <sup>3</sup> )	% Contribution to Total Abstraction	Abstraction (Million m <sup>3</sup> )	% Contribution to Total Abstraction
<b>NATIONAL PROJECT WSSAs WATER SOURCES</b>						
Boreholes	0.12	0%	0.46	1.6%	0.43	1.8%
Springs	1.95	8%	2.32	8%	2.41	10%
Dams	0.53	2%	1.95	7%	1.17	5%
Lakes	16.01	64%	18.37	64%	16.90	72%
Rivers	6.52	26%	5.62	20%	2.51	11%
<b>TOTAL</b>	<b>25.13</b>	<b>100%</b>	<b>28.72</b>	<b>100%</b>	<b>23.42</b>	<b>100%</b>



**Table A3.2: Water Demand, Water Production and Installed Water Production Capacity**

Utility	Water Demand (Million m <sup>3</sup> /year)			Annual Water Production (Million m <sup>3</sup> /year)			Installed Water Production Capacity (Million m <sup>3</sup> /year)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	3.61	3.61	0.00	1.20	1.41	0.00	2.63	2.63	0.00
HTM	5.11	5.25	5.39	1.71	1.36	1.23	3.34	3.34	3.34
KASHWASA	14.96	16.22	16.54	14.96	15.42	14.51	29.20	29.20	29.20
Makonde	8.70	7.46	8.03	0.47	0.60	0.56	8.90	3.90	3.21
MANAWASA	3.88	4.22	4.28	1.59	2.12	2.23	5.29	5.29	3.96
Maswa	2.75	2.84	2.85	0.53	1.95	1.15	3.78	3.78	3.78
Mugango-Kiabakari	3.46	3.55	3.65	1.05	1.05	1.22	3.50	3.50	3.50
Wanging'ombe	3.89	3.89	3.89	2.21	1.57	1.23	2.66	2.66	1.57
<b>TOTAL</b>	<b>46.36</b>	<b>47.04</b>	<b>44.63</b>	<b>23.73</b>	<b>25.48</b>	<b>22.12</b>	<b>59.31</b>	<b>54.31</b>	<b>48.57</b>

**Table A3.3: Length of Water Network, Water Storage Capacity and Water Connections per Km Length of Network**

Utilities	Total Length of Water Network (km)			Storage Capacity (hrs)			No. of Water Connections per Km Length of Network		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	1,036	627		31.0	30.5		4.1	7.1	
HTM	473	473	473	10.7	10.5	10.2	4.8	5.1	6
KASHWASA	319	319	648	20.5	18.9	18.5	0.2	2.3	3
Makonde	1,320	1,331	1,333	14.5	16.1	14.9	2.2	13.6	16
MANAWASA	511	517	520	64.3	57.0	56.3	17.3	19.4	21
Maswa	161	167	167	2.6	2.5	3.1	20.4	21.7	24
Mugango-Kiabakari	109	110	110	5.8	5.6	5.5	7.7	8.8	9
Wanging'ombe	390	398	399	9.8	9.9	12.1	12.4	13.6	16
<b>TOTAL/AVERAGE</b>	<b>4,318.5</b>	<b>3,940.6</b>	<b>3,649.5</b>	<b>19.9</b>	<b>18.9</b>	<b>17.2</b>	<b>8.7</b>	<b>11.4</b>	<b>13.4</b>

**Table A3.4: No. of Pipe Breaks per Km per year, Water Service Connections Rehabilitation and Water Main Rehabilitation % per year**

Utilities	Total Length of Water Network (km)			No. of Pipe Breaks per km per year			Water Service Connections Rehabilitation (% per year)			Water Mains Rehabilitation (% per 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
Chalinze	1036.00	627.00		0.37	0.08		0.00	0.00	0.00	0.00	0.00	13.00
HTM	473.00	473.00	473.00	0.66	0.67	0.21	0.00	0.00	0.00	0.00	0.00	0.00
KASHWASA	318.70	318.70	647.77	0.56	0.39	0.84	0.00	0.00	0.01	0.00	0.00	0.00
Makonde	1320.00	1331.00	1332.50	0.14	0.10	0.07	3.50	0.00	0.03	0.23	0.00	0.74
MANAWASA	510.81	516.56	520.00	0.56	0.10	0.11	0.00	0.00	3.90	0.00	0.37	0.16
Maswa	161.00	166.80	166.80	0.32	0.34	0.37	51.00	15.71	3.49	1.24	0.01	0.00
Mugango-Kiabakari	109.00	109.90	110.00	0.90	1.46	1.50	0.00	13.51	13.63	0.00	0.00	0.00
Wanging'ombe	390.00	397.60	399.39	0.04	0.43	0.34	27.89	2.05	0.80	0.26	0.09	6.01
<b>Average</b>	<b>3282.510</b>	<b>3313.560</b>	<b>3649.460</b>	<b>0.440</b>	<b>0.446</b>	<b>0.491</b>	<b>82.390</b>	<b>31.275</b>	<b>21.867</b>	<b>0.216</b>	<b>1.684</b>	<b>0.864</b>

**Table A3.5: Non – Revenue Water**

Name of Utilities	NRW (%)			NRW (m3 lost/km/day)			NRW (m3 lost/connection/day)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	28.22	25.77		0.89	1.59		0.22	0.22	
HTM	79.26	75.84	79.46	7.86	5.98	5.64	1.63	1.16	1.01
KASHWASA	9.32	8.82	9.67	11.97	11.69	5.94	53.79	50.35	41.36
Makonde	51.94	47.00	55.04	0.51	0.58	0.63	0.23	0.25	0.25
MANAWASA	24.75	25.42	24.87	2.12	2.86	2.92	0.12	0.15	0.14
Maswa	74.69	36.59	33.86	6.78	11.71	6.37	0.33	0.54	0.27
Mugango-Kiabakari	80.34	85.69	87.11	21.15	22.54	26.58	2.76	2.76	2.76
Wanging'ombe	62.61	53.62	63.38	9.74	5.79	5.35	0.78	0.43	0.34
<b>AVERAGE</b>	<b>26.78</b>	<b>23.68</b>	<b>24.74</b>	<b>4.03</b>	<b>4.19</b>	<b>4.11</b>	<b>0.60</b>	<b>0.60</b>	<b>0.60</b>

**Table A3.6: Water Quality Compliance (%)**

Name of Water Utility	2017/18					2018/19					2019/20				
	E-coli	Turbidity	Residual Chlorine	pH	Average	E-coli	Turbidity	Residual Chlorine	pH	Average	E-coli	Turbidity	Residual Chlorine	pH	Average
	% Compliance														
Chalinze	N/A	100	50	100	83.33	0.00	99.58	100	100	74.90	0.00	0.00	0.00	0.00	0.00
HTM	nc	nc	nc	nc	0	nc	nc	nc	nc	0	100.00	85.71	nc	100.00	95.24
KASHWASA	100	100	100	100	100	100	100	100	100	100	100.00	100.00	98.60	99.90	99.63
Makonde	8	7	0.05	6.8	5.46	0.00	2.00	4.00	6.00	3.00	83.00	100.00	0.00	100.00	70.75
MANAWASA	100	100	100	100	100	100	100	100	100	100	100.00	75.00	100.00	100.00	93.75
Maswa	90	80	100	100	92.5	95	100	71	100	92	nc	nc	nc	nc	0.00
Mugango-Kiabakari	63	25	50	100	59.5	66.7	75.0	25.0	100.0	66.7	70.00	67.00	30.00	100.00	66.75
Wanging'ombe	nc	nc	nc	nc	0	nc	nc	nc	nc	0	0.00	36.00	0.30	100.00	34.08
<b>AVERAGE</b>	<b>72.20</b>	<b>68.67</b>	<b>66.68</b>	<b>84.47</b>	<b>55.10</b>	<b>60.28</b>	<b>79.43</b>	<b>66.67</b>	<b>84.33</b>	<b>54.51</b>	<b>75.5</b>	<b>77.3</b>	<b>45.8</b>	<b>100.0</b>	<b>76.7</b>

**Table A3.7: Total Water Connections, Domestic Connections and Public Water Kiosks**

Utilities	Total Water Connections (Number)				Domestic Water Connections (Number)		Public Water Kiosks (Number)		Operating Kiosks 2019 /20	Composition of Customers 2019/20					
	2017 /18	2018 /19	2019 /20	2020 /21	2017 /18	2018 /19	2019 /20	2020 /21		Domestic	Institutional	Commercial	Industrial	Kiosk	Other
Chalinze	4,262	4,459	0	3,118	3,269	0	687	643	0	0	0	0	0	0	0
HTM	2,281	2,435	2,646	1,872	2,000	2,150	207	221	184	2,150	142	64	2	249	39
KASHWASA	71	74	93	65	0	0	NA	NA	NA	0	8	2	NA	NA	83
Makonde	2,940	3,089	3,353	2,065	2,205	2,398	550	550	538	2,398	305	59	3	588	0
MANAWASA	8,853	10,020	11,025	8,052	9,126	10,040	314	366	324.00	10,040	340	280	5	358	2
Maswa	3,285	3,622	4,097	3,070	3,477	3,750	40	40	111	3,750	118	106	6	111	6
Mugango-Kiabakari	836	962	1010	748	870	912	32	26	26	912	49	23	0	26	0
Wanging'ombe	4,841	5,393	6,213	4,178	4,700	5,469	491	510	499	5,469	147	24	0	518	55
<b>Total</b>	<b>27,369</b>	<b>30,054</b>	<b>28,437</b>	<b>23,168</b>	<b>25,647</b>	<b>24,719</b>	<b>2,321</b>	<b>2,356</b>	<b>1,682</b>	<b>24,719</b>	<b>1,109</b>	<b>558</b>	<b>16</b>	<b>1,850</b>	<b>185</b>

**Table A3.8: Metering Ratio and Composition of Metered Customers**

Utilities	Metering Ratio (%)			Composition of Metered Customers 2019/20				
	2017/18	2018/19	2019/20	Domestic	Institutional	Commercial	Industrial	Kiosk
HTM	100	100	100	2,150	142	64	2	249
KASHWASA	100	100	100	0	8	2	NA	NA
Makonde	77	92	93	2,398	305	59	3	588
MANAWASA	100	100	100	10,040	340	280	5	358
Maswa	41	65	66	1,947	118	106	6	111
Mugango-Kiabakari	92	100	100	912	49	23	0	26
Wanging'ombe	87	87	94	5,308	147	24	0	325
Chalinze	97	100						
<b>Average / Total</b>	<b>82</b>	<b>98</b>	<b>91</b>	<b>22,755</b>	<b>1109</b>	<b>558</b>	<b>16</b>	<b>1657</b>

**Table A3.9: Proportion of Population Living in the Service Area, Number of Households and Proportion of Population Served with Water**

Utilities	Proportion of Population Living in the Area with Water network (%)			Proportion of Population Directly Served with Water (%)				Total Population (No)	Domestic Connections (No)	Active Kiosk (No)	Average Number of People Served per Domestic Connections (No)	Average Number of People Served per Kiosk (No)	Calculated Population Directly Served (No)
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20 Reported	2019/20 Calculated						
HTM	73.2	75.2	70.5	74.3	0	63.1	63.0	385,354	2,150	184	100	140	242,950
KASHWASA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Makonde	59.0	54.3	55.5	28.9	29	55.5	0.0	510,975	2,398	538	10	445	263,390
MANAWASA	71.8	88.0	88.2	61.5	77	76.6	73.1	248,064	10,040	324	10	250	181,400
Maswa	60.0	74.4	74.4	48.0	48	48.3	36.3	127,944	3,750	111	5	250	46,500
Mugango-Kiabakari	74.0	50.5	49.1	65.0	33	33.0	6.4	187,561	912	26	6	250	11,972
Wanging'ombe	75.95	84.2	84.7	71.9	79	81.0	55.0	95,068	5,469	499	5	50	52,295
<b>TOTAL</b>	<b>72</b>	<b>71</b>	<b>67</b>	<b>55.0</b>	<b>42</b>	<b>59.0</b>	<b>34.4</b>	<b>1,554,966</b>	<b>24,719</b>	<b>1,682</b>	<b>19</b>	<b>198</b>	<b>798,507</b>

**Table A3.10: Average Hours of Service and Proportion of Connection with 24 Hours of Service**

Utilities	Average Hours of Service			Proportion of Population with 24 Hours of Service (%)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
HTM	10.90	3	8	42	2.63	8
KASHWASA	23	24	24	100	100	100
Makonde	10	12	9.6	0	0	0
MANAWASA	22	22	23	0	8.33	45
Maswa	6	10	11	0	0	0
Mugango-Kiabakari	8	8	8	15	15	15
Wanging'ombe	16	15.5	14.8	0	0	0
<b>Average</b>	<b>13</b>	<b>14</b>	<b>13</b>	<b>20</b>	<b>18</b>	<b>24</b>

**Table A3.11: Billing Composition**

UTILITY	Water Billing (TZS Million)			Other Operational Billing (TZS Million)			Total Billing (TZS Million)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	1,644.10	1,891.40		258.7	281		1,902.8	2,172.4	
HTM	542.4	554.6	640.2	57	60.6	22.2	599.4	615.2	662.4
KASHWASA	9,553.80	11,610.40	12,696.6	6.1	2.7	0.5	9,559.9	11,613.1	12,697.1
Makonde	124.7	259.8	309.6	22.7	42.5	60.2	147.4	302.3	369.7
MANAWASA	2,042.50	2,444.20	2,485.6	328.7	375.2	316.3	2,371.2	2,819.4	2,802.0
Maswa	422.4	311.6	396.7	-	21.9	34.9	422.4	333.5	431.6
Mugango-Kiabakari	106.9	81.3	150.5	154.1	5.9	10.4	261.0	87.2	160.9
Wanging'ombe	186.7	313.7	412.9	185.8	93.5	3.1	372.5	407.2	416.0
<b>TOTAL</b>	<b>14,623.50</b>	<b>17,467.00</b>	<b>17,092.06</b>	<b>1,013.10</b>	<b>883.30</b>	<b>447.62</b>	<b>15,636.60</b>	<b>18,350.30</b>	<b>17,539.68</b>

**Table A3.12: Revenue Collection**

UTILITY	Collections from Water Sales (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	1,550.60	1,753.50		514.9	472.2		2,065.5	2,225.7	-
HTM	584	499	584.8	56.3	23.6	22.2	640.3	522.6	607.0
KASHWASA	10,259.00	11,231.20	11,333.2	1,725.50	-	3173	11,984.5	11,231.2	14,506.2
Makonde	224.2	78.4	276.7	55.8	20.2	60.720484	280.0	98.6	337.4
MANAWASA	1,839.60	2,590.30	2,247.5	-	374.3	373.45	1,839.6	2,964.6	2,620.9
Maswa	178	248.6	280.7	170.8	86.6	34.90517	348.8	335.2	315.6
Mugango-Kiabakari	86.7	67.8	118.0	-	6.7	50.34	86.7	74.5	168.3
Wanging'ombe	219	282.3	408.0	-	114.3	32.35	219.0	396.6	440.3
<b>TOTAL</b>	<b>14,941.10</b>	<b>16,751.10</b>	<b>15,248.82</b>	<b>2,523.30</b>	<b>1,097.90</b>	<b>3,746.97</b>	<b>17,464.40</b>	<b>17,849.00</b>	<b>18,995.79</b>

**Table A3.13: Revenue Collection Efficiency, Overall Collection Efficiency and Account Receivable**

UTILITY	Revenue Collection Efficiency (%)			Overall Collection Efficiency (%)			Accounts Receivable (Months of Billing)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	94.1	92.7		67.6	68.8		14.9	3.3	
HTM	95.3	90	91.4	19.8	21.7	18.8	9.3	4.2	10.3
KASHWASA	95.9	96.7	89.3	87	88.2	80.6	3	2.2	3.6
Makonde	40.3	30.2	89.4	19.4	16	40.2	274.2	31.6	27.9
MANAWASA	90.2	106	90.4	67.9	79	67.9	6.7	2.9	3.9
Maswa	49	79.8	70.8	12.4	50.6	46.8	7.6	6.4	5.8
Mugango-Kiabakari	49.1	83.5	78.4	9.7	11.9	10.1	92.1	17.2	12.0
Wanging'ombe	90.5	90	98.8	33.8	41.7	36.2	18.1	4.4	3.4
<b>AVERAGE</b>	<b>75.55</b>	<b>83.61</b>	<b>86.91</b>	<b>39.70</b>	<b>47.24</b>	<b>42.94</b>	<b>53.24</b>	<b>9.03</b>	<b>9.56</b>

**Table A3.14: Cost Structure: Production, Distribution, Maintenance, Personnel, Administration and Other Costs**

Utilities	Production, Distribution and Maintenance Costs (TZS Million)			Personnel Costs (TZS Million)			Administration and Other Costs (TZS Million)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	2,129.90	1,738.40		1,100.60	1,372.30		617.1	493.2	
HTM	814.9	693.3	834.41	503.1	550.8	510.43	116.1	113.6	167.19
KASHWASA	6,473.20	6,244.70	7,305.68	1,362.00	1,578.60	1,871.75	2,547.80	929.6	1577.23
Makonde	264.4	1,228.00	666.94	61.4	337.5	167.24	831.1	160.9	113.67
MANAWASA	472.7	522	564.60	881.5	1,120.70	1,277.73	426.7	645.6	728.32
Maswa	305.9	419.4	284.99	134.7	99.1	93.45	22	122.9	165.68
Mugango-Kiabakari	322.8	407.8	446.35	61.2	78	45.69	100.5	118.4	84.19
Wanging'ombe	793.3	83.8	531.98	180.8	145.4	204.21	81.4	93.3	90.78
<b>TOTAL</b>	<b>11,577.10</b>	<b>11,337.40</b>	<b>10,634.96</b>	<b>4,285.30</b>	<b>5,282.40</b>	<b>4,170.50</b>	<b>4,742.70</b>	<b>2,677.50</b>	<b>2,927.07</b>

**Table A3.15: Cost Structure: Operating Costs and Depreciation**

UTILITY	Total O&M Costs excluding Depreciation (TZS Million)			Depreciation and Amortisation Costs (TZS Million)			Total Costs (TZS Million)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	3,865.00	3,604.20		1,308.40	587.7		5,173.4	4,191.9	-
HTM	1,434.80	1,425.70	1,512.04	-	230.5	244.00	1,434.8	1,656.2	1,756.0
KASHWASA	11,193.70	9,453.20	10,754.66	1,855.20	1,683.30	1,731.96	13,048.9	11,136.5	12,486.6
Makonde	1,156.90	1,729.70	947.85	-	56.2	116.30	1,156.9	1,785.9	1,064.1
MANAWASA	1,834.40	2,360.50	2,570.65	916.6	1,022.00	1014.69	2,751.0	3,382.5	3,585.3
Maswa	462.5	642.4	544.13	-	205	251.52	462.5	847.4	795.6
Mugango-Kiabakari	484.5	604.2	576.23	-	732.5	730.98	484.5	1,336.7	1,307.2
Wanging'ombe	1,055.50	325.8	826.98	381.4	333.5	440.48	1,436.9	659.3	1,267.5
<b>TOTAL</b>	<b>21,487.30</b>	<b>20,145.70</b>	<b>17,732.53</b>	<b>4,461.60</b>	<b>4,850.70</b>	<b>4,529.92</b>	<b>25,948.90</b>	<b>24,996.40</b>	<b>22,262.45</b>

**Table A3.16: Energy and Chemical Costs**

UTILITY	Energy Costs			Chemical Costs			Total Energy and Chemical Costs		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	763.3	1,280.60		166.2	179.7		929.5	1,460.30	-
HTM	577.5	442.8	422.3	25	27.5	4.1	602.5	470.3	426.4
KASHWASA	4,729.30	4,852.10	4,820.6	1,547.20	1,163.10	2,107.4	6,276.50	6,015.20	6,928.0
Makonde	942.5	1,180.20	576.1	-	-	5.6	942.5	1,180.20	581.7
MANAWASA	366.6	535.6	-	11.8	7.8	-	378.4	543.3	-
Maswa	259.6	270.3	148.7	4	4.2	42.1	263.6	274.5	190.8
Mugango-Kiabakari	296.5	266	329.1	0.3	0.1	-	296.8	266.1	329.1
Wanging'ombe	-	-	-	-	-	1.1	-	-	1.1
<b>TOTAL</b>	<b>7,935.30</b>	<b>8,827.60</b>	<b>6,296.78</b>	<b>1,754.50</b>	<b>1,382.40</b>	<b>2,160.36</b>	<b>9,689.80</b>	<b>10,209.90</b>	<b>8,457.14</b>

**Table A3.17: Operating Ratio, Working Ratio and Average Tariff in Use**

UTILITY	Operating Ratio			Working Ratio			Average Tariff in Use (TZS/m3)		
	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20
Chalinze	2.7	1.9	-	2	1.7	-	1,849.30	1,923.30	-
HTM	2.4	2.7	2.7	2.4	2.3	2.3	1,274.40	2,473.00	3,549.0
KASHWASA	1.4	1.0	1.0	1.2	0.8	0.8	575.7	785	883.0
Makonde	7.8	5.9	2.9	7.8	5.7	2.6	540	1,300.00	1,300.0
MANAWASA	1.2	1.2	1.2	0.8	0.8	0.9	1,557.30	1,467.00	1,557.0
Maswa	1.1	2.5	1.4	1.1	1.9	0.9	445	1,100.00	1,710.0
Mugango-Kiabakari	1.9	15.3	7.6	1.9	6.9	3.4	345	407	1,310.0
Wanging'ombe	3.9	1.6	2.8	2.8	0.8	1.9	345	345	1,582.0
<b>AVERAGE</b>	<b>2.80</b>	<b>4.01</b>	<b>2.79</b>	<b>2.50</b>	<b>2.61</b>	<b>1.82</b>	<b>866.46</b>	<b>1,225.04</b>	<b>1,698.71</b>



**Table A3.18: Total Staff, Female Staff and Staff per 1,000 Water and Sewerage Connections**

Utilities	Total Staff (Number)			Total Staff Employed by WSSA (number)			Total Female Staff (Number)			Staff/1000 Connections		
	2017/18	2018/19	2019/20	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	
	Chalinze	125	135	0	114	144	29.0	24.0	0.0	31.4	31.7	-
HTM	94	80	74	43	43	5.0	4.0	5.0	42.8	35.1	28.0	
Kashwasa	88	75	88	4	3	21.0	23.0	27.0	1333.3	1056.3	946.2	
Makonde	92	80	67	33	42	19.0	15.0	15.0	32.5	27.2	20.0	
MANAWASA	87	61	73	54	67	26.0	27.0	27.0	11.4	6.9	6.6	
Maswa	39	19	33	2	1	5.0	4.0	12.0	12.0	5.8	8.3	
Mugango-Kiabakari	23	24	18	1	0	5.0	5.0	5.0	30.1	-	17.6	
Wanging'ombe	51	53	49	19	19	10.0	12.0	14.0	11.0	10.9	7.9	
<b>Total / Average</b>	<b>599</b>	<b>527</b>	<b>402</b>	<b>270</b>	<b>319</b>	<b>120</b>	<b>114</b>	<b>105</b>	<b>23.6</b>	<b>19.3</b>	<b>14.2</b>	

**APPENDIX 4:  
COMPLIANCE WITH REGULATORY DIRECTIVES**

**(REPORTING REQUIREMENTS AND TARIFF CONDITIONS)**

**Table A4.1(a): Status of Submission of Monthly MajiS Reports, Draft Technical Annual Report and Draft Financial Statements Among Regional WSSAs**

Utility Name	Category	MajiS Monthly Reports Submitted	MajiS Annual Report		Draft Technical Annual Report		Draft Financial Statements	
			Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
Arusha	A	10	5 <sup>th</sup> Oct 2020	Submitted Late	15 <sup>th</sup> Oct 2020	Submitted Late	30 <sup>th</sup> Sept 2020	Timely submitted
DAWASA	A	12	29 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Dodoma	A	12	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely submitted
Iringa	A	12	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely submitted
Kahama	A	12	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Mbeya	A	7	5 <sup>th</sup> Oct 2020	Submitted Late	29 <sup>th</sup> Sept 2020	Timely Submitted	29 <sup>th</sup> Sept 2020	Timely Submitted
Morogoro	A	3	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submission
Moshi	A	11	30 <sup>th</sup> Sept 2019	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Mtwara	A	12	1 <sup>st</sup> Oct 2020	Submitted Late	30 <sup>th</sup> Sept 2020	Timely Submission	30/09/2020	Timely Submission
Musoma	A	12	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Mwanza	A	12	28 <sup>th</sup> Sept 2020	Timely Submitted	28 <sup>th</sup> Sept 2020	Timely Submitted	28 <sup>th</sup> Sept 2020	Timely Submitted
Shinyanga	A	12	1 <sup>st</sup> Oct 2020	Submitted Late	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Songea	A	12	30 <sup>th</sup> Sept 2020	Timely Submitted	29 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Tabora	A	12	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely submitted
Tanga	A	11	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2019	Timely Submitted
Bukoba	B	12	30 <sup>th</sup> Sept 2020	Timely Submitted	9 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Kigoma	B	12	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Singida	B	12	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely submitted
Sumbawanga	B	10	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely submitted
Babati	C	10	30 <sup>th</sup> Sept 2019	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2019	Timely Submitted
Lindi	C	12	22 <sup>nd</sup> Sept 2020	Timely Submitted	22 <sup>nd</sup> Sept 2020	Timely Submitted	22 <sup>nd</sup> Sept 2020	Timely Submitted
Bariadi	C	11	30 <sup>th</sup> Sept 2020	Timely Submitted	Not submitted	Not submitted	26 <sup>th</sup> Oct 2020	Submitted Late
Geita	C	12	29 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted
Mpanda	C	0	30 <sup>th</sup> Sept 2020	Timely Submitted	29 <sup>th</sup> Sept 2020	Timely Submitted	26 <sup>th</sup> Sept 2020	Timely Submitted
Njombe	C	12	Not submitted	Not submitted	1 <sup>st</sup> Oct 2020	Submitted Late	31 <sup>st</sup> Oct 2020	Submitted Late
Vwawa-Mlowo	C	4	30 <sup>th</sup> Sept 2020	Timely Submitted	30 <sup>th</sup> Sept 2020	Timely Submitted	16 <sup>th</sup> Oct 2020	Submitted Late

**Table A4.1(b): Status of Submission of Monthly MajiS Reports, Draft Technical Annual Report and Draft Financial Statements among NP WSSAs for FY 2019/20**

S/N	Utility	MajiS Monthly Reports		MajiS Annual Report		Draft Technical Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
1	HTM	3	1 <sup>st</sup> Oct 2020	Late submission	2 <sup>nd</sup> Oct 2020	Late submission	30 <sup>th</sup> Sept 2020	Timely submission	
2	KASHWASA	12	11 <sup>th</sup> Sept 2020	Timely submitted	29 <sup>th</sup> Sept 2020	Timely submitted	29 <sup>th</sup> Sept 2020	Timely submitted	
3	Makonde	8	30 <sup>th</sup> Sept 2020	Timely Submitted	2 <sup>nd</sup> Oct 2020	Late Submission	2 <sup>nd</sup> Oct 2020	Late Submission	
4	MANAWASA	4	Not Submitted	Not Submitted	Not Submitted	Not Submitted	3 <sup>rd</sup> Oct 2020	Late Submission	
5	Maswa	10	14 <sup>th</sup> July 2020	Timely submitted	17 <sup>th</sup> Nov 2020	Late submitted	27 <sup>th</sup> Nov 2020	Late submitted	
6	Mugango-Kiabakari	12	Not submitted	Not submitted	4 <sup>th</sup> Nov 2020	Late submitted	27 <sup>th</sup> Nov 2020	Late submitted	
7	Wanging'ombe	10	30 <sup>th</sup> Sept 2020	Timely submitted	Not submitted	Not submitted	30 <sup>th</sup> Sept 2020	Timely submission	

**COMPLIANCE WITH TARIFF CONDITIONS-  
REGIONAL WSSAs**

**A4.2.i. Arusha WSSA Tariff Adjustment Order, 2018 of 1<sup>st</sup> December 2018**

S/N	Condition	Deadline	Compliance	Remarks
1	Arusha WSSA shall install meters to all customers with their own water sources to determine actual water consumption as a basis for computation of sewerage tariff.	Ongoing	0%	Not implemented.
<b>2</b>	<b>Arusha WSSA shall implement the projects as detailed in Second Schedule to this Order by using funds generated from the approved tariffs;</b>			
2.1	Rehabilitate Oligilai, Ngarendolu and Machare Springs	30 <sup>th</sup> June 2020	100%	Rehabilitation was conducted at Oligilai, Ngarendolu and Machare springs. However, comprehensive rehabilitation of Oligilai and Ngarendolu springs is in progress, the work is done under the AfDB Funded project.
2.2	To rehabilitate (activities - remove siltation and gravels i.e. flushing and telescoping - casing) five boreholes	30 <sup>th</sup> June 2020	70%	Rehabilitation was conducted at EMCO Borehole
2.3	Acquiring and compensating residents of land for wayleaves and other structures	30 <sup>th</sup> June 2020	66%	A total of TZS 1,801,788,826 paid for compensation in several areas like Lemara and Engutoto, Seed farm – Kimnyaki, Moivo Majimoto at Mnadani, Weruweru and Masama Rundugai, Valeska – Mbuguni and Sokoni 1 & Terrati.
2.4	Replacement of 14 chlorine dosing pumps at Sekei, Oligilai, Ngarendolu, Machare, Ilkiurei, Midawe, Themi Hill, Kimaseki, Kilimani, Tembo Club and Burka	30 <sup>th</sup> June 2020	67%	Four (4) chlorine dosing pumps and three Steerer procured and replaced at Sekei (2) and Oligilai (2).
2.5	Rehabilitation and Replacement of Lab equipment and apparatus (digital titrator, CTR, Working bench, Filtration and distillation unit)	30 <sup>th</sup> June 2020	50%	Rehabilitation of Lab equipment and apparatus were done at Sekei Station Conducted. Further, Construction of lab building and lab equipment's replacement will be done by AfDB project
2.6	Major Renovation (re-plastering, changing ball valves and valves) of water tank near Mount Meru Hospital	30 <sup>th</sup> June 2020	100%	A major renovation of the water tank located near Mount Meru was conducted
2.7	Replacement of Compressor (specification, 66 bars)	30 <sup>th</sup> June 2020	100%	The compressor was procured and installed
2.8	Replace 9 pumps at Ilkiurei, Kiranyi I, Old Sanawari, Loruvani yard, Loruvani yard, Sekei, Sombetini, Oligilai, Machare and Magereza (borehole).	30 <sup>th</sup> June 2020	67%	Complete Water Pumps were procured and replaced at Magereza and Sombetini boreholes

S/N	Condition	Deadline	Compliance	Remarks
2.10	To procure and install new water meters, 1/2" and 3/4" (6,000 in 2018/19 and 15,000 in 2019/20)	30 <sup>th</sup> June 2020	90%	13,456 water meters procured and installation to newly connected customers located at Arusha, Usa river, Ngaramtoni and Longido
2.11	To construct 1,875 water meter chambers.	30 <sup>th</sup> June 2020	100%	A total of 1,181 water meters chambers were constructed as of June 2020 whereby the target for the FY 2019/20 of the Tariff order has been overachieved
2.12	To Install 15,000 Customer Water Meters into Meter chambers	30 <sup>th</sup> June 2020	100%	As of June 2020, a total of 6,192 water meters have been installed into meter chambers
2.13	To install 30,000 water meter seals	30 <sup>th</sup> June 2020	100%	Total of 23,864 water meter seal installed as of June 2020
2.14	To remove Spaghetti pipelines of about 100 km at Unga Limited, Olmatejoo, Uswahilini, Baraa, Moshono	30 <sup>th</sup> June 2020	42%	Spaghetti pipeline of about 10.62km was removed as of June 2020
2.15	Replacement and Installation of 30 valves and Valve Chambers in the distribution network	30 <sup>th</sup> June 2020	-	No replacement conducted since no-fault occurred during the FY 2019/20
2.16	Replace service line 233km	30 <sup>th</sup> June 2020	14%	A total of 19.891 Km of service line repaired
2.17	Replacement and Installation of 84 fire hydrants (24 each year)	30 <sup>th</sup> June 2020	0%	No Repair or Replacement and Installation of fire hydrants conducted during this period
2.18	To install smart/digital 3000 pre-paid water meters.	30 <sup>th</sup> June 2020	8%	A total of 75 pre-paid water meters were installed for different customers.
2.19	Replacement of furniture and fittings.	30 <sup>th</sup> June 2020	100%	Different furniture and fittings were procured such as office chairs, tables, kitchen appliances, office bench and shelves
2.20	To procure and install Prepaid meters system	30 <sup>th</sup> June 2020	100%	Procurement and installation of pre-paid meters systems were conducted
2.21	To install remote meter management information system	30 <sup>th</sup> June 2020	0%	Not implemented
2.22	To install audit information system	30 <sup>th</sup> June 2020	0%	Not installed
2.23	Replace 20 computers each year.	30 <sup>th</sup> June 2020	100%	A total of 6 computers including desktops and laptops were procured as of June 2020
	Replace 12 printers/photocopiers.	30 <sup>th</sup> June 2020	100%	A total of 5 printers/photocopiers were procured
<b>3</b>	<b>(e) Arusha WSSA shall attain key performance indicators as shown in the Third Schedule to this Order;</b>			

S/N	Condition	Deadline	Compliance	Remarks
3.1	(i) 15,000 New Connections (water).	30 <sup>th</sup> June 2020	36%	5,353 new water customers were connected as of June 2020
3.2	(ii) 800 New Sewerage connection.	30 <sup>th</sup> June 2020	55%	439 new sewerage customers were connected. However, a total of 250 customers is already connected through an ongoing wastewater project the operation shall commence after completion of the project. The Utility attained 47.49% NRW as of June 2020
3.3	(iii) 32% Non-Revenue Water	30 <sup>th</sup> June 2020	86%	100% metering ratio
3.4	(iv) 100% Metering ratio	30 <sup>th</sup> June 2020	100%	The Utility attained 100% collection efficiency. However, the reported collection figure includes arrears
3.5	(v) 95% Revenue Collection efficiency (without arrears)	30 <sup>th</sup> June 2020	100%	The utility submitted the reports as recommended
4	Arusha 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.	Ongoing	100%	
5	Arusha WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Ongoing	100%	The Utility submitted all MajiS reports timely.
<b>OVERALL COMPLIANCE (%)</b>			<b>66%</b>	



**A4.2.ii. Dodoma WSSA (Tariff Order GN No 425 of 24<sup>th</sup> May 2019)**

S/N	Condition	Due Date	Compliance (%)	Implementation Status
1	Acquisition of two (2) standby submersible pumps 150 m <sup>3</sup> /hr for boreholes at Mzakwe water source. One to be procured by 2018/19 and another one by 2019/20	30 June, 2020	100	Dodoma WSSA has procured four (4) submersible pumps of 150m <sup>3</sup> /hr (1Unit), 175m <sup>3</sup> /hr (1Units) and 240m <sup>3</sup> /hr and 365m <sup>3</sup> /hr. The pumps were delivered to Dodoma WSSA in July, 2020
2	Acquisition of one (1) surface pump 545 m <sup>3</sup> /hr for booster no. 3 at Mzakwe, by June 2020	30 June, 2020	100	Surface pump of 545m <sup>3</sup> /day was delivered to Dodoma WSSA on 20th September 2020
3	Installation of Solar system for generating power for water abstraction/production borehole no. C3 at Mzakwe, by June 2020	30 June, 2020	0	Not yet implemented
4	Rehabilitation of 12km dilapidated water supply at Mjimpya (8km), Madukani (2km) and Majengo (2km) with pipes ranging DN 63mm - DN 150mm, PN 10. 12km in 2019/20	30 June, 2020	4	0.5km of old dilapidated pipes at Majengo have been rehabilitated.
5	Rehabilitation of dilapidated 3 km sewer pipes at Bahiroad (0.8km), area A (0.7km), Uhindini (0.5km), Makole (0.7km) and City centre (0.4km), 1.5 km per year	30 June, 2020	20	0.3km of sewerage network was rehabilitated at Bahi Road
6	Replacement of 2500 under-registering water meters by installing class C water meters of DN 15mm. 2500 pieces in the FY 2019/20)	30 June, 2020	101	Total of 2,530 water meters has been replaced.
<b>OVERALL COMPLIANCE</b>			<b>54</b>	

**A4.2.iii. Iringa WSSA (Tariff Order GN. No 350 of 26<sup>th</sup> April 2019**

S/N	Condition	Due Date	Compliance (%)	Implementation Status
1	Expand water distribution network by 120km at Mseke (31.4km) , Kitwiru ward (DN63mm, 9.6km), Nduli ward (DN63mm – DN100mm, 15km), Isakalilo ward (2" – 4", 10km), Mwangata ward (2"–4", 10km), Kising'a ward (2" – 4", 8km), Kihesa ward (2", 5km), and Ruaha Ward (2", 5km) Kiwele 5Km, Igumbilo 9Km, mtwivila 12km to reach 2,000 new customers	30 June, 2019	98	Water distribution network was expanded by 118.28km at Igingilanyi, Mgongo Kising'a, Isakalilo B, Ngelewala, Isakalilo, Mawelewele, Igumbilo, Nduli Mjimwema, Nduli Kilimahewa, Mkimbizi, Tagamenda, Kitwiru, Ruaha, Kigonzi, Kigamboni, Kitasengwa, Kitwiru, Kibwawa, Kinengamgosi, Tagamenda, Mtwivila, Semtema, Igumbilo, Ulonghe and Mkimbizi D Mtwivila, Ipamba, Kihesa, Semtema A, Don Bosco and Itamba-Hoho and 2,978 new customers were connected.
2	Procurement of 4,500 post-paid water meters(DN15mm class C) for new customers	30 June, 2020	205	6,053 post-paid water meters (DN15mm class C 2505 pcs and DN20mm 575mm) for new customers procured and installed
3	Install 04 new water booster pumping station of 10 to 50m <sup>3</sup> /h at Mafifi, Mtwivila, Ugwachanya and Cagrielo	30 June, 2020	-	2 booster pumps are installed at Mtwivila and Cagrielo area. The location for the 3 <sup>rd</sup> pump is already designed.
4	Construct 03 storage tanks at Mtwivila(200m <sup>3</sup> , 2018/2019), Ugwachanya (100m <sup>3</sup> , 2019/2020) and Itamba ( 300m <sup>3</sup> , 2019/2020)	30 June, 2020	200	06 storage tanks (90m <sup>3</sup> , 300m <sup>3</sup> and 500m <sup>3</sup> ) at Tosamaganga, Mseke and Hoho, Mgera and Mawelewele were constructed.
5	Construct 7 new Fire Hydrants DN 50mm (5 in 2018/2019 and 1 in 2019/2020 and 2020/2021) at Nduli Airport, Isakalilo, Itamba, Mseke, Tosamaganga, Igumbilo, Kising'a and Mkoga/Kitasengwa	30 June, 2020	100	7 new Fire Hydrants DN 50mm were installed at Nduli Airport, Isakalilo/ Kwakilosa, Mawelewele Igumbilo, Kising'a, Kitasengwa and fire offices
6	Drill and develop 02 new boreholes with a capacity of 2000m <sup>3</sup> /day each at Nyamuhanga area	30 June, 2020	-	Not yet implemented, though the contract was signed between IRUWASA and DDCA during the implementation period the Drilling Machine was assigned to other towns.
7	Develop Mawelewele Borehole ( 400m <sup>3</sup> /day)	30 June, 2020	100	Mawelewele Borehole (400m <sup>3</sup> /day) has been developed and 5.7 Km of transmission pipe was laid to Mkwawa tank with one pump connected to the water line to Mgera was developed.
8	Expand treatment plant capacity at Ndiuka to 4,000m <sup>3</sup>	30 June, 2020	80	Treatment plant Construction is under implementation (flocculation tank and sedimentation tank) to expand and increase water treatment capacity by 2,500m <sup>3</sup>

S/N	Condition	Due Date	Completion (%)	Implementation Status
9	Construct 01 weirs along Little Ruaha River to increase the volume of water abstracted during the dry season from 12,600m <sup>3</sup> to 21,000m <sup>3</sup> per day	30 June, 2020		Not yet implemented because at the beginning the weir construction was meant to be a stand-alone project. After a thorough review of the structures during preliminary design, it was advised that the expansion of water treatment plant and weir construction should be done at the same time. Currently, the design of the weir and Ndiuka Treatment Plant has been completed and the tender for construction was floated in August 2019. However, to ensure that the objective is attained two major activities were undertaken as follows: -1. Installation of the third water pump (460m <sup>3</sup> /h) at Ndiuka Intake 2. Development of Nyamuhanga Borehole (330m <sup>3</sup> /day) which involved the procurement and installation of pump, pipe laying activities, horizontal boring and construction of booster house. Altogether for TZS 485,456,770. Currently, the abstraction capacity during the dry season is 20,490m <sup>3</sup> /day.
10	Acquire 01-meter calibration machine (10 pieces of DN 15/20mm meters at a time) and 02 portable pressure gauge ( 50-150m pressure head)	30 June, 2020	100	01-meter calibration machine was acquired.
11	Expand 18km (DN 100mm to 150mm, PN6 ) of sewer network at Mkwawa, Ilala, Mivinjeni, Frelimo, Miyomboni, Mshindo, Kwa Kilosa, Mlandege, Don Bosco to reach 100 new customers ( 6km per year)	30 June, 2020	50	12.4 km of sewer network expanded at Mkwawa Don Bosco, Kitanzini, Miyomboni Ilala, Kijiwani, Mivinjeni, Frelimo, Mshindo, KwaKilosa, Mlandege Gangilonga Anglican, Holiday, Mijmwema, Mwembetogwa, Pawaga Road, Samora and Wazo.
12	Construct 3km (DN 200mm ) of new sewer trunk main from Mkwawa to Don Bosco wastewater treatment plant constructed	30 June, 2020	69	Survey and design are already done and the process for procurement of sewer pipes (300mm PVC) is already started.
13	Acquire 01 high-pressure vacuum truck 5-10 tonnes	30 June, 2020	-	Not yet implemented, to be implemented during the financial year 2020/2021
14	Acquire 01 light cesspit emptier truck 4m <sup>3</sup>	30 June, 2020	-	Not yet implemented, to be implemented during the financial year 2020/2022

S/N	Condition	Due Date	Compliance (%)	Implementation Status
16	Connect 270 sewer customers within a network area(90 customers per year)	30 June, 2020	168	267 households were connected to the sewer network.
17	Acquire 35 GPS assisted mobile phones for enhancing revenue collection and meter reading 12 pcs in 2018/2019 and 23pcs in 2020/2021	30 June, 2020	66	23 GPS assisted mobile phones for enhancing revenue collection were procured
18	Acquire and install debt Management mobile application software, online application system for new customer application, fleet management computer system and audit software	30 June, 2020	-	Debt Management mobile application was installed and is operational
19	Install 3,600 (DN 15mm and DN 20mm) pre-paid customers water meters (hardware and software)	30 June, 2020	75	2,035 (DN 15 mm 900 pcs and DN 20 mm 03 pcs) pre-paid water meters (hardware and software) installed making a total of 3,346 installed prepaid water meters
20	Install 30 CCTV cameras and biometric security system at Ndiuka treatment plant	30 June, 2020	100	30 CCTV cameras and biometric security system at Ndiuka treatment plant has been installed
21	Install fire detectors at the main office and Ndiuka treatment plant	30 June, 2020	100	Fire detectors were installed at the main office
22	Secure 5 stores with grilled doors	30 June, 2020	100	All five (05) stores are secured with grilled doors
23	Equip all staff with tools, equipment and furniture	30 June, 2020	100	All staff were equipped with tools, equipment and furniture as per requirements.
24	Establish 24 hours call centre	30 June, 2020	100	A Call centre has been established pending for starting official operation in September 2020
	<b>OVERALL COMPLIANCE (%)</b>		<b>83</b>	

#### A4.2.iv. Mbeya WSSA (Tariff Adjustment Order, GN. No 807 of 28<sup>th</sup> December 2018)

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	Mbeya WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tari					
1.1	Procurement and installation of 3,000 prepaid water Meters-	30 <sup>th</sup> June 2020	1,154	200	17%	200 prepaid meters out of 3,000 were procured equivalent to 6% of the tariff order target.
1.2	Upkeep of water sources (Fencing & Rehabilitation of river intake in Swaya, Lunji and Nkwamana)	30 <sup>th</sup> June 2020	60	22	37%	Partly implemented, Tsh.22 million was spent on keeping a water source
1.3	Improve Switch performance by changing delta switches to low-frequency switches	30 <sup>th</sup> June 2020	60	0	0%	Not implemented due to scarcity of fund
1.4	Purchase of 5 vehicles, 5 Bajaji and 15 Motorcycles	30 <sup>th</sup> June 2020	370	252	68%	Up to 30 June 2020, A total of 252 million was spent to buy Toyota Pick-up double cabin and Toyota Land Cruiser hardtop.
1.5	Construction of 4 zone offices in Uyole (2021), Ilomba (2019), Iyunga (2020) and Mbalizi (2019)	30 <sup>th</sup> June 2020	2	2	100%	The two-zone offices for Mbalizi and Uyole have been established to fasten this plan by renting for 24 million Shillings.
1.6	Acquisition of 10,000 water meters for a new customer- 6,000 for FY 2019/20	30 <sup>th</sup> June 2020	6,000	7044	100%	Up to 30 June 2020, 7044 meters for new customers were procured and installed
1.7	Purchase and installation of 115 km Upvc Class A, DN 100-150 Sewer laterals at Iloilo, Kalobe, Simike, Isanga and Iyunga to facilitate new connections and sewage disposal services.(38.6 km for FY 2019/20)	30 <sup>th</sup> June 2020	38.6	8.6	22%	Partly implemented. The work is in progress.
1.8	Construction of scheme attendant's house at Nelotia and Forest.	30 <sup>th</sup> June 2020	60	0	0%	The postponement was due to a lack of funds
1.9	Acquiring Residential Plot and Construction for Managing Director's House	30 <sup>th</sup> June 2020	100	0	0%	The postponement was due to a lack of funds
1.10	Right of way and acquisition of title deed at Kiwira Water Supply project.	30 <sup>th</sup> June 2020	300	209	70%	To be implemented in the year 2020/21

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1.11	Construction of Shewa Project	30 <sup>th</sup> June 2020	100	0	0%	Not implemented
1.12	Construction of Administration Block	30 <sup>th</sup> June 2020	200	1,050	100%	Implemented
1.13	Implementation of Isyesye Project procurement and installation of pump and transmission main 6Km	30 <sup>th</sup> June 2020	215	614	100%	Implemented
1.14	Improvement of Mbalizi water supply (Construction of Ilunga project)	30 <sup>th</sup> June 2020	952	2,900	100%	The Ilunga project implementation has been replaced by Shongo project implementation which serves the same purpose.
1.15	<b>Total investment</b>	30 <sup>th</sup> June 2020				
1.16	<b>Replacement and Rehabilitation costs.</b>	30 <sup>th</sup> June 2020				
1.17	Fitting for repair and rehabilitation work Sockets, couplings, male and female connectors, nipples, valves of mm200, 150, 100, 90, 63, 50, 32, 25, and 20.	30 <sup>th</sup> June 2020	60	60	100%	Implemented
1.18	Replacement of 4 complete pumps and accessories at Kadege, Iyela, Swaya and Nzovwe booster station.	30 <sup>th</sup> June 2020	120	0	0%	Not implemented
1.19	Laboratory/monitoring equipment	30 <sup>th</sup> June 2020	5	58	100%	Implemented
1.20	Rehabilitation of Reservoir / water storage	30 <sup>th</sup> June 2020	5	0	0%	Not implemented
1.21	Transmissions mains from Sisimba and Imeta water source.	30 <sup>th</sup> June 2020	120	0	0%	Not implemented
1.22	Distribution mains in Sokomatola, Mabatini, Old forest, Simike, Nzovwe and Jakaranda - 2.3km for FY 2019/20	30 <sup>th</sup> June 2020	2.3	1.2	52%	1.2km of water network rehabilitated
1.23	Replacement of 15,000 defective and old water meters- 495 water meters for FY 2019/20	30 <sup>th</sup> June 2020	495	840	100%	Implemented

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1.24	Service lines.	30 <sup>th</sup> June 2020	15	42	100%	Implemented
1.25	Vehicles and motorcycles.	30 <sup>th</sup> June 2020	80	319.2	100%	Implemented
1.26	Replacement of computer, accessories and electrical Equipment	30 <sup>th</sup> June 2020	46	135	100%	Implemented
1.27	New sewer connections (1,500 customers; at Iloilo, Manga, Sinda, Old and New forest, Kalobe, Simike, Isanga and Iyunga) and construction of 10km sewer line.	30 <sup>th</sup> June 2020	120	83.7	70%	Partly implemented
2	Mbeya WSSA shall attain key performance indicators as shown in the Third Schedule of this Order					
2.1	Reduce Non-Revenue Water to 24%	30 <sup>th</sup> June 2020	24	30	94%	NRW was at 30%
2.2	Increase Metering Ratio to 100%	30 <sup>th</sup> June 2020	100	100	100%	Metering Ratio was at 100%
2.3	Increase in Revenue Collection efficiency (without arrears) to 98%	30 <sup>th</sup> June 2020	98	98	100%	Collection efficiency was 98% including arrears
2.4	Mbeya WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	30 <sup>th</sup> June 2020	12	7	58%	The Utility submitted 7-month Majlis reports timely, annual technical report, as well as Draft Financial, statements as required.
	<b>Overall Compliance (%)</b>				<b>62%</b>	

#### A4.2.v. Morogoro WSSA Tariff Order Conditions (Order No. 16-013)

	Deadline	Compliance	REMARKS
Prior to the implementation of a new tariff, Morogoro 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;	30 <sup>th</sup> June 2020	100%	From 30 <sup>th</sup> November to 10 <sup>th</sup> December 2019, Morogoro WSSA has notified its various stakeholders through programs aired on Radios Abood, DIZZIM, Planet, Imani and Ukweli. Notifying its customers through social media networks. Informing Regional Administration through letters as well as informing Religious sect such as CCT and BAKWATA also by letters. On 3 <sup>rd</sup> December 2019, Morogoro WSSA had met local councillors (DIWANIs) of Morogoro Municipals.
Morogoro WSSA shall procure and maintain optimum stock of water meters to ensure that meter replacements are done within the shortest period.	30 <sup>th</sup> June 2020	100%	Morogoro WSSA had procured 2,000 customer water meters
Morogoro WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;	30 <sup>th</sup> June 2020	25%	25% of the projects earmarked for FY 2019/20 were implemented
Morogoro WSSA shall attain key performance indicators as shown in the Third Schedule;	30 <sup>th</sup> June 2020	15.45%	All performance indicators with exception of metering ratio have worsened as compared to a situation in December 2019 (Before the Order came into effect).
Morogoro WSSA shall adhere to section 43 of the EWURA Act, and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, 2010;	30 <sup>th</sup> June 2020	100%	Implemented
Morogoro 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; and	30 <sup>th</sup> September 2020	100%	Implemented
On or before 31 <sup>st</sup> January 2020, Morogoro WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order; and	31 <sup>st</sup> January 2020	100%	Implemented
On or before 31 <sup>st</sup> January 2020, Morogoro WSSA shall develop and share with EWURA customer's outreach program.	31 <sup>st</sup> January 2020	100%	Implemented
<b>Overall Compliance (%)</b>		<b>80.06%</b>	



**A4.2.vi. Moshi WSSA Tariff Order no 17-008 / Moshi WSSA (Provisional Tariff) Order, 2019**

SN	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	On or before 31 <sup>st</sup> July 2019, Moshi WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order;	31 <sup>st</sup> July 2019			0%	Following an extension of Moshi WSSA service area, the Utility is reviewing the Business Plan to incorporate plans for the newly extended areas.
2	Moshi WSSA shall ensure it complies with the requirement of remitting regulatory levy	Continuous	1	1	100%	The Utility has complied with the condition, it has no outstanding for the FY 2019/20
3	Moshi WSSA shall implement the projects by using funds generated from the approved tariffs as detailed in the Second Schedule to this Order.					
<b>3.1</b>	<b>New Investment</b>					
3.2	Rehabilitation of Saika water intake system and chlorination unit	30 <sup>th</sup> June 2020	1	0	0%	Postponed to 2020/2021 budget due to a decrease in sales caused by CORONA pandemic.
3.3	Construct a new water tank with 150m <sup>3</sup> at Rau	30 <sup>th</sup> June 2020	1	1	100%	Construction of Rau tank has been completed 100% and the tank is in operation.
3.4	Extension of 21.28km service line in all 10 zones	30 <sup>th</sup> June 2020	5	7.296	100%	Moshi WSSA has constructed 7.296km of pipeline extension in all 10 zones (Chekereni, Newland, Okaseni, Msaranga, Rau Kijijini, Shah Tours, Mdawi, Rau, Shiri Matunda, Karanga), the target for the year under review has met
3.5	Construction of water service line of 30km to extend water network in Himo Town	30 <sup>th</sup> June 2020	7	21.56	100%	Moshi WSSA constructed 21.56 km of pipeline extension in Himo Town (Kondenani, Kalimani, Matala and Msufini) as planned for the year under review
3.6	Construction of 15 km <sup>4</sup> & 2" water service line to extend water network from Kyaronga spring	30 <sup>th</sup> June 2020	10	0	0%	Postponed to 2020/2021 budget due to a decrease in sales caused by CORONA pandemic.
3.7	Construct new 10.8 Km of a pipeline at Chekereni	30 <sup>th</sup> June 2020	3	29.15	100%	Moshi WSSA has constructed 29.15km distribution lines from Mabogini to Chekereni.

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
3.8	Construction service line at Mang'ana 18.7km - Branch	30 <sup>th</sup> June 2020	19	18,709	100%	Moshi WSSA has constructed 18.709 km distribution lines at Mang'ana as planned for the year under review
3.9	Construction of service line at Mang'ana 24.27km-Sub-branch	30 <sup>th</sup> June 2020	24	24,276	100%	Moshi WSSA has constructed 24.276 km distribution lines at Mang'ana for the year under review
3.10	Construct 120 valve chambers	30 <sup>th</sup> June 2020	30	27	90%	The Utility constructed 27 out of 30 valve chambers for the FY 2019/20
3.11	Purchase of Water Meters for New water Connection 2000pc each year	30 <sup>th</sup> June 2020	2,000	3,242	100%	The Utility purchased 3,242 water meters for the FY2019/20
3.12	Installation of water meters to 25 fire hydrants each year	30 <sup>th</sup> June 2020	25	13	52%	Moshi WSSA installed 13 out of 25 fire hydrants for the year under review
3.13	Construction of water meter chamber 60 each year	30 <sup>th</sup> June 2020	60	60	100%	60 precast water meter chamber were constructed.
3.14	Construct 4.1km 8"&6" Mwenge KCMC sewer project.	30 <sup>th</sup> June 2020	4	4.1	100%	4.1km of 8"&6" were constructed at Mwenge KCMC sewer project
3.15	Construct 7.5 km 6", 8"&10" new sewer lines to cover parts of Rau and Pasua.	30 <sup>th</sup> June 2020	1	2.3	100%	2.3 km of 8"&6" were constructed at Rau and Pasua sewer project
3.16	Purchase of new workshop equipment	30 <sup>th</sup> June 2020	1	1	70%	Authority procured compressor for water meter workshop
3.17	Purchase of Office equipment's.	30 <sup>th</sup> June 2020	1	1	100%	Office equipment and household amounting to 46,354,000 were procured.
3.18	Construction of toilets at water sources	30 <sup>th</sup> June 2020	1	0.1	10%	Toilet was constructed at Shiri spring source others are in progress to be constructed in the next financial year.
3.19	Purchase of water Laboratory Equipment (DRB. 200-50 COD Reactor 230 Vac 50/60Hz,	30 <sup>th</sup> June 2020	1	1	100%	Laboratory equipment's amounting to 40,792,123.65 were purchased
3.20	Replacement of 3 water pumps and motors	30 <sup>th</sup> June 2020	1	1	100%	MUWSA replaced one motor at Kisimani borehole Himo, other pumps worked well.
3.21	Procurement of working tools such as computers and its accessories.	30 <sup>th</sup> June 2020	1	1	100%	Working tools amounting to 65,861,270/= were purchased (Laptop, mobile phones, sanitary sticks, tablets, flat files, pipe wrench, tape measure, tri-square, hummer)

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
3.22	Installation of power backup that could serve the servers and sensitive points for at least 12 hours	30 <sup>th</sup> June 2022	1	1	100%	Implemented 100%. Power backup of 18kva having 48 batteries was installed which can serve for at least 4 hours
<b>3.22</b>	<b>Rehabilitation and Replacement</b>					
3.23	Rehabilitation of Kikarara	30 <sup>th</sup> June 2020	1	1	100%	Intake was constructed, tank rehabilitated and 1 km of the main pipeline implemented 100%
3.24	Rehabilitation of tank at Ushirika wa Neema	30 <sup>th</sup> June 2020	1	1	100%	Rehabilitation of Ushirika wa Neema tank was completed 100%.
3.25	Rehabilitation of Uru Seminary tank and construction of a fence	30 <sup>th</sup> June 2020	1	1	100%	Rehabilitation of Uru Seminary tank was completed 100%.
3.26	Rehabilitation of Reservoirs with a total of 300m <sup>3</sup> from Kyaronga	30 <sup>th</sup> June 2020	1	0.33	33%	Moshi WSSA rehabilitated one storage tank of 100m <sup>3</sup> , the remaining 200m <sup>3</sup> will be rehabilitated in the next budget.
3.27	Rehabilitation of water supply network system for 75km in Moshi Municipality and Himu township	30 <sup>th</sup> June 2020	16	2.42	15%	Moshi WSSA replaced 2.42km of water supply network in all zones.
3.28	Replacement of sluice valve 3pc old sluice valves 12"	30 <sup>th</sup> June 2020	1	2	100%	Moshi WSSA replaced 2 old sluice valves as planned for the year under review
3.29	Replace of old sluice valve 10", 4Pcs	30 <sup>th</sup> June 2020	1	1	100%	The Utility replaced 1 old sluice valves as planned for the year under review
3.30	Replacement of Sluice valves 8" sluice Valves 10pcs	30 <sup>th</sup> June 2020	3	3	100%	The Utility replaced 3 old sluice valves as planned for the FY 2019/20
3.31	Replacement of Sluice valves 6" sluice Valves 20pcs	30 <sup>th</sup> June 2020	6	23	100%	Moshi WSSA replaced 23 old sluice valves
3.32	Replacement of Sluice valves 4" sluice Valves 30pcs	30 <sup>th</sup> June 2020	10	34	100%	Moshi WSSA replaced 34 old sluice valves
3.33	Re-allocate 2000 customers' meters	30 <sup>th</sup> June 2020	478	12	3%	The Utility re-allocated 12 out of 478 customers meter planned for the year under review
3.34	Replacement of 3/4" Water Meters 2500	30 <sup>th</sup> June 2020	2,500	1901	76%	The Utility replaced 1,901 out of 2500 water meters in all zones for the year under review

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
3.35	To install 315 prepaid meters to Institutions, Industries and commercial, car wash and kiosks customers by 2021.	30 <sup>th</sup> June 2020	101	17	17%	17 prepaid water meters were installed out of 101 planned for the year under review. Moreover, the Authority is in the progress of installing 447 prepaid meters.
3.36	Replacement of ball valves in all 16 storage facility	30 <sup>th</sup> June 2020	5	15	100%	The Utility replaced 15 ball valves in Storage tanks and Break pressure tanks.
3.37	Purchasing of 76pcs new Manhole covers for replacing the stolen covers	30 <sup>th</sup> June 2020	25	51	100%	Manhole covers 51 were installed in various places during the year under review
3.38	Replacement of workshop equipment	30 <sup>th</sup> June 2020	1	1	0%	Postponed to 2020/2021 budget due to a decrease in sales caused by CORONA pandemic.
3.39	Purchase of water Laboratory Equipment (DRB. 200-50 COD Reactor 230 Vac 50/60Hz,	30 <sup>th</sup> June 2020	1	1	100%	Laboratory equipment's amounting to 40,792,123.65 were purchased
3.40	Procurement of working tools such as computers and its accessories.	30 <sup>th</sup> June 2020	1	1	100%	Authority procured working tools amounting to 65,861,270/= including computers, laptop, external hard disks and printers for office operations
4	Moshi WSSA shall attain the Key performance indicators as shown in the Third Schedule of this Order					
4.1	Non-Revenue Water (22%)	30 <sup>th</sup> June 2020	22	22	100%	The utility has attained NRW of 22.19%
4.2	Revenue Collection efficiency (98.6%) (without arrears)	30 <sup>th</sup> June 2020	99	97.55	98%	Total collection was 8,467,249,529.49 while billing was TZS 8,549,115,255.12 to make an efficiency of 97.55%
4.3	Average hours of supply(24hrs)	30 <sup>th</sup> June 2020	24	24	100%	The average hours of service are 24
4.4	Metering Ratio (100%)	30 <sup>th</sup> June 2020	100	100	100%	The utility has 100% metering ratio
4.5	Proportion of saved with sewerage networks (32.5%)	30 <sup>th</sup> June 2020	0	17%	85%	The Utility has 17% of the population saved with sewerage networks
4.6	Number of households with connection to Sewerage (5,957)	30 <sup>th</sup> June 2020	5,957	3009	51%	As of June 2020, the total households connected with sewerage services are 3,009

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
4.7	Treatment of collected wastewater (100%)	30 <sup>th</sup> June 2020	100	100	100%	All collected wastewater was treated and tests for BOD and COD comply with TBS by 100%
5	Moshi 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.	Continuous	1	1	100%	MUWSA submitted a monthly performance report and annual report that includes the implementation status of the tariff order conditions
6	Moshi WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Continuous	1	1	100%	MUWSA submitted the audited financial report for FY 2018/19 and the Draft financial report for FY 2019/2020 before 30 <sup>th</sup> September 2020.
<b>Overall Compliance (%)</b>					<b>80%</b>	

#### A4.2.vii. Mtwara WSSA (Order GN No. 5 and 13)

Condition	Deadline	Compliance	REMARKS
Mtwara WSSA shall continue to cause her 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 <sup>th</sup> June 2020	100%	Mtwara WSSA had submitted to EWURA Financial Report audited by CAG for FY 2018/19
Mtwara 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 <sup>th</sup> December 2019	0%	Not implemented, was not reported in the Final Annual Progress Report FY 2018/19 as well as submitted Draft Annual Progress Report for FY 2019/20
Mtwara 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 Mtwara 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	30 <sup>th</sup> September 2020	81%	Submitted all required reports with exception of Technical MajiS Annual Report.
Mtwara WSSA shall implement the projects as detailed in Second Schedule of this order by using funds generated from the approved tariffs;	30 <sup>th</sup> June 2020	30%	Mtwara WSSA has managed to partially (to a different extent) implement six out of nine total rehabilitation projects as well as two out of four new investment projects
Mtwara WSSA shall attain key performance indicators as shown in Third Schedule of this order	30 <sup>th</sup> June 2020	69%	
<b>Overall Compliance (%)</b>		<b>56%</b>	

**A4.2.viii. Musoma WSSA (Order GN No. 7 of January 2019)**

S/N	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1	Musoma 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 <sup>th</sup> Sept 2020	1	1	100	Report on the implementation of each of tariff order conditions has been included in the Annual Report.
2	Musoma 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 Musoma 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	1	1	100	Timely submitted
3	<b>Replacement of Assets and New Investments</b> (Musoma WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
3.1	Install pipe main of 150mm UPVC pipe of 1.2km from Songe to Bweri by June 2020	30 <sup>th</sup> June 2020	2.6	1.5	100	Implemented
4	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
4.1	New water connections (2,000)	30 <sup>th</sup> June 2020	1,290	2,000	64.5	Actual implementation was 1,290 out of 2,000 targeted number of customers
4.2	Non-Revenue Water	30 <sup>th</sup> June 2020	49	49.67	100	Actual NRW was 49.67% as of 30 <sup>th</sup> June 2020. The performance target was 49%
4.3	Metering Ratio (90%)	30 <sup>th</sup> June 2020	90	100	100	Actual performance in a metering ratio is 100% as of 30 <sup>th</sup> June 2020. The performance target was 90%
4.4	Revenue Collection efficiency (92%)	30 <sup>th</sup> June 2020	92	94	100	Actual Revenue Collection Efficiency was 94% as of 30 <sup>th</sup> June 2020. Performance target was 92%

**A4.2.ix. Shinyanga WSSA (Order GN No. 16 of January 2019)**

<b>Shinyanga WSSA: Tariff order conditions (Government Notice No. 16 published on 4/1/2019)</b>						
<b>Condition</b>	<b>Deadline</b>	<b>Target in order</b>	<b>Level of Completion</b>	<b>Compliance (%)</b>	<b>Remarks</b>	
1	Shinyanga 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 <sup>th</sup> Sept 2020	1	100	The report on the implementation of each tariff order has been included in the Annual Report.	
2	Shinyanga 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 Shinyanga 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	On a monthly basis	11	91.67	Monthly MajiS reports were timely submitted	
3	<b>New Investments</b> (Shinyanga WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
3.1	Replacement of 8100 domestic water meters	30 <sup>th</sup> June 2020	558	18	Actual 558 meters were replaced as at 30 <sup>th</sup> June 2020.	
4	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
4.1	New water Connections (1,200)	30 <sup>th</sup> June 2020	1,487	100	Actual implementation was 1,487 out of 1,200 targeted number of customers	
4.2	Non-Revenue Water (18%)	30 <sup>th</sup> June 2020	22.92	0	Actual NRW was 22.92% as of 30 <sup>th</sup> June 2020. The performance target was 18%	
4.3	Metering Ratio (100%)	30 <sup>th</sup> June 2020	100	100	Actual performance in a metering ratio is 100% as of 30 <sup>th</sup> June 2020. The performance target was 100%	
4.4	Revenue Collection efficiency (90%)	30 <sup>th</sup> June 2020	92.4	100	Actual Revenue Collection Efficiency was 83.2% as of 30 <sup>th</sup> June 2020. The performance target was 90% or above	



Shinyanga WSSA: Tariff order conditions (Government Notice No. 16 published on 4/1/2019)						
Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks	
Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks	
5	Shinyanga 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 <sup>th</sup> Sept 2020	1	100	The report on the implementation of each tariff order has been included in the Annual Report.	
6	Shinyanga 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 Shinyanga 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	Monthly	11	91.67	Monthly MajiS reports were timely submitted	
<b>7</b>	<b>New Investments</b> (Shinyanga WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
7.1	Replacement of 8100 domestic water meters	30 <sup>th</sup> June 2020	558	18	Actual 558 meters were replaced as at 30 <sup>th</sup> June 2020.	
<b>8</b>	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
8.1	New water Connections (1,200)	30 <sup>th</sup> June 2020	1,487	100	Actual implementation was 1,487 out of 1,200 targeted number of customers	
8.2	Non-Revenue Water (18%)	30 <sup>th</sup> June 2020	22.92	0	Actual NRW was 22.92% as of 30 <sup>th</sup> June 2020. The performance target was 18%	
8.3	Metering Ratio (100%)	30 <sup>th</sup> June 2020	100	100	Actual performance in a metering ratio is 100% as of 30 <sup>th</sup> June 2020. The performance target was 100%	
8.4	Revenue Collection efficiency (90%)	30 <sup>th</sup> June 2020	92.4	100	Actual Revenue Collection Efficiency was 83.2% as of 30 <sup>th</sup> June 2020. The performance target was 90% or above	

Songea WSSA (Tariff Order GN. No. 543 of 28<sup>th</sup> September 2018

S/N	Condition	Deadline	Compliance	Remarks
1	Songea WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs			
	<b>A. Investment</b>			
1.1	Extension of 78 km of the water distribution network from 440 km ( June 2018) to 518 km (by 2020/2021) at Mshangano, Ruhuwiko, Matarawe, Seedfarm, Lizaboni, Mjimwema, Making'inda and Mkuzo areas	30 <sup>th</sup> June 2020	100%	Songea WSSA managed to extend 40.3 km out of 26km planned using some pipes procured in FY 2018/2019.
1.2	Procurement of Prepaid Water Meters DN15 - (500 Water Meters)	30 <sup>th</sup> June 2020	0%	Not implemented due to financial constraints.
1.3	Procurement and installation of DN15 new water meters (4000 Water Meters- 1700 water meters for FY 2019/20)	30 <sup>th</sup> June 2020	24%	Partially implemented as 400 water meters have been procured and installed
1.4	Procurement of 50 new smartphones for a meter reading	30 <sup>th</sup> June 2020	20%	Songea WSSA managed to purchase 10 new smartphones
1.4	Procurement of automatic online chlorine dosing machine	30 <sup>th</sup> June 2020	0%	Not implemented
1.5	Extension of sewerage network by 7.5km at Majengo and Misufini	30 <sup>th</sup> June 2020	0%	Not implemented.
1.6				
1.7	<b>B. Rehabilitation and replacement</b>			
1.7	Rehabilitation of STJ 9427 ISUZU	30 <sup>th</sup> June 2020	0%	not implemented
1.8	Rehabilitation of SU 38783 FORD RANGER	30 <sup>th</sup> June 2020	0%	The car is disposed and Songea WSSA managed to procure one new car in FY 2018/2019
1.8	Purchase of 5 New Motor Cycles	30 <sup>th</sup> June 2020	100%	Songea WSSA managed to purchase 12 New Motor Cycles
1.9				
2	Songea WSSA shall attain key performance indicators as shown in the Third Schedule of this Order			
2.1	Increase New Connections (water) by 1,425	30 <sup>th</sup> June 2020	100%	1419 customers were connected
2.2	Reduce Non-Revenue Water to 21%	30 <sup>th</sup> June 2020	98%	NRW was at 22.8%, previous FY NRW was at 20.33
2.3	Increase Metering Ratio to 100%	30 <sup>th</sup> June 2020	99%	Metering Ratio is at 99%
2.4	Increase Revenue Collection efficiency (without arrears) to 92%	30 <sup>th</sup> June 2020	100%	Collection efficiency is 99% including arrears
3	Songea 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 <sup>th</sup> June 2020	100%	Songea WSSA submitted an annual performance report that includes the implementation status of the tariff order conditions
4	Songea WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	30 <sup>th</sup> June 2020	100%	The Utility submitted all MajiS reports, annual technical report as well as Draft Financial statements as required.
	<b>Overall Compliance (%)</b>		<b>56%</b>	

**A4.2.x. Tabora WSSA (Tariff Order GN. No 41 of 24<sup>th</sup> May 2019**

S/N	Condition	Due Date	Compliance	Implementation Status
1.	Extension of water network (Mwinyi, Kidatu, Cheyo, Malolo, Kwihara) about 26 km and procurement of 55 valve - 150mm, 100mm, 80mm and 50mm.	30 June,2020	118%	26km of water pipes were laid at Kidatu and Mwinyi
2.	Land acquisition for Wastewater Stabilization Ponds at Masimba and Tumbi (50 acres each)	30 June,2020	20%	Tabora WSSA is waiting for report from Land Valuers to compensate for people of Malolo and Masimba
3.	Extension of lateral sewer lines 3km (1km each year) at Gongoni and Kiloleni	30 June,2020	38%	1.13 km later sewer lines were laid
4	Procurement and installation of 1,583 prepaid water meters in 2019/20 to improve collection efficiency	30 June,2020	6%	100 units were purchased for installation
5	To procure and install 6000 water meter (class C) for new customers	30 June,2020	6%1	Total of 3674 customer's water customers was connected.
6	Contribution to Lake Victoria water project extension to Tabora, Nzega and Igunga	30 June,2020	196%	Tabora WSSA has contributed TZS 58,665, 800 (while the budget was 30,000,000) for the implementation of Lake Victoria project
7	Construction of 3 residential houses at Igombe	30 June,2020	%0	Not yet implemented
<b>Overall Compliance</b>			<b>63%</b>	

#### A4.2.xi. Tanga WSSA (Tariff Adjustment for Water Supply and Sanitation Services) Order, 2018 of 1<sup>st</sup> October 2018

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	Increase storage tank capacity of at least 13,000m <sup>3</sup> by 30 <sup>th</sup> June 2020;	30 <sup>th</sup> June 2020	13000	10,070.00	77.5%	The Utility has a 10,070m <sup>3</sup> storage capacity as of June 2020. This initiative was awaiting the availability of WSDP II funding which has not materialized
2	Attain the key performance indicators as shown in the Second Schedule of this Order					
	2,000 New Connections (water)	30 <sup>th</sup> June 2020	2000	1,375.00	68.75%	The Utility conducted 1,375 new water connection
	50 New Connections (sewerage)	30 <sup>th</sup> June 2020	50	14.00	28%	The Utility conducted 14 new sewerage connection
	23.7% Non-Revenue Water	30 <sup>th</sup> June 2020	23.7%	32.94%	90.8%	Attained 32.94% NRW
	100% Metering Ratio	30 <sup>th</sup> June 2020	100	100.00	100%	The metering ratio was maintained at 100%
	95% Revenue Collection efficiency (without arrears)	30 <sup>th</sup> June 2020	95%	94.22%	99.2%	The Utility attained 94.22% collection efficiency. However, it includes arrears
3	Tanga WSSA shall, on an annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition	Continuous	1	1	100%	The report concerning the implementation of the Tariff Order for 2019/20 has been submitted alongside Annual Report by 30 <sup>th</sup> September 2020
4	Tanga WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Continuous	1	1	100%	Information is provided accordingly through MajiS reporting system (monthly)
<b>Overall Compliance (%)</b>					<b>83%</b>	

**A4.2.xii. Bukoba WSSA: Tariff Order Conditions (Government Notice No. 14 published on 4/1/2019)**

No	Condition	Deadline	Target in order	Level of Completion	Compliance	Remarks
1	Bukoba WSSA shall adhere to section 43 of EWURA Act, Cap 414 and the EWURA (Fees and Levies Collection Procedure) Rules, G.N No. 193 of 2010	Monthly basis	TZS 30,757,040	TZS 24,807,805		Bukoba WSSA has remitted amounting TZS 24,807,805.49 out of TZS 30,757,040
2	Bukoba 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 <sup>th</sup> Sept 2020	1	0	0%	Reports on the implementation of each tariff order condition were not included in the Annual Report.
3	Bukoba 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 Bukoba 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	Monthly basis	12	12	100%	12 out of 12 MajiS reports was timely submitted
4	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
4.1	New water connections (1,451)	30 <sup>th</sup> June 2020	1,451	1,741	100%	Actual implementation was 1741. The performance targeted number of customers were 1,451
4.2	Non-Revenue Water (35%)	30 <sup>th</sup> June 2020	35	42	80%	Actual NRW was 42% as of 30 <sup>th</sup> June 2020. The performance target was 35%
4.3	Metering Ratio (100%)	30 <sup>th</sup> June 2020	100	100	100%	Actual performance in a metering ratio is 100% as of 30 <sup>th</sup> June 2020.
4.4	Revenue Collection efficiency (95%)	30 <sup>th</sup> June 2020	95	92	9%7	The performance target was 100% Actual Revenue Collection Efficiency was 92% as of 30 <sup>th</sup> June 2020. Performance target was 95%

**A4.2.xiii. Kigoma WSSA Tariff Order Conditions (Government Notice No. 195 Published On15/3/2019)**

SN	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1	Kigoma WSSA shall adhere to section 43 of the EWURA Act, Cap. 414 and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, GN.193 of 2010	Monthly basis	TZS 22,515,347.67	0	0	Kigoma WSSA has never remitted EWURA. The outstanding amount on 31 <sup>st</sup> August 2020 stands at TZS 169,094,354.91.
2	<b>Replacement of Assets and New Investments (Kigoma WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)</b>					
2.1	Extension of water distribution network by 100km	30 <sup>th</sup> June 2020	100	68	68	Kigoma WSSA has extended water network by 68km out of the 100km required
3	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
3.1	Proportion of population living (71%)	30 <sup>th</sup> June 2020	71	90	100	Actual proportion living was 90% out of 71% of the target
3.2	Non-Revenue Water (30%)	30 <sup>th</sup> June 2020	30	28.64	100	Actual NRW was 28.64% as of 30 <sup>th</sup> June 2020. The performance target was 30%
3.3	Metering Ratio (100%)	30 <sup>th</sup> June 2020	100	99	99	Actual performance in metering ratio is 99% as of 30 <sup>th</sup> June 2020. The performance target was 100%
3.4	Revenue Collection efficiency (96%)	30 <sup>th</sup> June 2020	96	82	85.4	Actual Revenue Collection Efficiency was 82% as of 30 <sup>th</sup> June 2019. The performance target was 96%
3.5	Water Quality (100%)	30 <sup>th</sup> June 2020	100	100	100	Actual performance is 100% as of 30 <sup>th</sup> June 2020. The performance target was 100%
3.6	Average hours of service (15)	30 <sup>th</sup> June 2020	15	17	100	Actual performance is 17 hours as 30 <sup>th</sup> June 2020. The performance target was 15 hours

**A4.2.xiv. Singida WSSA (Order GN No 542 of 28<sup>th</sup> September 2018)**

SN	Condition	Date Due	Compliance	Implementation Status
1	Replacement of 220 dilapidated water meters by 30 <sup>th</sup> June, 2020	30 <sup>th</sup> June, 2020	212%	247nos. defective water meters above the target were replaced due to severely damaged condition
2	Reconstruction of 30 defective valve chambers by 30 <sup>th</sup> June, 2020	30 <sup>th</sup> June, 2020	47%	The condition was not achieved due to fund limitations, efforts will be made to improve collections to fulfil the target by June 2021
3	Replacement of dilapidated water pipes DN90mm, 0.5km at Miji Kati by 30 <sup>th</sup> June, 2020	30 <sup>th</sup> June, 2020	100%	A replacement has been done for 3.287km defective pipelines due to severely damaged conditions
4	Rehabilitation of Njuki borehole to increase water production by 30m3/hr	30 <sup>th</sup> June, 2020	100%	All works completed and currently, the borehole is operational
5	Replace MCC and display accessories	30 <sup>th</sup> June, 2020	30%	The procurement process is in progress, condition to be achieved by June, 2021
6	Replace control panel accessories at Kiritimo pumping station	30 <sup>th</sup> June, 2020	30%	Work is in progress simultaneously with the execution of the IFF-OBA project which is expected to be completed by 30 <sup>th</sup> June 2021
7	Rehabilitation and replacement of one valve (DN 150) at Utemini	30 <sup>th</sup> June, 2020	90%	The installation process is in progress, the work to be completed by 31 <sup>st</sup> Jan 2021
8	Procure 7 bulk meters by 30 <sup>th</sup> June 2020	30 <sup>th</sup> June, 2020	30%	The condition was not achieved due to fund limitations, efforts will be made to improve collections to fulfil the target by June 2021
9	Install 400nos lockable valves for disconnected customers	30 <sup>th</sup> June, 2020	3%0	The condition was not achieved due to fund limitations, efforts will be made to improve collections to fulfil the target by June 2021
10	Procure and install 1522 new water by 30 <sup>th</sup> June 2020	30 <sup>th</sup> June, 2020	65%	The effect of COVID 19 contributed to a few paid applications for new connections
11	Procure and install submersible pumps and motor rated 37kw at Kisaki -Irao by 30 <sup>th</sup> June 2020	30 <sup>th</sup> June, 2020	100%	Due to change in yield capacity, the pump procured has a yielding capacity of 70.8m3/hr at 66m head with a motor rated 18.5kwh, unfortunately, it was installed at BH SG.439/09 to replace the burnt motor
12	Procure and install one standby surface pump rated 110kw at Mwankoko by June 2020	30 <sup>th</sup> June, 2020	30%	The condition was not achieved due to fund limitations, efforts will be made to improve collections to fulfil the target by June 2021
13	Procure heavy-duty GS, 70meters by June, 2020	30 <sup>th</sup> June, 2020	30%	The procurement process is in progress, to be completed by June 2021

SN	Condition	Date Due	Compliance	Implementation Status
14	Construction of 200 marker posts by 30 <sup>th</sup> June, 2020	30 <sup>th</sup> June, 2020	80%	Fabrications of Marker Posts are in progress, the condition will be archived by 30 <sup>th</sup> Dec. 2020
15	Extension of water distribution network by 3.5km by 30 <sup>th</sup> June, 2020	30 <sup>th</sup> June, 2020	198%	Subsidy from Government of Tshs. 153,417,650 contributed to an increase in service coverage by extending 16.25km water distribution pipelines
16	Procurement of 7 computers by June 2020	30 <sup>th</sup> June, 2020	100%	Condition achieved successful
17	Procurement of new office furniture (20 office chairs, 9 office tables)	30 <sup>th</sup> June, 2020	1%5	The condition was not achieved due to fund limitations, efforts will be made to improve collections to fulfil the target by June 2021
18	Procure and install Smartphone Mobile Meter Reading system installation	30 <sup>th</sup> June, 2020	100%	ZAPA software programme has installed and enabled meter reading by smartphone
19	Procure 4 motorcycles by June 2020	30 <sup>th</sup> June, 2020	100%	Condition achieved successful and Motorcycles are currently operational
20	Procure 100 smart water meters (prepaid)	30 <sup>th</sup> June, 2020	100%	Currently, Investigation is also in progress for other suitable pre-paid water meters, whereby 11 samples of LAISON -LORA and LAISON - GPRS have been installed onsite for Observation up to 31st Jan 2021
21	Acquiring title deed for Utemini yard, Unyankindi, Kititimo, Utemini Wellfield, Burudani and Kindai Well fields	30 <sup>th</sup> June, 2020	90%	Two title deeds for Unyankindi and Burudani wellfield acquired in this Financial year 2019/2020.
22	Compensate Kisaki/Irao, Some parts of Mwankoko and Njuuki	30 <sup>th</sup> June, 2020	152%	Judgement from two cases ruled out the fulfilment of compensation payments to the Winners (Mr. Charles Masune and Mr. Erasto Mjungu)
<b>OVERALL COMPLIANCE (%)</b>			<b>83%</b>	



**A4.2.xv. Sumbawanga WSSA Tariff Order (GN. 256 of 03/04/2020)**

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	On or before 30th June 2020, Sumbawanga WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order.	30 <sup>th</sup> June 2020	1	1	100%	The Utility submitted the Revised Business Plan on 27th June 2020
2	Sumbawanga WSSA shall ensure it complies with the requirement of remitting the regulatory levy.	30 <sup>th</sup> June 2020	100	14	14%	Remittance by August 2020 was as 14%
3	On or before 30th May 2020, Sumbawanga WSSA shall develop and share with EWURA customer's outreach program;	30th May 2020	1	0	0%	Not implemented
4	On or before 30th April 2020, Sumbawanga 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 on the implementation of the new tariff Order;	30th April 2020	1	0	0%	Not implemented
5	Sumbawanga WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;					
6	<b>WATER METERS</b>					

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
6.1	Water Meters for New Connection	30 <sup>th</sup> June 2020	600	667	100%	3000 New water Meters were purchased for New Water Customers and replacement of old water meters.667 new water customers are installed with new water meters Not Implemented
6.2	Prepaid Water Meters	30 <sup>th</sup> June 2020	40	0	0%	
6.3	Water Meters for Replacement	30 <sup>th</sup> June 2020	550	124	23%	3000 New water Meters were purchased for New Water Customers and replacement of old water meters. 124 Old water meters were replaced Not Implemented
6.4	Procure and Install 10 Bulk Water meters at Water Sources and major distribution areas	30 <sup>th</sup> June 2020	10	0	0%	Not Implemented
6.5	Procure Portable meter test equipment	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
7	<b>PIPES</b>			4.5		
7.1	Extension of Distribution Network	30 <sup>th</sup> June 2020	10	16	100%	Extension of about 16Km was done at Utengule and Kashai
7.2	Rehabilitation of Water Infrastructures	30 <sup>th</sup> June 2020	10	1	10%	Rehabilitation was done at Ndua Intake
7.3	Rehabilitate Mainline and Distribution Network	30 <sup>th</sup> June 2020	5	0.35	7%	Replacement of 0.35 Km Distribution network was done
8	<b>BUILDINGS</b>					
8.1	Rehabilitation of Office Buildings	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
8.2	Rehabilitation of other store buildings and other W/ Quarters	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
8.3	Construction of toilets for watchmen at Boreholes	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
8.4	Construction of house for watchmen at Boreholes sites	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
9	<b>TANKS</b>					
9.1	Rehabilitate 3 tanks	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
9.2	Complete the fencing work for sewerage disposal area – 79 acres	30 <sup>th</sup> June 2020	79	0	0%	Not Implemented
9.3	Complete the fencing work for 7 tanks	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
9.3	Fencing work of Makao Makuu tank	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
9.4	Complete the fencing work for Katandala tank	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
10	<b>PLANT</b>					
10.1	Procurement of Portable welding generator	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
10.2	Optical Time Domain Reflectometer	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
10.3	OFC Splicing Machine	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
10.4	VFD Starter	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
10.5	AC – DC Inverter for media Converter for PLC system	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
11	<b>Motor Vehicles &amp; Cycles</b>					
11.1	Procurement of Tricycles ( Bajaj)	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
11.2	Procurement of Motor Vehicles	30 <sup>th</sup> June 2020	3	3	100%	3 Motor Vehicles were Procured
11.3	Procurement of One Truck	30 <sup>th</sup> June 2020	1	0	0%	Not Implemented
12	<b>Computers And Printers</b>					
12.1	Procurement of Computers	30 <sup>th</sup> June 2020	2	2	100%	Two laptop computers were procured
12.2	Printers	30 <sup>th</sup> June 2020	1	1	100%	One printer was procured

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
12.3	Increase 551 New Connections (water)	30 <sup>th</sup> June 2020	551	537	97%	The Utility increased 537 connections
12.4	Improve Hours of service to 22	30 <sup>th</sup> June 2020	22	20	91%	Hours of service was 20
12.5	Reduce Non-Revenue Water to 31%	30 <sup>th</sup> June 2020	31	31	100%	NRW was at 31%
12.6	Increase in Revenue Collection efficiency (without arrears) to 85%	30 <sup>th</sup> June 2020	85	100	100%	Collection efficiency was 107.3% including arrears
12.7	Sumbawanga 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 <sup>th</sup> June 2020	1	1	100%	Sumbawanga WSSA submitted an annual performance report that includes the implementation status of the tariff order conditions
12.8	Sumbawanga WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	30 <sup>th</sup> June 2020	12	10	83%	The Utility submitted 10-month MajiS reports timely, annual technical report, as well as Draft Financial, statements as required.
<b>Overall Compliance (%)</b>					<b>33%</b>	

#### A4.2.xvi. Babati WSSA (Tariff Adjustment for Water Supply and Sanitation Services) Order (GN 622) of 6<sup>th</sup> June 2019)

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	Babati WSSA shall implement the project s detailed in the second schedule by using funds generated from the proved tariffs;					
2	<b>Rehabilitation and Replacement</b>					
2.1	Replace 2000 under registering water meters from authorized dealers	30 <sup>th</sup> June 2020	1333	943	71%	During the year under review, 943 out of 1333 planned under registering and aged Meters were replaced in Different areas within the service area
2.2	Rehabilitation of Mrara, Old Majengo and Maisaka Water Network, Customer Connections and replacement of water meters	30 <sup>th</sup> June 2020	6.804	11.2	100%	The planned target of replacing 7.5km out of 10km for Mrara, 1.8km out of 5km for Maisaka and 1.9km out of 3km for Old Majengo for the FY 2019/20 were attained
2.3	Procure and install 30 bulk meters	30 <sup>th</sup> June 2020	10	2	20%	Two (2) out of ten (10) bulk Meters were procured and installed/replaced at BH 141 and BH 143 during the year under review
2.4	Replace 3 pumps and 3 motors annually	30 <sup>th</sup> June 2020	2	3	100%	Three (3) Motors has been procured and fixed/replaced at BH 141 and 142 Nangara
2.5	Upgrade Billing and Accounting System (SBM and Purelogic)	30 <sup>th</sup> June 2020	1	1	100%	Both Billing System and Accounting system has been upgraded.
3	<b>New Investment</b>					
3.1	Procure and install a meter reading system	30 <sup>th</sup> June 2020	1	0.8	80%	Procurement and installation have been done. Only integration with billing system has remained
3.2	Procure and replace 4 motorcycles for Technicians	30 <sup>th</sup> June 2020	2	2	100%	Two (2) Motorcycles for Technicians has been procured. The target for the year under review has been met
3.3	Procure and Install call centre and toll-free number	30 <sup>th</sup> June 2020	1	0	0%	Not implemented

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
3.4	Procure and install 8 variable speed drivers at 8 boreholes	30 <sup>th</sup> June 2020	3	5	100%	Five variable speed driver were procured and installed at BH 143, BH 144, BH 435, BH 145 and one for replaced for BH 144. The target of June 2020 has been met
3.5	Procure and Install 2850 new customer meters	30 <sup>th</sup> June 2020	1344	1399	100%	1399 New Customers has been connected. The target for FY 2019/20 has been attained
3.6	Construction of 5 toilets to 5 different pumping stations at Bagara Ziwani, Maisaka, Nangara, Kiongozi and Bonga	30 <sup>th</sup> June 2020	2	0	0%	Not implemented
3.7	Establish a hygiene education program for residents and stakeholders	30 <sup>th</sup> June 2020	6	6	100%	Six meetings with stakeholders were done at Mkuyuni A, Balowa, Majengo-Snge and Haraa. Further, two stakeholders meetings involved EWURA CCC
3.8	Establish programs for customer awareness on bills payment	30 <sup>th</sup> June 2020	1	1	100%	Public meetings and SMS notification have been done
3.9	Procure 6 motorcycles for sales Assistants	30 <sup>th</sup> June 2020	2	2	100%	2 Motorcycles for Sales Assistant has been procured
3.10	Create a program to collect account receivables (by Installation of Prepaid Water Meters for Bad debtors)	30 <sup>th</sup> June 2020	LS	LS	50%	50 Prepaid Meters has been procured and integrated into the Billing system and GePG. However, have not yet been installed
3.11	Integration of Billing System and GePG	30 <sup>th</sup> June 2020	1	1	100%	Implemented as directed.
3.12	Procure and Install computerized Human Resource system	30 <sup>th</sup> June 2020	1	0.8	80%	Human resource system has been procured pending for HR Staff training.
3.13	Procure one standby server computer and 10 computers (5 for replacement and 5 new staff)	30 <sup>th</sup> June 2020	3	4	100%	Four Computers has been procured two for replacement and two for new staff). The target planned for the year under review has been met.
3.14	Procure staff working tools and safety gear	30 <sup>th</sup> June 2020	1	1	100%	Staff Working tools and Safety Gears are procured as per the need
3.15	Develop its own water quality testing lab.	30 <sup>th</sup> June 2020	1	0.8	80%	Water quality lab has been established and equipped except a few instruments such as instrument for E.coli test

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
2	Babati WSSA shall attain the Key performance indicators as shown in the Third Schedule of this Order					
2.1	500 New connection (water)	30 <sup>th</sup> June 2020	500		100%	The Utility managed to connect a total of 1,399 new customers for the FY 2019/20. The target was over attained
2.2	30% Non - Revenue Water	30 <sup>th</sup> June 2020	30%	34.90%	95%	The Utility attained 34.9% NRW for the FY 2019/20
2.3	90% Revenue collection efficiency (without arrears)	30 <sup>th</sup> June 2020	90%	97%	100%	The revenue collection is 97%. However, it includes arrears.
3	Babati 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.	Continuous	1	1	100%	The report with respect to the implementation of the Tariff order conditions has been submitted alongside with FY 2019/20 Annual Report.
4	Babati WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Continuous	1	1	100%	The Utility submitted all MajiS reports as required. Further, annual technical report as well as Draft Financial statements were also submitted timely.
5	<b>Overall Compliance (%)</b>				<b>83%</b>	

#### A4.2.xvii. Lindi WSSA (Tariff Adjustment Order, GN No 134)

Conditions	Deadline	Compliance	REMARKS
Lindi WSSA shall implement the projects as detailed in Second Schedule of this order by using funds generated from the approved tariffs;	30 <sup>th</sup> June 2020	50%	Lindi WSSA has implemented completely only one out of two projects required to be implemented in FY 2019/20
Lindi WSSA shall attain key performance indicators as shown in Third Schedule of this order	30 <sup>th</sup> June 2020	52.07%	
On or before 30 <sup>th</sup> June 2020, Lindi WSSA shall undertake a valuation of their assets and submit to EWURA an Asset Valuation Report certified by a registered valuer.	30 <sup>th</sup> June 2020	0%	Valuation was not implemented
Lindi 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 Lindi 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	30 <sup>th</sup> June 2020	100%	Lindi WSSA timely submitted all required Annual Reports (Majlis, Technical and Draft Financial Annual Reports) as well as timely submitted Majlis monthly reports
<b>Overall Compliance (%)</b>		<b>50.52%</b>	



**A4.2.i. Geita WSSA Tariff order conditions (Government Notice No. 186 Published On15/3/2019)**

No	Condition	Deadline	Target in order	Level of Completion	Compliance (%)	Remarks
1	Geita 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 <sup>th</sup> December 2020	1	0	0	Not submitted
2	On or before 31 <sup>st</sup> Geita 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 <sup>th</sup> Sep 2020	1	0	0	Report on the implementation of each tariff order condition was not included in the Annual Report.
3	Geita 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 Geita 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	Monthly	12	12	100	Timely submitted
4	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
4.1	New water connections (1,500)	30 <sup>th</sup> June 2020	1,500	3,068	100	Actual implementation was 3,068 out of 1,500 targeted number of customers
4.2	Non-Revenue Water (22%)	30 <sup>th</sup> June 2020	22	38.91	23	Actual NRW was 38.91% as of 30 <sup>th</sup> June 2020. The performance target was 22%
4.3	Metering Ratio (100%)	30 <sup>th</sup> June 2020	100	100	100	Actual performance in metering ratio is 100% as at 30 <sup>th</sup> June 2020. The performance target was 100%
4.4	Revenue Collection efficiency (88%)	30 <sup>th</sup> June 2020	88	97.41	100	Actual Revenue Collection Efficiency was 97.41% as of 30 <sup>th</sup> June 2020. The performance target was 88%

**A4.2.ii. Vwawa-Mlowo WSSA Tariff Order (GN. 488 of 28/06/2019)**

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	On or before 30 <sup>th</sup> September 2019, Vwawa-Mlowo WSSA shall submit to EWURA a revised Business Plan that incorporates the approved tariffs and action plan for implementation of conditions of this order	30 <sup>th</sup> September 2020	1	1	100%	Revised Business Plan was submitted to EWURA on 27 <sup>th</sup> September 2019
2	On or before 30 <sup>th</sup> December 2019, Vwawa-Mlowo WSSA shall improve and submit to EWURA its Customer Outreach Programme	30 <sup>th</sup> June 2020	1	0	0%	Not implemented
3	Vwawa-Mlowo WSSA shall ensure that on or before 30 <sup>th</sup> June 2020, all of Vwawa-Mlowo customers shall be metered	30 <sup>th</sup> June 2020	100	72	72%	Metering ratio was at 72% of customers have been metered
4	Vwawa-Mlowo WSSA shall implement the projects as detailed in the Second Schedule to this order by using funds generated from the approved tariffs					
5	To rehabilitate Haloli, Mgombezi, Mbozi club and Nalaba intakes	30 <sup>th</sup> June 2020	1	0	0%	Rehabilitation is not implemented, only routine maintenance has been done to the intakes
6	To purchase and install 16 bulk water meters by June 2020	30 <sup>th</sup> June 2020	16	0	0%	Not implemented
7	To plant water friendly trees in eight (8) water sources by June 2020 - 6 water sources in FY 2019/20	30 <sup>th</sup> June 2020	6	3	50%	615 trees were planted in 3 water sources
8	To reserve Nyimbili forests and Longisonite forests	30 <sup>th</sup> June 2020	1	0	0%	Not implemented

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
9	To expand and extend primary and secondary main lines for about 15 km pipeline of various sizes (DN32-DN160) in line with the proposed supplying zones in Vwawa and Mlowo; [For the year 2019/20: extension at Mlowo forest area, Iloilo and Mantengu B - 3Km; For the year 2020/21: extension at Old Vwawa, Mlowo Kiwandani, Mlowo Lutumbi, Ichenjezya Majengo, Isangu - 6Km; For the year 2021/22: extension at Mantengu A, Ilemba, Hasamba, Majengo Mlowo - 6Km]	30 <sup>th</sup> June 2020	3	0.9	30%	600 metres pipelines have been extended in Vwawa and 300 have been extended in Mlowo
10	To rehabilitate 10 water storage tanks and fencing of storage tanks' compound, supplying and installing of floating valves - 3 water storage tanks for FY 2019/20	30 <sup>th</sup> June 2020	3	2	67%	2 water tanks' compounds have been fenced
11	To purchase and install 1300 water customer meter and associated fittings.	30 <sup>th</sup> June 2020	200	0	0%	Not implemented
12	To purchase and install 15 prepaid water meters	30 <sup>th</sup> June 2020	5	0	0%	Not implemented
13	To complete office building construction (completion of rooms and finishing, store building construction, wastewater system and office fencing)	30 <sup>th</sup> June 2020	198	63	32%	63 metres out of 198 metres of the fence is constructed
14	To rehabilitate 4 staff houses and 4 pump houses	30 <sup>th</sup> June 2020	3	0	0%	Not implemented
15	To survey and process land ownership rights (title deed) for office building area, tanks and pumping stations	30 <sup>th</sup> June 2020	1	0	0%	Not implemented

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
16	To survey and process land ownership rights for 2 wastewater disposal sites	30 <sup>th</sup> June 2020	1	0	0%	1 wastewater disposal site has been identified. Negotiations with owners to release the area to the utility is in progress
	To procure transport facilities (3 motorcycles)	30 <sup>th</sup> June 2020	1	0	0%	Not implemented
	To procure working tools/equipment's	30 <sup>th</sup> June 2020	1	0	0%	Not implemented
	To procure computers and accessories (2 Laptops, 2 Desktop computers and 1 POS machine)	30 <sup>th</sup> June 2020	2	0	0%	Not implemented
	Vvawa-Mlowo WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order					
17	Increase 200 New Connections (water)	30 <sup>th</sup> June 2020	200	135	68%	The Utility increased 135 water connections
	Reduce Non-Revenue Water to 35%	30 <sup>th</sup> June 2020	35	34.5	100%	NRW was at 34.5%
	Increase Metering ratio to 80	30 <sup>th</sup> June 2020	80	72	90%	Metering ratio was at 72%
	Increase in Revenue efficiency (without arrears) to 90%	30 <sup>th</sup> June 2020	90	76	84%	Collection efficiency was 76% including arrears
	Vvawa-Mlowo WSSA shall, on annual basis as part of its 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 <sup>th</sup> June 2020	1	1	100%	Vvawa-Mlowo WSSA submitted an annual performance report that includes the implementation status of the tariff order conditions
19	Vvawa-Mlowo WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	30 <sup>th</sup> June 2020	12	4	33%	The Utility submitted 4-month MajiS reports timely, annual technical report, as well as Draft Financial, statements as required.
	<b>Overall Compliance (%)</b>				<b>34%</b>	

**COMPLIANCE WITH TARIFF CONDITIONS -  
NATIONAL PROJECT WSSAs**

**A4.2.i. HTM WSSA Tariff Order (GN352), of 26th April 2019)**

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	On or before 31 <sup>st</sup> July 2019, HTM WSSA shall submit a revised business plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order	31 <sup>st</sup> July 2019	1	1	100%	The Business Plan incorporating tariff order conditions was submitted as required
2	HTM WSSA shall implement the projects as detailed in the Second Schedule to this Order by using funds generated from the approved tariffs					
	Purchase and replace air and sluice valves	30 <sup>th</sup> June 2020	254	254	100%	254 Air valves were purchased and replaced
	Purchase and install 1578 malfunction water meters and 364 meters for new customers in the second year and 722 malfunction and 314 meters for new customers in the third year	30 <sup>th</sup> June 2020	1942	1567	81%	1567 water meters were procured and installed during the year under review
	Purchase 2 and 5 motorcycles in the second and third year	30 <sup>th</sup> June 2020	2	0	0%	Not purchased due to financial constraints
	Purchase 2 laptops	30 <sup>th</sup> June 2020	2	0	0%	Not purchased due to financial constraints
	Purchase 6 office tables	30 <sup>th</sup> June 2020	3	3	100%	Three (3) office tables planned for the FY 2019/20 were purchased
3	Purchase 6 office chairs	30 <sup>th</sup> June 2020	3	3	100%	Three (3) chairs planned for the year under review were purchased
	HTM WSSA shall attain key performance indicators as shown in the Third Schedule of this Order					
	364 New Connections	30 <sup>th</sup> June 2020	364	211	58%	The Utility managed to connect a total of 211 new customers connections out of 364 planned for the year under review
	65% Non-Revenue Water	30 <sup>th</sup> June 2020	65%	79.46%	86%	The Utility attained 79.46% NRW for the FY 2019/20
4	92% Revenue Collection efficiency (without arrears)	30 <sup>th</sup> June 2020	92%	89.20%	97%	During the year under review, the Utility attained 89.2% revenue collection
	HTM WSSA shall ensure that all storage tanks are fitted with ball valves to control overflowing of tanks	30 <sup>th</sup> June 2020	1	0	0%	Not implemented due to financial constraints
5	HTM WSSAs shall ensure it complies with the requirement of remitting regulatory levy	30 <sup>th</sup> June 2020	1	0	0%	The Utility had an outstanding levy of TZS 4,173,453 for FY 2019/20

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
6	HTM 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	30 <sup>th</sup> June 2020	1	1	100%	HTM WSSA submitted an annual performance report that includes the implementation status of the tariff order conditions
7	HTM WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	30 <sup>th</sup> June 2020	1	1	100%	The Utility submitted all MajJS reports as required. Further, annual technical report, as well as Draft Financial statements, were also submitted
<b>Overall Compliance (%)</b>					<b>66%</b>	

**A4.2.ii. KASHWASA (Government Notice No. 17 Published On. 4/1/2019)**

SN	Condition	Deadline	Target in the order	Level of Completion	Compliance	Remarks
1	KASHWASA shall submit, on a semi-annual basis, progress on measures for reducing electricity costs for water production.	Annually	1	1	100%	Implemented
2	KASHWASA 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	Annually	1	1	100%	Implemented
3	KASHWASA 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 KASHWASA'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.	Monthly basis	12	12	100%	Implemented
4	<b>Replacement of Assets and New Investments (KASHWASA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)</b>					
4.1	Purchase and install 3 electromagnetic flowmeters.	30 <sup>th</sup> June 2020	3	1	33.33%	KASHWASA replaced 1 out of 3 electromagnetic flow meters that were required to be replaced on or before 30 <sup>th</sup> June 2020
4.2	Purchase and install new fixed and variable speed drives for raw water pumps and backwash pumps for retrofitting of the existing soft starters for High-lift pumps	30 <sup>th</sup> June 2020	15	15	100%	Implemented
4.3	Reviving Programmable Logic Controller (PLC)	30 <sup>th</sup> June 2020	1	0	0%	Not implemented
4.4	Purchase and replace all malfunctioning valves and other fittings such as hydraulic control, butterfly and Needle valves	30 <sup>th</sup> June 2020	1	1	100%	Implemented



SN	Condition	Deadline	Target in the order	Level of Completion	Compliance	Remarks
4.5	Purchase new post chlorination systems at Old Shinyanga, Kishapu and Ngudu main storage reservoirs and rehabilitation of chlorination system at Ihelele Water Treatment Plant	30 <sup>th</sup> June 2020	3	1	33.33%	One out four new post chlorination systems are installed
4.6	Carry out a land survey of the transmission main and acquisition of title deeds	30 <sup>th</sup> June 2020	1	1	100%	Implemented
4.7	Digitize the Authority permanent assets such as water network and their related fittings such as sectional valves, air valves, washouts, customer water meters etc. and put in GIS and SCADA system for easy management	30 <sup>th</sup> June 2020	1	0	0%	Not implemented

**A4.2.iii. Makonde WSSA- Order NO. 2016-007 of 29<sup>th</sup> February 2016**

Condition	Date due	Compliance	Implementation Status
Makonde Plateau shall implement projects as detailed in the Second Schedule to this Order using funds generated from the approved tariff		0%	
Makonde Plateau shall attain Key Performance Indicators as indicated in the Third Schedule to this Order		26%	
Makonde Plateau WSSA shall adhere to section 43 of EWURA Act, and section 6 of EWURA (Fees and levies collection procedures) Rules, GN no 193 of 2010	Continuous	0%	Not complied
On or before 1 <sup>st</sup> April 2019, Makonde Plateau WSSA shall submit a revised Business Plan that incorporates the approved tariffs and action plan to the implementation of conditions of this Order	1 <sup>st</sup> April 2019	0%	Not submitted
<b>OVERALL COMPLIANCE (%)</b>		<b>7%</b>	

**A4.2.iv. MANAWASA - Order NO. 12-018 of 29<sup>th</sup> February 2016**

Condition	Date due	Compliance	Implementation Status
MANAWASA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariffs	30 <sup>th</sup> June, 2019	80%	Partially implemented
MANAWASA shall attain the key performance indicators as shown in the Third Schedule of this Order	30 <sup>th</sup> June, 2019	63 %	Partially implemented
MANAWASA shall submit water quality test results every month starting from the date of this order. The tests shall include among other parameters; residual chlorine and E. Coli in sampling points as indicated in Water Quality Monitoring Plan	Continuous	0 %	
MANAWASA 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 MANAWASA'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	50 %	Submitted all monthly MajiS progress reports, however, six reports were late submitted.
<b>OVERALL COMPLIANCE (%)</b>		<b>48.2%</b>	

**A4.2.v. Maswa WSSA tariff order conditions-- (Government Notice No. 349 published on 26/4/2019)**

SN	Condition	Deadline	Target in order	Level of Completion	Compliance	Remarks
1	On or before 31st August 2019, Maswa WSSA shall submit a revised business plan that incorporates the approved tariffs and action plan for implementation of conditions of this Order	31 <sup>st</sup> August 2019	1	0	0%	Not implemented
2	Maswa WSSA shall ensure it complies with the requirement of remitting regulatory levy	Annually	1	0	0%	Not implemented
3	Maswa 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	Annually	1	0	0%	Not implemented
4	Maswa WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Annually	1	0	0%	Not implemented
5	<b>Replacement of Assets and New Investments (Maswa WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)</b>					
5.1	Replacement of 200 defective water meters	30 <sup>th</sup> June 2020	200	0	0%	Not implemented
5.2	Purchase 1550 water meters for unmetered customers	30 <sup>th</sup> June 2020	1,550	0	0%	Not implemented
5.3	Purchase 1,051 water meters for new customers	30 <sup>th</sup> June 2020	1,051	0	0	Not implemented
5.4	Rehabilitation of water mains	30 <sup>th</sup> June 2020	2.9	0	0	Not implemented
6	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
6.1	Proportion of population living (71%)	30 <sup>th</sup> June 2020	71	90	100	Actual proportion living was 90% out of 71% of the target
6.2	Non-Revenue Water (40%)	30 <sup>th</sup> June 2020	40	36	100	Actual NRW was 36% as of 30 <sup>th</sup> June 2020. The performance target was 40%

SN	Condition	Deadline	Target in order	Level of Completion	Compliance	Remarks
6.3	Metering Ratio (100%)	30 <sup>th</sup> June 2020	100	38	0	Actual performance in a metering ratio is 38% as of 30 <sup>th</sup> June 2020. The performance target was 100%
6.4	Revenue Collection efficiency (96%)	30 <sup>th</sup> June 2020	96	82	85.4	Actual Revenue Collection Efficiency was 82% as of 30 <sup>th</sup> June 2019. The performance target was 96%
6.5	Water Quality (100%)	30 <sup>th</sup> June 2020	100	100	100	Actual performance is 100% as of 30 <sup>th</sup> June 2020. The performance target was 100%
6.6	Average hours of service (15)	30 <sup>th</sup> June 2020	15	17	100	Actual performance is 17 hours as 30 <sup>th</sup> June 2020. The performance target was 15 hours

#### A4.2.vi. MUGANGO – KIABAKARI WSSA - (Order No. 11 - 014 of 1<sup>st</sup> June, 2011)

Total Number of Conditions 1	Due date	Compliance (%)	Implementation Status
MUGANGO - KIABAKARI 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 MUGANGO - KIABAKARI 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 tariff indexation.	Annually	91	Submitted all monthly MajiS progress reports, however, one report was late submitted.
<b>Overall Compliance</b>	<b>1 Condition</b>	<b>91</b>	

**A4.2.vii. Wanging'ombe WSSA Tariff Order (GN. 795 of 28/12/2018)**

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	Wanging'ombe WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs	30 <sup>th</sup> June 2020				
2	Procure of 2 Motor Vehicle Double Cabin and 9 Motor Cycles (San LG 125 cc)	30 <sup>th</sup> June 2020	1	0	0%	6 motorcycles procured funded by the Government through Ministry of Water
3	Install 1400 Prepaid Water Meters	30 <sup>th</sup> June 2020	500	55	11%	Partly implemented (only 55 prepaid meters installed)
4	Procure and install 6 Bulk Water meters at IGWACHANYA	30 <sup>th</sup> June 2020	3	0	0%	Not implemented
5	Purchase of Office Furniture	30 <sup>th</sup> June 2020	1	0	0%	Not implemented
6	Procure 5 Laptops and 2 Desktops	30 <sup>th</sup> June 2020	7	7	100%	Implemented
7	Purchase and Installation of Pipes for New Investment with the size of 4", 3", 2" and 1.5". These pipes will be located at Igwachanya -3km and Ilembula -4km in 2018/19, Mambegu -3km, Luduga -4km and Msimbazi -3km in 2019/20 as well as Saja - 4km and Wanging'ombe -6km in 2020/21	30 <sup>th</sup> June 2020	10	0	0%	Not implemented
8	Construction of Store Office Block at ILEMBULA -2018/19 main office and Igwachanya sub-office 2019/20	30 <sup>th</sup> June 2020	2	2	100%	Implemented
9	Purchase of 1 Fax Machine and 1 Photocopier	30 <sup>th</sup> June 2020	2	0	0%	Not implemented

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
10	Purchase and Installation of Pipes for Rehabilitation with the size of 20", 16, 12, 10, 8", 6", 4" and 3". These pipes will be located at Mabegu -4km and Iyayi -4km in 2018/19, Itambo -2km, Igwachanya -4km and Saja -2km in 2019/20 as well as Kanani - 5km, Usuka - 4Km and Wanging'ombe -4km in 2020/21	30 <sup>th</sup> June 2020	8	0	0%	Implemented but funded by Government through Ministry of Water
	Procure and installation of 3,000 water meters and fittings for replacement and new connection.	30 <sup>th</sup> June 2020	1,000	-	0%	Implemented but funded by Government through Ministry of Water
	Replacement and rehabilitation of Office Furniture's	30 <sup>th</sup> June 2020	1	1	100%	Implemented
	Wanging'ombe WSSA shall attain key performance indicators as shown in Third Schedule of this Order					
11	Reduce Non-Revenue Water to 45%	30 <sup>th</sup> June 2020	45	63.4	0%	NRW was at 63.4%
12	Increase Metering Ratio to 94%	30 <sup>th</sup> June 2020	94	94	100%	Metering ratio was at 94%
13	Increase Revenue Collection efficiency (without arrears) to 94%	30 <sup>th</sup> June 2020	94	99	100%	Collection efficiency was 99% including arrears
14	On or before, 31 <sup>st</sup> December 2019, Wanging'ombe WSSA shall provide water supply in Saja County and Itambo village;	30 <sup>th</sup> June 2020	1	1	100%	Implemented
	<b>Overall Compliance (%)</b>				<b>41%</b>	

**Table A4.3: Evaluation Criteria for Compliance with Tariff Order Conditions**

(1) For those conditions requiring submission of plans, and due date is within the reporting period but the actual implementation of the those conditions is beyond the reporting period.(Here the deadline considered is the date for submission of a plan)	
Submission of a plan in time	100%
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 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 the submission of evidence for their implementation or requiring documents and others, with a 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 on time	100%
If implementation is ongoing	50%
If not implemented	0%
(5) If fully implemented but late	75%

**APPENDIX 5: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR FY 2019/20**



Table A5.1 (a): COMPLIANCE WITH REGULATORY LEVY FOR REGIONAL WSSAs DURING FY 2019/20

NAME OF WSSA	CATEGORY	OPENING BALANCE 01 JULY 2019 (TZS)	ACTUAL INVOICES JULY 2019 TO JUNE 2020 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2020 (TZS)	OUTSTANDING AMOUNT AS OF 30 AUGUST 2020 TZS	COMPLIANCE (%)
Dodoma	A	-	169,629,968.31	169,629,968.31	-	100
Iringa	A	-	81,601,981.11	81,601,981.11	-	100
Kahama	A	8,717,682.26	73,881,828.86	82,599,511.12	-	100
Moshi	A	-	93,620,459.71	93,620,459.71	-	100
Arusha	A	25,667,187.42	143,445,373.13	148,660,519.38	20,452,041.17	87.9
Tanga	A	24,921,670.65	141,815,265.75	131,866,032.02	34,870,904.38	79.1
Mbeya	A	76,635,191.12	134,812,885.00	157,136,857.38	54,311,218.74	74.3
Shinyanga	A	95,534,219.13	77,157,106.25	108,922,293.41	63,769,031.97	63.1
Mwanza	A	386,334,082.66	264,783,462.66	219,398,647.40	431,718,897.92	33.7
DAWASA	A	476,670,712.28	1,514,322,266.17	562,514,554.41	1,428,478,424.04	28.3
Morogoro	A	203,782,794.43	114,542,453.66	81,742,481.43	236,582,766.66	25.7
Mtwara	A	95,102,895.02	32,912,785.58	26,447,674.29	101,568,006.31	20.7
Tabora	A	261,606,393.11	43,881,222.61	27,182,260.27	278,305,355.45	8.9
Songea	A	30,073,425.91	27,781,724.92	5,000,000.00	52,855,150.83	8.6
Musoma	A	197,352,359.42	30,452,956.59	5,450,282.03	222,355,033.98	2.4
<b>Sub Total Category A</b>		<b>1,882,398,613.41</b>	<b>2,944,641,740.31</b>	<b>1,901,773,522.27</b>	<b>2,925,266,831.45</b>	<b>39.4</b>
Bukoba	B	12,011,871.88	24,807,805.49	30,757,040.00	6,062,637.37	83.5
Kigoma	B	146,579,007.24	22,515,347.67	-	169,094,354.91	0.0
Singida	B	75,455,801.97	31,226,387.28	52,732,218.85	53,949,970.40	49.4
Sumbawanga	B	9,419,770.56	15,414,382.08	3,576,926.83	21,257,225.81	14.4
Babati	C	15,751,438.08	23,951,596.89	39,703,034.97	-	100.0
Lindi	C	30,834,631.83	8,196,890.44	7,514,796.68	31,516,725.59	19.3
Geita	C	3,517,119.80	17,475,606.79	13,708,936.12	7,283,790.47	65.3
Bariadi	C	1,356,803.09	1,443,304.79	554,519.37	2,245,588.51	19.8
Mpanda	C	11,395,160.34	6,384,431.58	9,000,000.00	8,779,591.92	50.6
Njombe	C	4,194,632.76	11,387,318.91	14,587,066.74	994,884.93	93.6
Vwawa- Mlowo	C	596,508.30	1,322,468.72	-	1,918,977.02	0.0
<b>Sub Total Category B and C</b>		<b>311,112,745.85</b>	<b>164,125,540.64</b>	<b>172,134,539.56</b>	<b>303,103,746.93</b>	<b>36.2</b>
<b>GRAND TOTAL</b>		<b>2,193,511,359.26</b>	<b>3,108,767,280.95</b>	<b>2,073,908,061.83</b>	<b>3,228,370,578.38</b>	<b>39.1</b>

**Table A5.1 (b): COMPLIANCE WITH REGULATORY LEVY FOR NATIONAL PROJECT WSSAs DURING FY 2019/20**

SN	NAME OF WATER UTILITY	OPENING BALANCE AS AT 01 JULY 2019 (TZS)	ACTUAL INVOICES FOR THE YEAR 2019-2020 (TZS)	TOTAL AMOUNT RECEIVED FOR THE YEAR 2019/20 AND JULY TO AUGUST 2020 (TZS)	OUTSTANDING AMOUNT (TZS)	COMPLIANCE (%)
1	HTM	2,476,921.80	6,702,633.45	2,272,444.20	6,907,111.05	25
2	KASHWASA	24,783,345.20	42,199,020.80	56,518,694.00	10,463,672.00	84
3	Makonde	1,484,542.90	3,081,944.00	192,608.00	4,373,878.90	4
4	MANAWASA	15,347,016.04	26,915,111.78	22,094,244.55	20,167,883.27	52
5	Maswa	2,747,189.77	4,508,023.98	-	7,255,213.75	0
6	Mugango-Kiabakari	820,318.13	1,470,577.50	-	2,290,895.63	0
7	Wanging'ombe	2,765,716.50	4,047,828.92	3,886,537.56	2,927,007.86	57
	<b>Sub Total</b>	<b>50,425,050.34</b>	<b>88,925,140.43</b>	<b>84,964,528.31</b>	<b>54,385,662.46</b>	<b>61</b>

**APPENDIX 6: SUMMARY OF IMPLEMENTATION  
OF THE RECOMMENDATIONS MADE IN THE FY  
2018/19 REPORT**

## IMPLEMENTATION OF THE RECOMMENDATIONS MADE IN THE FY 2018/19 REPORT

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation Status
1	High Non-Revenue Water (NRW)	It was observed that the overall NRW is still far from the service level benchmark of 20%. Only Kahama, Shinyanga and KASHWASA WSSAs were able to achieve the service level benchmark for NRW.	Regional WSSAs should implement strategies to ensure a satisfactory pace of reduction trend of NRW. NRW reduction strategies should be included in their business plans.	Continuous	Managing Directors of Regional and NP WSSAs	All six (33) RNP WSSAs namely DAWASA, Arusha, Babati, Moshi, Tanga, HTM Mbeya, Songea, Njombe, Sumbawanga, Mpanda, Vwawa-Mlowo, Wanging'ombe, Lindi, MANAWASA, Morogoro, Mtwara, Makonde, Bariadi, Bukoba, Mwanza, Musoma, Kigoma, Geita, Shinyanga, Kahama, Maswa, KASHWASA, Mugango - Kiabakari, Dodoma, Iringa, Tabora and Singida have included the NRW strategies in their business plans and have implemented the strategies
		Inadequate coordination among different stakeholders in WSSAs' service areas during the execution of other infrastructure projects has resulted in water pipe cuts and hence increase in NRW	WSSAs shall ensure that they are informed on any project that may result in pipe cuts to prevent water losses.	Continuous	Managing Directors of Regional and NP WSSAs	All RNP WSSAs have taken measures to ensure coordination among stakeholders such as TARURA, TANROADS, TANESCO, TTCL and Municipal councils in their service areas so that execution of projects do not damage water pipe of which may result in an unnecessary escalation of NRW.

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation Status
2	Lack of sewerage systems.	Only 11 WSSAs out of 33 Regional and NP WSSAs have sewerage system.	Water Utilities should initiate and implement projects for the construction of sewerage systems.	Jun-21	Managing Directors of Regional and NP WSSAs	11WSSAs have sewerage systems out of 33 RNP and 2 WSSAs namely Bukoba and Musoma their sewerage system is under construction. Seven (7) RNP WSSA namely Sumbawanga, Lindi, Bukoba, Musoma, Kigoma, Kahama and Geita have faecal sludge treatment facilities. Only 4 RNP WSSAs out of 15 which do not have either sewerage system or faecal sludge treatment facilities namely Babati, Njombe, Shinyanga and Singida have acquired land for the construction of wastewater treatment facilities.
3	Low utilization of water supply and sewerage network	WSSAs have not yet fully utilized the available water supply and sewerage network	Water Utilities should ensure efficient utilization of the available water and sewerage network by having in place strategies that will ensure an increase in the number of water and sewerage customers. The strategies should be incorporated into WSSAs business plans.	Continuous	Managing Directors of Regional and NP WSSAs	Utilization of the water supply network in terms of the population directly served with water has decreased from average of 69% to 65% for Regional WSSA while it has increased for NP WSSAs from average of 42% to 59%.

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation Status
4	Unreliable collection efficiency data	Out of 26 Regional and eight NP WSSAs, DAWASCO, Babati, Sumbawanga, Songea, Morogoro and Shinyanga WSSAs, have software capable of separating arrears from current bill collection using their billing software.	Water Utilities should ensure they have a mechanism that will enable separation of arrears from the collection from current bills	Jun-20	Managing Directors of Regional and NP WSSAs	Three (3) out of thirty trees (33) RNP WSSAs namely Songea, Tanga and Arusha have improved their billing to include the component of separating arrears from current bill collection. The remaining thirty (30) WSSAs are waiting for a Unified Billing system to be in operation.
5	Inadequate number and qualified Staff in NP WSSAs.	Only HTM WSSA among NP WSSAs have managed to comply with the required establishment	NP WSSAs are required to ensure they have enough and qualified staff	Continuous	Managing Directors of NP WSSAs	All NP WSSAs except HTM did not comply with the required establishment of staff in terms of number and qualification. Compliance to the required number and qualification of staff was 71% during the year under review.





Energy and Water Utilities Regulatory Authority

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