



THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF ENERGY

ENERGY AND WATER UTILITIES  
REGULATORY AUTHORITY  
(EWURA)



# WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FY 2020/21

REGIONAL AND NATIONAL PROJECT WATER UTILITIES



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REGIONAL AND NATIONAL PROJECT WATER UTILITIES

MARCH 2022

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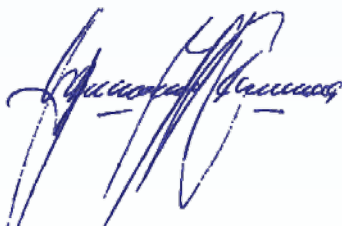
## CHAIRMAN'S STATEMENT

On behalf of the Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA), I have the pleasure to present the Water Utilities Performance Review Report for Regional and National Project Water Supply and Sanitation Authorities (RNP WSSAs) for FY 2020/21. This is the 13<sup>th</sup> in a series of annual performance review reports prepared by EWURA since 2008.

This report provides a detailed analysis of performance of RNP WSSAs during FY 2020/21. The report identifies potential areas for investment to improve availability and reliability of water supply and sanitation services. The report also presents gaps in provision of water supply and sanitation services within RNP WSSAs service areas with a view to bridging the gaps through stakeholders' involvement and participation. Further, the report is an important tool for evaluating progress towards achieving goal number 6 of Sustainable Development Goals (SDGs), which focuses on sustainable water and sanitation services for all. The report is also a tool for evaluating progress towards achieving water and sanitation services targets in the National Five-Year Development Plan – NFYDP (2021/22 -2025/26) including but not limited to increasing access to water services to 95% in regional centres and 85% in district and township centres, reducing NRW to 20% by 2025/26 and increasing connections to conventional public sewer systems in urban regional centres to 30% by 2025/26.

The findings outlined in this report are key reference to stakeholders including RNP WSSAs Boards and Management to improve water supply and sanitation services in their areas. The report will be useful in providing data and information on the status of provision of water supply and sanitation services for proper planning and effective allocation of resources.

I acknowledge the invaluable contribution of the Ministry of Water (MoW), the then Ministry of Health, Community Development, Gender, Elderly and Children (MoHDEC) and Rural Water Supply and Sanitation Agency (RUWASA) in facilitating successful preparation of this report. I wish to further extend my appreciation to the Permanent Secretary of the Ministry of Water, Boards and Managements of all RNP WSSAs and other stakeholders for providing enabling environment for EWURA to continue performing its regulatory functions effectively and efficiently. Finally, I take this opportunity to congratulate EWURA Board of Directors, Management and the entire staff for their hard work and perseverance. Despite the challenges of COVID-19 pandemic experienced during FY 2020/21, as a team we managed to ensure that EWURA's objectives are fulfilled inline with sector laws and policies thus aligning with our motto "*Fair Regulation for Positive IMPACT*".



Ahmad S. K. Kilima  
**Deputy Board Chairman**  
March 2022

## FOREWORD

This report provides an overview of the status of Regional and National Project Water Supply and Sanitation Authorities (RNP WSSAs) in provision of water supply and sanitation services for FY 2020/21. It also provides an indication of future water supply and sanitation needs of RNP WSSAs service areas, and provides a comparative analysis of the performance of 33 RNP WSSAs.

The report shows performance of RNP WSSAs by considering key performance indicators for provision of water supply and sanitation services such as service coverage, service hours, metering ratio, staff productivity, non-revenue water, financial performance and basic sanitation data that focus on the need to address inclusive urban sanitation and regulation of entire sanitation chain. Further, the report ranks RNP WSSAs' performance and provides key observations and recommendations for improving services in their operational areas.

Performance analysis of Regional WSSAs shows significant improvement in some key indicators during FY 2020/21. Overall installed water production capacity increased by 3% to 492.14 million m<sup>3</sup>/year, total number of water connections increased by 10% to 1,046,220 and total revenue collection improved by 12% to TZS 344 billion per year. Overall average revenue collection improved by 0.7% to 95.8%. Staff productivity improved to 4.1 in FY 2020/21 from 4.2 in FY 2019/20. Water service coverage in terms of the population living in area with water network increased to 86% from 85% in FY 2019/20. On the other hand, water coverage in terms of population directly served with water increased by 10% from 67% FY 2019/20 to 77% in FY 2020/21. Some Regional WSSAs demonstrated outstanding performance in some indicators which contributed significantly to the overall performance of WSSAs. For instance, in water production, Arusha WSSA demonstrated good performance while Iringa and Geita WSSAs showed good performance in water service coverage. Despite these achievements, some indicators such as Non-Revenue Water deteriorated by 0.2% for Regional WSSAs as compared to the previous year.

The report shows further that National Project WSSAs improved performance in staff productivity to 13.0 from 14 staff per 1000 connections in the previous year, revenue collection increased by 4.8% to 17,267 billion per year. Revenue collection efficiency rose to 90% from 87% observed in FY 2019/20. Service hours improved to 14 hours in FY 2020/21 as compared to 13 hours attained in FY 2019/20. Water service coverage in terms of population living in the area with water network increased to 72% from 67%. Some NP WSSAs contributed significantly to the overall performance of WSSAs. For instance, in water production KASHWASA and MANAWASA demonstrated good performance. However, National Project WSSAs showed significant deterioration in metering ratio that decreased from 91% to 89% and population directly served that declined from 59% to 50%.

EWURA appreciates the invaluable comments and inputs from the Ministry of Water 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.



Eng. Godfrey H. Chibulunje  
**Acting Director General**  
March 2022

## 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 Supply 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
MajIS	Water Utilities Information System
MANAWASA	Masasi Nachingwea Water Supply and Sanitation Authority
MoHCDEC	Ministry of Health, Community Development, Gender, Elderly and Children
MoW	Ministry of Water
NA	Not Applicable
NBS	National Bureau of Statistics
NP	National Project
NRW	Non-Revenue Water
pH	Potentiometric Hydrogen ion concentration
RUWASA	Rural Water Supply and Sanitation Agency
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> /hr	cubic meter per hour
m <sup>3</sup> /day	cubic meter per day
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 it refers to Tanzania Standards)

## DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
<b>WATER SUPPLY</b>			
i.	Accounts receivable collection period	The average duration in months that customers take to pay 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
ii.	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>
iii.	Average hours of service	Hours per day a consumer can draw water from a tap at a connection. The best practice is 24 hours	Hours
iv.	Energy consumption per m <sup>3</sup> of water produced	Energy consumption during the year divided by Total amount of water produced (m <sup>3</sup> )	kWh/m <sup>3</sup>
v.	Mains failures	Number of water mains (a pipe of diameter ≥ 2”) failures leading into service interruption in a year divided by total mains length, this include transmission and distribution mains	nr/km/year
vi.	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%	(%)
vii.	Non-Revenue Water (NRW)	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%	(%)
viii.	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 0.8	Ratio

ix.	Overall Efficiency Indicator (OEI)	Actual collection expressed as a percentage of the value of total water production. OEI = Collection Efficiency x (1-NRW)	(%)
x.	Personnel expenditure per m <sup>3</sup> of water produced.	The ratio of total personnel expenditure (TZS) to the total amount of water produced (m <sup>3</sup> )	TZS/m <sup>3</sup>
xi.	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)	(%)
xii.	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	(%)
xiii.	Proportion of population served with water	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	(%)
xiv.	Revenue Collection Efficiency	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	(%)
xv.	Staff Productivity	Number of staff per 1000 water and sewerage connections. It is calculated as a ratio of total staff to total water and sewerage connections multiplied by 1000. Best practice is below 5	Staff/ 1000 Connections
xvi.	Storage capacity	Total capacity of treated water storage tanks (private storage tanks excluded) divided by average daily demand multiplied by 24 hours	Hours
xvii.	Water Mains rehabilitation	Length of mains (a pipe of diameter ≥ 2") rehabilitated during the year divided by total length of mains multiplied by 100	(%)

xviii.	Water service connections rehabilitation	Number of service connections replaced or rehabilitated during the year divided by total number of connections multiplied by 100	(%)
xix.	Water quality compliance	Percentage of water samples that pass particular quality tests for potability is equal to total number of samples passed divided by total number of samples tested multiplied by 100	(%)
xx.	Working Ratio	Operating expenses to operating revenue. The operational expenses do not include depreciation, interest and debt service. Sound financial management requires that this ratio should be well below 0.67	Ratio
<b>SANITATION</b>			
xxi.	Proportion of population connected to sewerage service	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 connected with sewerage services	(%)
xxii.	Sewer blockages	Number of sewer blockages in a year divided by total length of sewer network	nr/km of sewers/year
xxiii.	Wastewater quality compliance	Percentage of sewerage effluent samples that pass quality tests as per TBS effluent quality standards: total number of samples passed divided by total number of samples tested	(%)

# EXECUTIVE SUMMARY

## Introduction

This is the 13<sup>th</sup> Water Utilities Performance Review Report for Regional and National Project Water Supply and Sanitation Authorities (RNP WSSAs) in a series of water sector performance reports prepared by EWURA. The report analyses and compares performance of 33 RNP WSSAs during FY 2020/21. Among them, 25 are Regional WSSAs, seven National Project WSSAs and Kahama WSSA which is Category A district WSSA.

The main objective of this report is to provide an overall performance of RNP WSSAs for FY 2020/21 by considering key performance data and indicators in the provision of water supply and sanitation services. The report also ranks their performance in provision of water supply and sanitation services and provides key observations and recommendations for improving water supply and sanitation services in their operational areas.

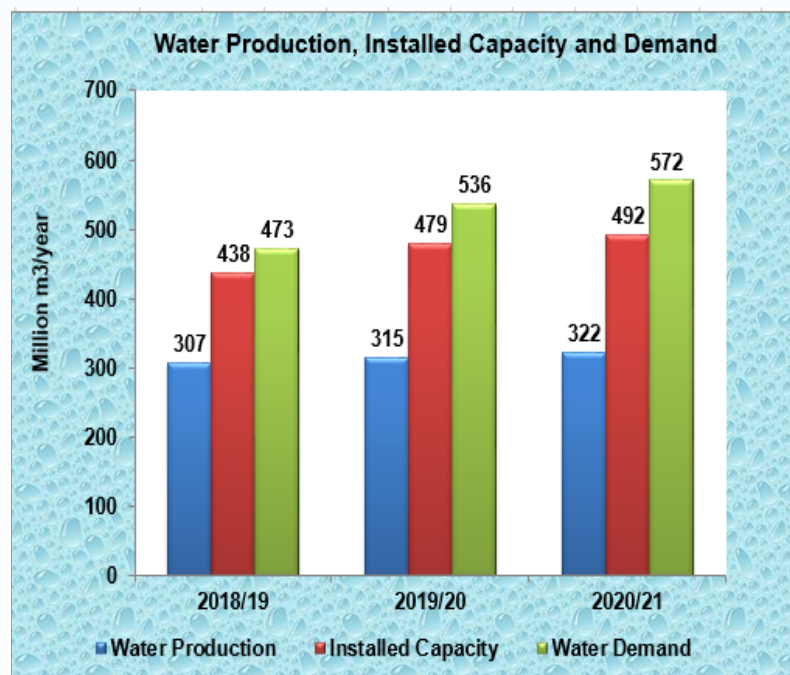
Data and information for preparation of the report were collected from RNP WSSAs through annual performance reports, MajiS reports, performance monitoring inspection and consultative meetings with Ministry of Water (MoW), the then Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDEC) and RNP WSSAs.

## Performance Trend for Regional WSSAs

Performance trends for Regional WSSAs in selected key data and indicators over the period from FY 2018/19 to FY 2020/21 are as highlighted below.

### Water Production, Installed Capacity and Water Demand

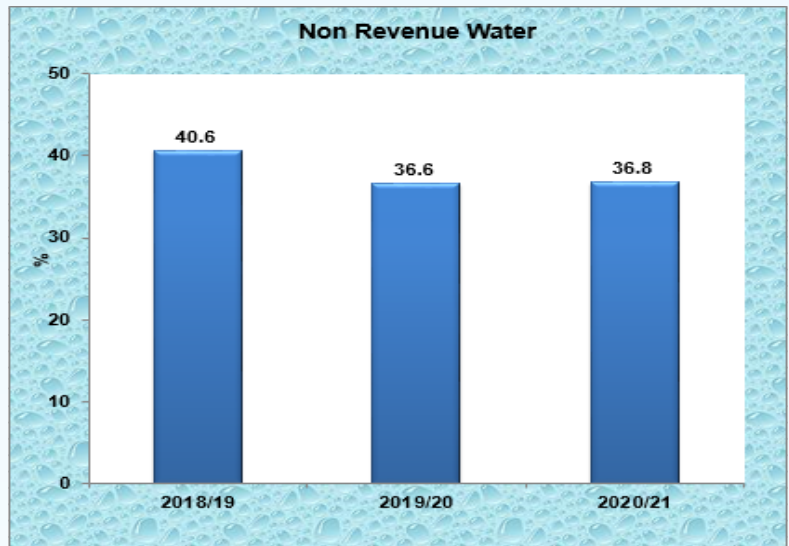
For the past three years, the overall water production, installed production capacity and water demand have been continuously increasing. During FY 2020/21 water production increased by 2% while installed water production capacity which also includes standby systems increased by 3%. On the other hand, water demand increased by 7% as compared to FY 2019/20. Despite the increase in water production during FY 2020/21, aggregate water production was only 56% of water demand within Regional WSSAs' service areas. Increase in water demand in areas served by Regional WSSAs is mainly associated with population growth, review of demand calculation parameters and expansion of service areas.





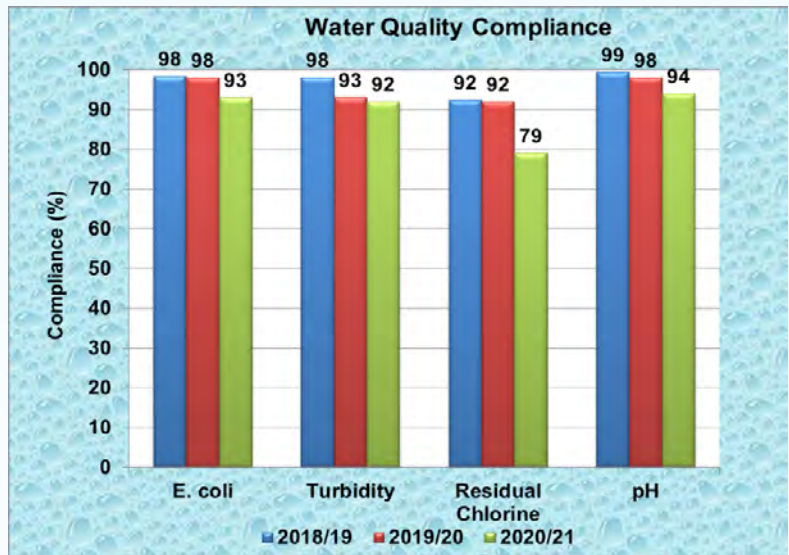
### Non-Revenue Water (NRW)

There has been an uneven trend in overall NRW for Regional WSSAs over the past three years. NRW deteriorated by 0.2% in FY 2020/21 compared to improvement by 4% in FY 2019/20. The overall deterioration in NRW performance was reported to be caused mainly by dilapidated water supply systems and under-registering water meters.



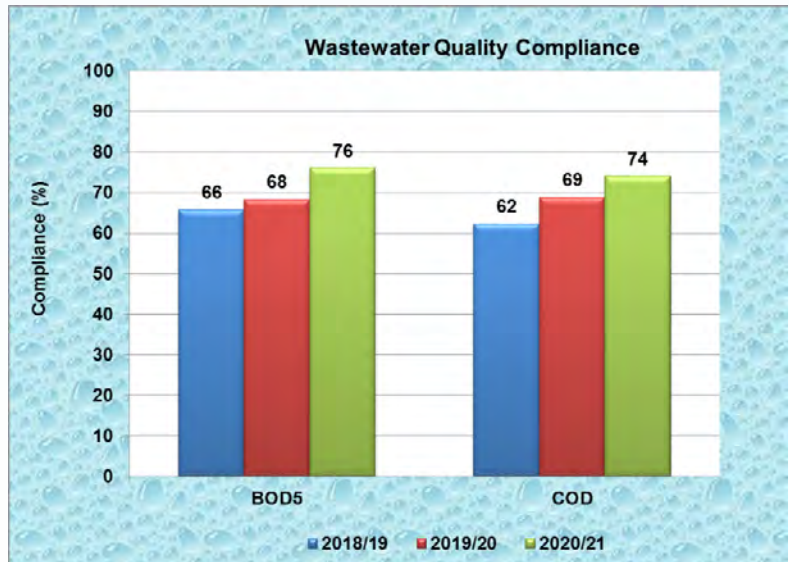
### Water Quality Compliance

In the last three years, there has been a deterioration in *E. coli*, turbidity, residual chlorine and pH compliance levels. In FY 2020/21, Regional WSSAs attained 93% *E. coli* compliance as compared to 98% registered in FY 2019/20 and FY 2018/19. Compliance level in terms of turbidity worsened to 92% in FY 2021/20 compared to 93% and 98% attained in FY 2019/20 and 2019/18 respectively. Significant deterioration was observed on residual chlorine compliance levels, the compliance deteriorated by 13% in FY 2020/21 compared to performance in FY 2020/21. The compliance levels for pH deteriorated by 2% in FY 2020/21 compared to FY 2020/19.



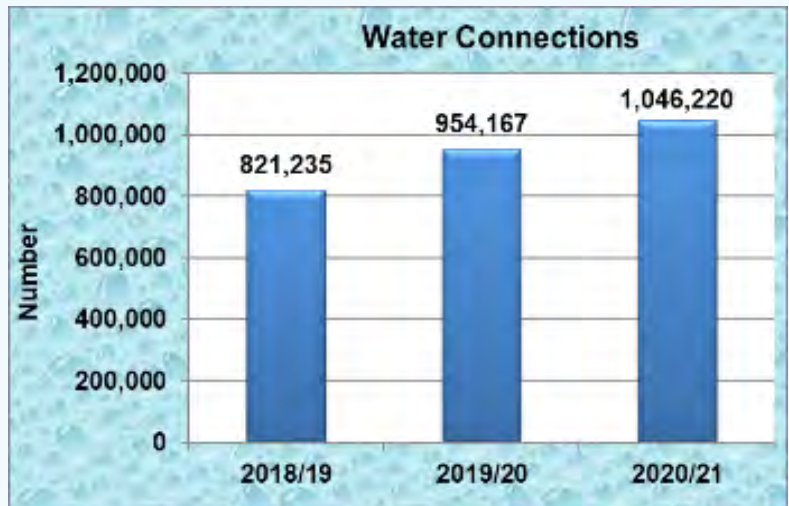
### Wastewater Quality Compliance

Over the past three years, there has been a continuous improvement in overall effluent BOD<sub>5</sub> and COD compliance for Regional WSSAs. BOD<sub>5</sub> compliance level improved by 8% in FY 2020/21 as compared to improvement by 2% in FY 2019/20. On the other hand, the overall compliance in terms of COD improved by 5% in FY 2020/21 as compared to improvement by 7% in FY 2019/20.



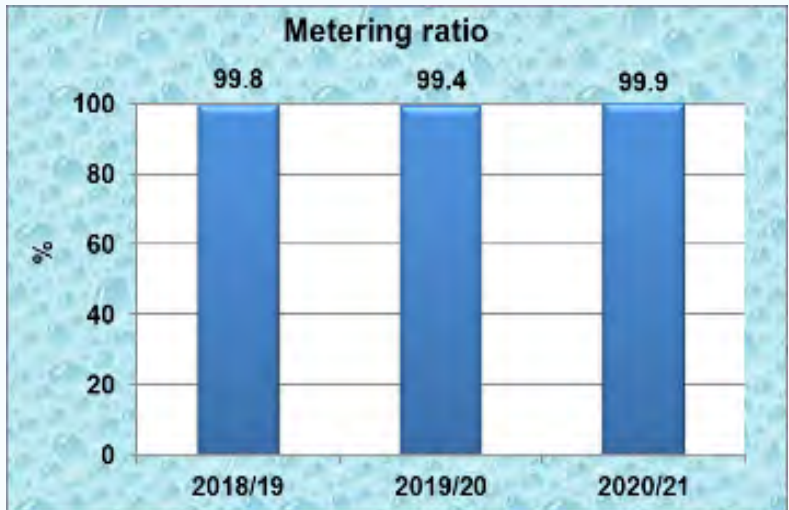
### Water Service Connections

In the past three years, there has been a continuous increase in water connections. During FY 2020/21 water connections increased by 10% whereas in FY 2019/20 water service connection increased by 16%.



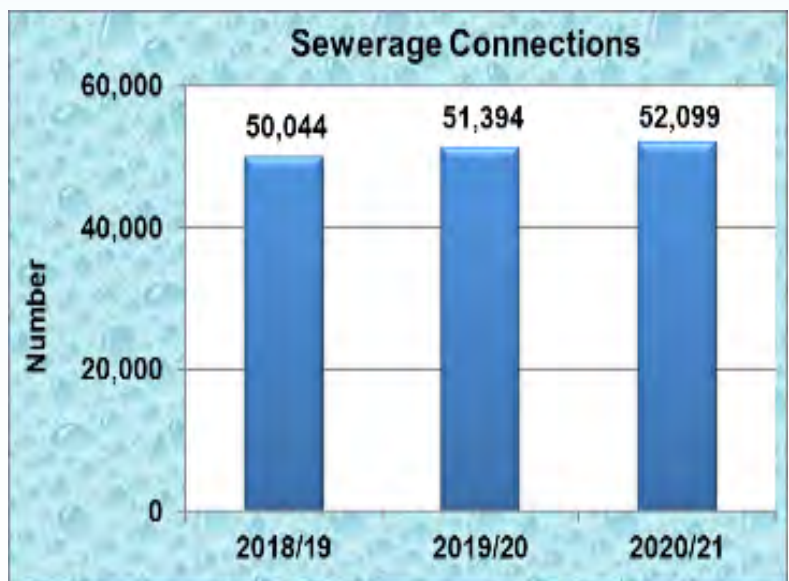
### Metering

Over the past three years, the overall metering ratio showed uneven trend. Overall metering ratio improved to 99.9% in FY 2020/21 from 99.4% in FY 2019/20 as compared to a decrease from 99.8% in FY 2018/19 to 99.4% in FY 2019/20. The recorded performance is below the service level benchmark of 100% customer metering.



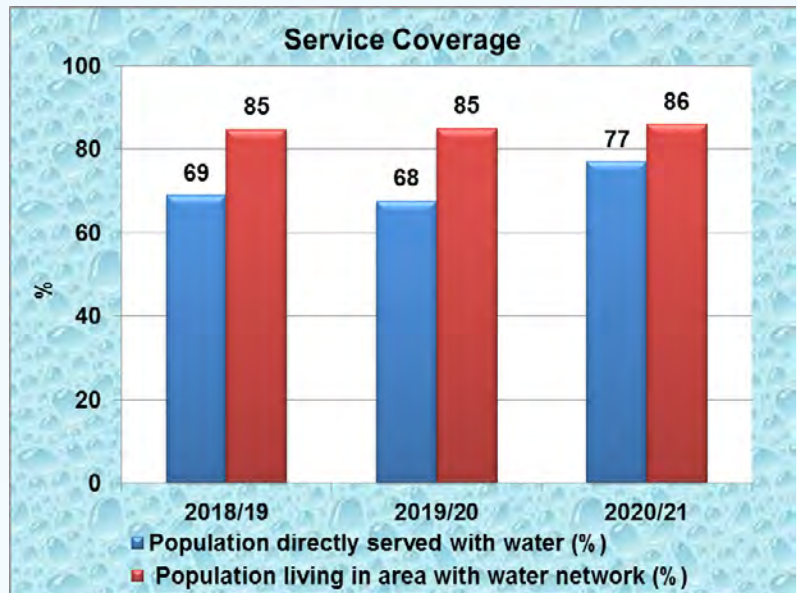
### Sewerage Service Connections

Among the 26 Regional WSSAs, only 11 had been providing sewerage connection services during the FY 2020/21. There has been a continuous increase in number of sewerage connections among Regional WSSAs, where by the total number of sewerage connections increased by 1.4% from 51,394 in the FY 2019/20 to 52,099 in the FY 2020/21.



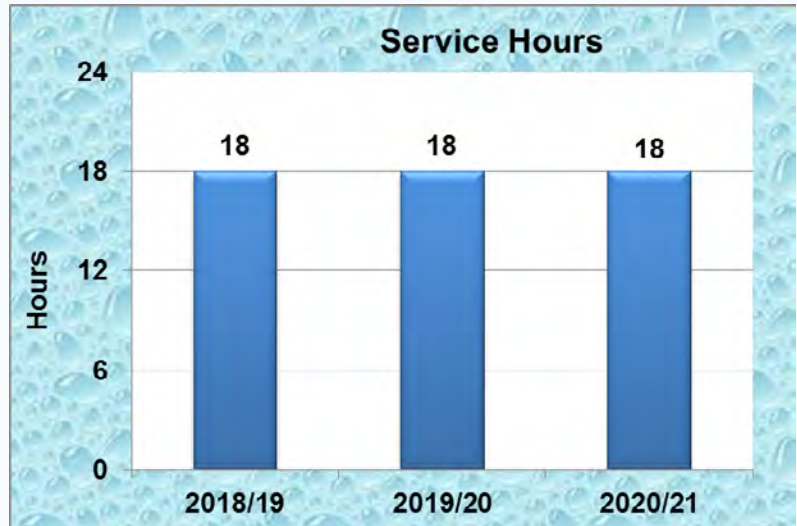
## Water Service Coverage

During the year under review, water service coverage in terms of population living in the area with water network increased to 86% compared to 85% in FY 2019/20. On the other hand, water coverage in terms of population directly served with water increased by 9% in FY 2020/21 compared to FY 2019/20 performance.



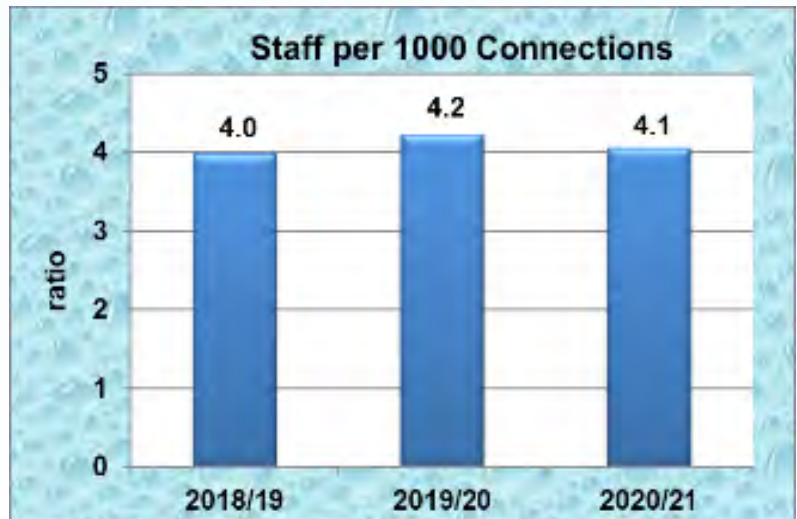
## Service Hours

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



## Staff Productivity

In the period under review, there has been uneven trend in the number of staff per 1000 water and sewerage connections. Staff productivity improved to 4.1 in FY 2020/21 as compared to 4.2 and 4.0 in FY 2019/20 and FY 2018/19 respectively. Regional WSSAs continuously complied with the acceptable staff productivity service level benchmark of below 5 staff per 1000 connections.



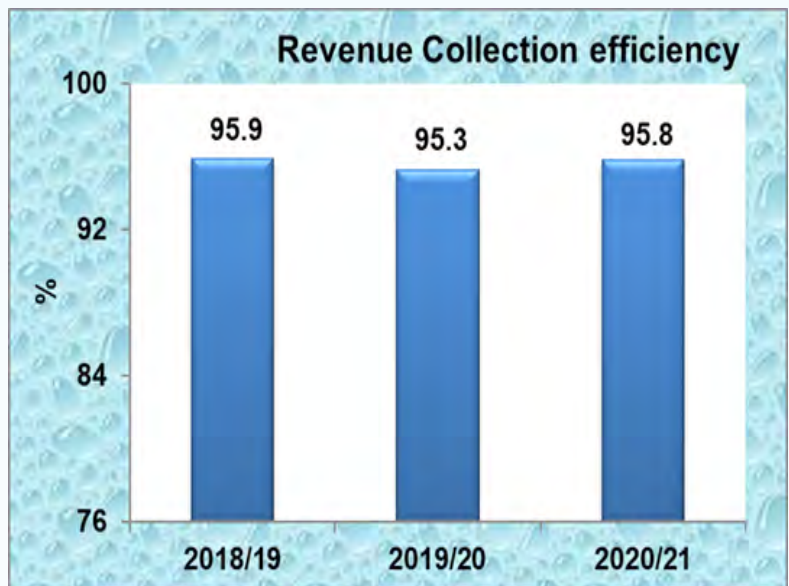
### Revenue Collection

Revenue collection continued to increase over the past three years. During FY 2020/21, total revenue collection for Regional WSSAs increased by 12% from FY 2019/20 as compared to 5% increase from FY 2018/19 to FY 2019/20. The increase in was mainly attributed to growth in customer base.



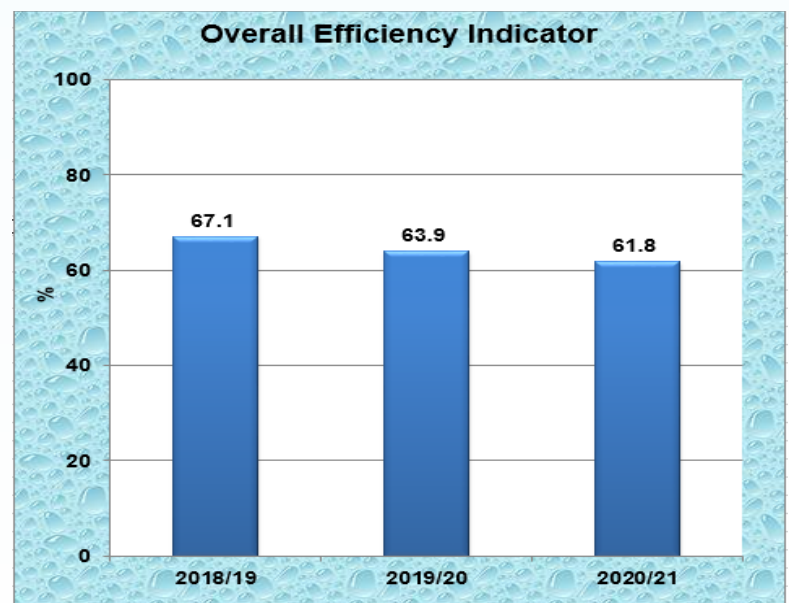
### Revenue Collection Efficiency

There has been uneven trend in revenue collection efficiency over the past three years. In FY 2020/21, overall average revenue collection efficiency for Regional WSSAs improved by 0.5% as compared to the decrease of 0.6% observed in FY 2019/20.



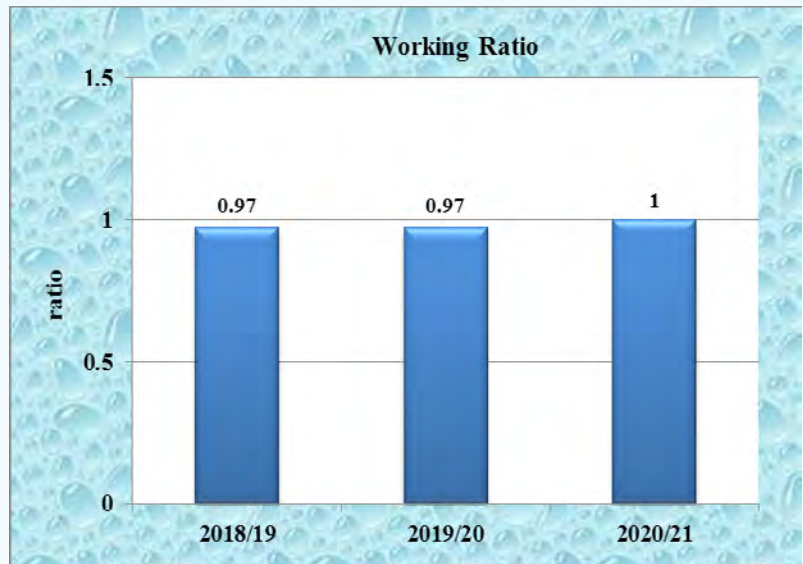
### Overall Efficiency Indicator

Over the past three years, Overall Efficiency Indicator (OEI) continued to deteriorate. In FY 2020/21, Regional WSSAs recorded a decline in the OEI by 2.1% compared to 3.2% in FY 2019/20. The acceptable OEI should be more than 76% while considering NRW of 20% with an acceptable collection efficiency of at least 95%. Thus, the attained average OEI does not meet the recommended level.



### Working Ratio

During FY 2020/21, average working ratio for Regional WSSAs declined by 0.03. The recommended service level benchmark for the working ratio is below 0.67.



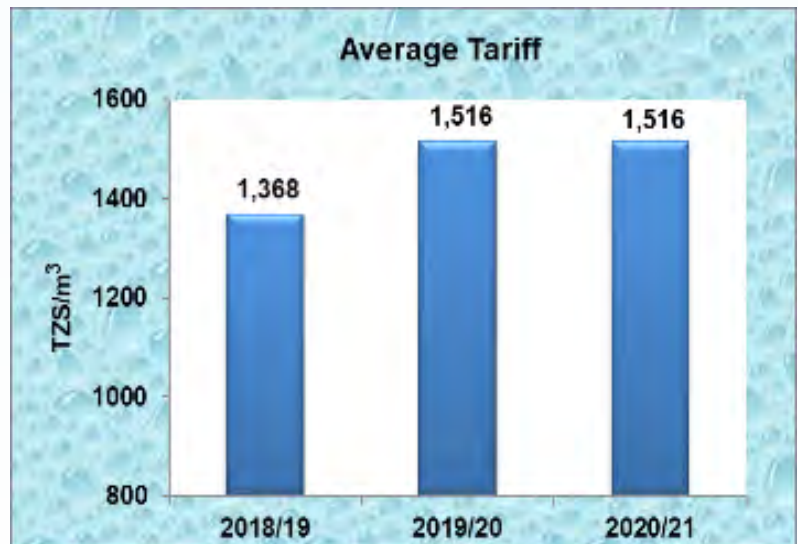
### Operating Ratio

Operating ratio has been deteriorating over the past three years. During FY 2020/21, the average operating ratio for Regional WSSAs worsened by 0.26 while during FY 2019/20 working ratio worsened by 0.09. The recommended service level benchmark for operating ratio is below 0.8.



### Average Water Tariff

Average tariff for Regional WSSAs remained at TZS 1,516 per cubic meter for two financial years consecutively since the approved tariff adjustments were not implemented.



## Compliance with Regulatory Directives and Requirements

### Implementation of Tariff Order Conditions

During FY 2020/21 the overall compliance with tariff order conditions among Regional WSSAs was 62.5%, compared to compliance of 67.8% and 88% in FY 2019/20 and FY 2018/19 respectively.

	2018/19	2019/20	2020/21
Compliance with Tariff Order Conditions (%)	88%	67.8%	62.5%
WSSAs Fully Complied with Tariff Conditions (No)	12	1	0

### Reporting Obligations

During the year under review, DAWASA, Dodoma, Geita, Iringa, Kigoma, Mwanza, Songea and Tanga WSSAs submitted all required reports timely. Further, among them Mwanza and Songea WSSAs submitted all required reports timely for three consecutive years. Vwawa-Mlowo WSSA was the least performer in submission of reports. Three years' summary of report submission status is presented in the following table.

### Three Years Report Submission Status for Regional WSSAs

Description	Required Number of Reports	Number of Reports Timely Submitted by WSSAs		
		2018/19	2019/20	2020/21
MajIS Monthly Reports	312	230	269	241
MajIS Annual Reports	26	20	22	19
Technical Reports	26	19	23	24
Financial Reports	26	24	23	25

### Compliance with Remittance of Regulatory Levy

There has been uneven trend in terms of remittance of regulatory levy. The overall compliance with remittance of levy decreased from 66% in FY 2018/19 to 39.1% in FY 2019/20 and thereafter improved to 42.4% in FY 2020/21. Number of Regional WSSAs with full compliance with remittance of regulatory levy improved continuously from three in FY 2018/19 to seven in FY 2020/21. Regional WSSAs that fully complied with remittance of regulatory levy during the year under review were Arusha, Iringa, Kahama, Moshi, Mpanda, Njombe and Vwawa-Mlowo WSSAs. Regional WSSAs with least compliance were Tabora (1%), Musoma (1.1%), Bariadi (1.2%) and Kigoma (2.2%).

### Performance Ranking for Regional WSSAs

Regional WSSAs were ranked according to EWURA Performance Benchmarking Guidelines for Water Supply Sanitation Authorities, 2018. Based on the 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. Singida 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 2018/19 to FY 2020/21 is shown in the following table. The comparison of the results shows that during the year under review none of the Regional WSSA was ranked as excellent mainly due to unsatisfactory performance in attaining targets for key performance indicators.

Financial Year	2018/19	2019/20	2020/21
Number of Utilities Analysed	26	26	26
Overall Performance in Percentage			
Excellent	4%	4%	0%
Very Good	23%	27%	35%
Good	46%	42%	42%
Fair	19%	19%	15%
Unsatisfactory	8%	4%	8%

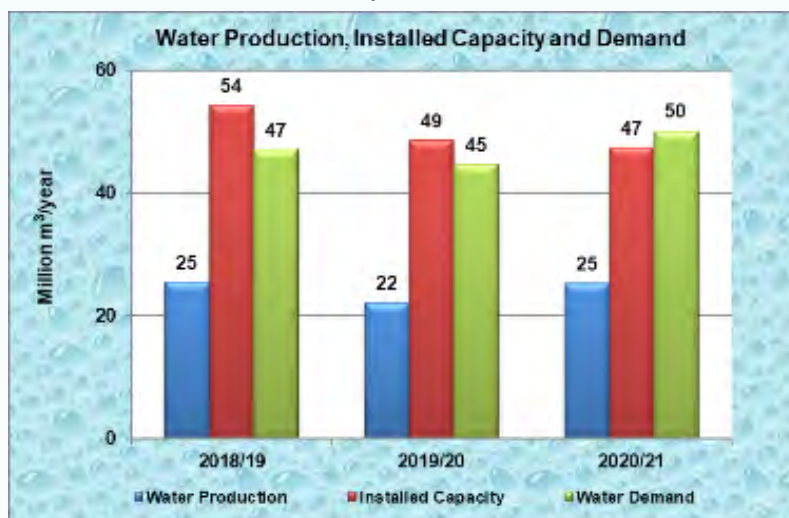
### Performance Highlights for National Project WSSAs

Performance of National Projects (NP) WSSAs from FY 2018/19 to FY 2020/21 is summarized in this section. KASHWASA, being a bulk water supplier, is not discussed in areas of water service coverage, metering ratio, water connections and staff productivity.

### Water Production, Installed Capacity and Water Demand

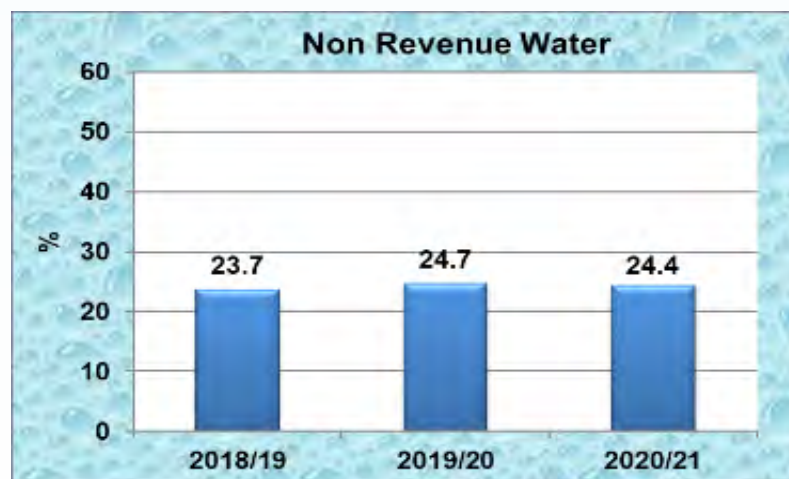
Over the past three years, there has been uneven trend in the overall water production and water demand among NP WSSAs. On the other hand, NP WSSAs experienced an overall decrease in installed water production capacity over the period.

During FY 2020/21 total water production increased by 14% compared to a decrease by 13% in FY 2019/20. Installed water production capacity which includes standby systems decreased by 2% in FY 2020/21 as compared to 11% in FY 2019/20. On the other hand, water demand among NP WSSAs increased to 50 million cubic metres.



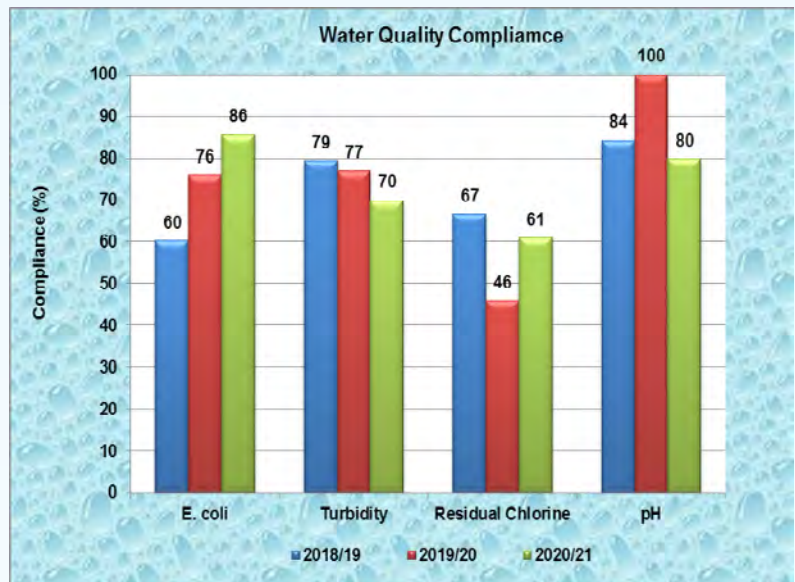
### Non-Revenue Water (NRW)

For the past three years, the overall NRW for NP WSSAs showed an uneven trend. In FY 2020/21, NRW improved by 0.3% as compared to a 1% deterioration observed in FY 2019/20. However, NP WSSAs have not attained the acceptable service level benchmark of 20% for NRW.



### Water Quality Compliance

Over the past three years, NP WSSAs have been registering improvement in *E. coli* compliance level. In FY 2020/21, *E. coli* compliance level increased by 10%. However, there has been uneven trend in pH compliance level. During FY 2020/21, pH compliance dropped by 20% as compared 16% increase in FY 2019/20. Turbidity compliance level deteriorated by 7% in FY 2020/21 and 2% decrease in 2019/20 from FY 2018/19. In FY 2020/21, Residual chlorine compliance level increased by 15% as compared 21% decrease in FY 2019/20 from FY 2018/19.



### Water Service Connections

Over the past three years, there has been uneven trend in number of water connections in NP WSSAs. During FY 2020/21, the overall number of water connections increased by 6% while it decreased by 5% in FY 2019/20.



### Metering

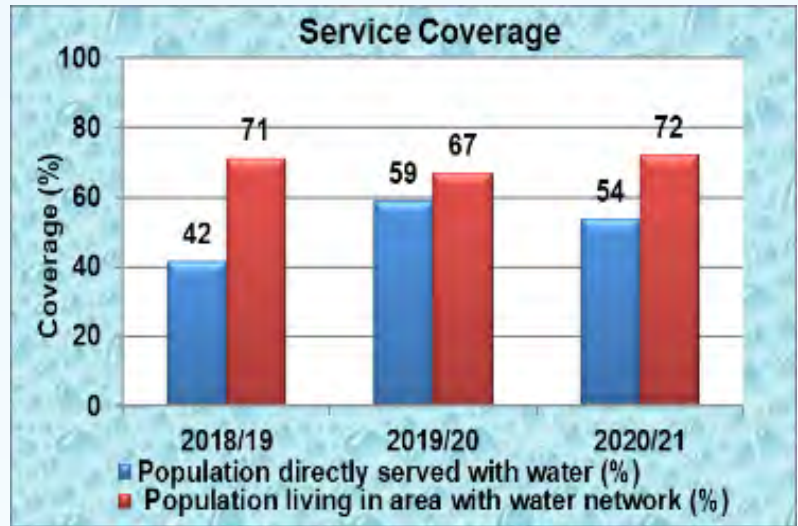
Over the past three years, NP WSSAs recorded a declining trend in average metering ratio. The overall metering ratio decreased by 2% and 7% in FY 2020/21 and FY 2019/20 respectively. The attained ratio does not meet the service level benchmark of 100%. The main reason for the decline in metering ratio was the acquisition of unmetered water connections for NP WSSAs whose service areas were extended.





## Water Service Coverage

During the period under review, NP WSSAs showed uneven trend in water service coverage. Water service coverage in terms of population directly served declined to 54% in FY 2020/21 as compared to 59% in FY 2019/20, while service coverage in terms of population living in the area with water network increased to 72% from 67% in FY 2019/20.



## Service Hours

There has been uneven trend in hours supply among NP WSSAs during the period under review. Service hours improved to 14 in FY 2020/21 as compared to a decline to 13 hours in FY 2019/20. Generally, the overall service hours for NP WSSAs did not comply with the service level benchmark which is 24 hours per day.



## Staff Productivity

NP WSSAs have shown a continuous improvement in the number of staff per 1000 water connections. In FY 2020/21, overall staff productivity in NP WSSAs improved to 13 as compared to 14 in FY 2019/20 and 19 in FY 2018/19.



### Revenue Collection

There has been a continuous increase in revenue collection among NP WSSAs from FY 2018/19 to FY 2020/21. Total revenue collection for NP WSSAs increased by 4.8% in FY 2020/21 as compared to 5.5% increase observed in FY 2019/20. The overall improvement in revenue collection is mainly due to increase in number of customers and improvement in billing processes.



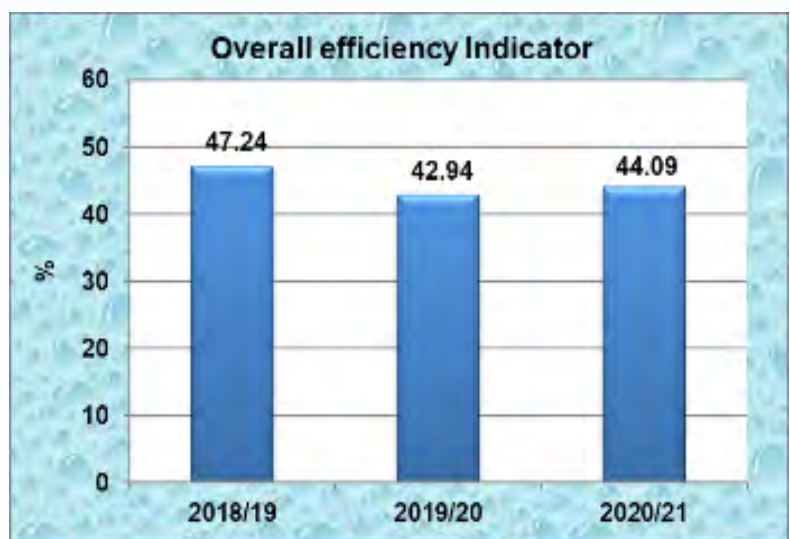
### Revenue Collection Efficiency

From FY 2018/19 to FY 2020/21, revenue collection efficiency for NP WSSAs continued to rise. During the FY 2020/21, collection efficiency rose to 90% from 87% observed in FY 2019/20 and 84% in FY 2018/19.



### Overall Efficiency Indicator

NP WSSAs experienced a mixed behaviour in OEI in the last three years. For instance, in FY 2020/21, OEI increased by 1.2% as compared to deterioration by 4.3% in FY 2019/20. The increase was mainly due to improvement in overall revenue collection. The recommended OEI should be more than 76% by considering NRW of at most 20% and the recommended collection efficiency of at least 95%.



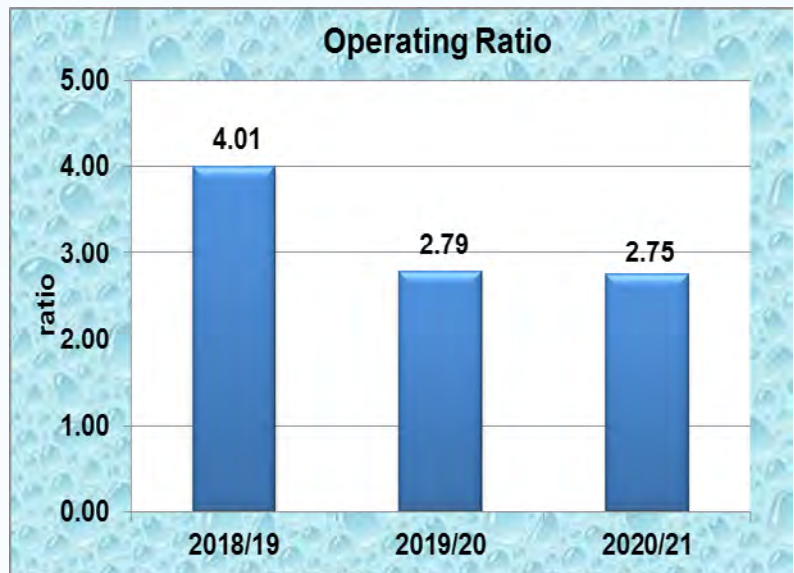
### Working Ratio

Average working ratio for NP WSSAs continued to improve over the past three years. In the FY 2020/21, the average working ratio improved marginally to 1.80 from 1.82 observed in the FY 2019/20 and 2.61 in the FY 2018/19. The recommended service level benchmark for the working ratio is below 0.67.



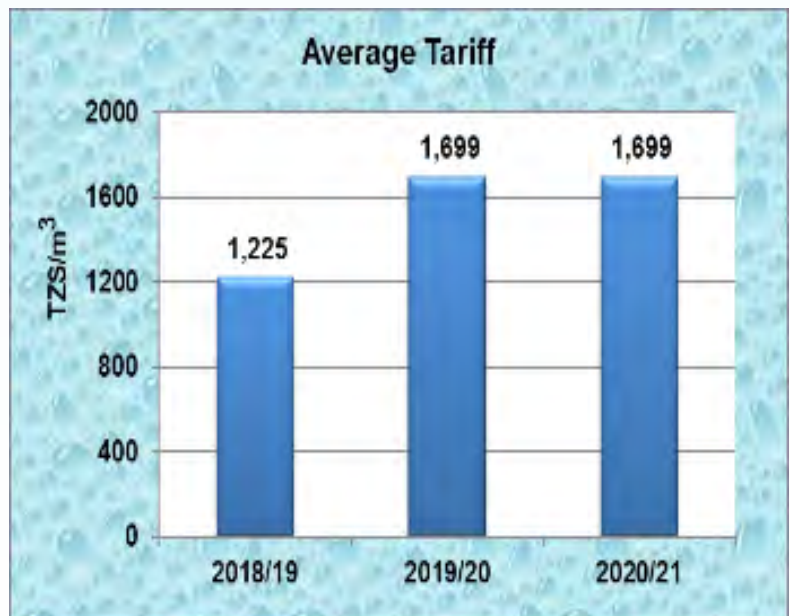
### Operating Ratio

There has been an improvement in operating ratio for NP WSSAs for three consecutive years. During FY 2020/21, the ratio improved to 2.75 as compared to 2.79 in the FY 2019/20 and 4.32 in FY 2018/19. However, the observed operating ratio did not reach the recommended service level benchmark of below 0.8



### Average Water Tariff

Average tariff for NP WSSAs remained at TZS 1,699 per cubic meter during FY 2020/21 since there was no approved tariff adjustment that was implemented.



## Compliance with Regulatory Directives and Requirements

### Implementation of Tariff Order Conditions

Performance in compliance with tariff order conditions deteriorated for three consecutive years. The overall compliance with tariff order conditions was 39% in FY 2020/21 compared to 51% and 66.8% in FY 2019/20 and FY 2018/19 respectively.

### Reporting Obligations

During the year under review, there was improvement in timely submission of reports. A total of three WSSAs of KASHWASA, Makonde and Maswa submitted all required reports timely compared to only one in the FY 2019/20. KASHWASA maintained remarkable performance in timely submission of all required reports for three consecutive years. MANAWASA showed unsatisfactory performance in timely report submission for three consecutive years.

### Three Years Report Submission Status for NP WSSAs

Type of Report	2018/19		2019/20		2020/21	
	Required Number of Reports	Number of Timely submitted Reports	Required Number of Reports	Number of Timely submitted Reports	Required Number of Reports	Number of Timely submitted Reports
MajIS Monthly Reports	96	46	84	59	84	64
MajIS Annual Reports	8	3	7	4	7	5
Annual Technical Reports	8	1	7	1	7	4
Financial Reports	8	2	7	3	7	6

### Remittance of Regulatory Levy

The overall performance of NP WSSAs in remittance of regulatory levy decreased for three consecutive years from 71% in FY 2018/19 to 61% in FY 2019/20 and 54% in FY 2020/21. During the year under review, none of NP WSSAs achieved 100% remittance of regulatory levy. MANAWASA attained the highest level (96%) while Mugango-Kiabakari WSSA had zero (0%) compliance for three consecutive years.

### Performance Ranking for NP WSSAs

NP WSSAs were ranked in accordance with the EWURA Performance Benchmarking Guidelines for Water Supply Sanitation Authorities, 2018. Performance ranking for NP WSSAs considered indicators that are common to utilities providing bulk and retail water supply services. Based on performance ranking criteria, results were as follows:

- i. KASHWASA, a bulk water supplier, emerged the overall best utility in the provision water services while Maswa WSSA was the overall least performer.
- ii. Wanging'ombe WSSA was the best performer under the category of utility ranking in water services while MANAWASA WSSA was the least.

## Implementation of Recommendations of the Previous Report

The Water Utilities Performance Review Report for FY 2019/20 had the following recommendations for implementation by RNP WSSAs:

- (a) By June 2022 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.
- (b) Regional WSSAs should continue implementing and developing new strategies to ensure that the current trend towards attaining service level benchmark is improved.
- (c) WSSAs ensure that they are informed on any project that may result in pipe cuts to prevent water losses.
- (d) By June 2022, Water Authorities should design and implement an inclusive urban sanitation programme that prioritises 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.
- (e) WSSAs shall collaborate with their respective Local Government Authorities to develop a Memorandum of Understanding that will provide clear roles and responsibilities of WSSAs, 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.
- (f) WSSAs are required to improve mechanisms that ensure the reliability and accuracy of data submitted via MajiS systems.
- (g) Water Authorities should ensure that during the planning process and development of planning documents they set targets that are realistic and attainable.

Generally, implementation of recommendations of the Water Utilities Performance Review Report for the FY 2019/20 was satisfactory as presented in Appendix 6 of this report.

### Major Observations and Recommendations

This report outlines major observations for WSSAs to improve water supply and sanitation services within their service areas. Such observations include the following:

- (a) Low-cost recovery among NP WSSAs hinder effective service provision and makes the utilities increasingly dependent on Government subsidies;
- (b) High NRW due to dilapidated water supply infrastructure and delayed maintenance;
- (c) Inadequate water treatment;
- (d) Inadequate provision of sanitation services; and
- (e) Inadequate coordination among various stakeholders in WSSAs service areas in the provision of non-sewered sanitation and lack of sufficient sanitation baseline data.

Generally, performance of RNP WSSAs in FY 2020/21 as compared to FY 2019/20 has shown improvement in the areas of *E. coli* compliance levels, number of water and sewerage connections, water service coverage in terms of the population living in the area with water network, water and sewerage connections and revenue collection. The report has identified areas for improvement, which include addressing issues of low-cost recovery among NP WSSAs, high NRW due to dilapidated infrastructure, inadequate water treatment, inadequate sanitation services; and inadequate coordination among various stakeholders in WSSAs' service areas in the provision of non-sewered sanitation and lack of sufficient sanitation baseline data. RNP WSSAs need to include implementation of the recommendations in their business plans in order to improve provision of water and sanitation services in their service areas.

# 1.0 INTRODUCTION

The Water Utilities Performance Review Report for Regional and National Project WSSAs for FY 2020/21 analyses and compares the performance of 33 RNP WSSAs for the FY 2020/21. Among them, 25 are Regional WSSAs, seven are National Project WSSAs and Kahama WSSA a Category A District WSSA. Preparation of the performance evaluation report is pursuant to Section 29(2) of the Water Supply and Sanitation Act, 2019 which requires EWURA to prepare annually a comparative analysis report on performance of regulated water utilities.

This 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. 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, the report ranks the WSSAs' performance in the provision of water and sanitation services in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018. The report is also appended with profiles that provide descriptive information and data for each RNP WSSA; key performance data and indicators from FY 2018/19 to FY 2020/21; and details of RNP WSSAs' compliance with regulatory obligations. Data and information for preparation of the report were collected from RNP WSSAs through annual performance reports, MajiS reports, inspection reports and consultative meetings with Ministry of Water (MoW), the then Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDEC) and RNP WSSAs. Other inputs to the report were sought from clarifications provided by RNP WSSAs on their performance trends and findings during performance inspections conducted by EWURA. Further, a brief description of WSSAs and report preparation methodology is presented in section 1.1 and 1.2.

## 1.1 Description of RNP WSSAs

Water Supply and Sanitation Authorities (WSSAs) operate in accordance with the Water Supply and Sanitation Act, 2019 and are regulated by EWURA in accordance with the Act. Upon their establishment and according to Section 14 of the Act, replace the word WSSAs are required to obtain licences that are issued by EWURA in three classes namely Class I, Class II and Class III. The highest licence category is Class I which is issued to WSSAs that meet technical, managerial and financial capabilities to operate licensed facility and recover all costs of operation.

During the year under review, Tanga and Moshi WSSAs continued to maintain Class I licences while Arusha, Mwanza, Dodoma and Iringa WSSAs continued to maintain Class II licences. Mbeya WSSA was upgraded to Class II licence. The remaining RNP WSSAs were operating under Class III licences. KASHWASA is the only utility that solely supplied bulk water to its customers i.e. WSSAs and Community Based Water Supply Organisations (CBWSOs). Further, according to Regulation 5(1) of the Water Supply Regulations of 2019, WSSAs are grouped into four categories of AA, A, B and C based on their financial capabilities and water service coverage. WSSAs discussed in this report and their respective categories, water supply and sanitation licence classes and their service areas/ bulk customers are indicated in Table 1.

**Table 1: WSSAs' Categories, Licence Class and Service Areas**

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 Municipality, Izikizya, Sikonge and Urambo towns
2	DAWASA	Not Applicable	III	Dar es Salaam City, towns in Coast region namely Mkuranga, Kisarawe, Kibaha, Mlandizi, Bagamoyo and Chalinze; and parts of District Councils of Kibaha, Bagamoyo and Morogoro rural.	15	Tanga	A	I	Tanga city, Muheza and Pangani towns
3	Dodoma	A	II	Dodoma City, Bahi, Chamwino and Kongwa towns	16	Bukoba	B	III	Bukoba Municipality
4	Iringa	A	II	Iringa Municipality, Ilula, Kilolo towns and parts of Kalenga and Isimani divisions	17	Kigoma	B	III	Kigoma Ujiji Municipality
5	Kahama	A	III	Kahama Municipality and Isaka Town	18	Singida	B	III	Singida Municipality
6	Mbeya	A	II	Mbeya City and Mbalizi Town	19	Sumbawanga	B	III	Sumbawanga Municipality
7	Morogoro	A	III	Morogoro Municipality, Kilosa and Mikumi towns	20	Babati	C	III	Babati, Gallapo, Dareda, Bashnet and Magugu towns
8	Moshi	A	I	Moshi Municipality, Himo, Hai and Siha towns	21	Lindi	C	III	Lindi Municipality
9	Mtwara	A	III	Mtwara Municipality, part of Mtwara District Council (Naumbu, Mbuo, Mkunwa, Namgogoli, Mbawala chini) and Nanyamba Town	22	Bariadi	C	III	Bariadi Town
10	Musoma	A	III	Musoma Municipality	23	Geita	C	III	Geita Town
11	Mwanza	A	II	Mwanza City, Magu, Nansio, Misungwi and Ngudu towns	24	Mpanda	C	III	Mpanda Municipality
12	Shinyanga	A	III	Shinyanga Municipality, Tinde, Didia and Iselamaganzi towns	25	Njombe	C	III	Njombe Town

SN	Name of Utility	Category	Licence Class	Service Area	SN	Name of Utility	Category	Licence Class	Service Area
13	Songea	A	III	Songea Municipality	26	Vwawa- Mlowo	C	III	Vwawa and Mlowo towns
<b>National Project WSSAs</b>									
1	HTM	C	III	Bulk water supplier to Handeni and Korogwe WSSAs, 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, Tabora, Maganzo, Kishapu, Nzega and Igunga WSSAs and CBWSOs	6	Wanging'ombe	C	III	Within Wanging'ombe district
3	Makonde	B	III	Newala, and Tandahimba districts	7	MANAWASA	C	III	Masasi, Nachingwea, Mangaka and some villages of Ruangwa (along the main line from Mbinji intake to Nachingwea Town)
4	Maswa	C	III	Maswa, Lalago, Sangamwalugesha and Malampaka townships					

**Key to Category:**

<b>Category AA:</b>	Water utilities with water service coverage of more than 85% and meet operation and maintenance costs, depreciation and return on investment
<b>Category A:</b>	Water utilities with water service coverage of more than 75% and meet all operation, maintenance and depreciation costs.
<b>Category B:</b>	Water utilities with water service coverage of more than 65% and meet all operation and maintenance costs.
<b>Category C:</b>	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

Preparation of this report involved 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 Majls reports, annual progress reports and financial statements. Validity of data and information used to prepare this report was checked through the following process:

- a) Verifying received data and information based on inspection reports;
- b) Seeking clarification from utilities where 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 of WSSAs for consultative meeting to discuss and confirm the data and information received before publication, the meeting. The involved representatives from MoW and the then MoHCDEC; and
- d) Consultative meeting with MoW to discuss the draft report.



# PART I:

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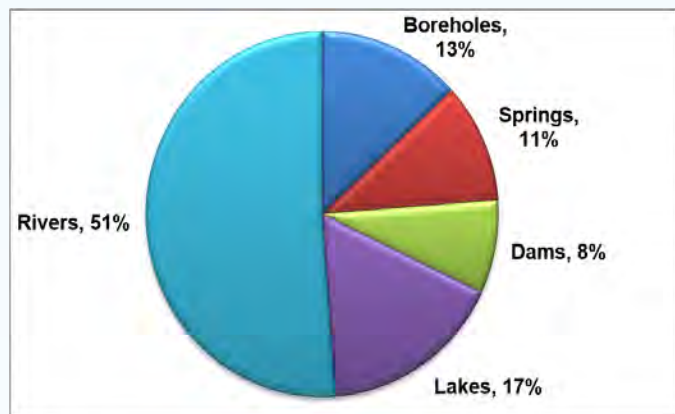
## PERFORMANCE REVIEW OF REGIONAL WSSAs

## 2.0 TECHNICAL OPERATIONS

This section presents analysis of technical operations of Regional WSSAs for FY 2020/21. Regional WSSAs were analysed in terms of water sources and abstraction, water production and measurement methodology, water demand, comparison of water demand, installed water production 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 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. However, the contribution of rivers in water abstraction slightly decreased from 55% in FY 2018/19 to 53% in FY 2019/20 and 51% in FY 2020/21. During FY 2020/21 the contribution of rivers in water abstraction was 182.98 million cubic meters out of 355.01 million cubic meters of the total water abstracted. Among the WSSAs using rivers as their major water source, DAWASA contributed 87% of the total amount of water abstracted. During the reporting period, the least type of water source used by Regional WSSAs were dams that contributed 8% of total water abstracted.



**Figure 1: Water Abstraction**

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 the reporting period, Bariadi, Mtwara, Dodoma, Mpanda, Njombe, Arusha, Kahama, Musoma, Singida, Iringa and Mbeya WSSAs recorded a significant increase (more than 10%) in water abstraction while Sumbawanga and Mwanza Regional WSSAs recorded a significant decrease of more than 10% in water abstraction. Table 2 and Table 3 presents reasons for changes in water production for the mentioned WSSAs.

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

Utility Name	(%) Increase	Reason (s)
Bariadi	37	Addition of two boreholes located at Nanenane and Sanungu with total capacity of 13m <sup>3</sup> /hr and replacement of two pumps at Majaida and Ndoba boreholes with combined capacity of 7.5m <sup>3</sup> /hr
Mtwara	19	Addition of three boreholes located at Ruelu area with total capacity of 81m <sup>3</sup> /Hr and replacement of 15m <sup>3</sup> /hr submersible pump with a 30m <sup>3</sup> /hr pump at Mbuo borehole and a 95m <sup>3</sup> /hr pump with 150m <sup>3</sup> /hr at Mtawanya well-field
Dodoma	17	Addition of nine boreholes at Mzakwe and Ihumwa with total capacity of 656m <sup>3</sup> /hr
Mpanda	17	Addition of one surface water source (Ikolongo II) with total capacity of 2000 m <sup>3</sup> /day that started operating in December 2020. Also, addition of two new boreholes (Shakala and Msasani) with total water production capacity of 2m <sup>3</sup> /hr that commenced operations in July 2020.
Njombe	17	Increase of pumping hours at Kibena Howard pumping station from an average of 4 to 6 hours due to availability of water following prolonged rain season
Arusha	15	Addition of three new boreholes (Seed Farm VII, Seed Farm VIII and Seed Farm IX) with a total capacity of 7,600m <sup>3</sup> /day led to an increase of water abstraction by 1.490million cubic meters
Kahama	14	Increase in bulk water purchase from KASHWASA following extension of service area to serve Isaka and Kagongwa townships after completion of Isaka-Kagongwa Water Supply Project
Musoma	13	Inclusion of water abstracted from from Michira source with a capacity of 45m <sup>3</sup> /hr to serve the extended area of Shirati
Singida	13	Operation of Njuki and Mungumaji borehole with a total capacity of 36m <sup>3</sup> /day
Iringa	12	Completion of Ilula Water Supply Project which increased abstraction capacity by 4,247m <sup>3</sup> /day. Further, addition of one borehole located at Mawelewele with an average abstraction capacity of 330m <sup>3</sup> /day
Mbeya	11	Addition of two new water sources namely Shongo with production capacity of 8,150m <sup>3</sup> /day which commenced operation in August 2020 and Mwashaali with production capacity of 1,050m <sup>3</sup> /day which commenced operations in March 2021

**Table 3: Regional WSSAs with Significant Decrease in Water Abstraction**

Utility Name	Decrease (%)	Reason (s)
Sumbawanga	24	Eight boreholes with total production capacity of 6,110m <sup>3</sup> /day did not operate for the whole reporting period due to pump breakdown.
Mwanza	12	Shutdown of operations at different times for about 645.12hrs to allow pump maintenance at Mabatini pump house following pump breakdown.

## 2.2 Installed Water Production Capacity

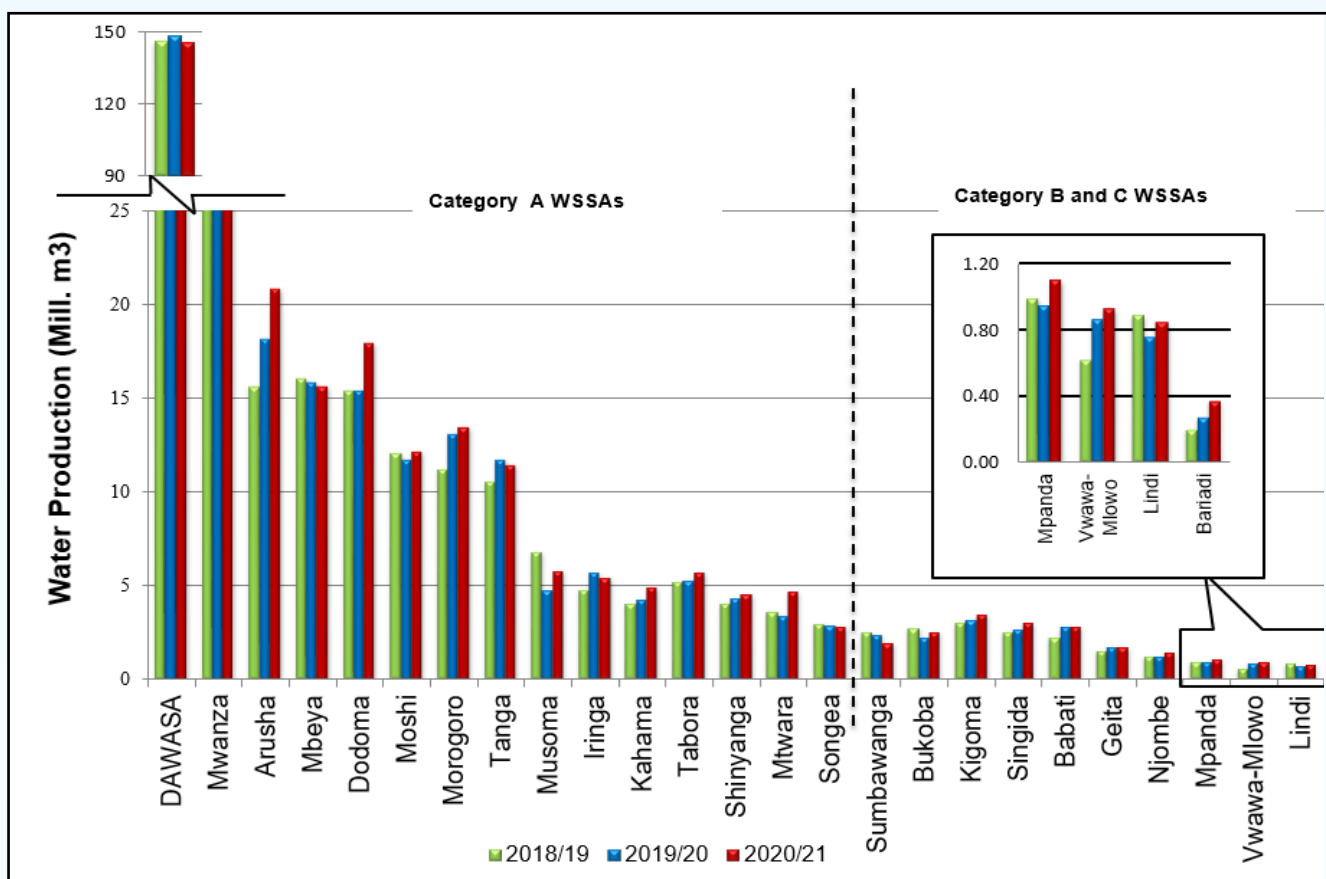
During the year under review, installed water production capacity among Regional WSSAs improved by 3% from 478.86 to 492.14 million cubic meters in FY 2020/21 as compared to an increase by 9% in FY 2019/20 as presented in Table A2.2 of Appendix 2. During the reporting period, Mtwara, Mpanda, Bariadi, Mbeya and Arusha WSSAs recorded a significant increase (more than 10%) in water production capacity due to reasons provided in Table 4.

**Table 4: Regional WSSAs with Significant Increase in Installed Water Production Capacity**

Utility Name	Increase (%)	Reason (s)
Mtwara	34	Addition of three boreholes located at Ruelu area with total capacity of 81m <sup>3</sup> /hr and replacement of 15m <sup>3</sup> /hr submersible pump with a 30m <sup>3</sup> /hr pump at Mbuo borehole and a 95m <sup>3</sup> /hr pump with 150m <sup>3</sup> /hr at Mtawanya well-field
Mpanda	32	Addition of one new surface water source (Ikolongo II) from December 2020 with a total of 2,000m <sup>3</sup> /day. Also, additional of two new boreholes (Shakala and Msasani) from July 2020 with a total water production capacity of 2m <sup>3</sup> /hr
Bariadi	30	Addition of two boreholes located at Nanenane and Sanungu with total capacity of 13m <sup>3</sup> /hr
Mbeya	16	Addition of two water sources namely Shongo with production capacity of 8,150m <sup>3</sup> /day that commenced in August 2020 and Mwashali with production capacity of 1,050m <sup>3</sup> /day that commenced operations in March 2021.
Arusha	13	Addition of three boreholes (Seed Farm VII, Seed Farm VIII and Seed Farm IX) with a total capacity of 7,600m <sup>3</sup> /day. Further, following verification conducted by Arusha WSSA to extended areas, it was noted that the actual installed water production capacity for water sources located at Ngaramtoni is 5,380m <sup>3</sup> instead of 1,036.8m <sup>3</sup> reported in FY 2019/20.

## 2.3 Water Production and Measurement Methodology

The amount of water produced by Regional WSSAs increased by 2% from 315.09 million cubic meters in FY 2019/20 to 321.82 in FY 2020/21. Water production data for Regional WSSAs is shown in Figure 2 and detailed in Appendix 2 Table A2.2.



**Figure 2: Annual Water Production**

During the FY 2020/21, Bariadi, Mtwara, Musoma, Mpanda, Njombe, Dodoma, Arusha, Kahama, Singida, Lindi and Bukoba Regional WSSAs reported a significant increase in water production of more than 10%. Reasons for increase in water production for the WSSAs during the year are presented in Table 5. Further, during the review period, Sumbawanga WSSA reported a significant decrease in water production of 19% which was attributed by operation shutdowns caused by pump breakdowns at eight boreholes with total capacity of 6,110 m<sup>3</sup>/day for the entire period of FY 2020/21.

**Table 5: Regional WSSAs with Significant Increase in Water Production**

Utility Name	Increase (%)	Reason (s)
Bariadi	37	Addition of two boreholes located at Nanenane and Sanungu with total capacity of 13m <sup>3</sup> /hr and replacement of two pumps at Majaida and Ndobu boreholes with combined capacity of 7.5m <sup>3</sup> /hr
Mtwara	36	Addition of three boreholes located at Ruelu area with total capacity of 81m <sup>3</sup> /hr and replacement of 15m <sup>3</sup> /hr submersible pump with a 30m <sup>3</sup> /hr pump at Mbuo borehole and a 95m <sup>3</sup> /hr pump with 150m <sup>3</sup> /hr at Mtawanya well-field
Musoma	22	Inclusion of water produced from Michira source with a capacity of 90m <sup>3</sup> /hr to serve the extended area of Shirati.
Mpanda	17	Addition of one new surface water source (Ikolongo II) with total capacity of 2000 m <sup>3</sup> /day that started operating in December 2020. Also, addition of two new boreholes (Shakala and Msasani) with total water production capacity of 2m <sup>3</sup> /hr that commenced operations in July 2020

Utility Name	Increase (%)	Reason (s)
Njombe	17	Increase of pumping hours at Kibena Howard pumping station from an average of 4 to 6 hours due to availability of water following prolonged rain season
Dodoma	16	Addition of two boreholes at Mzakwe with a total capacity of 515m <sup>3</sup> /hr and rehabilitation of two boreholes at Miyuji
Arusha	15	Addition of three new boreholes (Seed Farm VII, Seed Farm VIII and Seed Farm IX) with total capacity of 7,600m <sup>3</sup> /day
Kahama	14	Increase in bulk water purchase from KASHWASA following extension of service area to serve Isaka township after completion of Isaka-Kagongwa Water Supply Project
Singida	13	Operation of Njuki and Mungumaji borehole with a total capacity of 36m <sup>3</sup> /day
Lindi	12	Leakage control by rehabilitation of DN500mm pumping main from treatment plant to Angaza storage tank.
Bukoba	11	Increase of water consumptions following an extension of 6km within the service area and a total of 1,725 new customers were connected

Regional WSSAs were also assessed in terms of water production measurement methodologies. During the reporting period, water production measurement methodologies among Regional WSSAs were either purely bulk water meter or a combination of bulk water meter and estimates. During FY 2020/2, out of 26 Regional WSSAs, 18 used bulk water meters and the remaining eight used both bulk water meter and estimates for measuring water produced. During the year, none of the WSSAs purely estimated amount of water produced. Number of Regional WSSAs and methods for determining amount of water produced is shown in Table 6 below whereas a list of WSSAs and methods used to determine water production in FY 2020/21 are presented in Table 7.

**Table 6: Water Production Measurement Methods among Regional WSSAs**

Description of Method	Number of Utilities		
	2018/19	2019/20	2020/21
Bulk water meters	22	20	18
Bulk meters and estimates	4	6	8
<b>Total</b>	<b>26</b>	<b>26</b>	<b>26</b>

**Table 7: Methods used by Regional WSSAs in the Determination of Water Production**

Description of Method	Utility Names	Number of Utilities
Bulk water meters	DAWASA, Iringa, Kahama, Mbeya, Moshi, Mtwara, Musoma, Mwanza, Shinyanga, Songea, Tabora, Tanga, Bukoba, Kigoma, Singida, Lindi, Geita and Mpanda.	18
Bulk water meters and estimates.	Arusha, Dodoma, Morogoro, Sumbawanga, Babati, Bariadi, Njombe and Vwawa-Mlowo.	8

## 2.4 Water Demand

The total water demand in areas of service of Regional WSSAs increased by 21% from 472.68million cubic meters in FY 2018/19 to 572.24million cubic meters in FY 2020/21. During the reporting period, Mbeya, Njombe, Babati, Musoma, Songea, Geita, Morogoro and Singida WSSAs reported the highest increases in water demand (more than 10%) due to reasons presented in Table 8. Further, Bariadi, Shinyanga and Tabora Regional WSSAs recorded a significant decrease in water demand (more than 10%) following review of per capital demand estimation data. Water demand for Regional WSSAs is presented in Table A2.2 of Appendix 2.

**Table 8: Regional WSSAs with Significant Increase in Water Demand**

Utility Name	Increase (%)	Reason (s)
Mbeya	38	Water demand data was reviewed based on MoW Design Manual 2020. Per capital demand of 130 litres was assumed for Mbeya City and 90 litres was assumed for Mbalizi area. Industrial and commercial water demand was also considered in the review
Njombe	33	Water demand data was reviewed as per MoW Design Manual and per capital demand of 70 liters was used
Babati	31	Review of water demand data to include the clustered areas of Bashnet, Gallapo and Magugu
Musoma	26	Increase in population by 31,340 after inclusion of the Shirati service area
Songea	21	Addition of 24,945 population from Ilambo, Ndilima Litembo and Mwengemshindo wards which in previous year were not included in calculation of water demand
Geita	20	Addition of 26,780 population from Kasamwa Ward previously not included in calculation of water demand
Morogoro	13	Inclusion of population from peri-urban areas of Morogoro Municipality and some parts of Kilosa and Mikumi towns previously not included in calculation of water demand
Singida	11	Addition of 10,548 population from Mwankoko Ward previously not included in calculation of water demand

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

Over the past three years, water demand for Regional WSSAs continued to surpass water production and installed water production capacity. The ratio of water production to water demand and installed water production capacity shows a declining trend from the FY 2018/19 to the FY 2020/21. The ratio of water production to water demand was 65%, 59% and 56% for FY 2018/19, 2019/20 and 2020/21, respectively. Decline in the ratio between water production and demand was mainly due to population growth, review of demand calculation and expansion of service areas. On the other hand, the ratio for water production to installed capacity was 70%, 64% and 65% for FY 2018/19, 2019/20 and 2020/21, respectively. Figure 3 shows a comparison of water demand, installed capacity and water production for FY2018/19 to 2020/21.



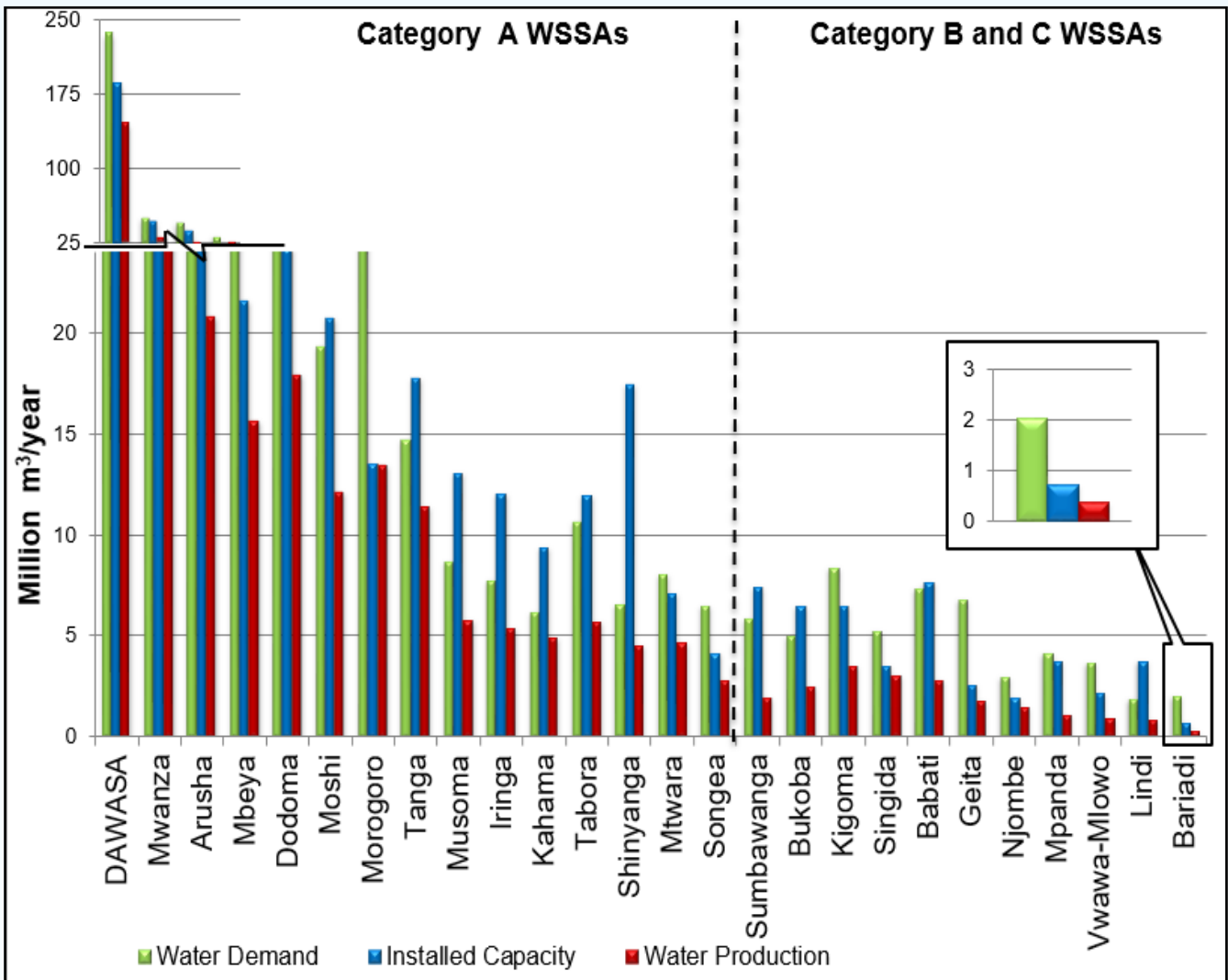
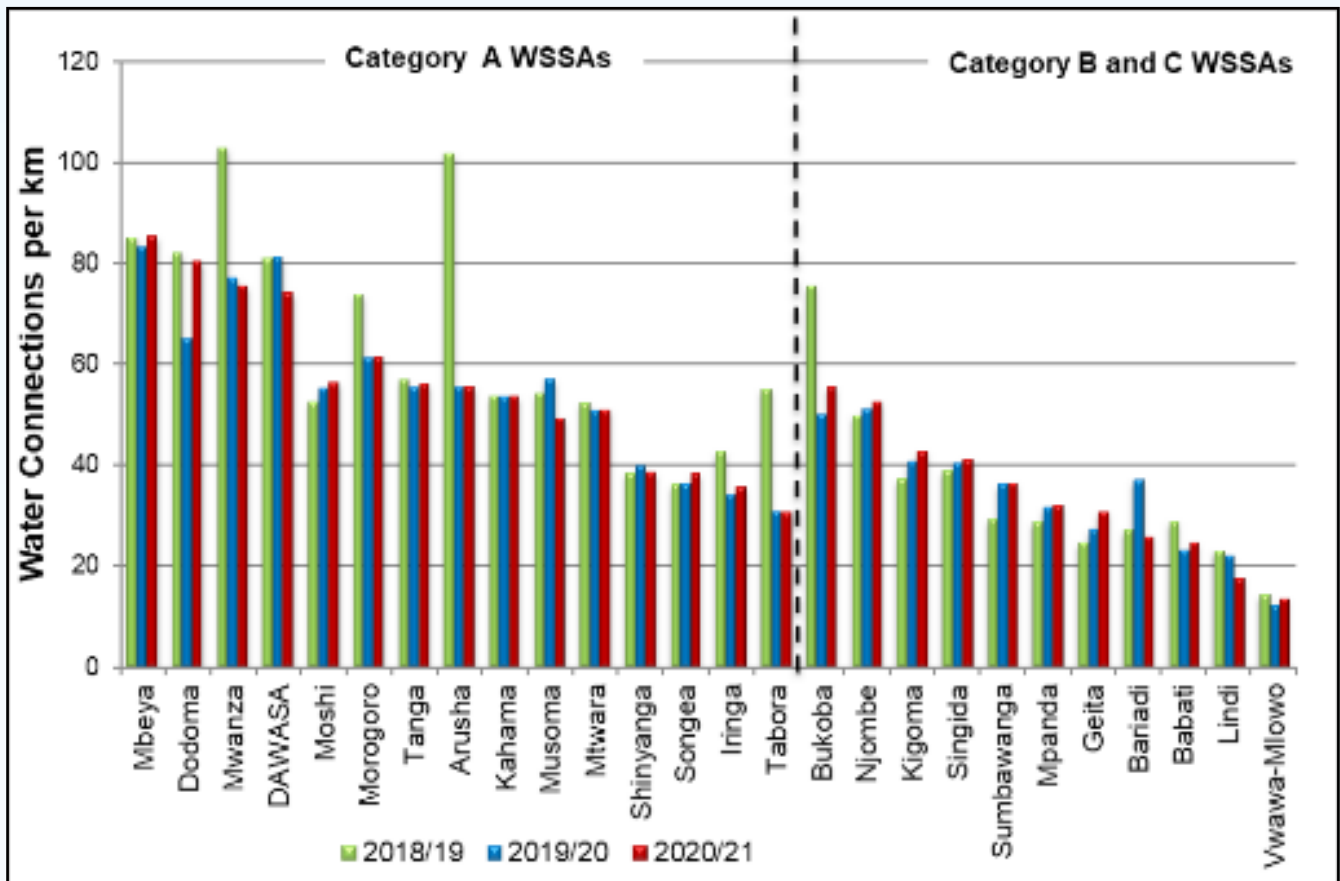


Figure 3: Comparison of Water Demand, Installed Capacity and Water Production

## 2.6 Utilization of Water Supply Networks

Utilization of water supply network was assessed based on the number of connections per kilometer of a network. The overall utilization of water supply network decreased from 51.9 in FY 2018/19 to 47 in FY 2020/2021. The main reason for decrease was due to increase in length of water supply network that outpaced the increase in number of water connections. Data for water connections per kilometer 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**

During the year under review, Bariadi WSSA recorded a major improvement in the utilization of water supply network. The major reason for the improvement was an increase in number of connections (665) resulted from extension of water network in the areas of Nanenane (3.7km) and Mwamasasi (4.2km).

### 2.7 Water Mains Rehabilitation

Water mains rehabilitation improved to 1.6% in FY 2020/21 from 1.4% in FY 2019/20. Except for Morogoro WSSA that had 5% increase in water mains rehabilitation, other Regional WSSAs reported insignificant increase in water mains rehabilitation. Regional WSSAs reported limited funds as a major hindrance to performing water mains rehabilitation. The detailed trends of the water mains rehabilitation for Regional WSSAs are illustrated in Figure 5.

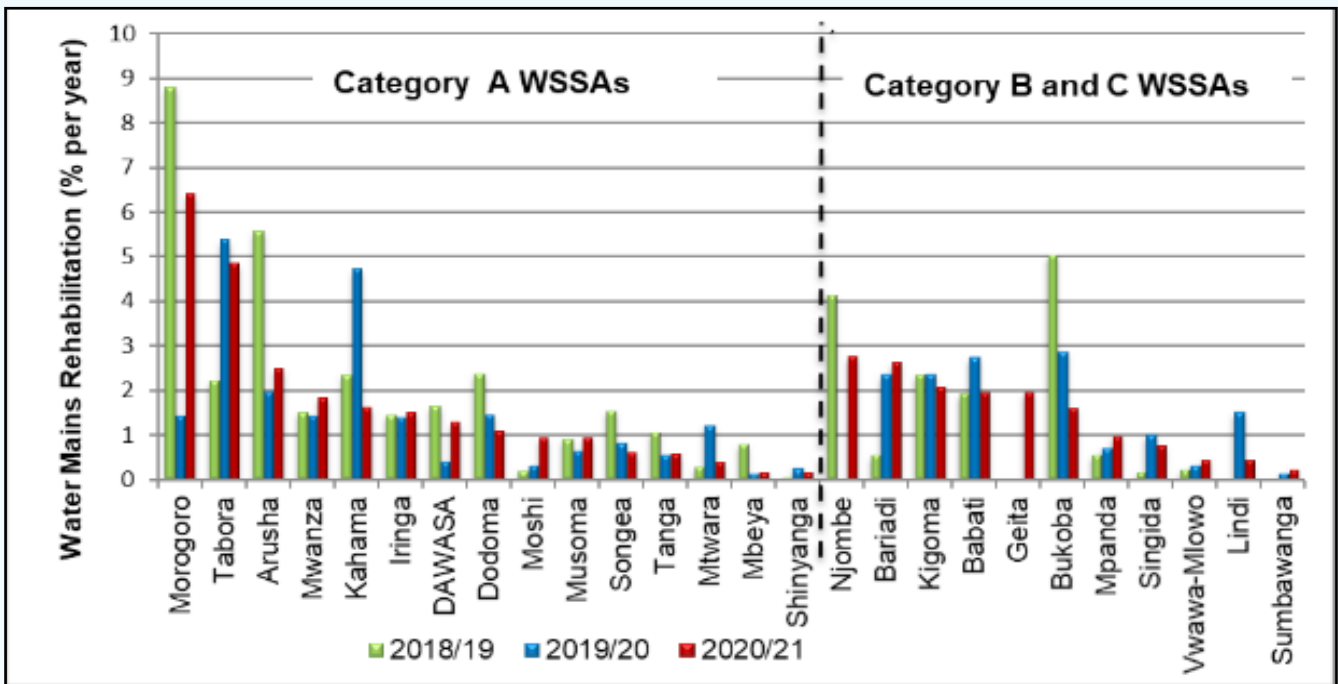


Figure 5: Water Mains Rehabilitation

## 2.8 Rehabilitation of Water Service Connections

Regional WSSAs experienced uneven trend in the percentage of water connections rehabilitated. During the year under review, water service connections rehabilitated declined to 9.4% from 11.6% in FY 2019/20, however, this is an increase when compared to 9.3% reported in FY 2018/19. Detailed trend of water service connections rehabilitation for Regional WSSAs is illustrated in Figure 6.

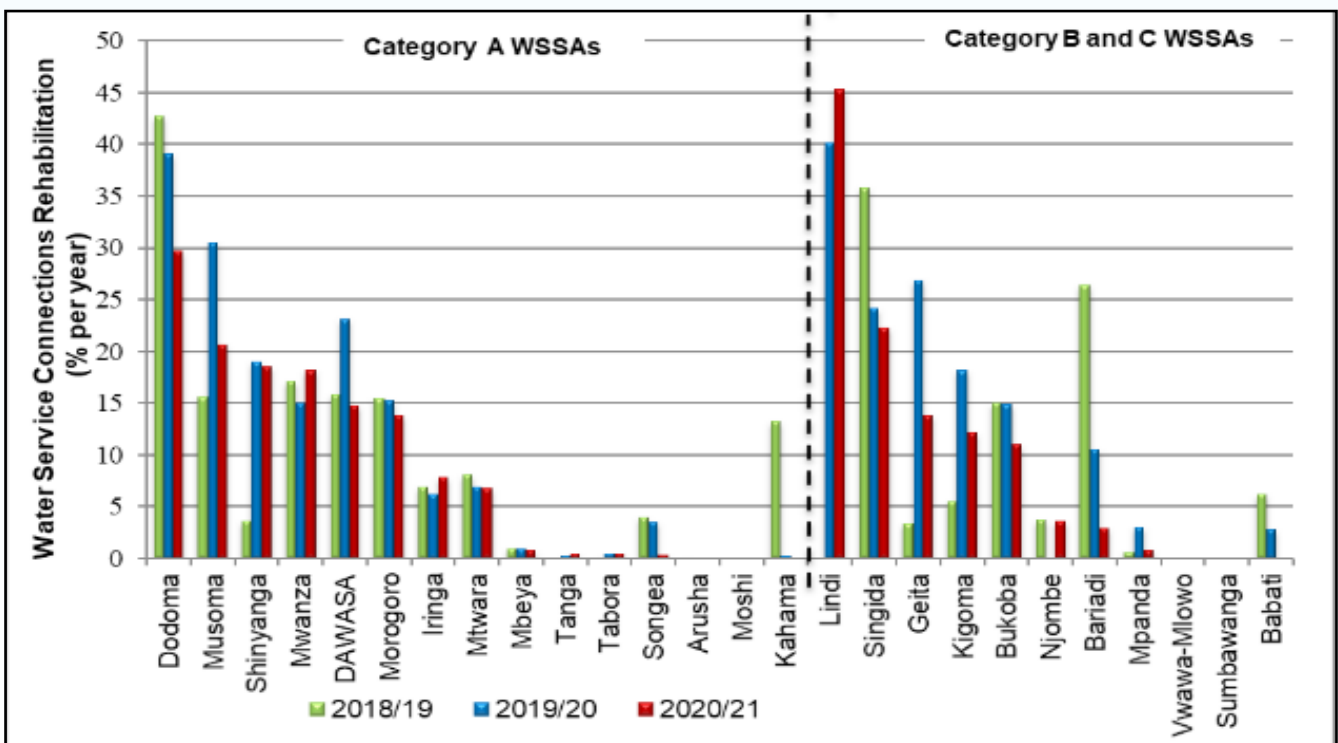


Figure 6: Rehabilitation of Water Service Connections

During the year under review, Regional WSSAs that rehabilitated a significant number of service connections of more than 25% were Lindi (45.4%) and Mbeya (29.8%). The increase in rehabilitation for Lindi WSSA was mainly due to increase in water production that necessitated rehabilitation of customer connections to avoid water loss while in the case of Mbeya WSSA the increase was due to implementation of a strategy to control water loss in connections in Mbalizi Area. On the other hand, Arusha, Sumbawanga and Vwawa-Mlowo WSSAs did not perform water service connection rehabilitation.

## 2.9 Non-Revenue Water

Evaluation of WSSAs performance on NRW was based on water loss as percentage of water production; volume of water loss per kilometre of pipe network per day; and the volume of water loss per water connection per day. Results of computations of the indicators are presented in Table A2.4 of Appendix 2.

### 2.9.1 NRW as a Percentage of Water Production

Over the past three years, there has been an uneven trend in overall performance in NRW as percentage of water production. Regional WSSAs’ performance deteriorated by 0.2% in FY 2020/21 compared to improvement by 4% in FY 2019/20 mainly due to dilapidated water supply systems and under-registering water meters.

During the year under review, NRW as a percentage of water production declined to 36.8% from 36.6% in FY 2019/20 as compared to improvement from 40.6% recorded in FY 2018/19. NRW as a percentage of total water produced is presented in Figure 7.

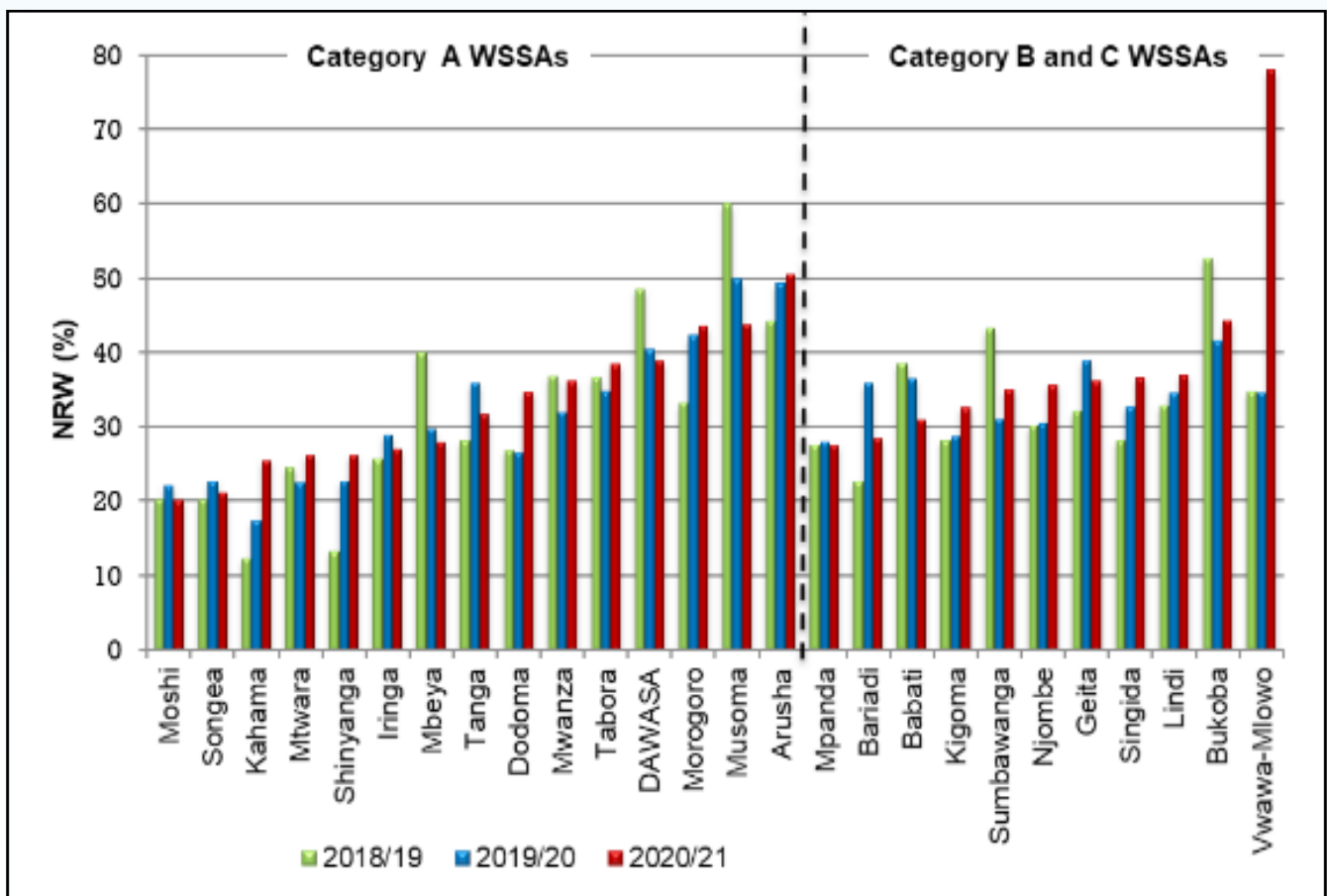


Figure 7: Non-Revenue Water as a Percentage of Water Production

An improvement of above 5% for NRW as percentage of water production was attained by Musoma WSSA (from 49.67% in FY 2019/20 to 43.81% in FY 2020/21), Babati WSSA (from 36.38% in FY 2019/20 to 30.93% in FY 2020/21) and Bariadi WSSA (from 35.94% in FY 2019/20 to 28.55% in FY 2020/21). Despite the improvement, NRW as percentage of water production for these WSSAs was not within the recommended service level benchmark of below 20%.

There has been a decline in number of Regional WSSAs that attained the NRW service level benchmark from two (Kahama and Shinyanga WSSAs) in FY 2019/20 to none in FY 2020/21. During the year under review, Moshi, Songea and Kahama WSSAs recorded lower NRW in terms of NRW as percentage of water production of 20.23%, 21.17%, 25.60%, respectively. On the other hand, WSSAs that registered highest NRW were Vwawa-Mlowo (78%), Arusha (50.54%), Bukoba (44.35%) and Musoma (43.81%) WSSAs.

Vwawa-Mlowo WSSA recorded the highest deterioration in terms of NRW as percentage of water production by declining from 34.9% in FY 2019/20 to 78% in FY 2020/21, the main reason being improvement in meter reading and method for estimation of billed volume for non metered customers.

Accuracy in measuring NRW highly depends on availability of operating bulk water meters at all water production points, flow analysis, district metering and customer metering. Arusha, Babati, Dodoma, Iringa, Singida, Bariadi, Morogoro, Njombe, Sumbawanga and Vwawa-Mlowo WSSAs had not attained universal metering during the year, thus their data on NRW might be less reliable.

### 2.9.2 NRW as Cubic Meter per Kilometer per Day

NRW per kilometer per day improved to 17.81 m<sup>3</sup>/km/day in FY 2020/21 as compared to 19.30 m<sup>3</sup>/km/day in FY 2019/20 and 27.07 m<sup>3</sup>/km/day in FY 2018/19.

During FY 2020/21, Lindi, Bariadi, Songea and Babati WSSAs recorded the lowest NRW per km per day, as they attained less than 4 m<sup>3</sup>/km/day. WSSAs that registered the highest NRW per km per day were DAWASA, Morogoro, Dodoma, Mwanza, Arusha and Musoma WSSAs which registered a NRW of 33.5, 25.7, 24.9, 21.67, 20.24 and 19.2 m<sup>3</sup>/km/day, respectively. The NRW of each Regional WSSA is shown in Appendix 2: Table A2.4 and illustrated in Figure 8.

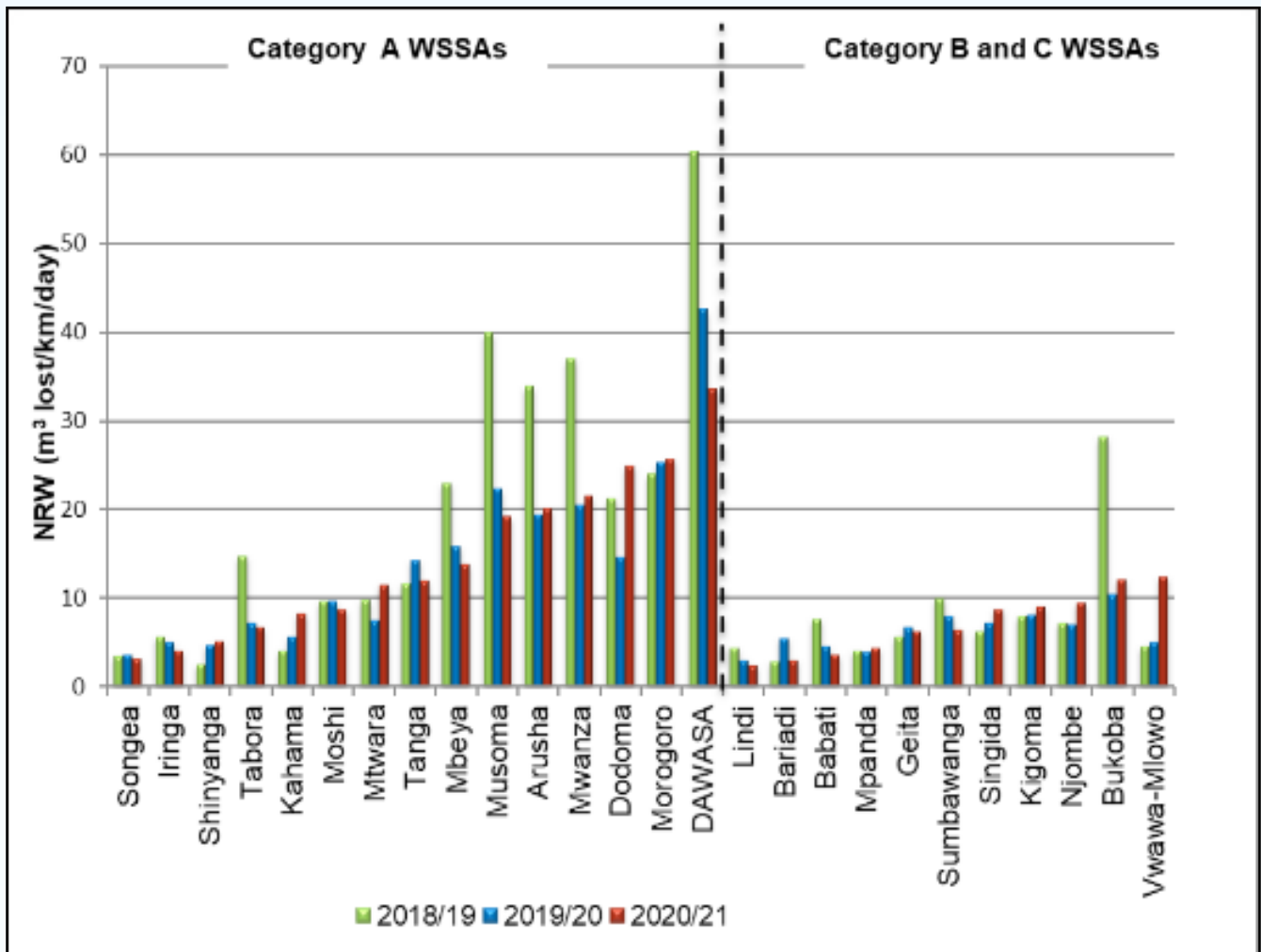
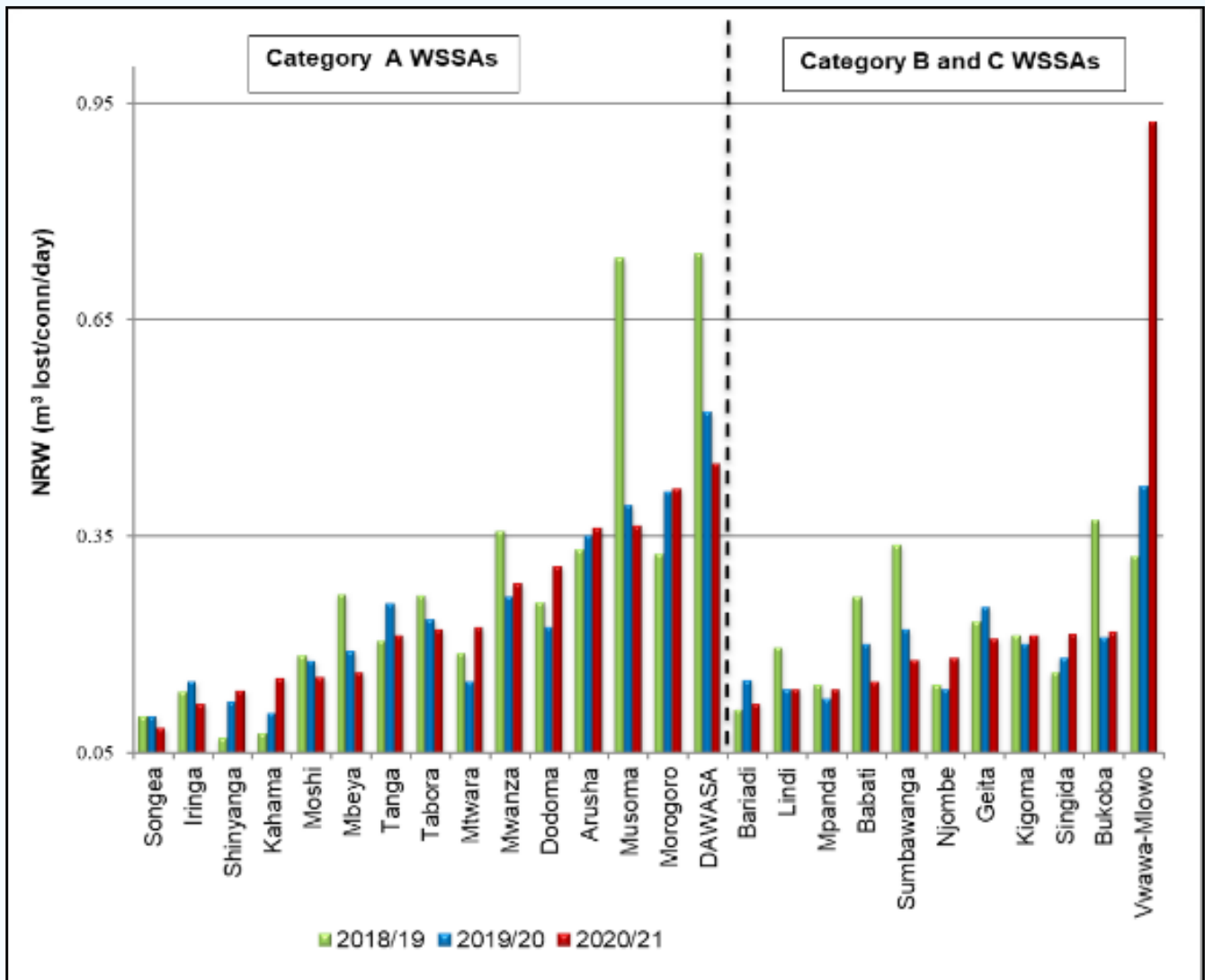


Figure 8: NRW as Cubic Meter per Kilometer per Day

### 2.9.3 NRW as Cubic Meter per Connection per Day

Average NRW in cubic meter per connection per day for WSSAs has been improving over the past three years. In FY 2020/21, average NRW cubic meter per connection per day for Regional WSSAs was 0.31 m<sup>3</sup>/connection/day as compared to 0.33 m<sup>3</sup>/connection/day and 0.42 m<sup>3</sup>/connection/day reported in FY 2019/20 and FY 2018/19, respectively. The improvement was attributed to 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 as Cubic Meter per Connection per Day**

Figure 9 shows that:

- i. During FY 2020/21, the lowest NRW in terms of m<sup>3</sup>/connection/day were attained by Songea, Bariadi and Iringa WSSAs. The values attained were 0.09 m<sup>3</sup>/connection/day for Songea, 0.12 m<sup>3</sup>/connection/day for Bariadi and Iringa WSSAs.
- ii. Vwawa-Mlowo WSSA, DAWASA, and Morogoro WSSA registered highest NRW in terms of m<sup>3</sup>/connection/day. The values attained were 0.93, 0.45 and 0.42 m<sup>3</sup>/connection/day for Vwawa-Mlowo, DAWASA and Morogoro WSSAs, respectively.

### 2.9.4 Overall Performance in NRW Management

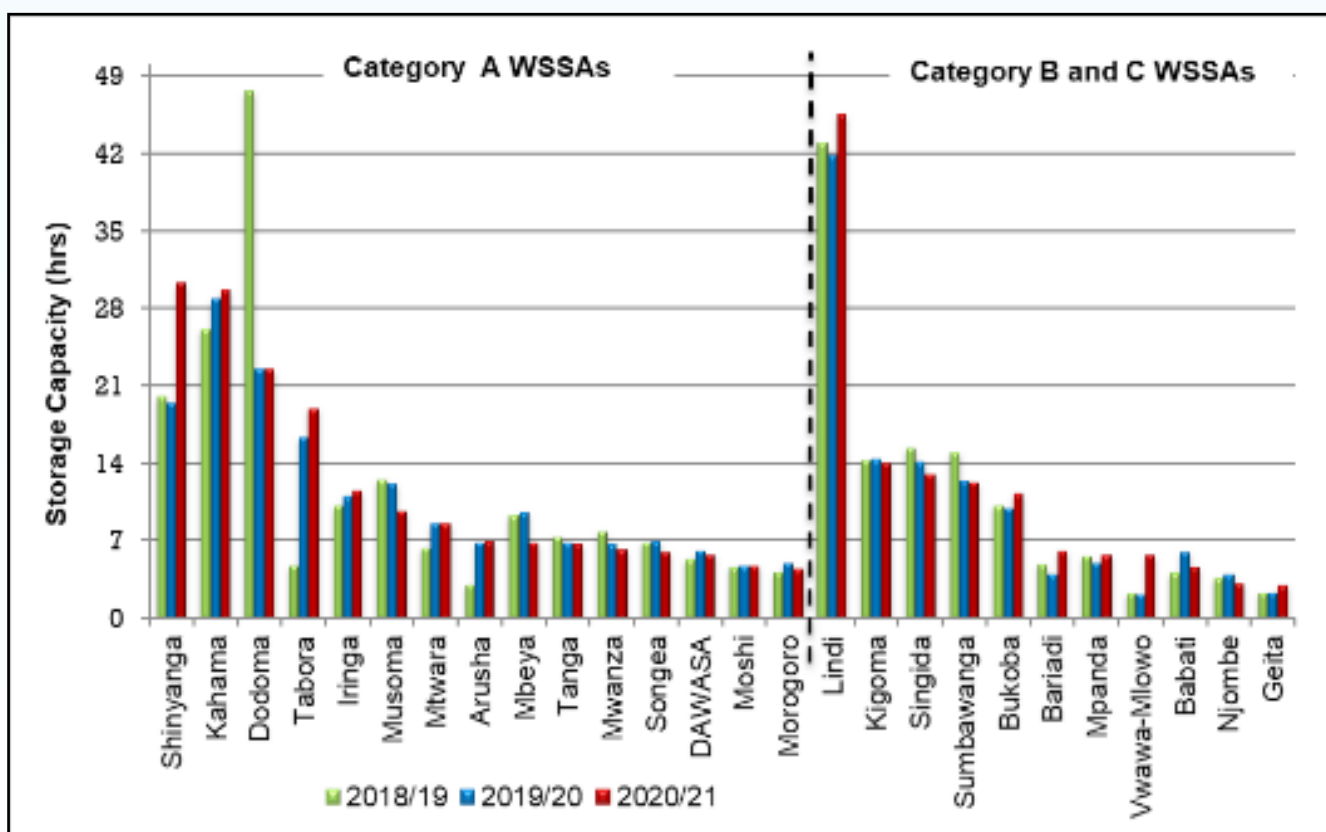
Overall performance in NRW Management was analysed based on good performance in NRW as a percentage of total water supplied, NRW per kilometer per day and NRW per connection per day. During FY 2020/21, the overall good performers in NRW management were Moshi, Songea and Shinyanga WSSAs. On the other hand, Arusha WSSA, Musoma WSSA and DAWASA were the least performers in overall NRW Management. Results of the analysis are summarized in Table 9.

**Table 9: 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)
Moshi	20.23	8.8	0.16	Arusha	50.54	20.24	0.36
Songea	21.17	3.3	0.09	Musoma	43.8	19.26	0.37
Shinyanga	26.37	5.32	0.14	DAWASA	38.8	33.57	0.45

## 2.10 Adequacy of Water Storage Capacities

During the year under review, average water storage capacity for Regional WSSAs improved to 8.4 hours against 7.2 and 8.3 hours in FY 2019/20 and FY 2018/19 respectively. Adequate water storage is imperative to ensuring reliability of water supply and maintain service pressure. The recommended minimum water storage capacity for a water utility is at least 7 hours of daily demand within a service area of the utility. Information on the trend of storage capacities for Regional WSSAs is as shown in Table A2.3 of Appendix 2 and illustrated in Figure 10 which reveals that half of all WSSAs have storage hours within the recommended level of at least 7 hours.

**Figure 10: Storage Capacities**

Analysis of data on the adequacy of water storage capacity revealed the following:

- In FY 2020/21, Arusha, Bukoba, Dodoma, Iringa, Kahama, Kigoma, Lindi, Mtwara, Musoma, Shinyanga, Singida, Sumbawanga and Tabora WSSAs had their storage capacity within the recommended level of at least 7 hours;
- Mbeya and Songea WSSAs failed to maintain their storage capacity within the recommended level owing to a significant change in water demand without corresponding



- increase in storage tanks; and
- iii. The least performers of storage capacities in hours are Moshi (4.8), Babati (4.6), Morogoro (4.5), Njombe (4.3), Geita (3.1) and Vwawa-Mlowo (2.9) WSSAs.

## 2.11 Sanitation Services

This section presents the performance of WSSAs in provision of sewered and non-sewered sanitation services including updates and analysis of basic data and preliminary information about provision of non-sewered sanitation services in Regional WSSAs' service areas.

### 2.11.1 Sewered Sanitation

Provision of sewered sanitation services was analysed based on two indicators which are (i) performance and utilisation of sewerage network, and (ii) sewage treatment and disposal. Utilization of sewerage network was analysed by the number of connections per kilometer of the sewer and performance of sewerage network in terms of number of sewer blockages. 11 out of 26 Regional WSSAs provided sewerage services for three consecutive years. Besides conventional sewerage systems, Mwanza WSSA and DAWASA operate simplified sewerage systems in an effort to improve sanitation services in unplanned settlements. Table 10 provide a list of Regional WSSAs with and without sewerage network.

**Table 10: Summary of Status of Sewer Network**

Regional WSSAs with Sewer Network	Regional WSSAs without Sewer 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 Sewer Networks

Overall performance of sewer networks in terms of the number of connections per kilometer of a sewer network declined to 47.54 in FY 2020/21 from 53.96 recorded in FY 2019/20 and 53.29 recorded in the FY 2018/19. The decline was driven by a significant increase in the length of sewer network reported by DAWASA and Mwanza WSSA. During the reporting period, DAWASA carried out digitisation of its existing sewer network and discovered that the actual length of sewer network was 501km instead of 201km, meanwhile, Mwanza WSSA extended its sewer network by 17km. It should be noted that during the year under review there was no significant increase in sewer connections as only 1,355 new connections were made. 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 Sewer Networks

Performance of sewer network in terms of sewer blockage per kilometer of sewerage network during the year under review improved to an average of 15.18 blockage/km/year compared to 17.30 recorded in the FY 2019/20 and 18.06 blockage/km/year recorded in the FY 2018/19.

In FY 2020/21, there was a significant improvement in number of sewer blockages per kilometer per year of at least 20% as follows: DAWASA (61.89%) followed by Tanga (40.50%), Morogoro (29.07%) and Arusha (26.07%) WSSAs. The improvement was mainly attributed to upsizing of lateral and main sewers, verification of sewer length, rehabilitation of sewerage infrastructure and awareness on proper use of sewerage system as detailed in Table 11. Tabora and Dodoma WSSAs had the highest percentage in deterioration in the performance of sewerage networks compared to their performance in FY 2019/20 by recording an increase of 155.8% and 25.4%

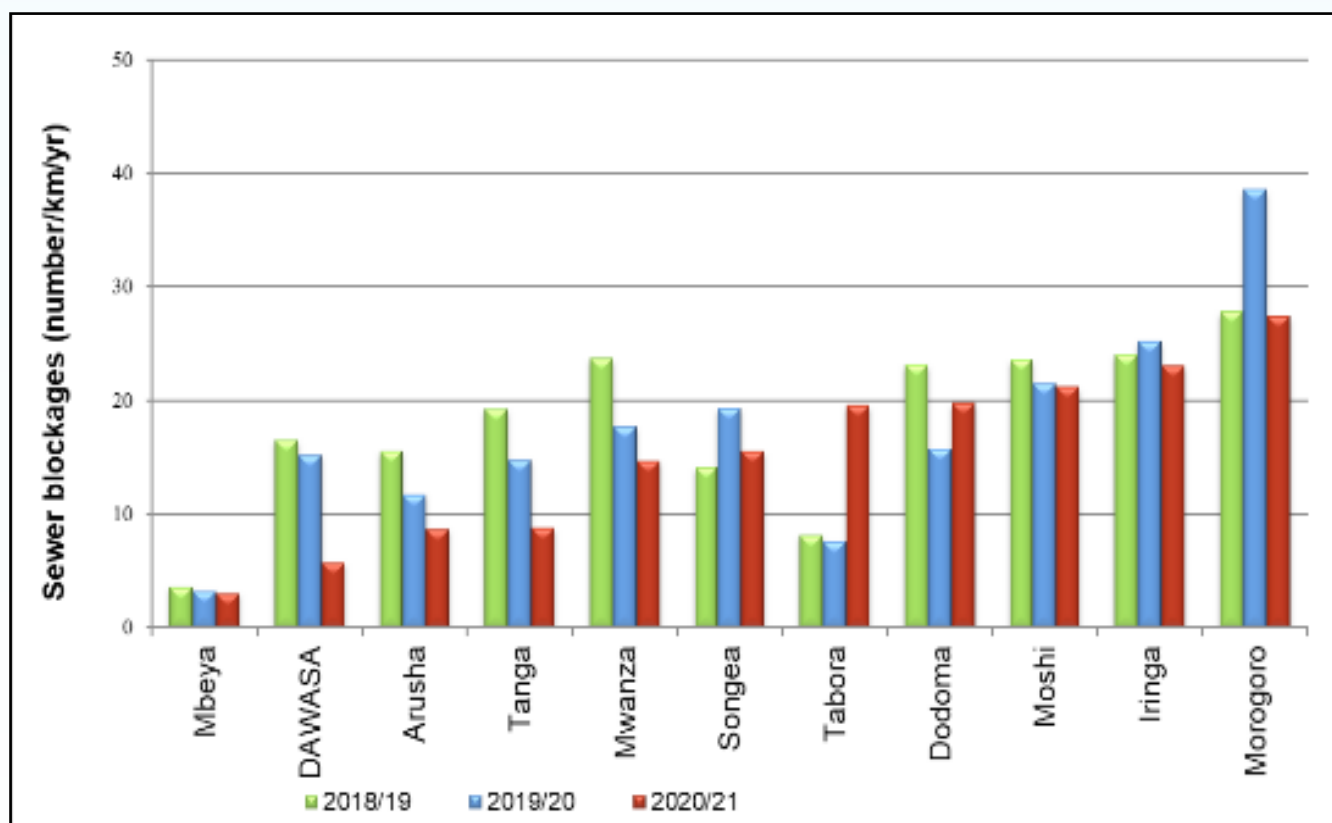
in blockages per kilometer per year respectively. Appendix 2: Table A2.5 provides detailed trend of this indicator for the past three years for Regional WSSAs with centralised sewerage system and illustrated in Figure 11.

**Table 11: Regional WSSAs with Significant Reduction of Sewer Blockage**

Utility Name	Change (%)	Reason (s)
DAWASA	61.89	Review of the existing sewer network length from 201km to 501km following verification through digitization
Tanga	40.50	Routine maintenance of sewerage infrastructure coupled with awareness on the proper use of sewerage system
Morogoro	29.07	Rehabilitation of the sewage network carried out in various areas in Morogoro Municipal
Arusha	26.07	Upsizing and replacement of 27.47km of sewer networks implemented through Arusha Sustainable Urban Water and Sanitation Delivery Project

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

Utility Name	Change (%)	Reason (s)
Tabora	155.8	Dilapidated sewerage infrastructure that allow intrusion of debris into the sewer network
Dodoma	25.4	Small size of the existing sewer network which resulted in overloading of the sewerage system



**Figure 11: Number of Sewer Blockage per Kilometre of Sewerage Network**

## Sewage Treatment and Disposal

Treatment and disposal of wastewater was analysed in terms of the availability of sewage and faecal sludge treatment facilities and means of disposal.

- i. During the year under review, 17 out of 26 Regional WSSAs had sewage and faecal sludge treatment facilities. This was an increase compared to 16 WSSAs recorded in FY 2019/20. The number increased after Lindi WSSA's sludge digester started operating during the year under review. Among Regional WSSAs with sewage and faecal treatment facilities, 10 had wastewater stabilization ponds while seven had sludge digesters. Apart from wastewater stabilization ponds in Mwanza City, Mwanza WSSA also operates sludge digester in Magu, Misungwi and Nansio townships. DAWASA operates four Decentralised Wastewater Treatment System (DEWATS) located at Mburahati, Mlalakuwa, Temeke-Wailesi and Toangoma.
- ii. Tanga WSSAs has a sewer network that discharges untreated sewage directly to the Indian Ocean through a sea outfall. Tanga WSSA had acquired land for the construction of wastewater treatment facilities. During the year under review, Tanga WSSA employed a consultant to review the existing design of Wastewater Treatment Plant and was soliciting funds for the construction of the facilities.
- iii. Construction of new wastewater treatment facilities and sewerage networks was ongoing in Bukoba and Musoma municipalities.
- iv. Despite acquiring land for construction of wastewater treatment facilities in FY 2019/20, six Regional WSSAs of DAWASA, Tanga, Babati, Shinyanga, Bukoba and Musoma are still soliciting funds for the purpose. The land acquired by DAWASA is for construction of additional wastewater treatment plant.
- v. Bariadi, Mpanda, Singida, Njombe and Vwawa-Mlowo WSSAs had neither wastewater treatment facilities nor acquired land for construction of the facilities.

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

WSSAs with Sewer Network and Wastewater treatment Facilities	WSSAs with Sewer Network but no Wastewater treatment Facilities	WSSAs without Sewer Network but have Sludge Digesters	WSSAs with DEWATS/ Sludge Digester	WSSAs with land for construction of wastewater treatment facilities	WSSAs with neither Sewer Network, Wastewater treatment Facilities nor acquired land
Arusha, Dodoma, Moshi, Morogoro, Mwanza, Iringa, Songea, Mbeya, Tabora and DAWASA	Tanga	Sumbawanga, Bukoba, Geita, Kigoma, Musoma, Kahama and Lindi	Mwanza (in Magu, Misungwi and Nansio) DAWASA- DEWATS (in Mburahati, Mlalakuwa, Temeke-Wailesi and Toangoma.	DAWASA (construction of additional wastewater treatment plant), Tanga, Babati, Shinyanga, Bukoba, and Musoma	Vwawa-Mlowo, Singida, Bariadi Mpanda, Mtwara, and Njombe

### 2.11.2 Non-Sewered Sanitation

During the year under review, Regional WSSAs in collaboration with their respective Local Government Authorities continued to update and improve onsite sanitation data. Since there is still a challenge in obtaining onsite sanitation data, this section analyses only onsite sanitation data that appear to be consistent and reliable to provide basic information regarding non-

sewered sanitation conditions in Regional WSSAs' service areas. The data was analysed in terms of containment, emptying facilities and transportation of faecal sludge. Some of the data were obtained from the National Sanitation Portal (National Sanitation Management Information System-NSMIS) which is administered by the Ministry responsible for Health.

### Containment

The analysis of reported basic sanitation data showed that about 58.11% of the households used latrines (37.86% traditional and 20.25% improved ventilated pit latrines), 40.03% used septic tanks, 1.61% were connected to the sewerage system and the remaining 0.25% of the total households had no any sanitation facility (practised open defecation). Further analysis of the data showed that a total of 1,322,757 latrines equivalent to 39.1% in Regional WSSAs' service areas were reported to be emptyable.

Analysis of reported basic sanitation data showed that during the year under review, the total volume of faecal sludge generated in the Regional WSSAs' service areas was 42,191,495 m<sup>3</sup> equivalent to 115,593.1m<sup>3</sup>/day. However, this data was reported by 10 out of 26 Regional WSSAs.

### Emptying Facilities and Transportation

Analysis of data on faecal sludge emptying facilities data showed that the total number of cesspit emptier trucks operating in the Regional WSSAs' service areas in FY 2020/21 increased to 421 compared to 354 reported in the FY 2019/20. The increase was mainly attributed to a significant increase in the number of privately owned cesspit emptier registered by DAWASA from 141 reported in FY 2019/20 to 236 in FY 2020/21. Out of the reported total, 34 were owned and operated by WSSAs, 18 are owned by the Local Government Authorities (LGAs) and 369 were privately owned. Appendix 2: Table A2.21 provides detailed numbers of cesspit emptier trucks owned by WSSAs, LGAs and Private Operators.

The number of Regional WSSAs that own cesspit emptier trucks increased to 16 in FY 2020/21 from 12 reported in FY 2019/20 due to acquisition of new cesspit emptier trucks by four WSSAs namely Lindi, Mbeya, Kahama and Tanga. Regional WSSAs which own cesspit emptier trucks are DAWASA (7), Mwanza (6), Arusha (5), Iringa (2), Kahama (2), Sumbawanga (2), Dodoma (1), Moshi (1), Mbeya (1), Musoma (1), Songea (1), Tanga (1), Bukoba (1), Lindi (1), Kigoma (1) and Geita (1) WSSAs. It should be noted that faecal sludge emptying services in the Regional WSSAs service areas is also done using other means including manual and non-motorised mechanical pumping. However, information regarding these types of faecal sludge emptying services could not be ascertained and reported by WSSAs during the year under review.

### Faecal Sludge Treatment

During the year under review, 18 out of 26 Regional WSSAs of Arusha, DAWASA, Dodoma, Iringa, Kahama, Mbeya, Morogoro, Moshi, Musoma, Mwanza, Shinyanga, Songea, Tabora, Bukoba, Kigoma, Sumbawanga, Lindi and Geita had faecal sludge treatment facilities. The data analysis showed that the available total capacity of sludge treatment facilities in those 18 WSSAs was 123,672 m<sup>3</sup>/day. Further, during FY 2020/21 a total of 1,007,574m<sup>3</sup> faecal sludge was dumped at sludge treatment facilities. Details on basic sanitation data collected from WSSAs are provided in Appendix 2 Table A2.20 and Table A2.21.

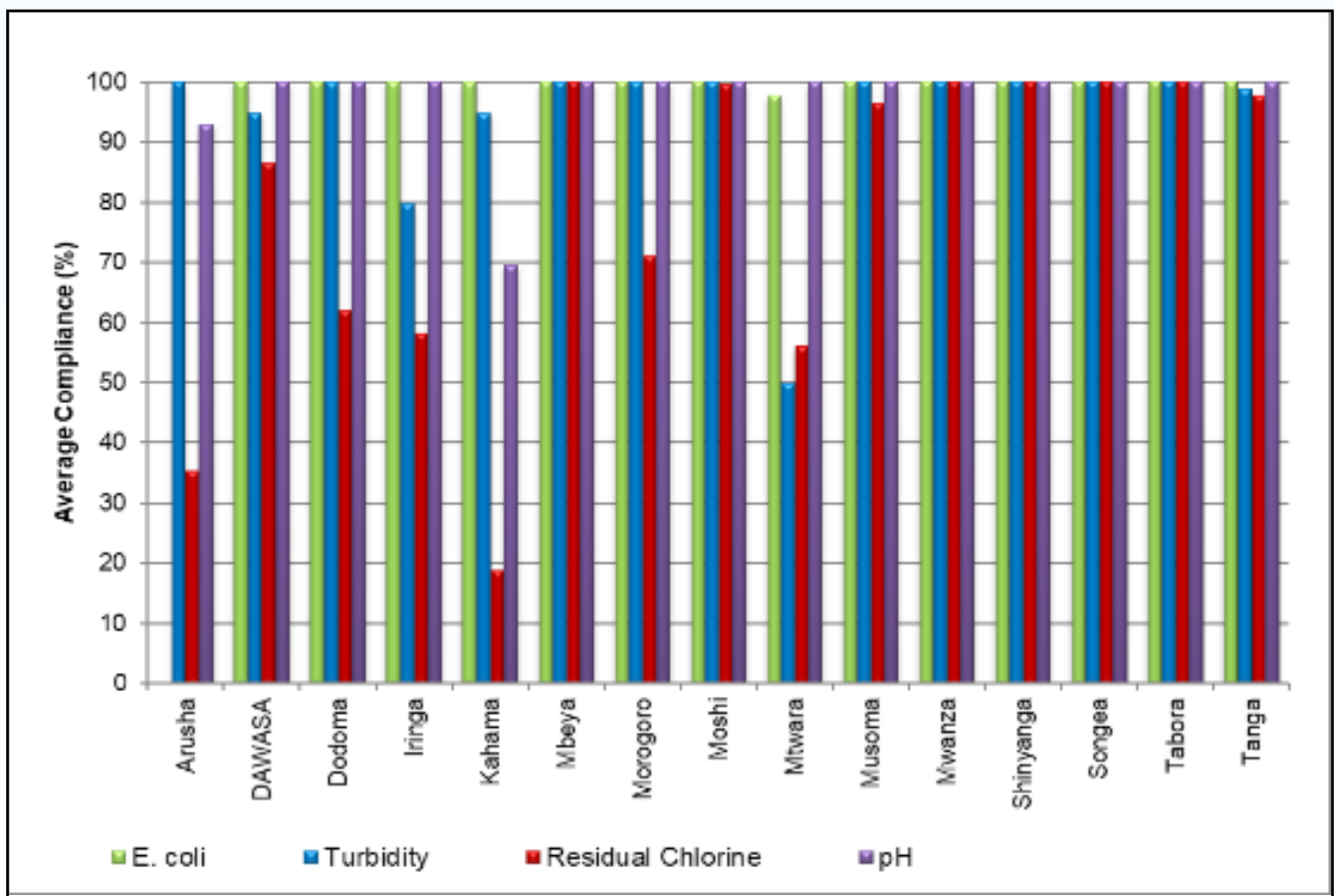
## 2.12 Water Quality Monitoring

Quality of water was analysed to check compliance with TBS (TZS 789:2018-EAS12:2018) for *E. coli*, turbidity, residual chlorine and pH. According to EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities (2018) the acceptable boundary for turbidity, residual chlorine and pH is 95% to 98% whereas for *E. coli* is 100%. This report presents findings from water quality monitoring conducted by both Regional WSSAs and EWURA.

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

The mostly tested parameters among Regional WSSAs were *E. coli*, Turbidity, Residual Chlorine and pH. The overall compliance in FY 2020/21 on the tested parameters was 95% for the residual chlorine, 97% for pH, 97.5% for turbidity and 94% for *E. coli*. The average water quality compliance for *E. coli*, turbidity, residual chlorine and pH for each WSSA 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 water quality compliance levels for turbidity, residual chlorine and pH, while for *E. coli* there has been a continuous improvement. In FY 2020/21 regional WSSAs attained 100% *E. coli* compliance as compared to 98% registered in FY 2019/20 and FY 2018/19. Further, turbidity compliance level increased to 98% in FY 2020/21 as compared to 97% registered in the FY 2019/20. Residual chlorine compliance level increased to 95% in FY 2020/21 as compared to 91% in FY 2019/20 and 92% in FY 2018/19. However, pH compliance declined to 97% in FY 2020/21 as compared to 98% and 99% in FY 2019/20 and FY 2018/19 respectively. Water quality compliance for tested parameters for each WSSA in FY 2020/21 is as shown in Figure 12.



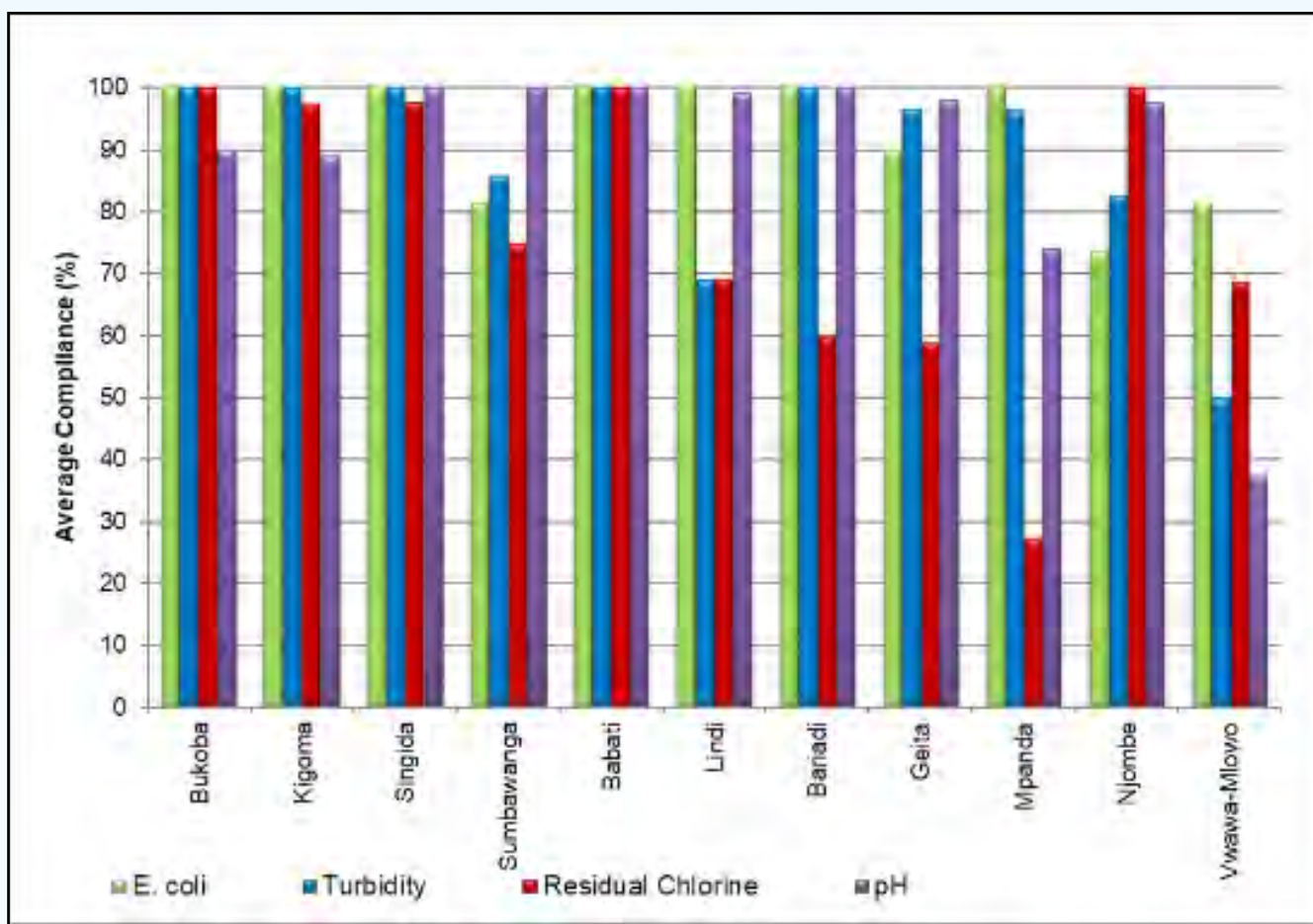
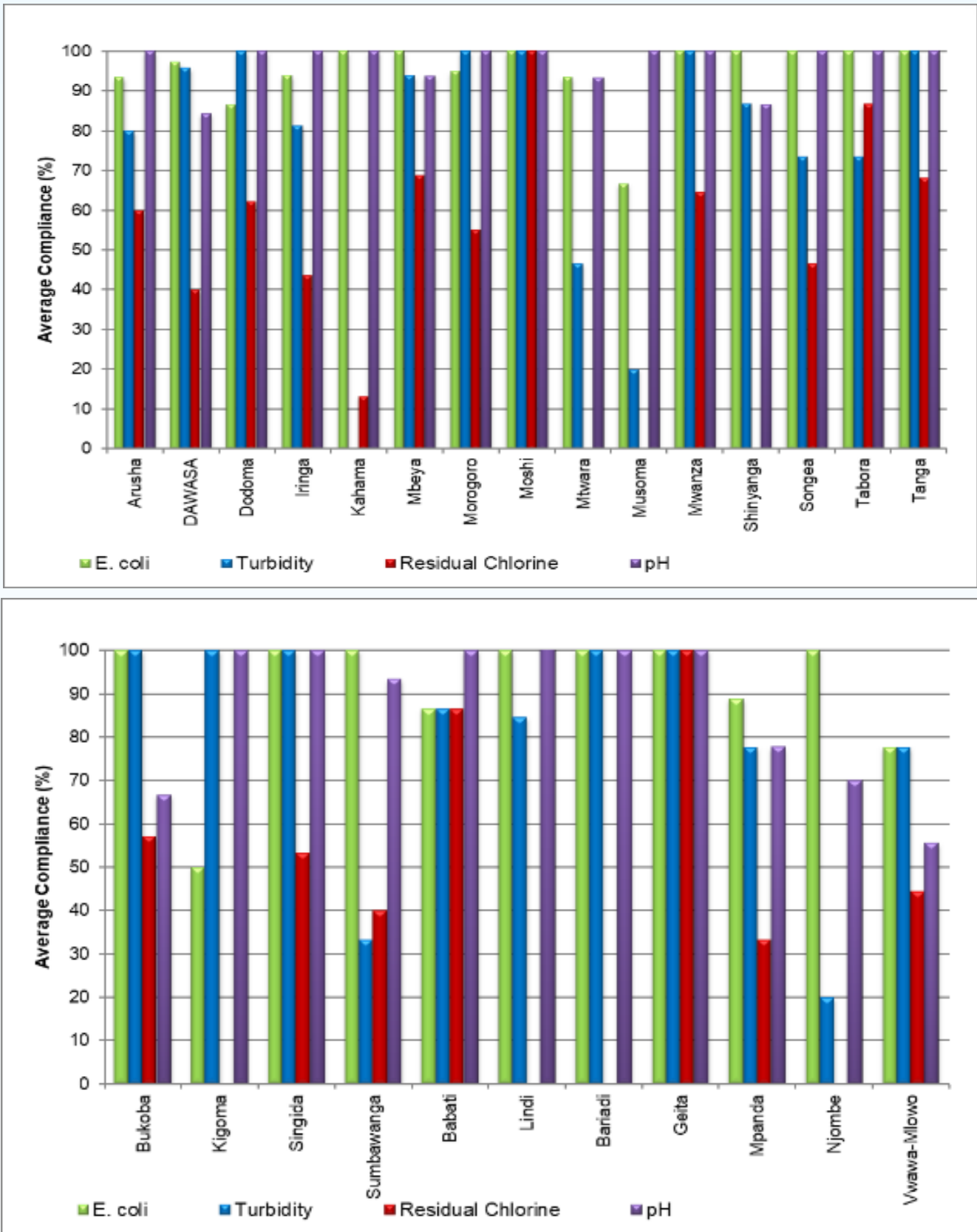


Figure 12: Water Quality Percentage Compliance Reported by WSSAs

**(b) Water Quality Monitoring Conducted by EWURA**

In FY 2020/21, EWURA carried out water quality monitoring to all Regional WSSAs. A total of 521 water samples were collected and tested for pH, turbidity, *E. coli* and residual Chlorine. Test results revealed that overall compliance was 94% for pH, 84% for turbidity, 94% for *E. coli* and 48% for residual chlorine. A comparison of water quality compliance monitoring results by WSSAs and EWURA during FY 2020/21 is presented in Table A2 (6b) of Appendix 2.

The findings indicate that there is continuous water quality improvement for pH level. Over the last three years, Regional WSSAs registered uneven performance trends for *E. coli*, turbidity and residual chlorine compliance. In the FY 2020/21 pH compliance level increased to 94% as compared to 86% in FY 2019/20 and 81% in FY 2018/19. However, *E. coli* compliance level declined to 94% as compared to 95% registered in FY 2019/20. On the other hand, residual chlorine compliance decreased to 48% as compared to 52% in FY 2019/20 while turbidity compliance slightly increased to 84% in FY 2020/21 from 83% in FY 2019/20. Water quality compliance for tested parameters in FY 2020/21 for each regional WSSA is as shown in Figure 13.



**Figure 13: Water Quality Percentage Compliance Reported by EWURA**

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

## 2.13 Wastewater Quality Monitoring

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

During FY 2020/21, eight Regional WSSAs conducted wastewater quality monitoring to determine effluent BOD and COD concentration. During the year, Songea, Mwanza, Mbeya and Moshi WSSAs registered 100% compliance with TBS (TZS 860:2006) in both effluent BOD and COD as observed in FY 2019/20. Morogoro WSSA reported 98% BOD and 100% COD, Iringa reported 60% BOD and COD of effluents complying with TBS (TZS 860:2006). DAWASA had 49% BOD and 33% COD effluent compliance. BOD compliance level improved to 76% in FY 2020/21 as compared to 68% in FY 2019/20 and 66% in FY 2018/19 whereas COD compliance level increased to 74% in FY 2020/21 as compared to 69% in FY 2019/20 and 62% in FY 2018/19.

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

In FY 2020/21, EWURA carried out wastewater quality monitoring to 12 out of 17 Regional WSSAs with wastewater treatment facilities to check for effluent BOD and COD compliance. Five out of 12 Regional WSSAs (i.e. Kahama, Morogoro, Mbeya, Arusha and Moshi) had 100% effluent BOD and COD compliance with TBS (TZS 860:2006). DAWASA registered 50% effluent BOD and COD quality compliance. However, Songea, Mwanza, Musoma, Iringa, Dodoma and Geita WSSAs had zero compliance. Wastewater quality tests were not conducted for Bukoba, Sumbawanga, Kigoma and Tabora WSSAs due to absence of effluent discharged to receiving environment. Further, wastewater quality tests were not conducted for Tanga WSSA as the utility discharges sewage directly into the Indian Ocean.

The overall compliance as per EWURA's test results was 43% for both BOD and COD. Test findings indicate slight improvement in overall BOD and COD compliance levels over three years. The BOD and COD compliance level increased to 43% in FY 2020/21 as compared to 25% in FY 2019/20, however, the same is lower than 50% compliance level observed in FY 2018/19.

Comparison between EWURA and Regional WSSAs wastewater quality test results shows a slight improvement in compliance. Further, deviation between EWURA and Regional WSSAs effluent BOD and COD compliance levels has been contributed by difference in the number of WSSAs involved. In FY 2020/21, EWURA conducted effluent quality tests at Kahama, Musoma and Geita WSSAs, however, the same utilities did not conduct effluent quality tests.

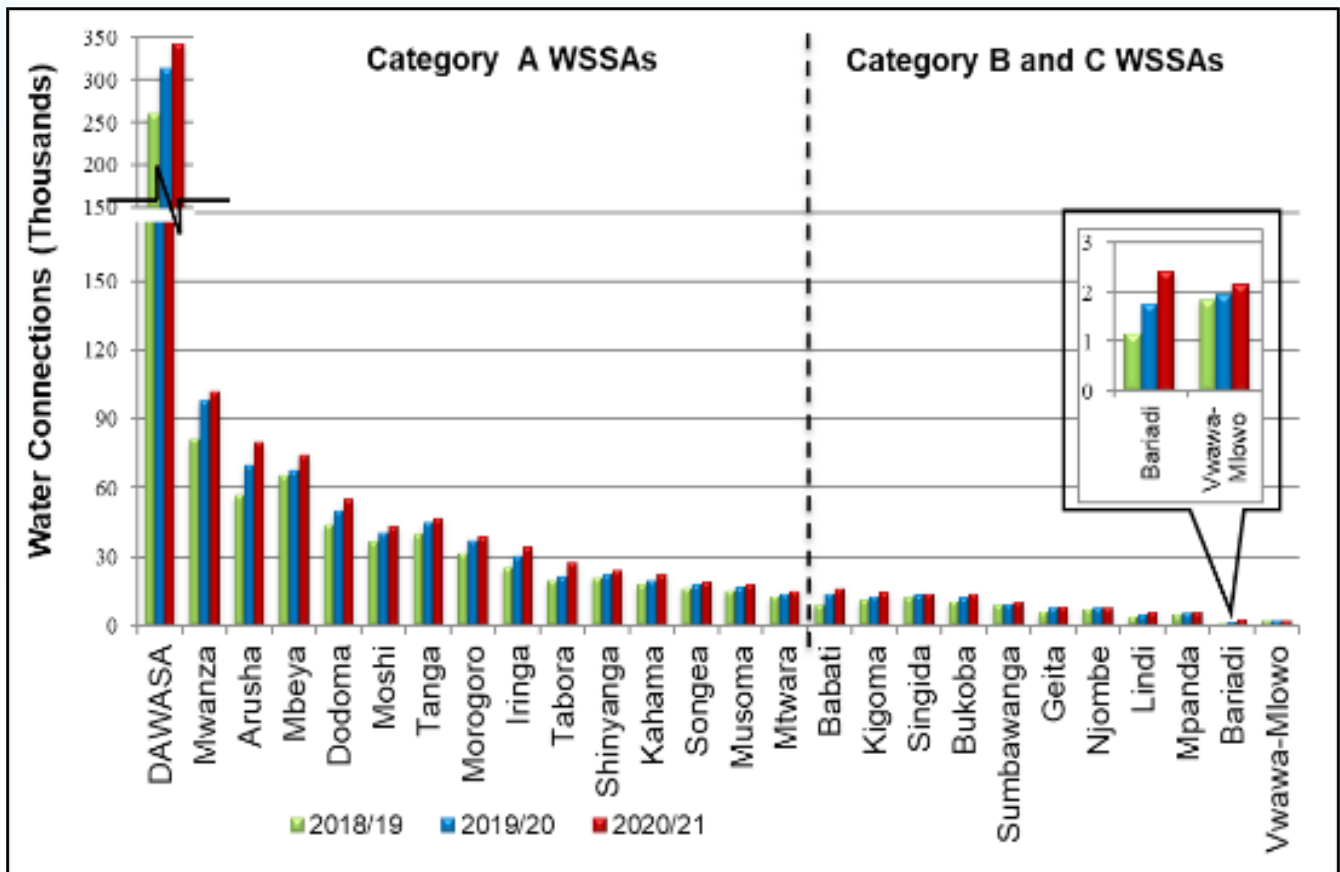


## 3.0 BUSINESS AND COMMERCIAL PERFORMANCE

Business and commercial performance of Regional WSSAs was analysed based on number of water and sewerage connections, water and sanitation coverage, metering ratio, average service hours, staff productivity and resolution of customer complaints.

### 3.1 Water connections

During FY 2020/21, the total water connections increased to 1,046,220 compared to 954,167 and 821,235 in FY 2019/20 and FY 2018/19, respectively. 90% of new connections was domestic customers. The main reason for the increase in connections was extension of water supply network. Figure 14 shows water connection trends while Figure 15 shows composition of water connections among Regional WSSAs. Details of water connections are provided in Appendix 2-Table A2.8.

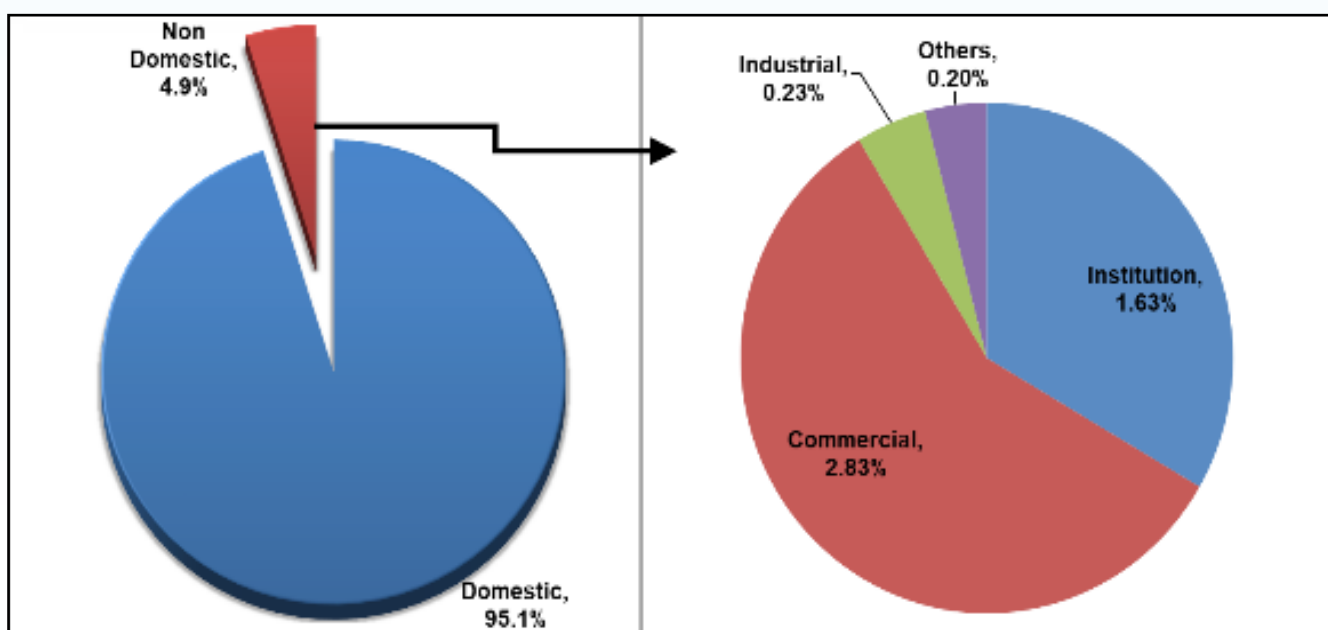


**Figure 14: Total Water Connections**

Regional WSSAs that recorded a significant increase in water connections of at least 10% were Arusha, Dodoma, Iringa, Kahama, Mbeya, Musoma, Tabora, Bukoba, Kigoma and Sumbawanga. 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 in Water Connections**

Name of WSSA	% Increase	Reason(s)
Tabora	27	Extension of 287 km of water network in Tabora Municipality and Uyui township.
Musoma	16	Extension of water network by 48.8 km to Bweri and Mwisenge
Kigoma	16	Water network extension at Mwandiga, Ujiji and Mnarani by 33 km
Arusha	15	Extension of 162.143 km pipe networks in various areas, where by a total of 116 km was implemented in Arusha city, 5.71 km in Longido, 29.91 km in Ngaramtoni, 4.993 km in Monduli and 5.53 km in Usa-river
Kahama	15	Extension of water distribution network by 51.4 km to Mwendakulima, Dodoma, Kagongwa, Isaka and Mwanva-Mbulu areas
Bukoba	14	Extension of network in under-served areas of Buhembe, Nyanga and Kahororo
Sumbawanga	13	Water network extension at Makutano and Kashai for 34.5 km
Iringa	12	Extension of water distribution network at Kalenga, Mseke, Tosamaganga and Mgera where 3500 new customers were connected
Dodoma	11	Network extensions at Ihumwa and Njedengwa (11.6 km), Nzuguni and Nyumba Mia tatu (5.7 km). Other extensions at Ilazo, Ilazo Extension, Michese, Mkonze, Miyuji, Chamwino, Kongwa and Bahi have in total 106.42 km
Mbeya	10	Extension of water network to Mbalizi Town and other areas in Mbeya city.

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

### 3.2 Water Kiosk Connections

Total number of kiosks connections increased to 5,810 in FY 2020/21 from 5,766 in FY 2019/20 and 3,562 in FY 2018/19. However, during FY 2020/21 number of operating kiosks was 4,784 as compared to 4,924 and 3,091 in FY 2019/20 and FY 2018/19 respectively. There was no major increase in water kiosks during the reporting period because prospective customers opted to domestic/house connections. Figure 16 shows three years' trend on the number of water kiosks while details of the same are in Appendix 2 Table A2.8.

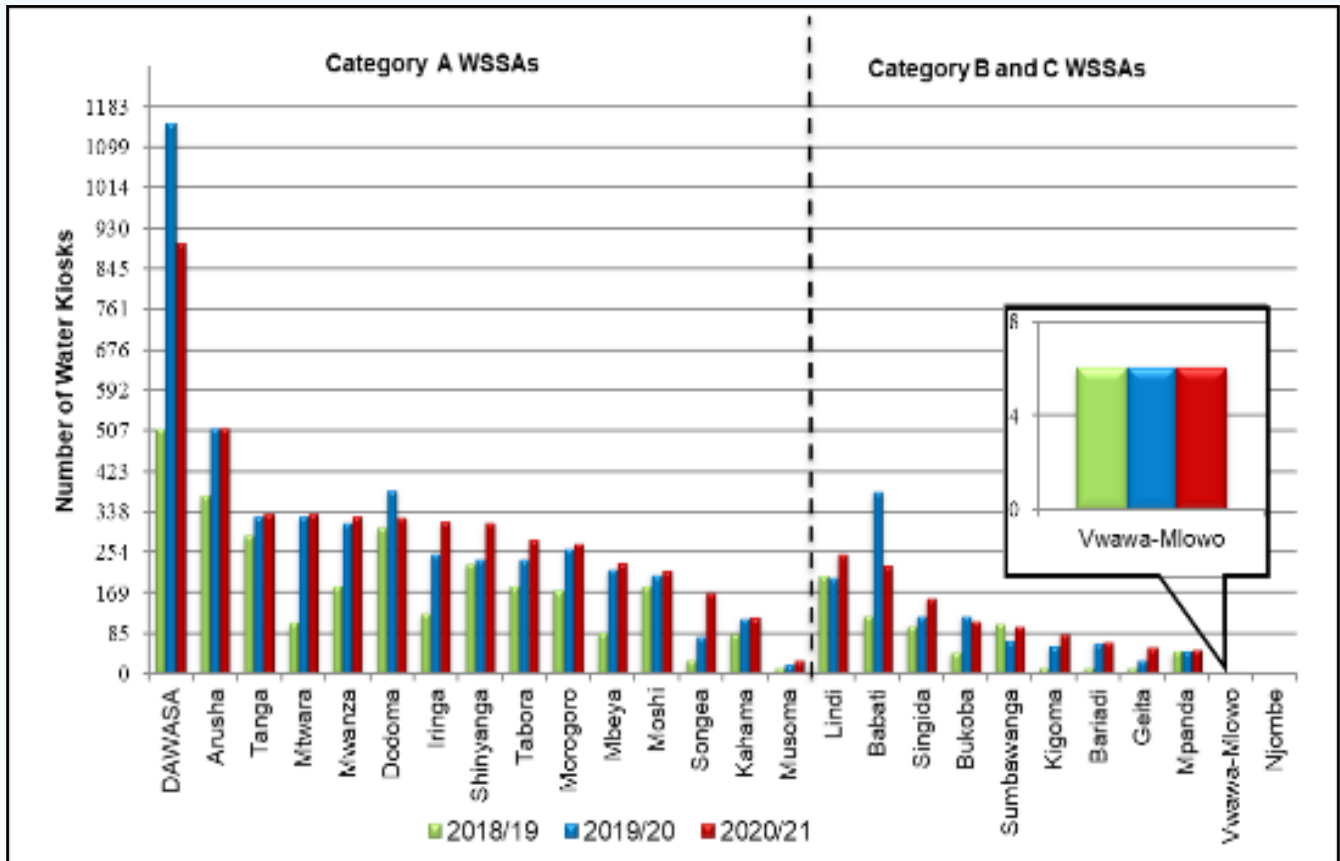


Figure 16: Water Kiosk Connections

The analysis of number of water kiosks shows that:

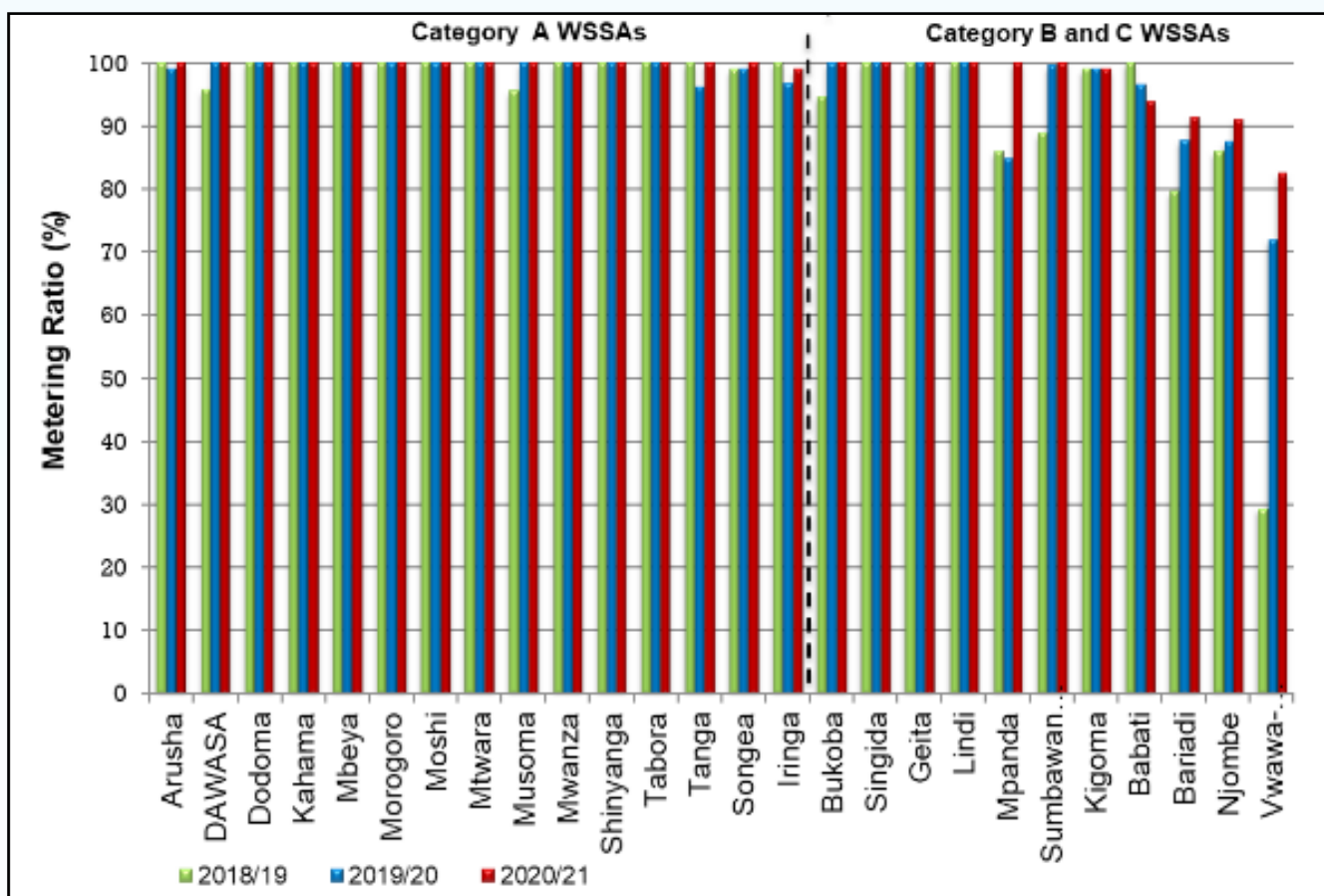
- i. During FY 2020/21, DAWASA had the highest number of water kiosks, followed by Arusha and Mtwara WSSAs.
- ii. WSSAs with the highest increase in number of water kiosks in FY 2020/21 were Songea (91), Shinyanga (74), and Iringa (67). Reasons for increase in number of water kiosk are provided in Table 15.
- iii. During the reporting period, DAWASA, Babati and Dodoma WSSAs registered decrease in number of water kiosks by 250, 152 and 57, respectively. The decrease for DAWASA was due to data cleaning that was conducted to verify customers and their categories while in Babati and Dodoma WSSAs was due to classification to other customer categories.
- iv. For three consecutive years, Njombe WSSA had neither operated nor constructed water kiosk.

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

Utility Name	Increased Water Kiosks (No.)	Reason(s)
Songea	91	Increase of water kiosks to serve Mletele, Lilambo and Luhira kati areas
Shinyanga	74	Extension of water supply network in peri-urban areas within the service area
Iringa	67	Completion of Mgombezi-Ilula, Mgera, Mseke, Kilolo, Isimani and Kalenga water supply projects

### 3.3 Metering Ratio

Metering is required in order to measure the amount of water consumed as well as charge consumers according to their consumption. Metering ratio for Regional WSSAs increased to 99.9% in FY 2020/21 from 99.4% observed in FY 2019/20. Table A2.9 in Appendix 2, and Figure 17 provides details of the three years' trend of metering ratio.

**Figure 17: Metering Ratio**

Analysis of metering ratio shows that:

- i. 20 out of 26 Regional WSSAs had 100% metering ratio during the FY 2020/21.
- ii. Vwawa-Mlowo and Mpanda WSSAs recorded a higher increase in metering ratio (more than 10%) in FY 2020/21 as compared to the performance in FY 2019/20 following a strategy to attain universal metering.

### 3.4 Water Service Coverage

Water service coverage was analysed in terms of population directly served with water and population living in area with water network. The analysis 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 increased to 77% in FY 2020/21 compared to 68% in FY 2019/20. Figure 18 and Appendix 2: Table A2.10 provides details of proportion of population served with water over the past three years.

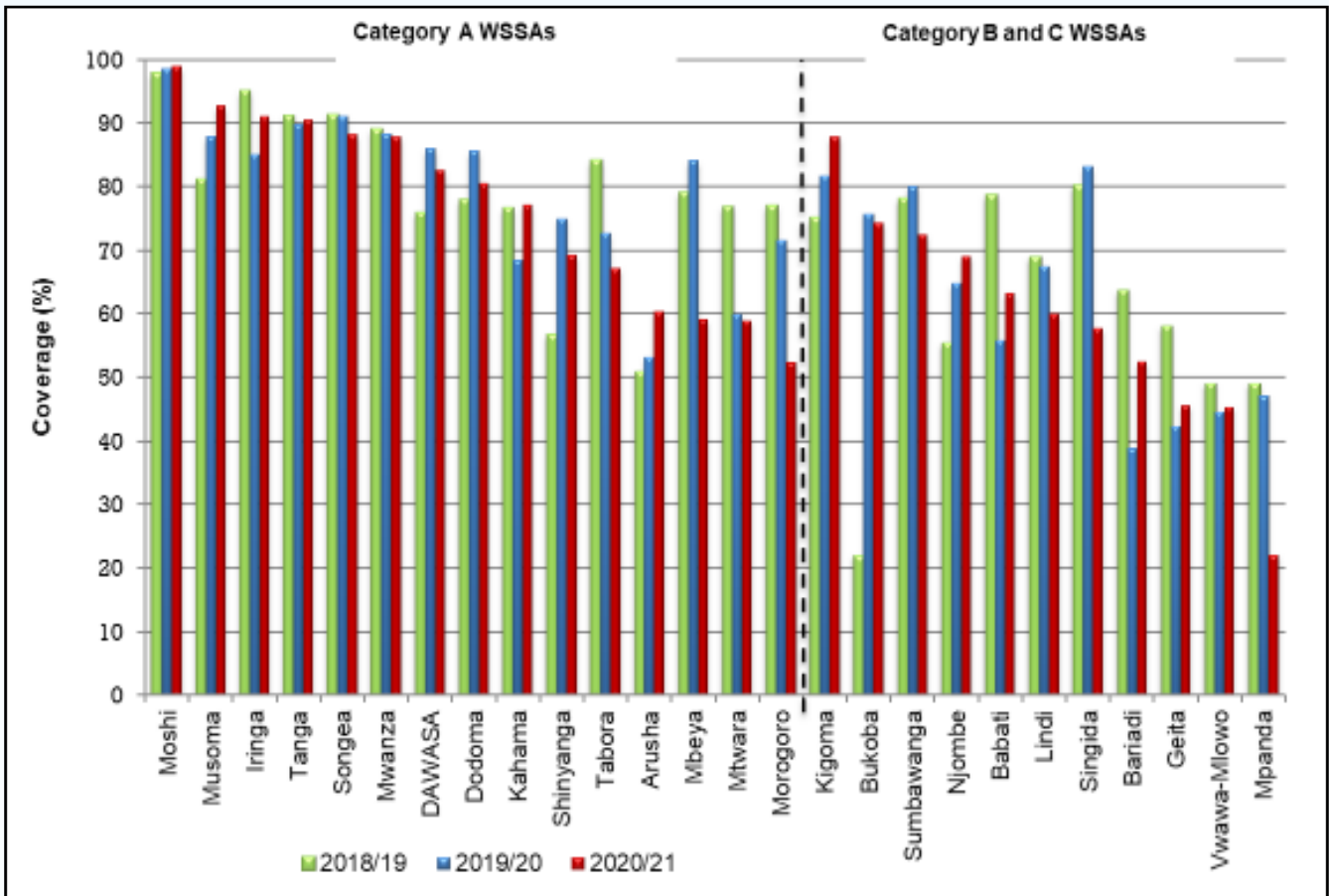


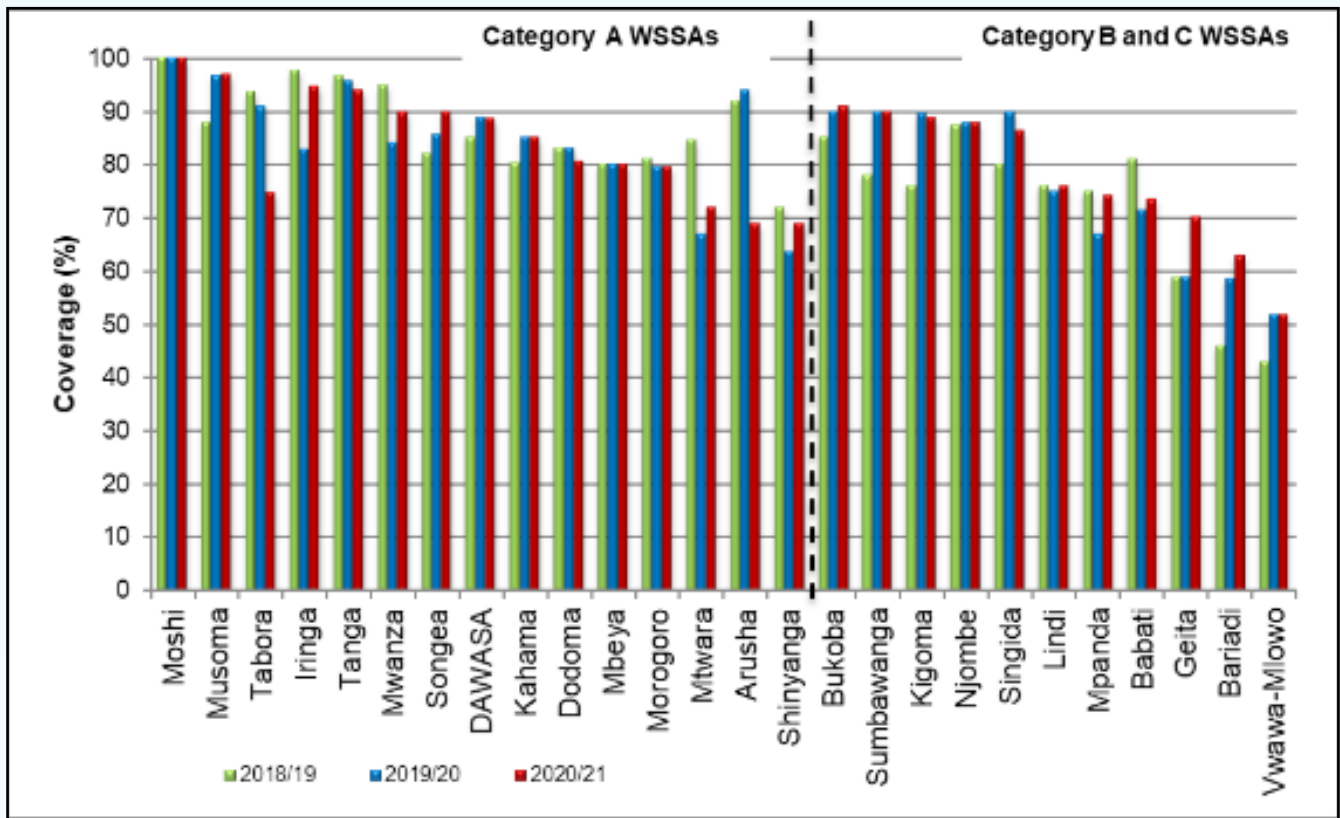
Figure 18: Proportion of Population Directly Served with Water

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

- i. Moshi, Musoma, Iringa and Tanga WSSAs registered over 90% of service coverage in terms of population directly served.
- ii. Mpanda, Vwawa -Mlowo and Geita WSSAs had service coverage in terms of population directly served less than 50%.

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

The proportion of population living in area with water supply network improved from 82% in FY 2019/20 to 85% in FY 2020/21. 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 Area with Water Network**

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

- i. Moshi, Musoma, Tabora, Iringa, Tanga and Bukoba WSSAs reported the highest water network coverage. Their service coverage was 100% for Moshi, 97% for Musoma and Tabora, 95% for Iringa, 94% for Tanga and 91% for Bukoba.
- ii. The highest increase in proportion of population living in area with water network was attained by Iringa WSSA which registered 12% increase.
- iii. Vwawa-Mlowo and Bariadi WSSAs registered service coverage below 70% for three consecutive years.
- iv. Shinyanga WSSA recorded a substantial decrease in the proportion of population living in an area with water network of 24.10% due to inclusion of population of under-served areas of Iselemagazi, Tinde and Didia.

### 3.4.3 Comparison of Indicators for Water Service Coverage

The comparison of proportion of population directly served and population living in areas with water network reveals potential for improving the proportion of population directly served by using existing infrastructure in Mbeya, Morogoro, Tabora, Singida, Geita and Mpanda WSSAs. Presentation of the two indicators is provided in Figure 20.

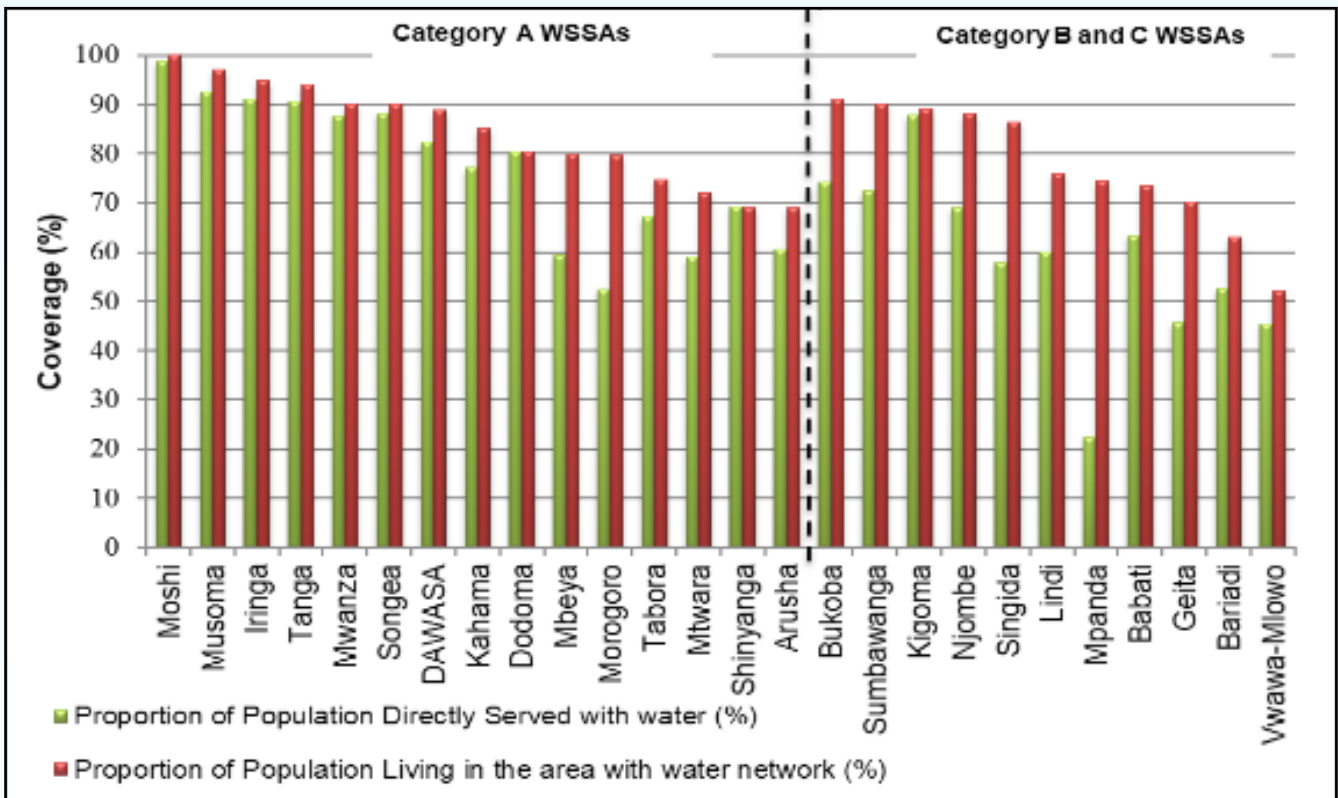


Figure 20: Comparison of Water Service Coverage for Regional WSSAs

### 3.5 Sewerage Connections

Total number of sewerage connections shows an increasing trend from 50,044 in FY 2018/19 to 51,394 in FY 2019/20 and 52,749 in FY 2020/21. The increase in connections in FY 2020/21 is attributed by public awareness campaigns on advantages of sewerage connections. Detailed trend of sewerage connections is presented in Appendix 2: Table A2.11 and illustrated in Figure 21.

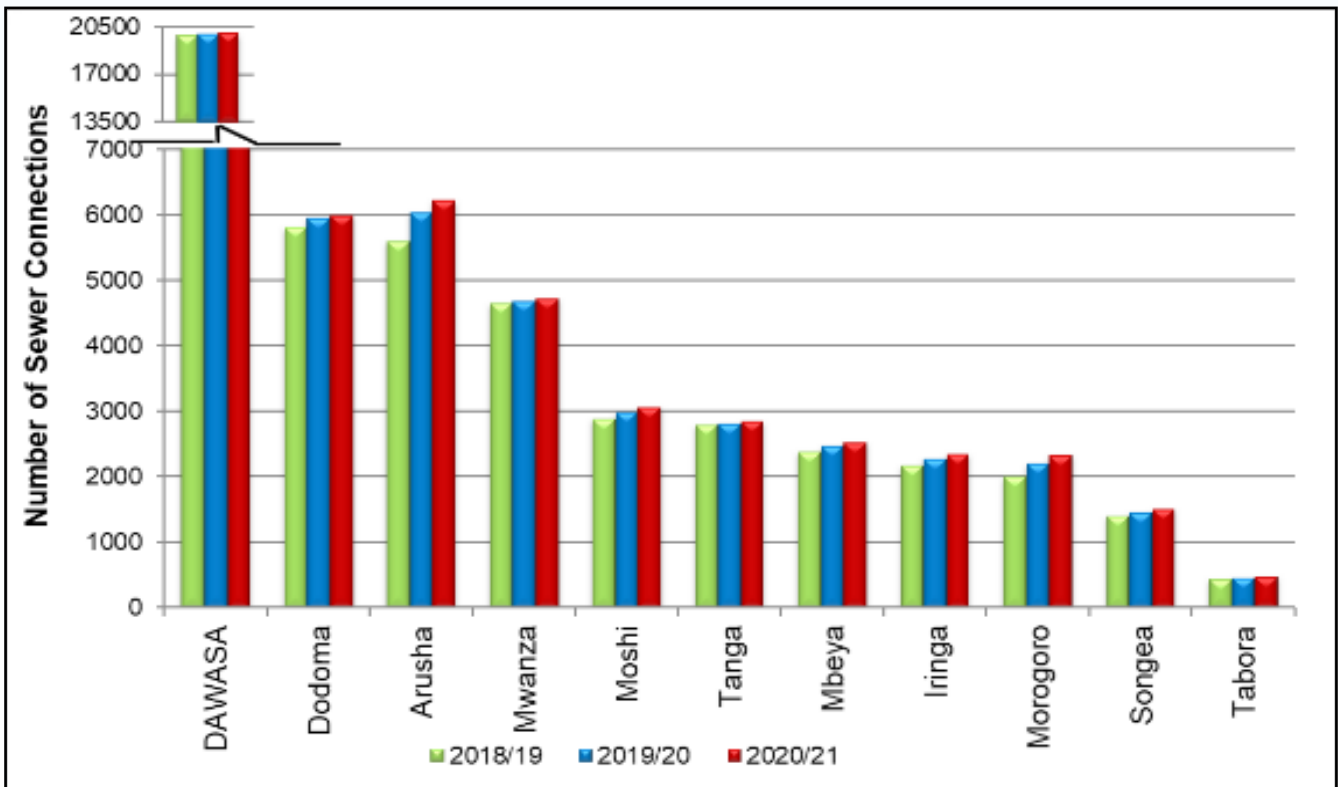
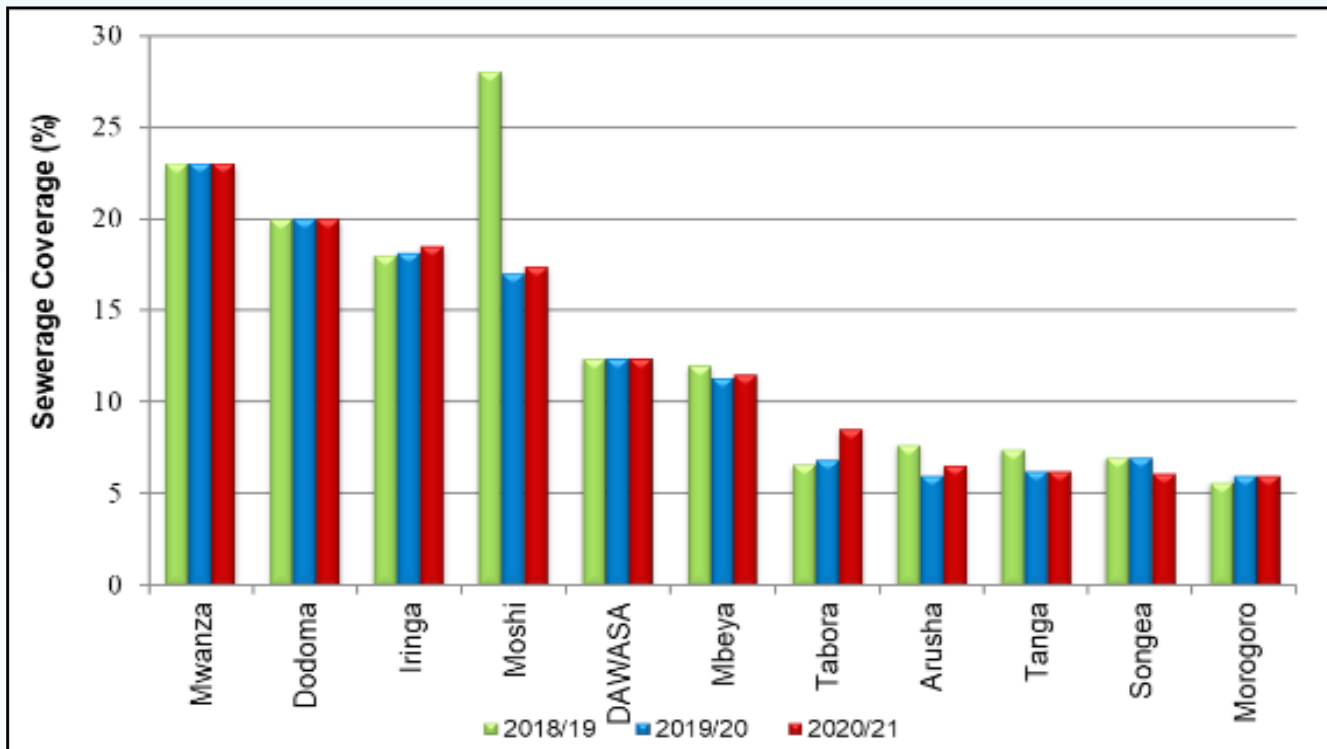


Figure 21: Sewer Connections

During the year under review, Regional WSSAs that recorded a notable increase in sewer connections above 100 were Arusha (176) and Morogoro (109).

Overall sewerage coverage among Regional WSSAs remained at an average of 13% in FY 2020/21 for three consecutive years. Overall performance indicates that sewerage coverage among Regional WSSAs remain unsatisfactory. The decrease in overall sewer coverage is due to a low rate in connections of customers to sewer network compared to population growth rate and limited sewerage network. Further, the increase of service areas for some WSSAs triggered a drop in performance during FY 2020/21. The overall sewerage coverage is shown in Figure 22.



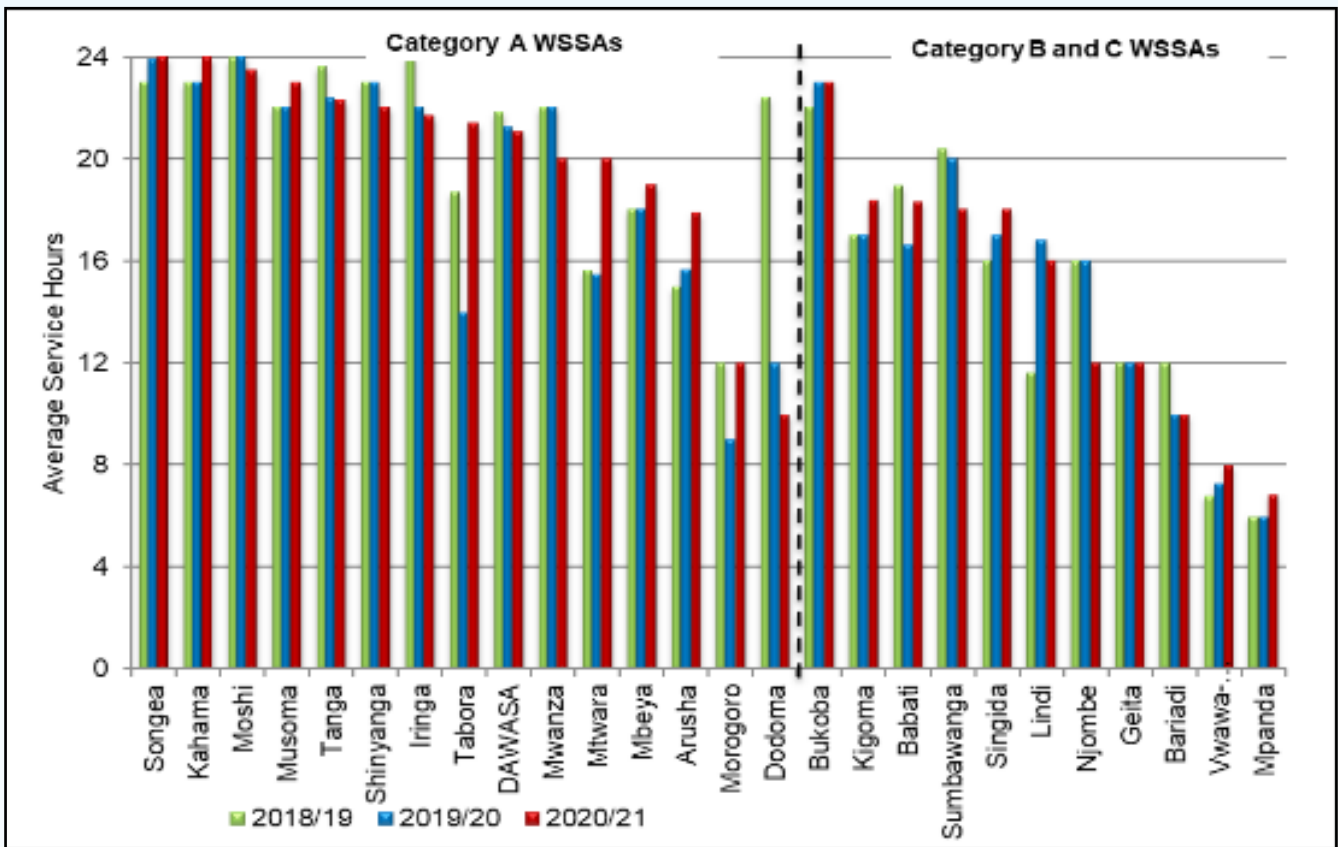
**Figure 22: Proportion of Population Connected with Sewerage Services**

Mwanza WSSA recorded the highest sewerage coverage of 23%, followed by Dodoma WSSA with sewerage coverage of 20%. Over the past three years, Morogoro WSSA continued to register the lowest sewerage coverage of 6% among Regional WSSAs with sewerage network.

### 3.6 Average Hours of Service

Overall average hours of service for Regional WSSAs remained at 18 for three consecutive years. Figure 23 and Appendix 2 - Table A2.12 provide a detailed overview of average service hours.





**Figure 23: Average Service Hours**

Moshi, Songea, Shinyanga, Kahama, Bukoba, Tanga, Iringa, Mwanza, Musoma, DAWASA, Tabora and Mtwara 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 (8 hours) and Mpanda WSSA (7 hours).

During the year under review, Tabora WSSA recorded a significant increase of service hours (7 hours) following completion of extension of Lake Victoria water pipeline to Tabora Municipality. Njombe WSSA had significant decrease in average hours of service of 4 hours due to revised rationing schedule to accommodate new connected customers and areas with severe water shortage.

### 3.7 Complaints Handling

The nature of complaints handled include meter reading, billing, connection charges, water quality, lack of water/low water pressure, sewerage issues, leakage and complaints on other issues. Distribution of complaints received for each Regional WSSA is shown in Figure 24.

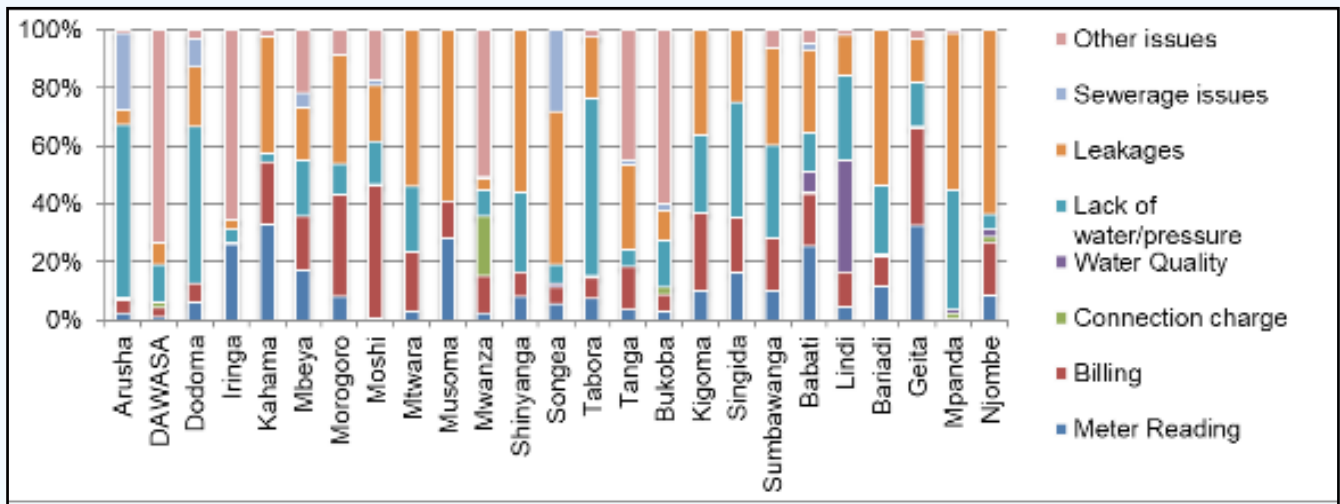


Figure 24: Complaints Received by Regional WSSAs

During FY 2020/21, Regional WSSAs received a total of 331,728 complaints, with complaints related to lack of water or low pressure forming the highest proportional of complaints.

### 3.8 Staff Productivity

For the past three years, number of staff per 1000 water and sewerage connections for Regional WSSAs, remained at an average of 4 which is within the acceptable benchmark of not more than 5. Details of WSSAs staffing and staff productivity are presented in Appendix 2: Table A2.19 and illustrated in Figure 25.

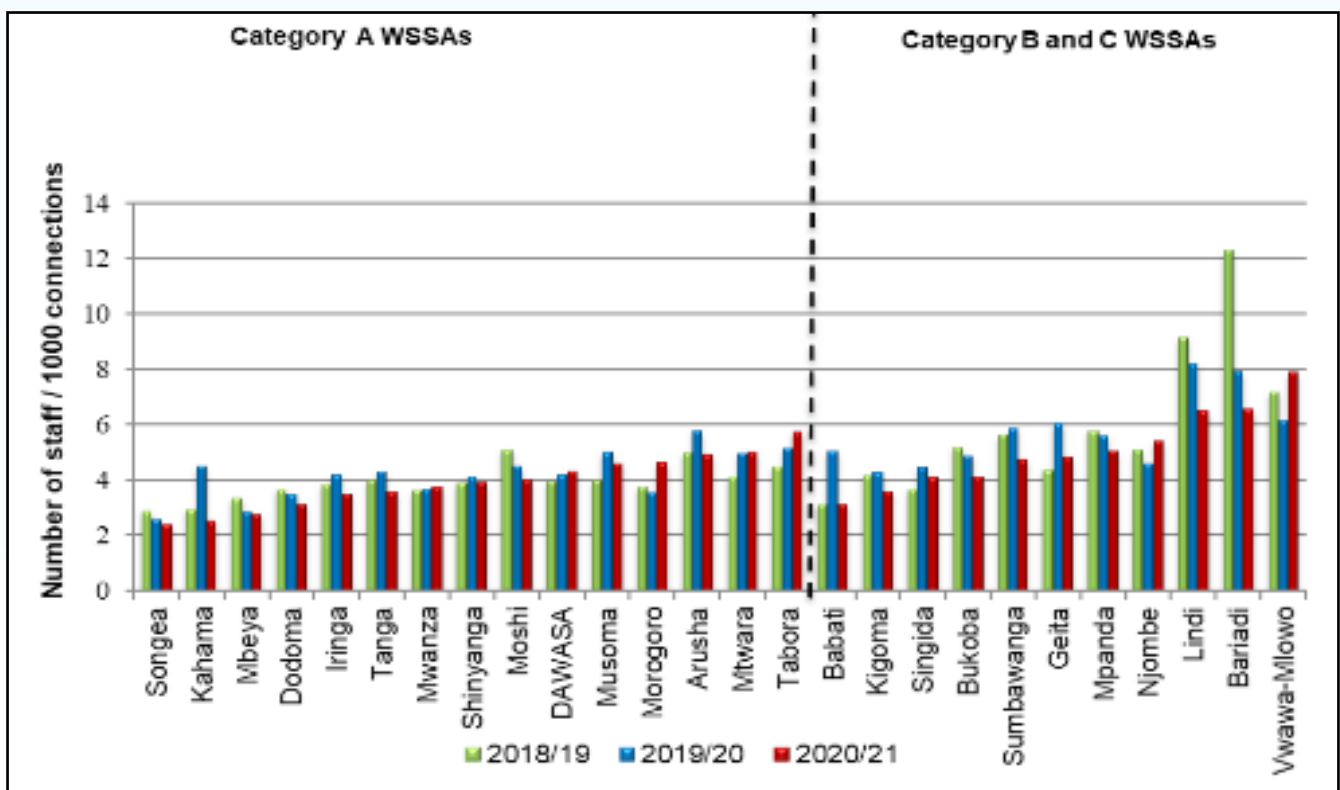


Figure 25: Number of Staff per 1000 Water and Sewerage Connections

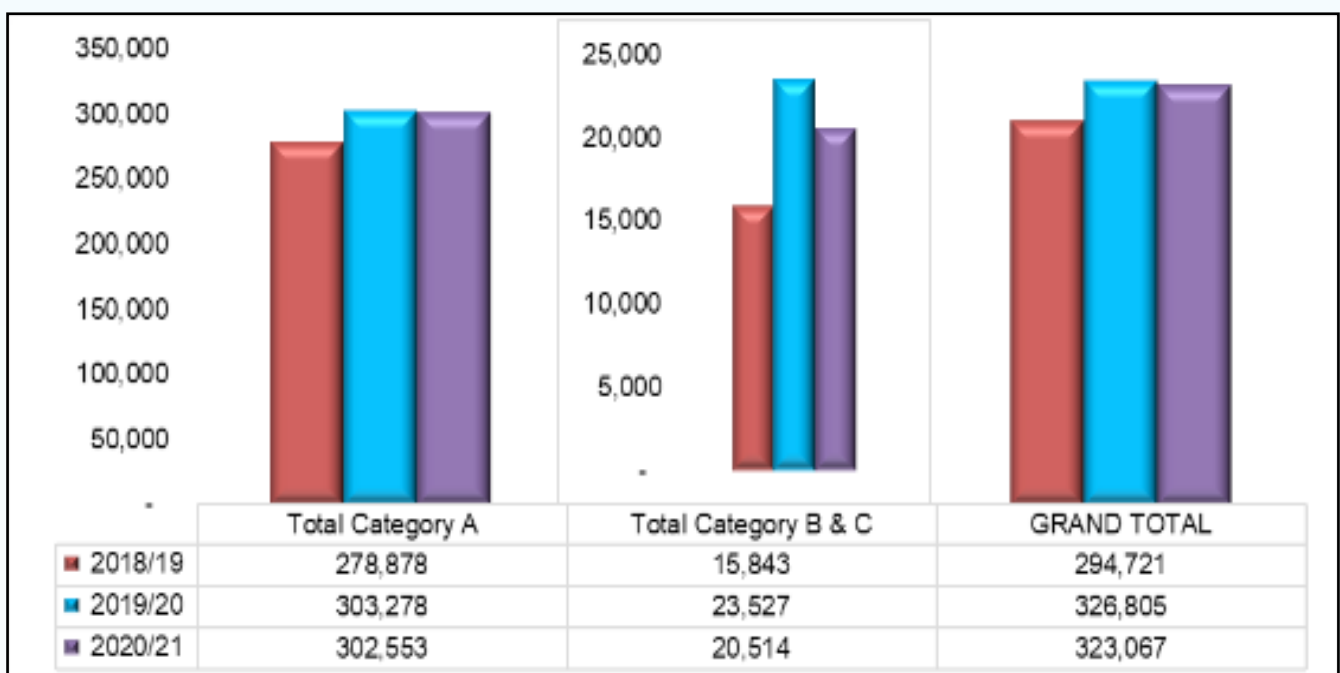
In FY 2020/21, 16 out of 26 Regional WSSAs attained service level benchmark for staff productivity. Arusha, Morogoro, Mtwara, Geita, Mpanda, Njombe, Tabora, Lindi, Bariadi and Vwawa-Mlowo WSSAs did not attain the benchmark.

## 4.0 FINANCIAL PERFORMANCE

Financial performance was analysed based on revenue generation, expenditure control, cost structure and cost recovery. Revenue generated from water supply and sanitation services is the main source of income for WSSAs.

### 4.1 Revenue Generation

During FY 2020/21, total revenue generation for Regional WSSAs decreased by 1% as compared to an increase of 11% observed in FY 2019/20. Figure 26 shows a three year trend of revenue generation by WSSAs (in million TZS).



**Figure 26: Revenue Generation by Regional WSSAs**

During the year under review, total revenue from water billing for Regional WSSAs increased by 1%, whilst, revenue from sanitation billing and other operations declined by 6% and 19%, respectively. Furthermore, 86% of revenue generated was from water billing, 6% from sanitation services and 8% from other operation activities. Figure 27 shows a three year trend of revenue generation (in million TZS) from water sales, sanitation and other operations.

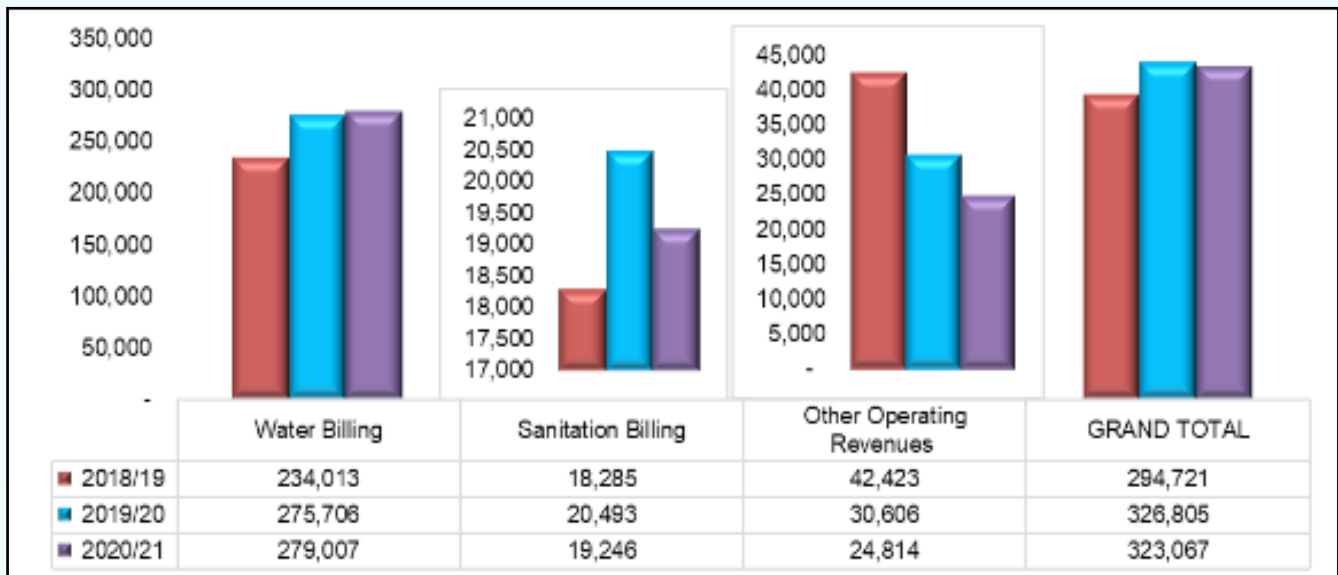


Figure 27: Revenue Generations by Sources

DAWASA continued to register the highest revenue generation in FY 2020/21 as depicted in Figure 28, generating TZS 140.84 billion. Nonetheless, DAWASA’s performance is attributed to its large customer base. Vwawa-Mlowo WSSA generated the least revenue of TZS 118.7 million. Table A2.14 shows a detailed three years’ trend of billing composition and domestic billing for Regional WSSAs.

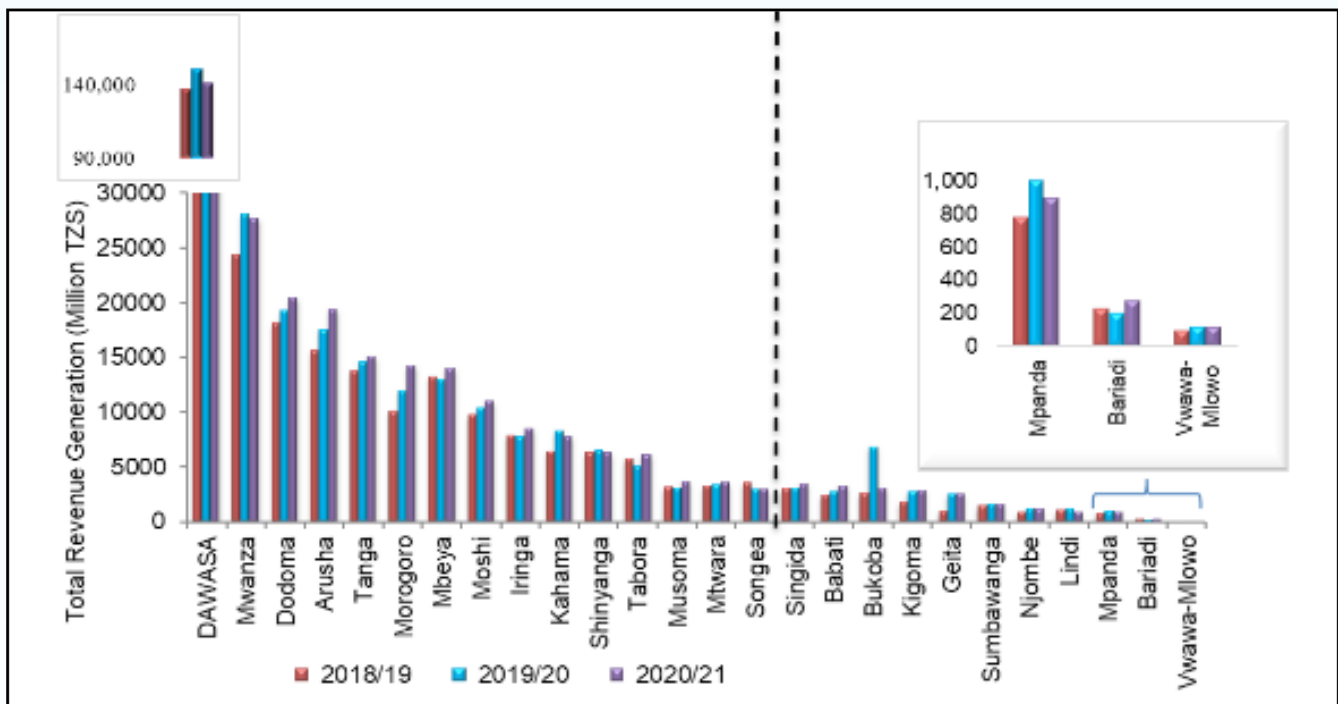
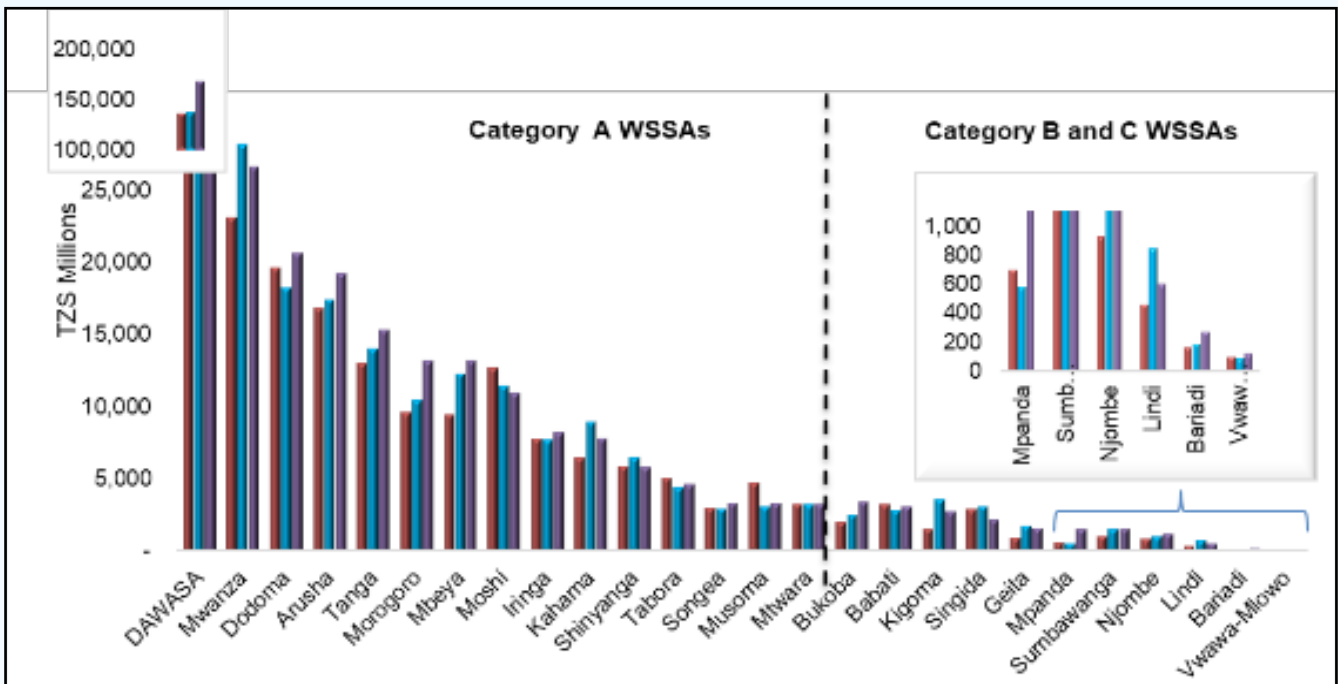


Figure 28: Revenue Generations for each Regional WSSA

## 4.2 Revenue Collection Trend and Performance

### 4.2.1 Revenue Collection Trend

In FY 2020/21, total revenue collection increased by 12% to TZS 343.63 billion from TZS 306.56 billion registered in 2019/20. Revenue collection in FY 2019/20 increased by 5% as compared to FY 2018/19. Figure 29 presents Regional WSSAs’ performance in revenue collection from FY 2018/19 to FY 2020/21.



**Figure 29: Total Revenue Collection**

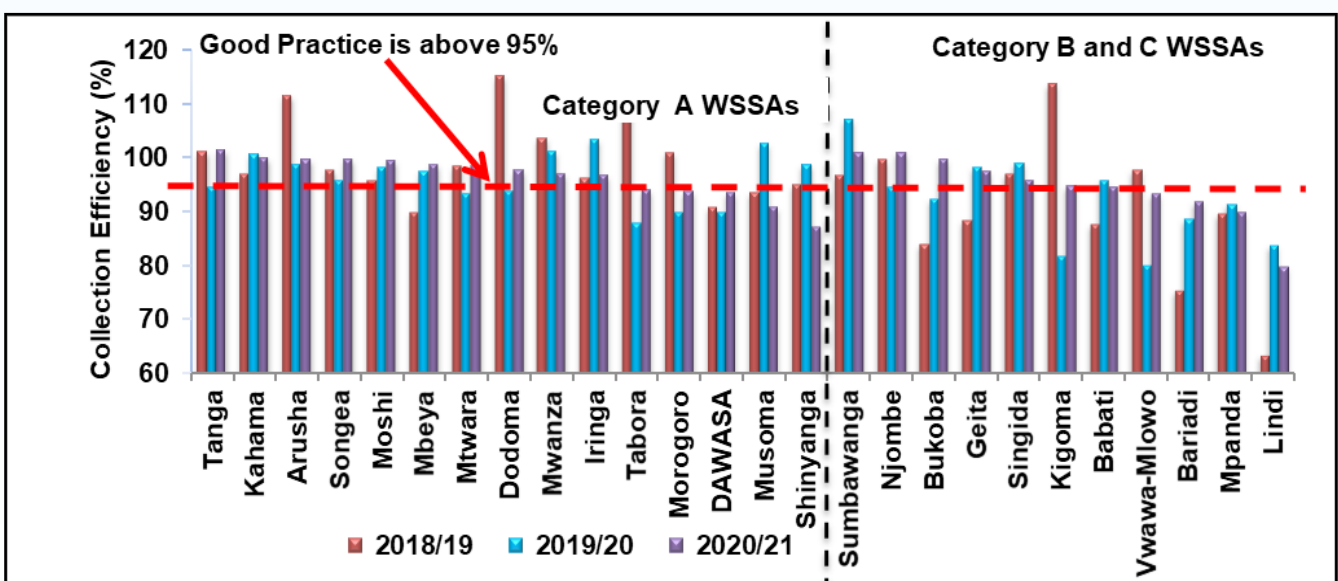
Despite the overall increase in revenue collection, performance for Mwanza, Moshi, Kahama, Shinyanga, Mtwara, Kigoma, Singida, Geita, Sumbawanga and Lindi WSSAs declined during the year.

#### 4.2.2 Revenue Collection Performance

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

##### 4.2.2.1 Revenue Collection Efficiency

On average, the ability of Regional WSSAs to collect operating bills improved to 95.8% in FY 2020/21 compared to 95.3% recorded in FY 2019/20. Figure 30 presents WSSAs collection efficiencies from FY 2018/19 to FY 2020/21.

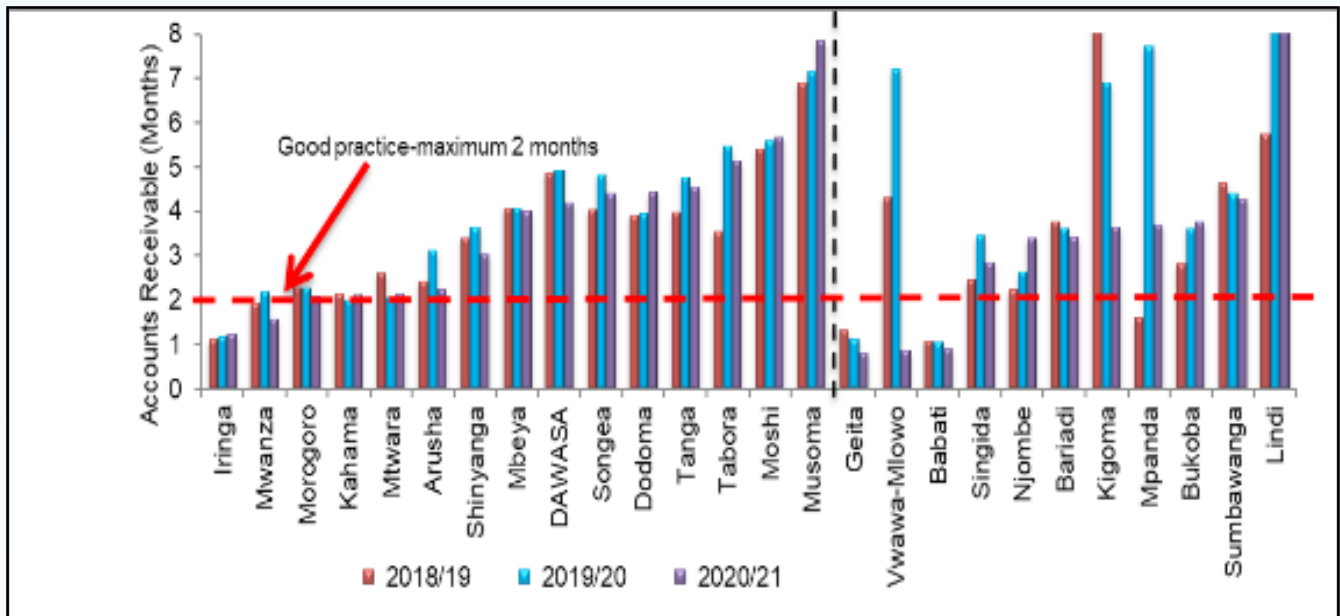


**Figure 30: Revenue Collection Efficiency**

Most Regional WSSAs are unable to separate current year collection and collection from arrears resulting in high collection efficiencies that may sometimes be above 100%. Kahama Tanga, Sumbawanga and Njombe WSSAs recorded collection efficiencies of more than 100% with Lindi achieving the least collection efficiency of 80%. Table A2.13 shows trends of revenue collection efficiency, accounts receivables and overall efficiency indicator from FY 2018/19 to FY 2020/21.

**4.2.2.2 Accounts Receivable Ratio**

On average, accounts receivable performance improved from 4.2 months in 2019/20 to 3.8 in FY 2020/21. However, in FY 2018/19, the average collection period stood at 3.6 months. Geita, Vwawa-Mlowo, Babati, Iringa and Mwanza WSSAs were the best performers in FY 2020/21 after recording the ratio of less than two months with Lindi WSSA being the least performer recording an accounts receivable ratio of 12.4 months. Figure 31 shows account receivable ratios.



**Figure 31: Accounts Receivable Ratio**

**4.2.2.3 Overall Efficiency Indicator (OEI)**

During FY 2020/21, average OEI dropped to 61.8% compared to 63.9% and 67.1% registered in FY 2019/20 and FY 2018/19, respectively. During the year, the OEI among Regional WSSAs ranged between 19.2% and 79.5%. Regional WSSAs with highest OEI in FY 2020/21 were Moshi WSSA (79.5%), Songea WSSA (78.7%), Kahama WSSA (74.4%), Iringa WSSA (73%), Mtwara WSSA (72.8%), Mbeya WSSA (71.3%) and Iringa WSSA (70.8). On other hand, Vwawa-Mlowo WSSA recorded the lowest overall efficiency indicator of 19.2%.

Despite the good performance recorded in FY 2020/21 by Kahama and Iringa WSSAs, the utilities could not achieve the performance levels they recorded in FY 2019/20. There was an improvement for Moshi, Songea, Mtwara, Mbeya, Tanga, Bariadi, Babati, Kigoma, Geita, Tabora, DAWASA, Morogoro, Musoma, Bariadi, Babati, Kigoma and Geita WSSAs compared to the achievement in FY 2019/20. Figure 32 illustrates the overall efficiency indicator.

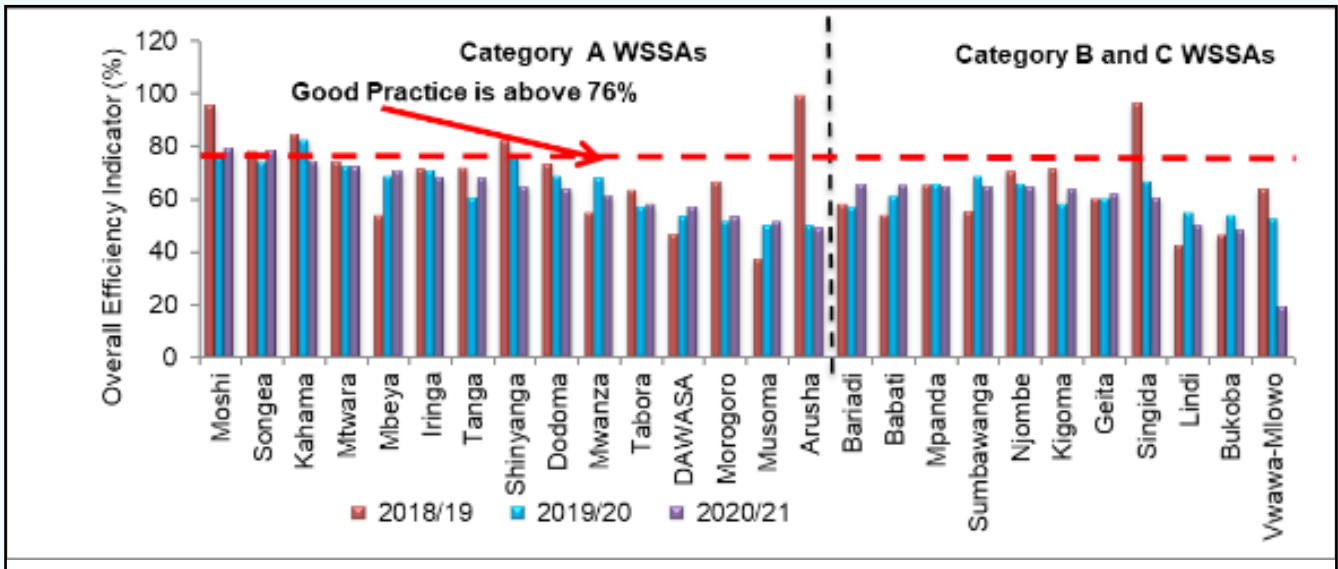


Figure 32: Overall Efficiency Indicator

### 4.3 Expenditure Control

#### 4.3.1 Total Cost per Unit of Water Produced

Total cost per unit of water produced in this context considers total operating costs excluding depreciation. In FY 2020/21, on average, total cost per unit of water produced declined by 0.3% to TZS 988 from TZS 991 in FY 2019/20. In FY 2019/20, total cost per unit of water produced increased from TZS 907 recorded in FY 2018/19. Figure 33 shows total cost per unit of water produced for Regional WSSAs.

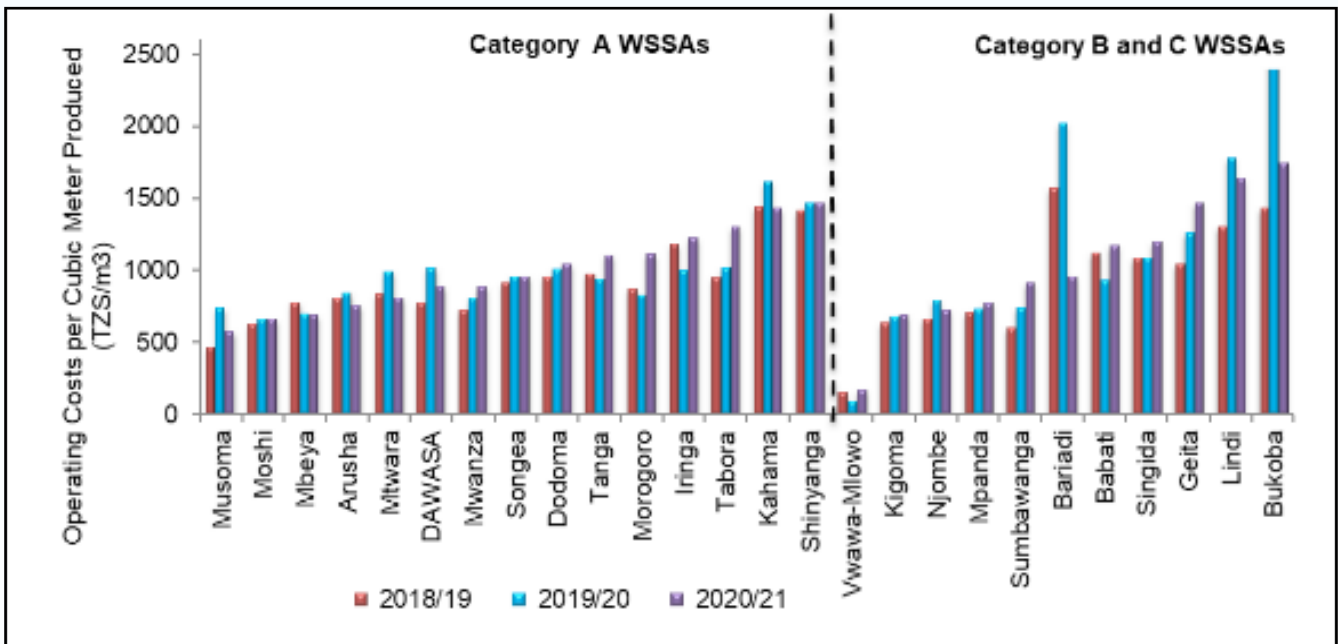


Figure 33: Total Cost per Unit of Water Produced for Regional WSSAs

During FY 2020/21, five WSSAs recorded lower per unit cost of water production. The WSSAs include Vwawa-Mlowo (TZS 176.8), Musoma (TZS 579.6), Moshi (TZS 668.5), Mbeya (TZS 689.7) and Kigoma (TZS 691.6), whilst, Bukoba (TZS 1,748.4), Lindi (TZS 1,642.2), Shinyanga (TZS 1,472.3), Geita (TZS 1,466.2) and Kahama (TZS 1,431.3) WSSAs recorded the highest cost per unit of water production.

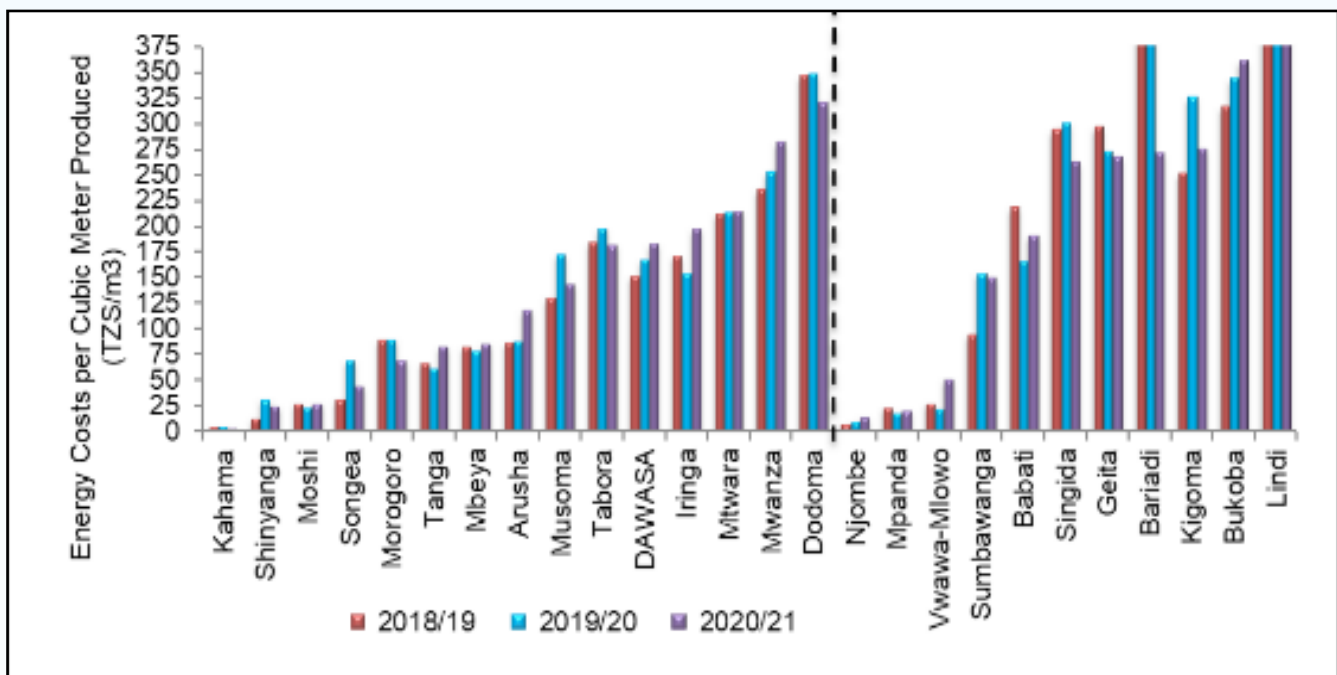
Several factors such as quality of water, pumping hours, coverage area of service influence unit cost of production borne by utilities, hence, lower the unit cost per water produced does not necessarily imply better performance of the utility. Table A2. 3 shows Total O&M, Production & Maintenance and Administration costs trend from FY 2018/19 to FY 2020/21.

### 4.3.2 Water Production Cost

The major components of water production cost considered in this report are energy and chemical expenses. 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 of chemicals for water treatment.

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

The overall average unit cost of energy for Regional WSSAs declined by 3% from TZS 172.4 in FY 2019/20 to TZS 166.9 in FY 2020/21. In FY 2019/20, overall average energy costs for all Regional WSSAs increased by 2% from TZS 163.5/m<sup>3</sup> in FY 2018/19. During the period under review, energy costs per unit of water produced for Regional WSSAs ranged from TZS 5.1 to TZS 480.1 per m<sup>3</sup>. Figure 34 shows energy costs per unit of water produced for Regional WSSAs.



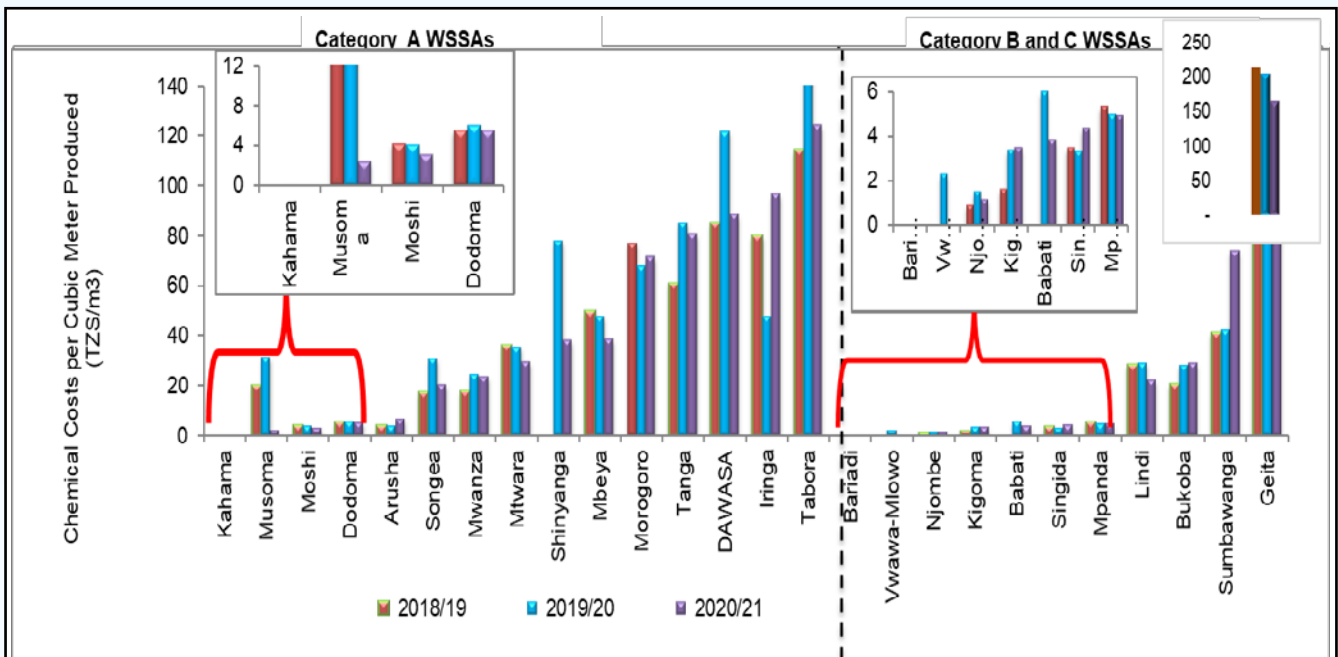
**Figure 34: Energy Cost per Unit of Water Produced for Regional WSSAs**

In FY 2020/21, Moshi, Shinyanga, Mpanda, Njombe and Kahama WSSAs recorded the lowest energy costs per unit of water produced. Whilst, Lindi, Bukoba, Dodoma, Mwanza and Kigoma WSSAs recorded higher energy costs per unit of water produced. Energy costs per unit of water production for Lindi, Bukoba, Mwanza, Mtwara, DAWASA, Arusha and Njombe 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 2020/21, on average, unit chemical costs for Regional WSSAs declined by 17% to TZS 36.1 from TZS 43.5 recorded in FY 2019/20. However, in FY 2019/20 the unit cost increased from TZS 34.2 in FY 2018/19 equivalent to an increase of 27%. Figure 35 shows chemical costs per cubic meter for Regional WSSAs.





**Figure 35: Chemical Cost per Cubic Meter for Regional WSSAs**

In FY 2020/21, Geita, Tabora, Iringa, DAWASA, and Tanga WSSAs registered higher chemical costs per cubic meter of water produced while Songea, Arusha, Dodoma, Mpanda, Singida, Babati, Kigoma, Moshi, Musoma, Njombe, Kahama, Bariadi and Vwawa-Mlwo WSSAs registered lower chemical costs per cubic meter of water produced. Chemical cost per cubic meter of water produced for Sumbawanga, Bukoba, Arusha and Kigoma WSSAs have been high and ever-increasing since FY 2018/19. Table A2.17 shows trend of energy and chemical cost for regional WSSAs from FY 2018/19 to FY 2020/21.

### 4.3.3 Personnel Costs

Impact of personnel costs on overall performance of Regional WSSAs was assessed by comparing personnel expenditures to total water production and revenue collection. The lower the ratio of personnel costs to water production or revenue collection, the better the performance.

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

During FY 2020/21, unit personnel cost among Regional WSSAs ranged between TZS 90.4 and TZS 617.3 per cubic meter of water produced. The personnel cost for all Regional WSSAs increased by 2% to TZS 344.9 in FY 2020/21 from TZS 337.7 in FY 2019/20.

During FY 2020/21, Category B and C WSSAs recorded an average personnel cost of TZS 359.9 per cubic meter of water produced, compared to TZS 333.9 recorded by Category A WSSAs. Figure 36 shows personnel costs per cubic meter of water produced. Table A2.16 shows trend of personnel costs and other costs for Regional WSSAs from FY 2018/19 to FY 2020/21.

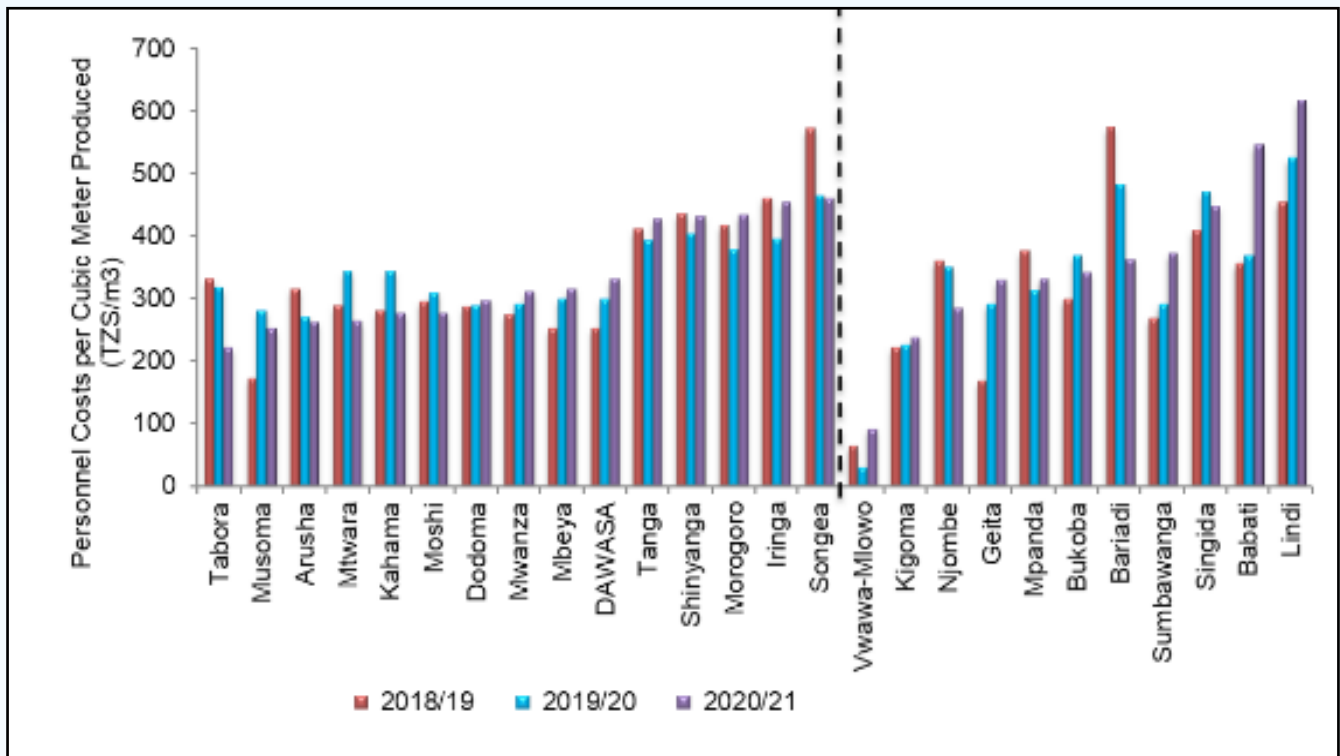


Figure 36: Personnel Costs per Cubic Meter “of Water Produced”

4.3.3.2 Personnel Costs as a Percentage of Revenue Collection

Personnel costs as percentage of revenue collection represents the proportion of total revenue collections spent to cover personnel expenditures. During FY 2020/21, personnel costs as a percentage of revenue collections ranged between 17.3% and 87.1%. Overall personnel cost as a percentage of revenue collection deteriorated from 35.9% in FY 2019/20 to 37.6% in FY 2020/21. In FY 2018/19, the overall average personnel costs as percentage of revenue collections was 39%. Figure 37 shows personnel costs as a percentage of revenue collection.

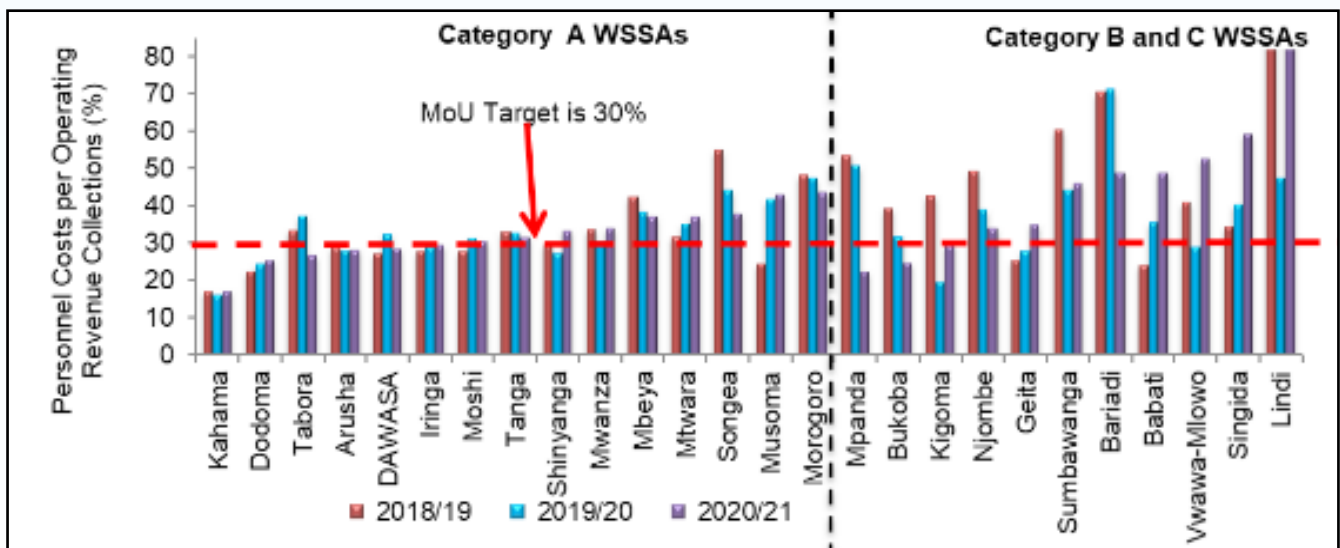
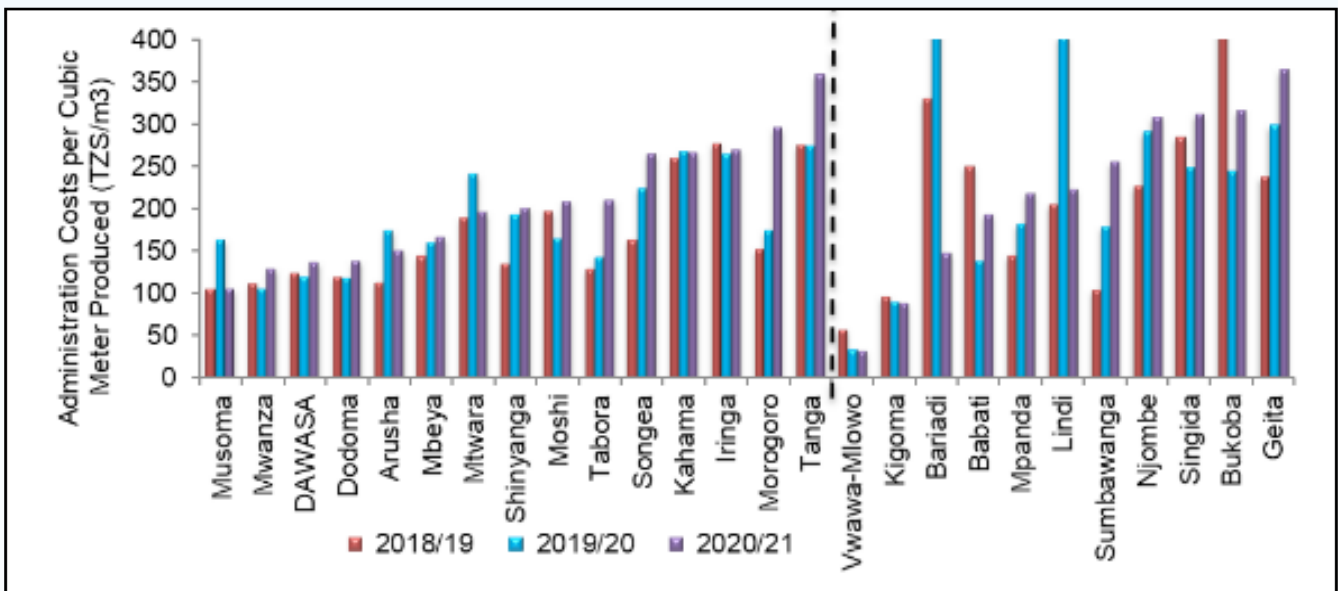


Figure 37: Personnel Costs as a Percentage of Revenue Collection

In FY 2020/21, nine WSSAs registered personnel costs as a percentage of revenue collections of below 30% as stipulated in performance contracts between WSSAs and the Ministry of Water. The WSSAs include Iringa, Kigoma, DAWASA, Arusha, Tabora, Dodoma, Bukoba, Mpanda and Kahama. Further, during the year under review, 11 Regional WSSAs namely Bariadi, Bukoba, DAWASA, Mbeya, Moshi, Morogoro, Mpanda, Njombe, Songea, Tabora and Tanga improved their personnel costs as a percentage of revenue collections as compared to FY 2019/20.

### 4.3.4 Administrative Costs

Administration costs are indirect costs, as they are not directly associated to water production. During FY 2020/21, average administration costs per unit of water produced for Regional WSSAs ranged between TZS 33.8/m<sup>3</sup> and TZS 365.3/m<sup>3</sup>. On average, administration costs per unit of water production for Regional WSSAs declined by 2% from TZS 219.5/m<sup>3</sup> in FY 2019/20 to TZS 214.7/m<sup>3</sup> in FY 2020/21. However, in FY 2019/20 the increase was 11% as compared to FY 2018/19 whereby, the average administration costs per unit of water production for Regional WSSAs was TZS 197.3/m<sup>3</sup>. Figure 38 shows administration costs per cubic meter of water produced.



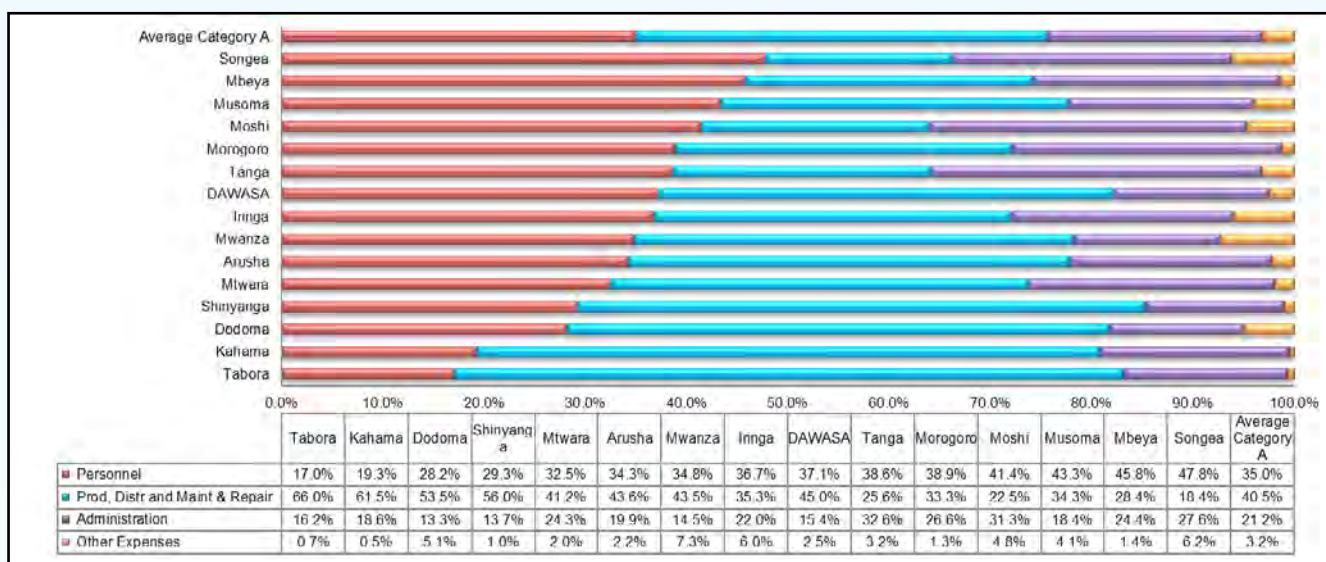
**Figure 38: Administration Costs per Cubic Meter of Water Produced**

In FY 2020/21, lower administrative costs per unit of water produced were registered by six Regional WSSAs namely Dodoma (TZS 139.4), DAWASA (TZS 137.2), Mwanza (TZS 129.4), Musoma (TZS 106.4), Kigoma (TZS 89.8) and Vwawa-Mlowo (TZS 33.8) while higher administration costs per unit of water produced were registered by Geita (TZS 365.3), Tanga (TZS 359.9), Bukoba (TZS 318.2), Singida (TZS 313.4) and Njombe (TZS 308.9) WSSAs.

## 4.4 Cost Structure

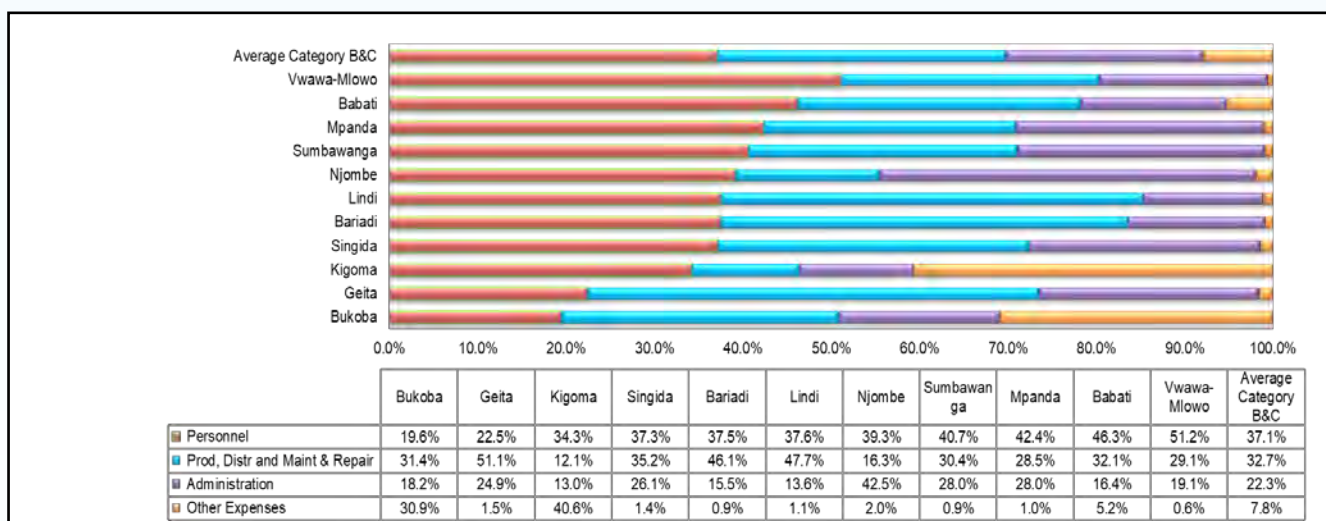
### 4.4.1 Composition of O&M Costs Excluding Depreciation

During FY 2020/21, on average, water production, distribution, maintenance and repair costs comprised 37.2% of O&M incurred by Regional WSSAs. Administration costs, personnel costs and other costs made 21.7%, 35.9% and 5.2% respectively. For Category A WSSAs, on average, 40.5% of O&M costs was production, distribution, maintenance and repair costs, 21.2% was administration costs, 35.0% was personnel cost while other costs constituted 3.2%. Figure 39 shows composition of O&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, on average 32.7% of O&M costs was production, distribution, maintenance and repair costs, 22.3% was administration costs, 37.1% was personnel costs other costs constituted 7.8% of total costs. Figure 40 shows composition of O&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**

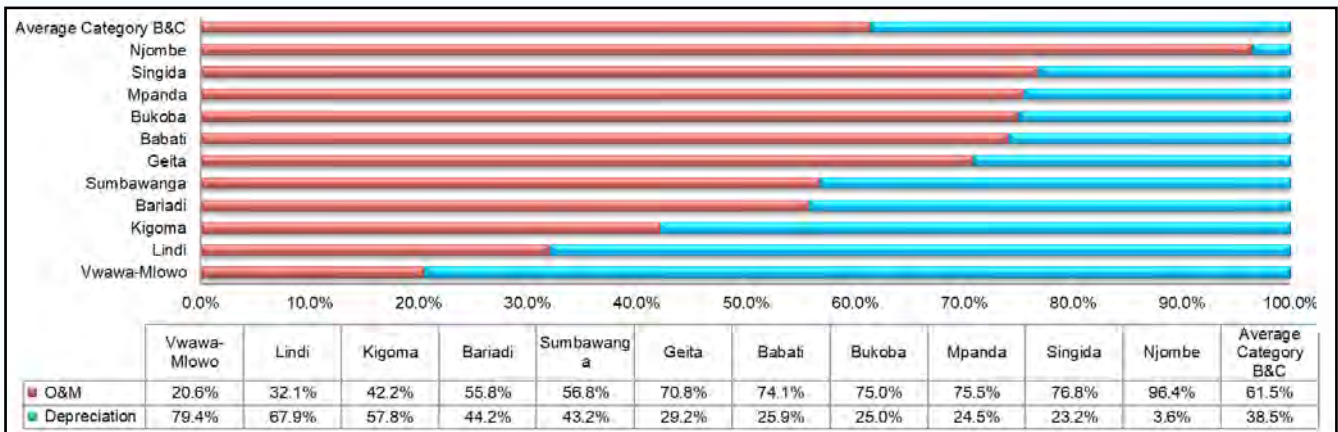
#### 4.4.2 Depreciation versus Other Operation and Maintenance Costs

During FY 2020/21, on average, Regional WSSAs depreciation costs accounted for 38.7% of the total operating costs, while other operation and maintenance costs accounted for 73.9%. For Category A WSSAs, on average, depreciation costs accounted for 16.9%, while other operating costs averaged at 83.1%. Figure 41 shows composition of operation and maintenance 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 38.5%, while other operating costs averaged at 61.5%. 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**

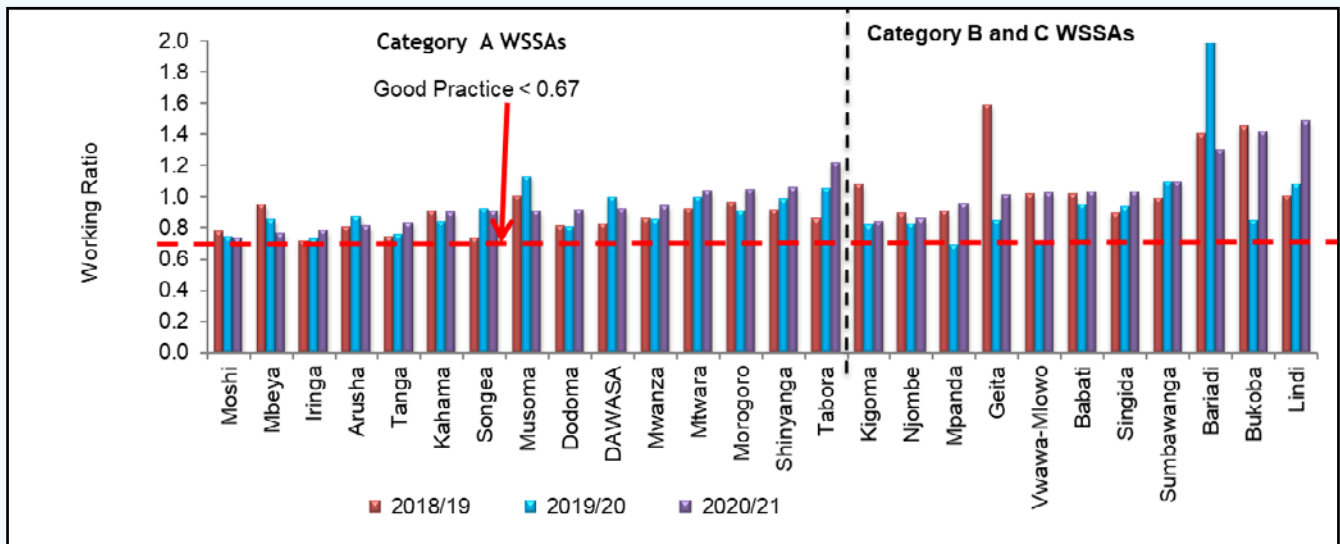
## 4.5 Cost Recovery

### 4.5.1 Working and Operating Ratio

Working and operating ratios measure the ability of WSSAs to recover their operational costs from their revenues. The recommended ratio is less than 0.67 and 0.8 for working ratio and operating ratio respectively.

#### 4.5.1.1 Working Ratio

In FY 2020/21, average working ratio for Regional WSSAs deteriorated to 1.0 as compared to 0.97 achieved in FY 2019/20 and FY 2018/19. Figure 43 shows working ratio for Regional WSSAs.

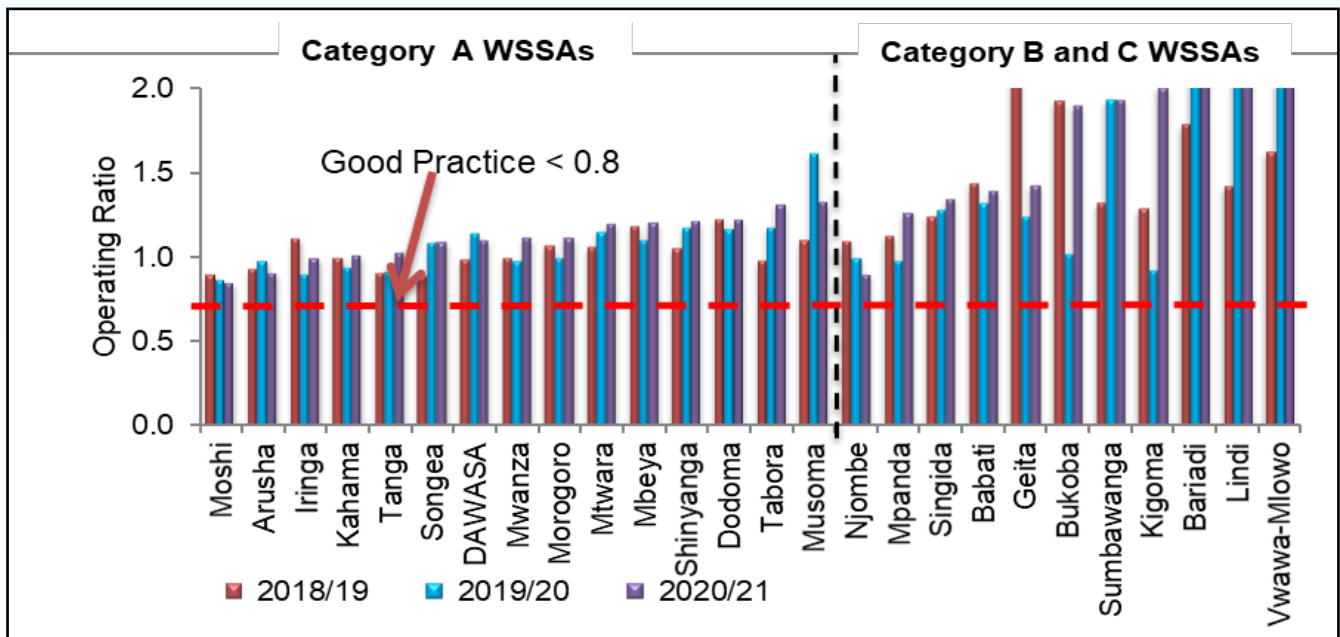


**Figure 43: Working Ratio for Regional WSSAs**

During FY 2020/21, Moshi WSSA was the best performer in the indicator with a ratio of 0.74 while Lindi WSSA was the least performer, registering the highest working ratio of 1.49. Appendix 2-Table A2.18 shows detailed three years working ratio for Regional WSSAs.

**4.5.1.2 Operating Ratio**

In FY 2020/21, on average, average operating ratio for Regional WSSAs declined from 1.31 recorded in FY 2019/20 to 1.57 in FY 2020/21. In FY 2018/19 the average was 1.22. Figure 44 below shows operating ratio for Regional WSSAs.

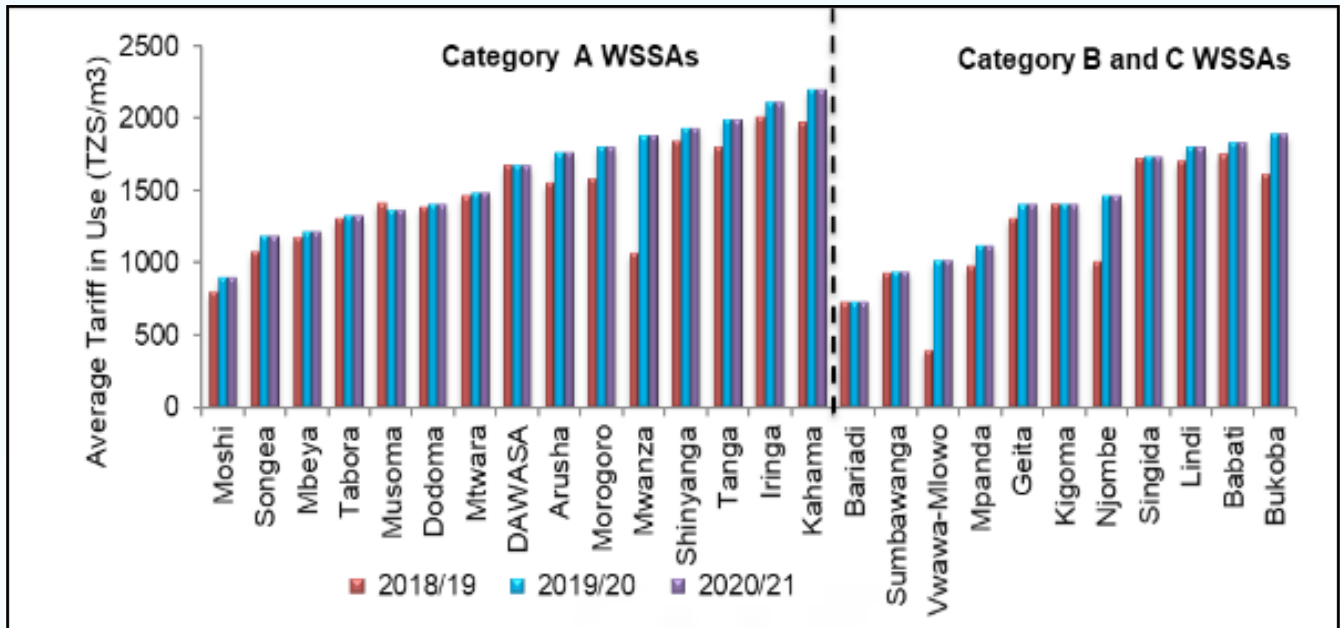


**Figure 44: Operating Ratio for Regional Water WSSAs**

In FY 2020/21, Moshi WSSA recorded the lowest operating ratio of 0.85 while Vwawa-Mlowo WSSA recorded the highest ratio of 5.01. In addition, Iringa, Arusha, Njombe and Moshi were the only utilities with the operating ratio of less than or equal to one. Appendix 2-Table A2.18 shows three-year operating ratios for regional WSSAs.

## 4.6 Water Tariff

Water tariff in use is the weighted average of all customer categories weighted by their respective consumption levels. Tariffs approved by EWURA that were applicable among Regional WSSAs as of 30<sup>th</sup> June 2021 are shown in Figure 45.



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

The average tariff of TZS 1,516 per m<sup>3</sup> for regional WSSAs has not changed for two consecutive years. Kahama had the highest average tariff of TZS 2,192 per m<sup>3</sup> while Bariadi WSSA had least tariff of TZS 730 per m<sup>3</sup>. Generally, the difference in tariffs was due to variations in costs attributed by methods employed in water abstraction, treatment and distribution. Appendix 2-Table A2.18 shows average tariff in use for Regional WSSAs from FY 2018/19 to FY 2020/21.

## 5.0 COMPLIANCE WITH REGULATORY REQUIREMENTS AND DIRECTIVES

This Chapter discusses Regional WSSAs compliance with regulatory requirements and EWURA directives in terms of tariff order conditions, reporting requirements, remittance of regulatory levy and implementation of recommendations of the Water Utilities Performance Review Report for the FY 2019/20.

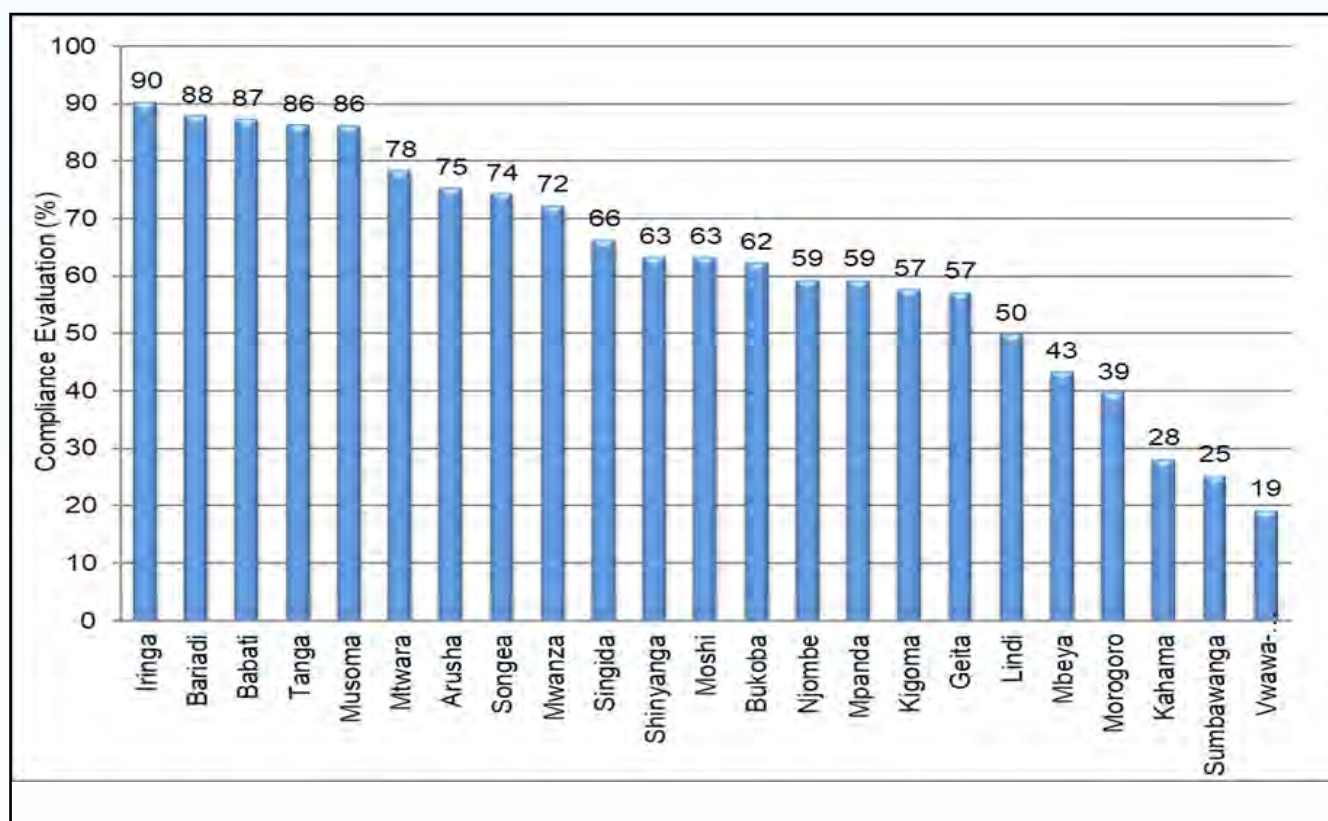
### 5.1 Tariff Review and Compliance with Tariff Order Conditions

During the period under review, with the exception of DAWASA, Tabora and Dodoma, all Regional WSSAs had active tariff orders comprising 147 conditions. Further, Tanga WSSA applied for extension of tariff orders that was approved by EWURA. Approved average tariffs for Tanga WSSA is shown in Table 16.

**Table 16: Approved Average Tariffs**

S/N	WSSA	Approved Average Metered Tariff (TZS/m <sup>3</sup> ) 2019/20	Date of Approval	Effective Date
1.	Tanga	1,211 - 1,983	15 <sup>th</sup> December 2020	29 <sup>th</sup> January 2021

Overall average compliance with implementation of tariff order conditions improved to 63% in FY 2020/21 as compared to 56.5% in FY 2019/20. Figure 46 presents compliances with tariff order conditions for Regional WSSAs during the year under review. Details of the compliance for each utility including their compliance evaluation criteria are shown in Appendix 4: Table A4.2.



**Figure 46: Compliance with Tariff Order Conditions for Regional WSSAs**



## 5.2 Compliance with Report Submission

Compliance with reporting requirements considered submission of technical, financial and MajIS reports to EWURA. In FY 2020/21, DAWASA, Dodoma, Iringa, Mwanza, Songea, Tanga, Kigoma and Geita WSSAs submitted all the required reports timely. Among them, Mwanza and Songea WSSAs managed to timely submit their reports for three consecutive years. Vwawa-Mlowo WSSA has been the least performer in submission of reports. Appendix 4 presents details of reports submission among the Regional WSSAs during FY 2020/21.

### 5.2.1 Annual Technical Reports

During the year under review, 24 out of 26 Regional WSSAs timely submitted their annual technical reports before 30<sup>th</sup> September 2021 compared to 23 and 19 WSSAs during FY 2019/20 and FY 2018/19 respectively. Further, Arusha WSSA submitted annual technical report late while Vwawa-Mlowo WSSA did not submit annual technical report at all.

### 5.2.2 Financial Reports

During FY 2020/21, 25 out of 26 Regional WSSAs timely submitted their draft financial reports before 30<sup>th</sup> September 2021 compared to 23 and 24 WSSAs during FY 2019/20 and FY 2018/19 respectively. Morogoro WSSA submitted its financial report late.

### 5.2.3 MajIS Reports

Evaluation of submission of MajIS reports is categorized in two parts which are submission of monthly and annual MajIS reports. While monthly MajIS reports are required to be submitted to EWURA by 14<sup>th</sup> day of every month, the Annual MajIS report is required to be submitted by 30<sup>th</sup> September of each year. The submission status is discussed below.

#### a) Submission of Monthly MajIS Reports

During FY 2020/21, all Regional WSSAs submitted monthly MajIS reports. However, 9 out of 26 Regional WSSAs timely submitted all 12 monthly MajIS reports compared to 16 and 9 WSSAs in FY 2019/20 and FY 2018/19 respectively. WSSAs which timely submitted all monthly MajIS reports were Arusha, DAWASA, Dodoma, Iringa, Mwanza, Songea, Tanga, Kigoma and Geita.

#### b) Submission of Annual MajIS Reports

During FY 2020/21, 19 out of 26 Regional WSSAs timely submitted annual MajIS reports by 30<sup>th</sup> September. The timely submission status of annual MajIS reports has decreased compared to the 21 and 20 WSSAs in the FY 2019/20 and FY 2018/19 respectively. Shinyanga, Njombe and Vwawa-Mlowo WSSAs did not submit annual MajIS.

## 5.3 Compliance with Business Plan Targets

During FY 2020/21, all Regional WSSAs had approved business plans. Compliance with business plan targets were evaluated based on 11 selected key performance indicators in accordance with EWURA Performance Benchmarking Guidelines for WSSAs of 2018.

## 5.4 Implementation of Recommendations of FY 2019/20 Report

Generally, implementation of recommendations issued by EWURA through the Water Utilities Performance Review Report for the FY 2019/20 was satisfactory as presented in Appendix 6 of this report.

## 5.5 Customer Service Charter

During FY 2020/21, 23 out of 26 Regional WSSAs had active customer service charters. 11 WSSAs namely Tanga, Moshi, Shinyanga, Kigoma, Mbeya, Mpanda, Bukoba, Mtwara, Njombe, Bariadi and Mwanza did not have customer service charters.

## 5.6 Remittance of Regulatory Levy

Section 43 of EWURA Act, Cap 414 requires all WSSAs to remit regulatory levy not exceeding one per cent of the gross operating revenue from the regulated goods and services. During the year under review, the total amount due for remittance by Regional WSSAs was TZS 6,402,176,576.46 out of which TZS 2,967,859,388.34 was invoiced during FY 2020/21 and TZS 3,434,317,188.12 was outstanding balance brought forward from FY 2019/20. As of the due date of 31<sup>st</sup> August 2021, a total of TZS 2,715,082,785.42 equivalent to 42.4% of the total remittable amount was collected from Regional WSSAs. During the year under review Arusha, Iringa, Kahama, Moshi, Mpanda, Njombe and Vwawa-Mlowo WSSAs remitted all amount invoiced. Conversely, Regional WSSAs with least compliance with remittance of regulatory levy were Tabora (1%), Musoma (1.1%), Bariadi (1.2%) and Kigoma (2.2%). A list of Regional WSSA and the status of remittance of regulatory levy is 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 gauges 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. Utility indicator performance score accounts for 70%, while compliance to regulatory requirement score makes 30% of the total performance score. The output of overall ranking is identification of the overall best performing WSSA.

### 6.2 Utility Ranking

Utility ranking measures 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 17.

**Table 17: 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		
	E-Coli	14%	100
	Turbidity	9%	100
KPI 4	Metering ratio (%)	9%	100%
KPI 5	Non-Revenue Water – NRW (%)	9%	$\leq 20$
KPI 6	Revenue collection efficiency (%)	14%	$\geq 95$
KPI 8	Operating ratio (ratio)	5%	$< 0.8$
KPI 9	Personnel/1000 (W&S) connections (ratio)	5%	$\leq 5$
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 18.

**Table 18: Assessment Confidence Grading on Data Reliability and Accuracy**

Data Reliability		
Reliability Bands		Definition
A	Reliable	Data based on sound records, procedures, investigations or analyses that are properly documented and recognized as the best available assessment methods
B	Fairly Reliable	Data based on records, procedures, investigations or analyses that are properly documented and recognized as the best available assessment methods. However, up to 30% of the data is based on extrapolations.
C	Unreliable	Data based on extrapolation from records that cover more than 30 per cent of the service provider's system.
Data Accuracy		
Accuracy Band	Associated Uncertainty	
1	(0 – 5%): better than or equal to +/- 5%	
2	(5 – 20%): worse than $\pm$ 5% but better than or equal to + / -20%	
3	>20%	

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

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 19.

**Table 19: Compliance to Regulatory Requirements**

Code No.	Regulatory Requirement	Total Score
CRR1	Timely submission of monthly Majlis reports	12
CRR2	Timely submission of draft annual Majlis 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 20.

**Table 20: Classification of Overall Scores**

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

## 6.5 Results of Performance Ranking

### 6.5.1 Overall Ranking Results

Based on overall ranking criteria, Moshi WSSA emerged the overall best utility in the provision of water supply and sanitation services with a score of 84.60, ranked as Very Good. On the other hand, Vwawa-Mlowo WSSA was the overall least performer in the provision of water supply services with a score of 27.00 ranked as Unsatisfactory.

### 6.5.2 Utility Ranking Results

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

Table 21 summarizes results of performance ranking for Regional WSSAs in provision of water supply and sanitation services .

**Table 21: Summary of Regional WSSAs' Ranking in the Provision of Water and Sanitation Services**

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance with Regulatory Requirements Score	Overall Ranking			Utility Ranking Score						
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2020/21)	Ranking (FY 2019/20)	Ranking (FY 2018/19)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2020/21)
1	Arusha	36.9	28.5	65.4	C	Good	12	9	9	46.1	D	Fair	16
2	Dodoma	49.2	23.9	73.1	B	Very Good	7	5	6	73.0	B	Very Good	2
3	Iringa	51.3	30.0	81.3	B	Very Good	3	2	2	51.2	D	Fair	14
4	Mbeya	51.0	21.2	72.2	B	Very Good	8	6	12	46.6	D	Fair	15
5	Morogoro	47.3	15.9	63.2	C	Good	16	21	10	63.4	C	Good	6
6	Moshi	56.4	28.2	84.6	B	Very Good	1	1	1	55.2	C	Good	9
7	Mtwara	35.4	18.0	53.4	D	Fair	21	22	17	60.0	C	Good	8
8	Musoma	45.9	19.8	65.7	C	Good	11	17	18	66.0	C	Good	5
9	Mwanza	56.4	19.5	75.9	B	Very Good	6	3	3	52.7	D	Fair	13
10	Shinyanga	36.2	17.1	53.3	D	Fair	22	13	13	37.0	E	Unsatisfactory	21
11	Songea	56.9	22.5	79.4	B	Very Good	5	4	5	62.4	C	Good	7
12	Tabora	45.7	18.6	64.3	C	Good	14	16	7	68.0	C	Good	4
13	Tanga	55.2	24.9	80.1	B	Very Good	4	8	4	69.0	C	Good	3
14	Bukoba	44.5	19.5	64.0	C	Good	15	7	19	37.0	E	Unsatisfactory	21
15	Kigoma	43.6	22.5	66.1	C	Good	10	18	14	37.1	E	Unsatisfactory	20
16	Singida	46.5	18.0	64.5	C	Good	13	10	15	74.0	B	Very Good	1
17	Sumbawanga	40.5	17.4	57.9	C	Good	18	15	16	35.8	E	Unsatisfactory	23
18	Babati	36.5	20.0	56.6	C	Good	20	11	20	20.4	E	Unsatisfactory	25
19	Lindi	29.0	19.8	48.8	D	Fair	24	20	23	55.0	C	Good	10
20	Bariadi	23.3	8.1	31.4	E	Unsatisfactory	25	26	25	0.0	E	Unsatisfactory	26
21	Geita	36.6	24.0	60.5	C	Good	17	23	21	38.1	E	Unsatisfactory	18
22	Mpanda	27.9	23.1	51.0	D	Fair	23	24	24	24.3	E	Unsatisfactory	24
23	Njombe	33.8	22.8	56.6	C	Good	19	19	22	52.8	D	Fair	12
24	Kahama	53.0	29.4	82.4	B	Very Good	2	12	8	55.0	C	Good	10
25	DAWASA	48.9	22.5	71.4	B	Very Good	9	14	11	37.9	E	Unsatisfactory	19
26	Vwawa Mlowo	7.2	19.8	27.0	E	Unsatisfactory	26	25	26	40.0	E	Unsatisfactory	17



## PART II:

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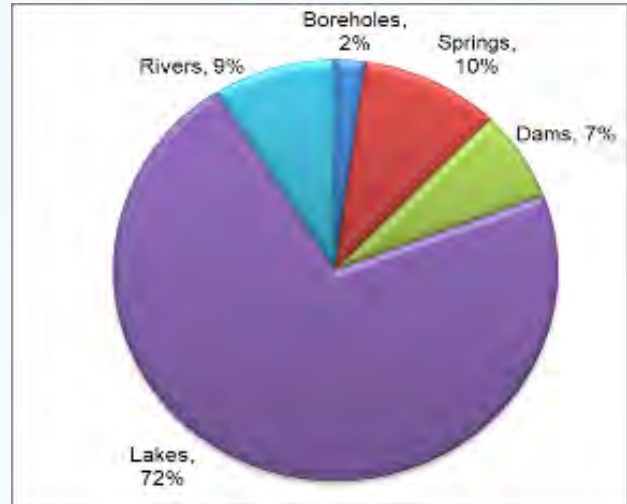
### PERFORMANCE REVIEW OF NATIONAL PROJECTS WSSAs



## 7.0 TECHNICAL OPERATIONS

### 7.1 water sources and abstraction

Over the past three years, lake victoria continued to be the main source of water among np wssas. During the year under review, water abstracted from the lake increased to 19.47 million cubic meter as compared to 16.90 and 18.37 million cubic meter attained in fy 2019/20 and fy 2018/19, respectively. Out of 19.47 million cubic meters of water abstracted from lake Victoria, 18.56 million cubic meters was abstracted by kashwasa to supply water in bulk to Tabora, Kahama, Nzega, Maganzo and Igunga wssas and cbwsos. Other sources of water for np wssas were springs, rivers, dams and boreholes as shown in figure 47.



**Figure 47: Water Sources and Abstraction**

During the year under review, with the exception of htm and mugango-kiabakari wssas, all np wssas recorded a significant increase in water abstraction of more than 10%. Reasons for the increase are summarised in table 22. Detailed water abstraction trend for np wssas is shown in tables A3.1 (a) and table A3.1 (b) in appendix 3.

**Table 22: NP WSSAs with Significant Increase in Water Abstraction**

Utility Name	Increase (%)	Reason(s)
Maswa	64%	Acquisition of water sources in Sangamwalugesha, Lalago and Malampaka with total capacity of 52m <sup>3</sup> /day
Makonde	38%	Improvement in reliability of power supply that enabled an increase in pumping hours from 1,013 in FY 2019/20 hours to 2,332 hours in FY 2020/21
KASHWASA	17%	To meet water demand following extension of water pipeline to Tabora, Igunga, Nzega, Mwakuzuka and Mwakitolyo areas
MANAWASA	11%	Rehabilitation of Mbwinji water source which enabled effective utilization of the source throughout the year
Wanging'ombe	11%	During the FY 2020/21 the water sources were not affected by floods as compared to FY 2019/20

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

Utility Name	Decrease (%)	Reason(s)
HTM	14%	Frequent leakages along the rising main from intake to Tabora Treatment Plant (about 10km)
Mugango-Kiabakari	11%	Frequent failure of the dilapidated transmission main (1km)

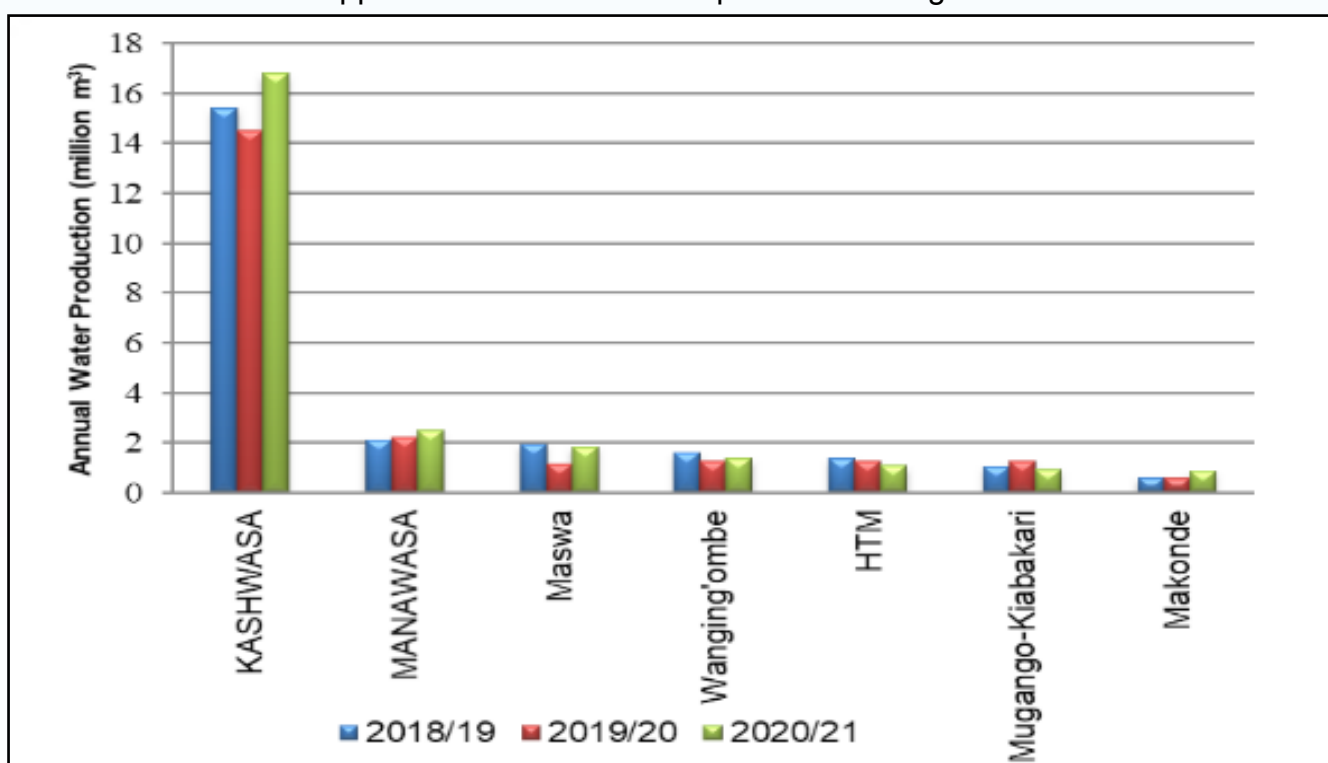
## 7.2 Installed Water Production Capacity

Over the past three years, NP WSSAs experienced an overall decrease in installed water production capacity. The total installed production capacity decreased to 47.37 million cubic meter in FY 2020/21 from 48.57 and 54.31 million cubic meter in FY 2019/20 and FY 2018/19 respectively. Makonde and HTM WSSAs registered over 10% decrease in installed water production capacities of 35% and 23%, respectively. The reason for the decrease for Makonde WSSA was breakdown of four pumps with total capacity of 400 m<sup>3</sup>/hr while HTM revised its data for Segera intake to 1,560m<sup>3</sup>/day to reflect actual capacity of the recently installed pumps. Table A3.2- Appendix 3 presents installed capacities for NP WSSAs.

## 7.3 Water Production

NP WSSAs recorded uneven trend of water production over the past three years. During FY 2020/21, total water production increased to 25.48 million cubic meter as compared to 22.12 million cubic meter in FY 2019/20 and 25.28 million cubic meter in FY 2018/19. During the year under review, Maswa and Makonde WSSAs had a significant increase in water production of 59% and 52%, respectively. Reasons for the increase are provided in Table 22.

On the other hand, HTM and Mugango-Kiabakari WSSAs recorded a significant decrease in water production by 14% and 25%, respectively. The main reason for the decrease was dilapidated transmission mains. Water production for NP WSSAs from FY 2018/19 to FY 2020/21 is detailed in Appendix 3: Table A3.2 and presented in Figure 48.

**Figure 48: Annual Water Production**

## 7.4 Water Demand

NP WSSAs recorded uneven trend in water demand. During the year under review, annual water demand for NP WSSAs increased to 44.96 million cubic meter as compared to 44.63 million cubic meter and 47.04 million cubic meter in FY 2019/20 and FY 2018/19 respectively. A detailed water demand for NP WSSAs is presented in Appendix 3: Table A3.2.

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

Over the past three years, the total installed water production capacities for KASHWASA, Mugango-Kiabakari WSSA and Maswa WSSA were enough to cater for water demand. On the other hand, installed water production capacities for HTM, Maswa, Makonde, MANAWASA and Wanging’ombe WSSAs were insufficient to meet their water demand. The amount of water produced by KASHWASA met the required water demand while the amount produced by HTM, Makonde, MANAWASA, Wanging’ombe, Maswa and Mugango-Kiabakari WSSAs was only 29% of the required total water demand. The overall ratio of water production to water demand showed uneven trend for three consecutive years, where by it was 56%, 50% and 54% for FY 2020/21, FY 2019/20 and 2018/19, respectively. A comparison for water demand, installed capacity and water production for FY 2019/20 is shown in Figure 49.

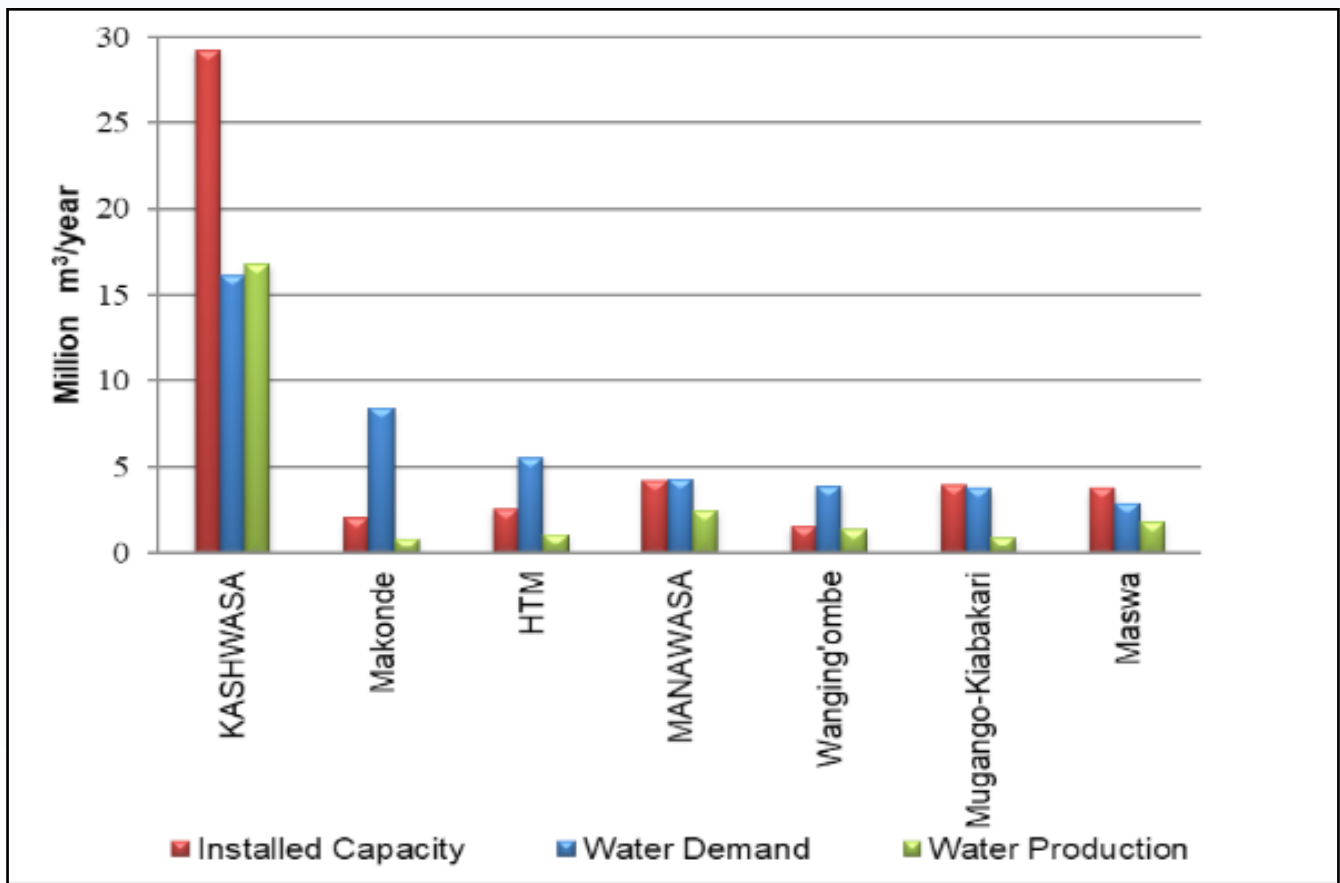


Figure 49: Comparison of Water Demand, Installed Capacity and Water Production

## 7.6 Performance of Water Supply Network

Performance of water supply network for NP WSSAs was analysed in terms of number of pipe breaks per kilometer per year. There has been a continuous increase in the number of pipe breaks per kilometer per year. In FY 2020/21 pipe breaks increased to 0.76 from 0.49 in FY 2019/20 and 0.45 in FY 2018/19. During the year under review, Mugango-Kiabakari, Makonde

and Wanging`ombe WSSAs recorded relatively high numbers of pipe breaks per kilometre per year of 1.93, 0.64 and 0.45 respectively. The breaks were attributed to dilapidated water networks. On the other hand, KASHWASA and Maswa WSSA registered significant reduction in number of pipe breaks by 92% and 78%, respectively. Performance of water supply network for NP WSSAs is shown in Figure 50 and Table A3.4 of Appendix 3.

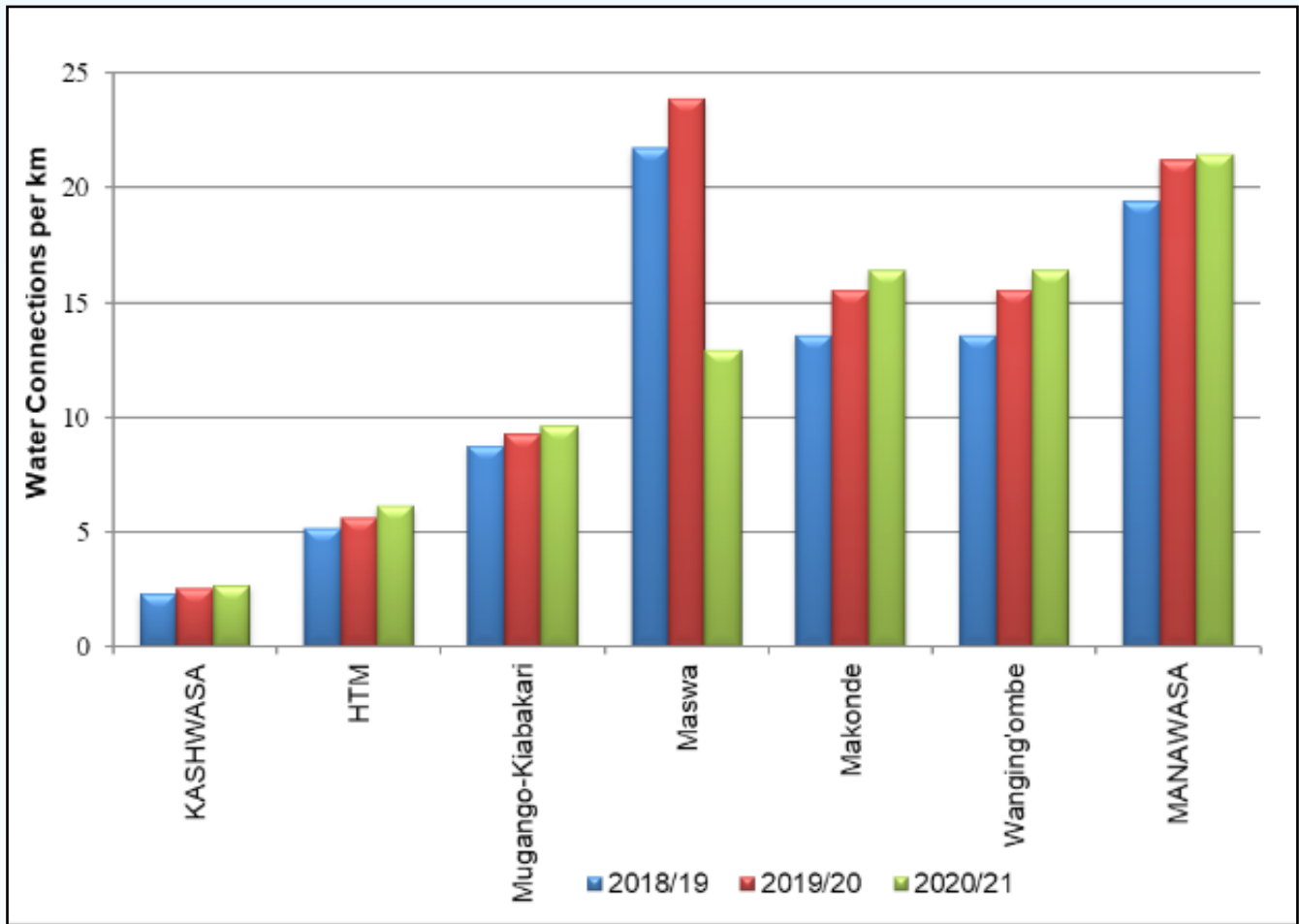


Figure 50: Number of Water Connections per Kilometer per Year

### 7.7 Water Mains Rehabilitation

During the year under review, the overall percentage of water mains rehabilitation improved significantly to 9.22% in FY 2020/21 as compared to 0.86% and 1.68% performed in the FY2019/20 and FY 2018/19 respectively. Makonde and HTM WSSAs rehabilitated the longest water mains (5.45 km and 5 km respectively). The percentage of water mains rehabilitated in FY 2020/21 is presented in Figure 51 and detailed in Appendix 3: Table A3.4.

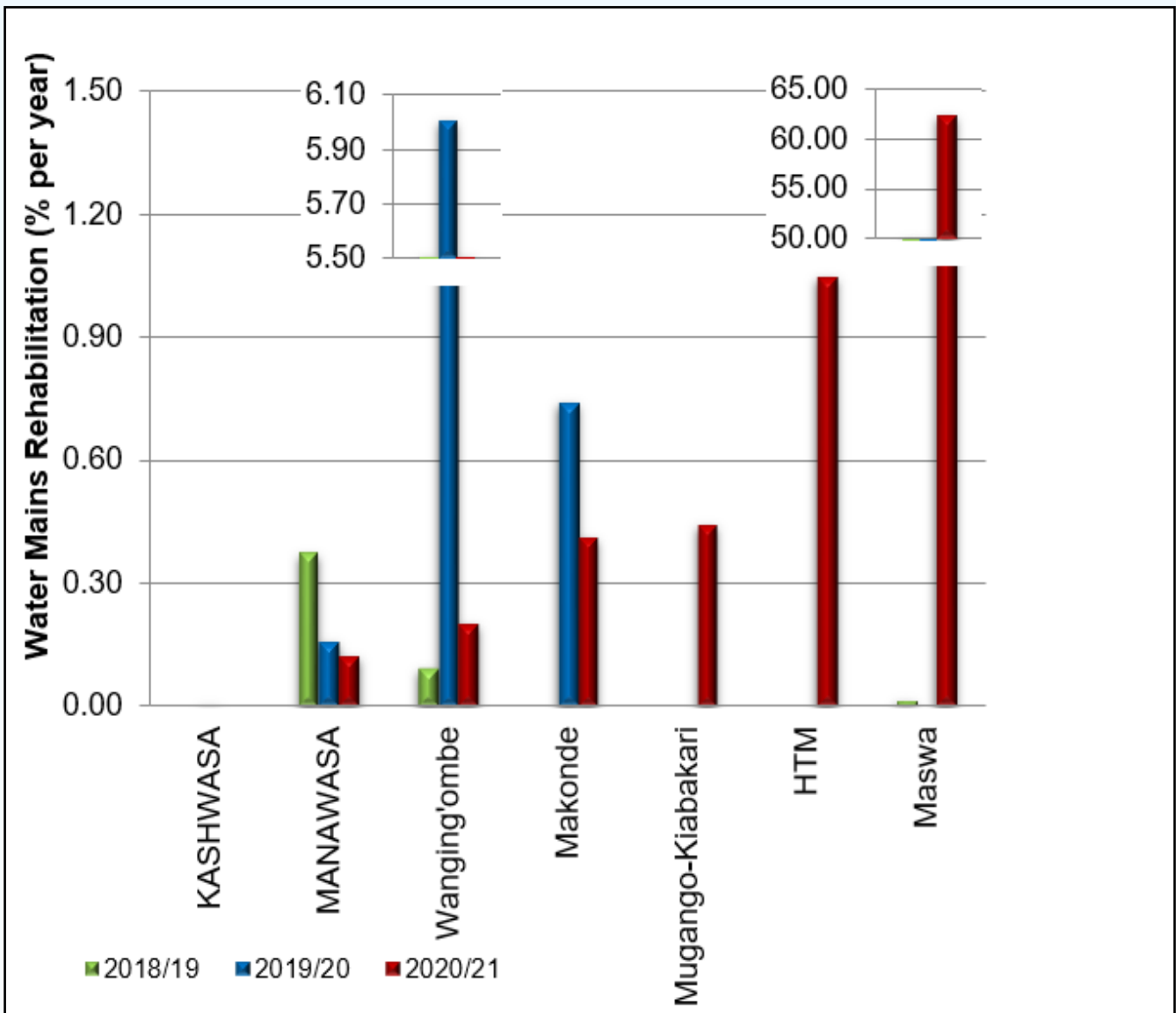


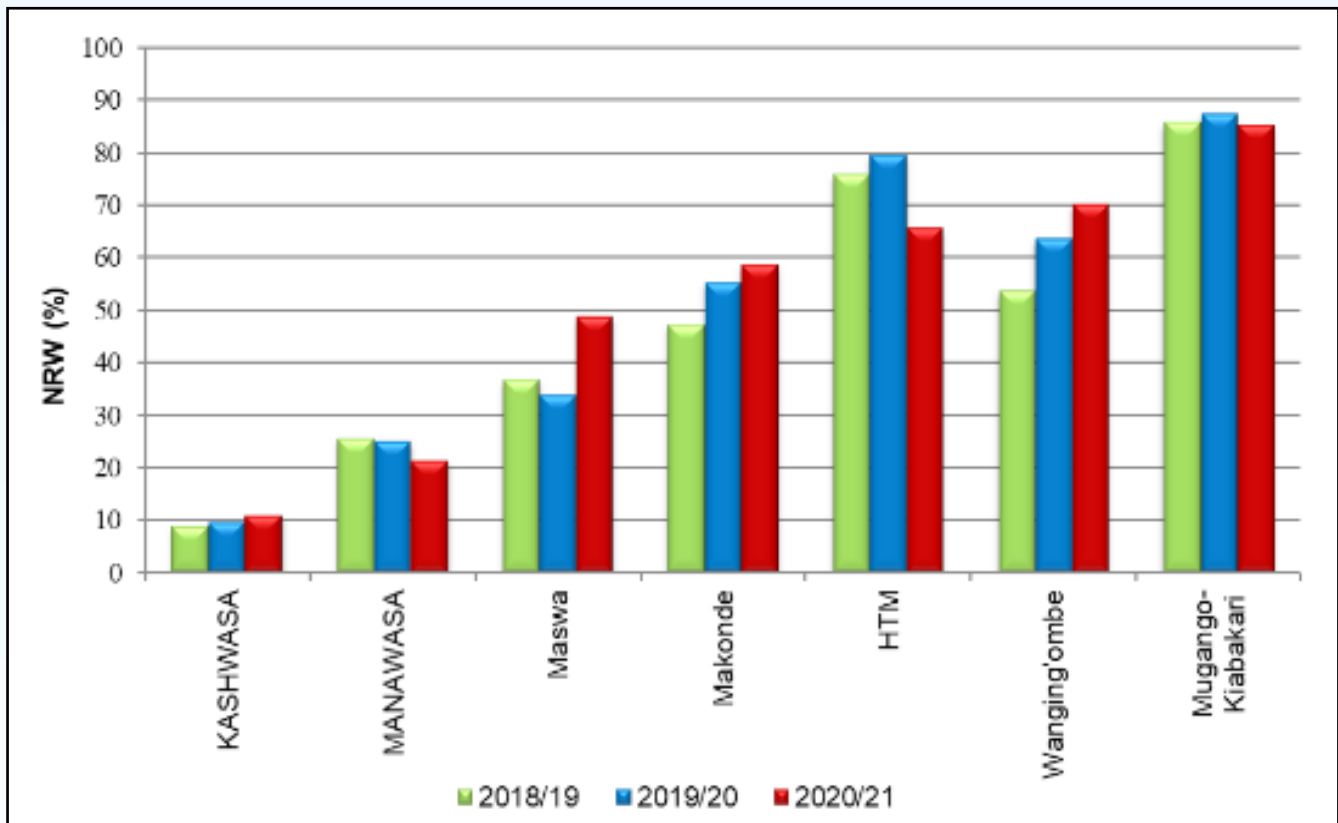
Figure 51: Water Mains Rehabilitation

## 7.8 Non-Revenue Water

Evaluation of NP WSSAs performance on NRW was based on water loss as a percentage of water production and volume of water loss per kilometer of pipe network per day. Results of computations of the indicators are presented in Appendix 3: Table A3.5

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

During FY 2020/21, the average NRW as a percentage of water production for NP WSSAs slightly improved to 24.36% from 24.74% recorded in FY 2019/20. Figure 52 illustrates trend of NRW for NP WSSAs during the past three years.



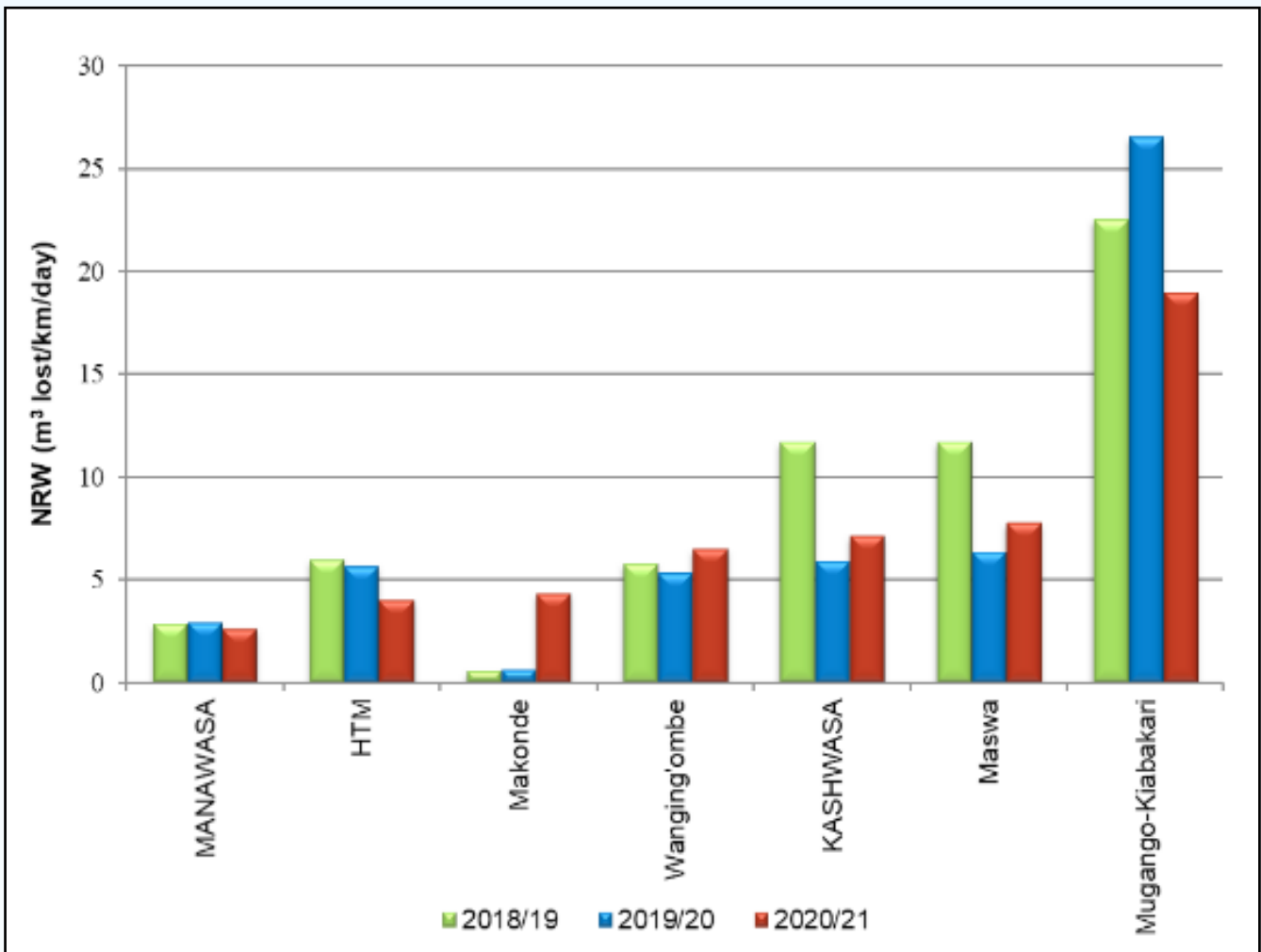
**Figure 52: Non-Revenue Water as a Percentage of Water Production**

During FY 2020/21, KASHWASA continued to register the acceptable level of NRW with a value of 10.8% which is within the service level benchmark of 20%. This has been contributed by the nature of its operation as a bulk supplier, timely repair of leaking pipes and as well as pressure management.

Further, Mugango – Kiabakari, Wanging'ombe, HTM and Makonde WSSAs continued to register high NRW of more than 50% with Mugango – Kiabakari registering the highest NRW of 85.2%. HTM WSSA had a 14% reduction in NRW from 79.46% in FY 2019/20 to 65.53% in FY 2020/21. The achievement emanated from the use of improved billing system, improved meter reading practice and timely control of pipes leaks. Maswa WSSA reported the highest deterioration rate of NRW as a percentage of water production by 15%. Main reasons for high NRW among NP WSSAs include dilapidated water infrastructure, unauthorized water consumption (water theft and illegal connections) and technical and administrative deficiencies in customer metering and billing.

**(b) NRW as Cubic Meter per Kilometer per Day**

During the year under review, the volume of water loss in a kilometer of distribution network worsened to 5.90 m<sup>3</sup>/km/day as compared to 4.11 m<sup>3</sup>/km/day in FY 2019/20 and 4.19 m<sup>3</sup>/km/day registered in FY 2018/19 as presented in Appendix 3: Table A3.5 and illustrated in Figure 53.



**Figure 53: Non-Revenue Water in a Cubic Meter of Water Loss per Kilometer per Day**

### (c) Overall Performance in NRW Management

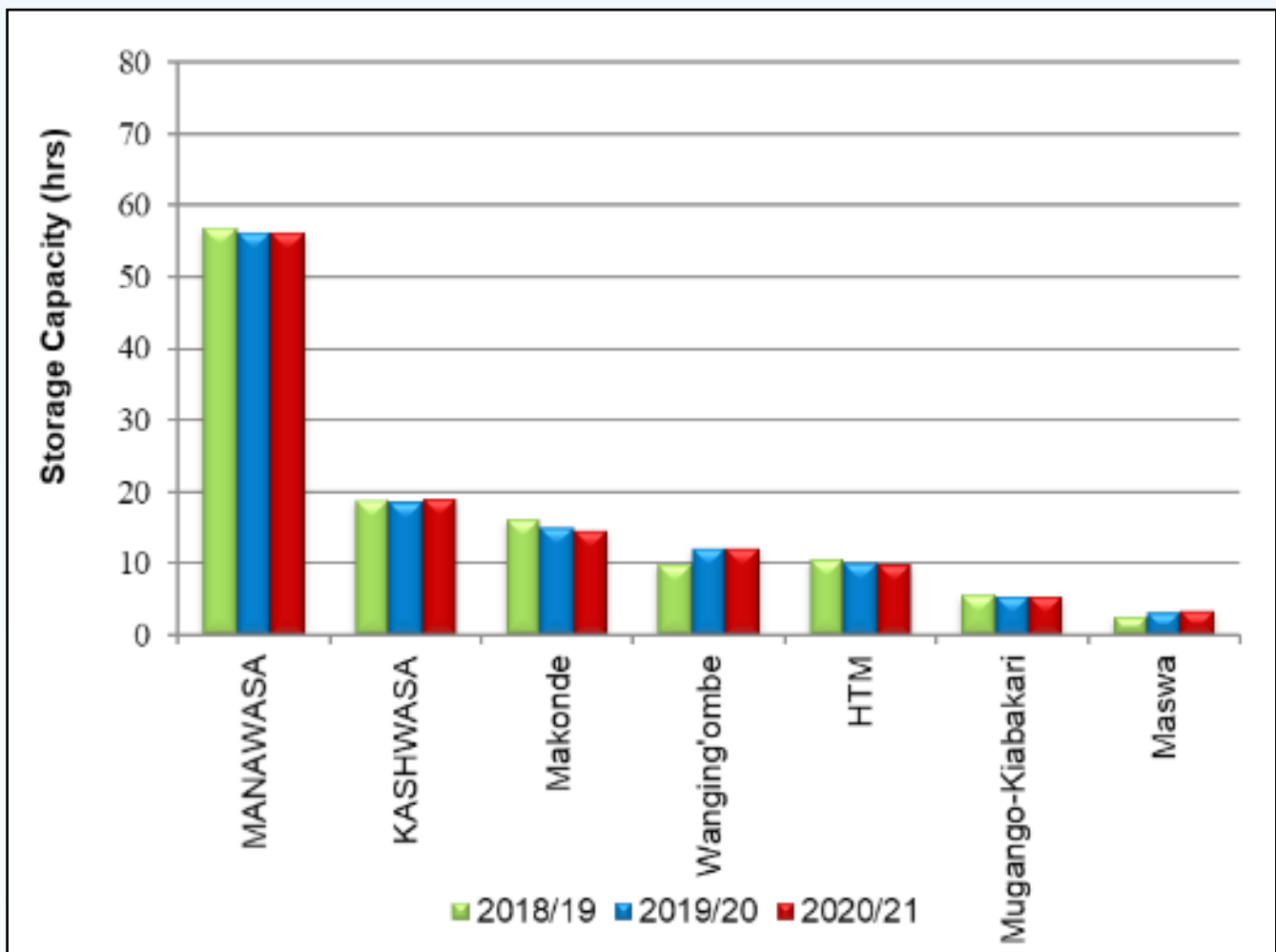
Overall performance in NRW management is analysed in terms of good performers in NRW as a percentage of total water supplied and NRW per km per day. During FY 2020/21, the overall good performers in NRW management were KASHWASA and MANAWASA. On the other hand, Mugango-Kiabakari, Wanging`ombe and HTM WSSAs were the least performers in NRW Management. Results of the analysis of performance in NRW management are summarized in Table 24.

**Table 24: 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	10.8	7.1	Mugango-Kiabakari	85.2	18.9
MANAWASA	21.3	2.6	Wanging`ombe	69.9	6.5

## 7.9 Adequacy of Water Storage Capacities

Adequacy of the water storage capacities of NP WSSAs was assessed in terms of the duration (in hours) in which available water storage will satisfy the existing daily water demand. During the year, the average water storage capacity remained at 17.2 hours. Detailed trend on storage capacities for NP WSSAs is presented in Appendix 3: Table A3.3 and illustrated in Figure 54.



**Figure 54: Storage Capacities**

Over the past three years, MANAWASA continued to register the highest storage capacity among NP WSSAs while Maswa WSSA continued to register the lowest storage capacity among NP WSSAs, with 3.3 hours during FY 2020/21. Further, Maswa and Mugango-Kiabakari WSSAs continued to register storage capacities below the minimum recommended storage capacity of at least 7 hours.

## 7.10 Water Quality Monitoring

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

During the year under review, all NP WSSAs submitted water quality test results to EWURA for checking compliance with TBS (TZS 789:2018-EAS 12:2018). In FY 2020/21, NP WSSAs attained overall compliance of 80% for *E. coli*, 93% for pH, 68% for turbidity and 46% for residual chlorine.

Over the past three years, NP WSSAs have continuously registered improvement in *E. coli* compliance level. In FY 2020/21, *E. coli* compliance level increased to 80% as compared to 76% in FY 2019/20 and 60% in FY 2018/19. During the year under review, pH compliance level dropped to 93% as compared to 100% attained in FY 2019/20 while turbidity compliance level decreased to 68% as compared to 77% in FY 2019/20 and 79% in FY 2018/19. Residual chlorine compliance level remained at 46% in FY 2020/21. The percentage of water quality compliance in FY 2020/21 on the tested parameters from each NP WSSA is shown in Figure 55.



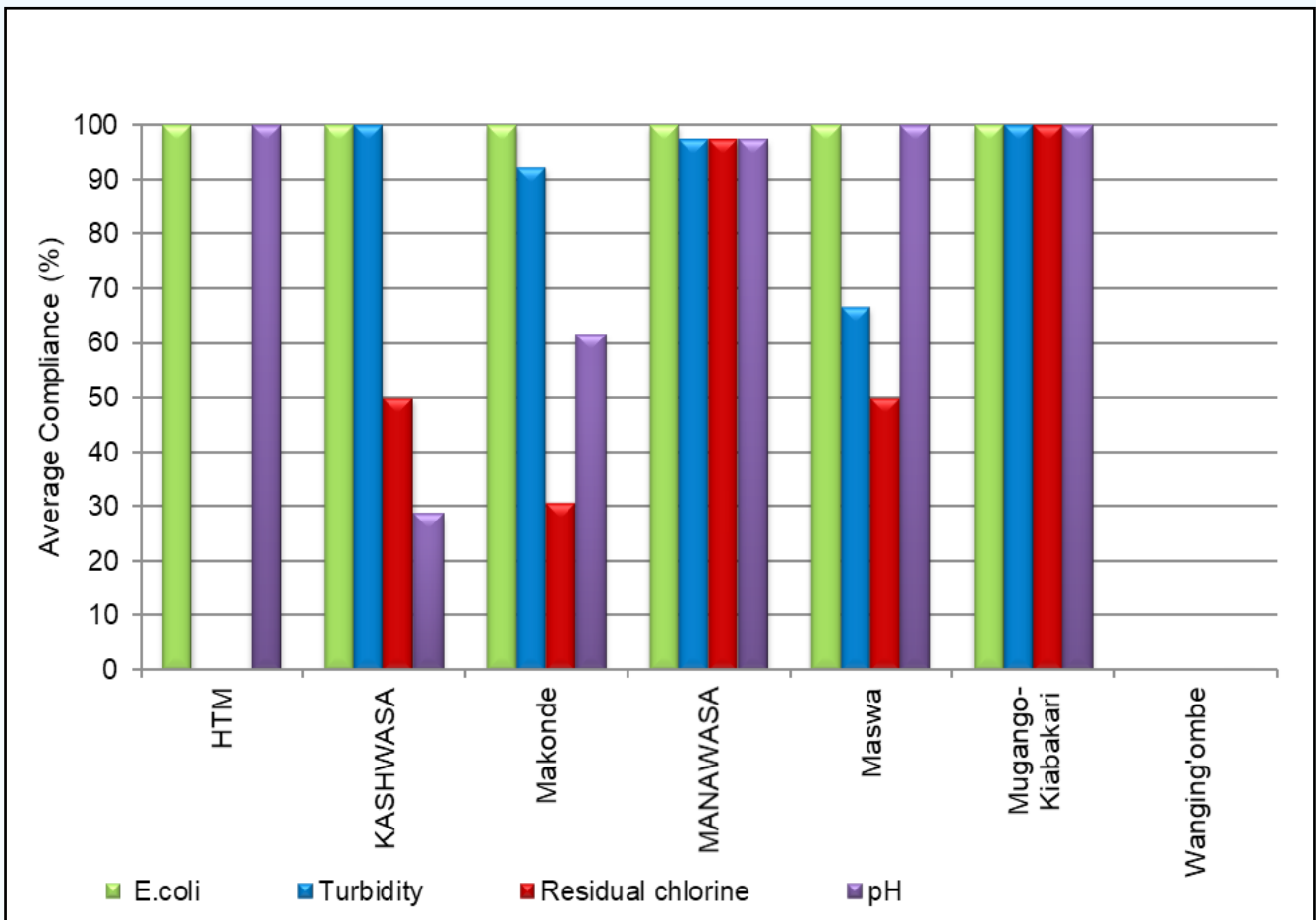
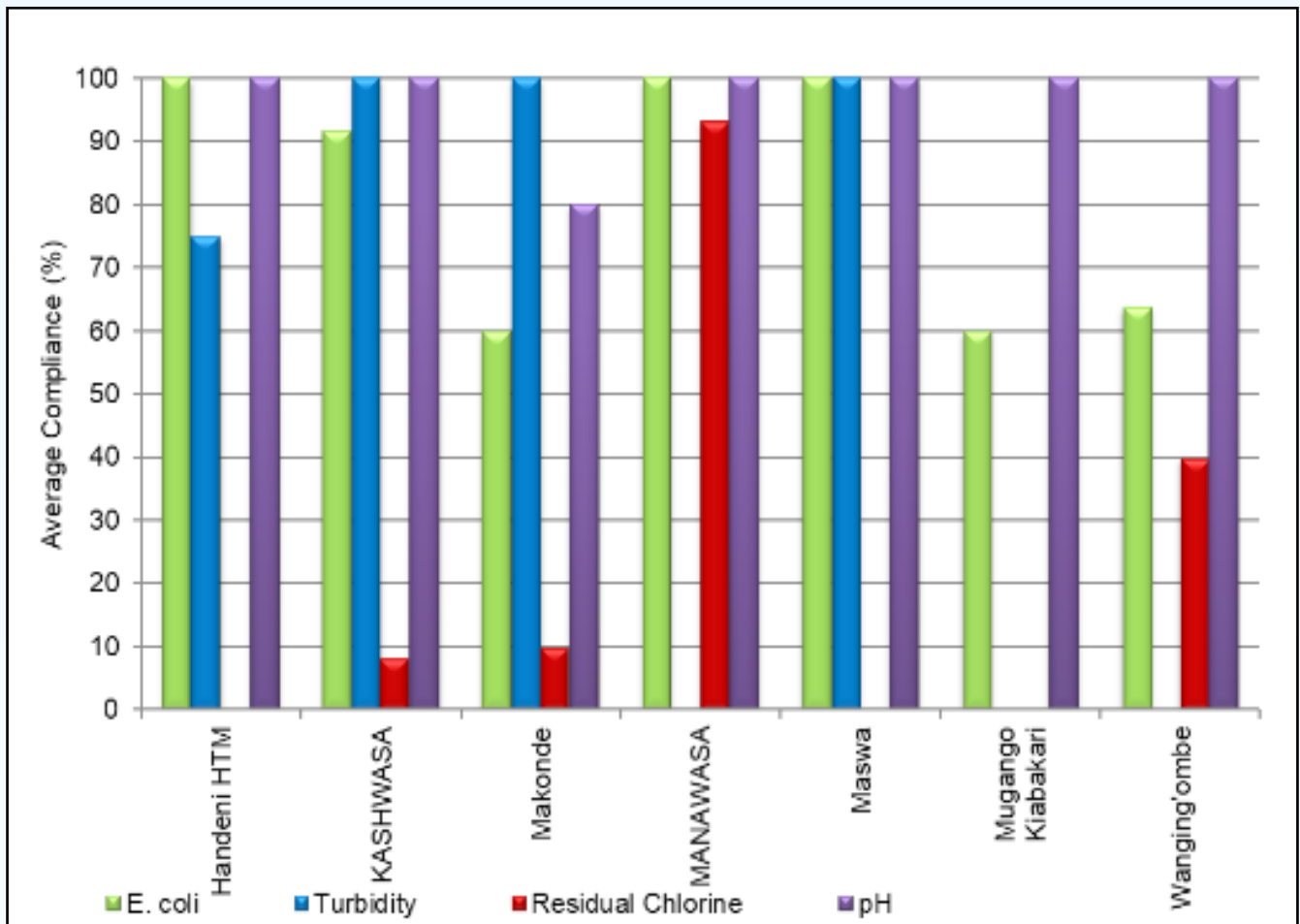


Figure 55: Water Quality Compliance Reported by NP WSSAs

**(b) Water Quality Monitoring Conducted by EWURA**

During FY 2020/21, EWURA conducted water quality monitoring to all NP WSSAs. A total of 76 samples were collected and analysed for pH, Turbidity, *E. coli* and Residual Chlorine. Monitoring results revealed an overall compliance of 97% for pH, 50% for turbidity, 83% for *E. coli* and 27% for the residual chlorine.

NP WSSAs have continuously registered improvement in *E. coli* and pH compliance levels. In FY 2020/21, *E. coli* overall compliance level increased to 83% from 79% in FY 2019/20 and pH compliance level increased to 97% in FY 2020/21 from 94% in FY 2019/20. Further, in FY 2020/21 residual chlorine compliance increased to 27% from 14% in FY 2019/20. Nonetheless, turbidity compliance level dropped to 50% in FY 2020/21 from 60% in FY 2019/20, Table A3.6 Appendix 3. Water quality compliance in FY 2020/21 on tested parameters for each NP WSSA is shown in Figure 56.



**Figure 56: Water Quality Compliance as Conducted by EWURA**

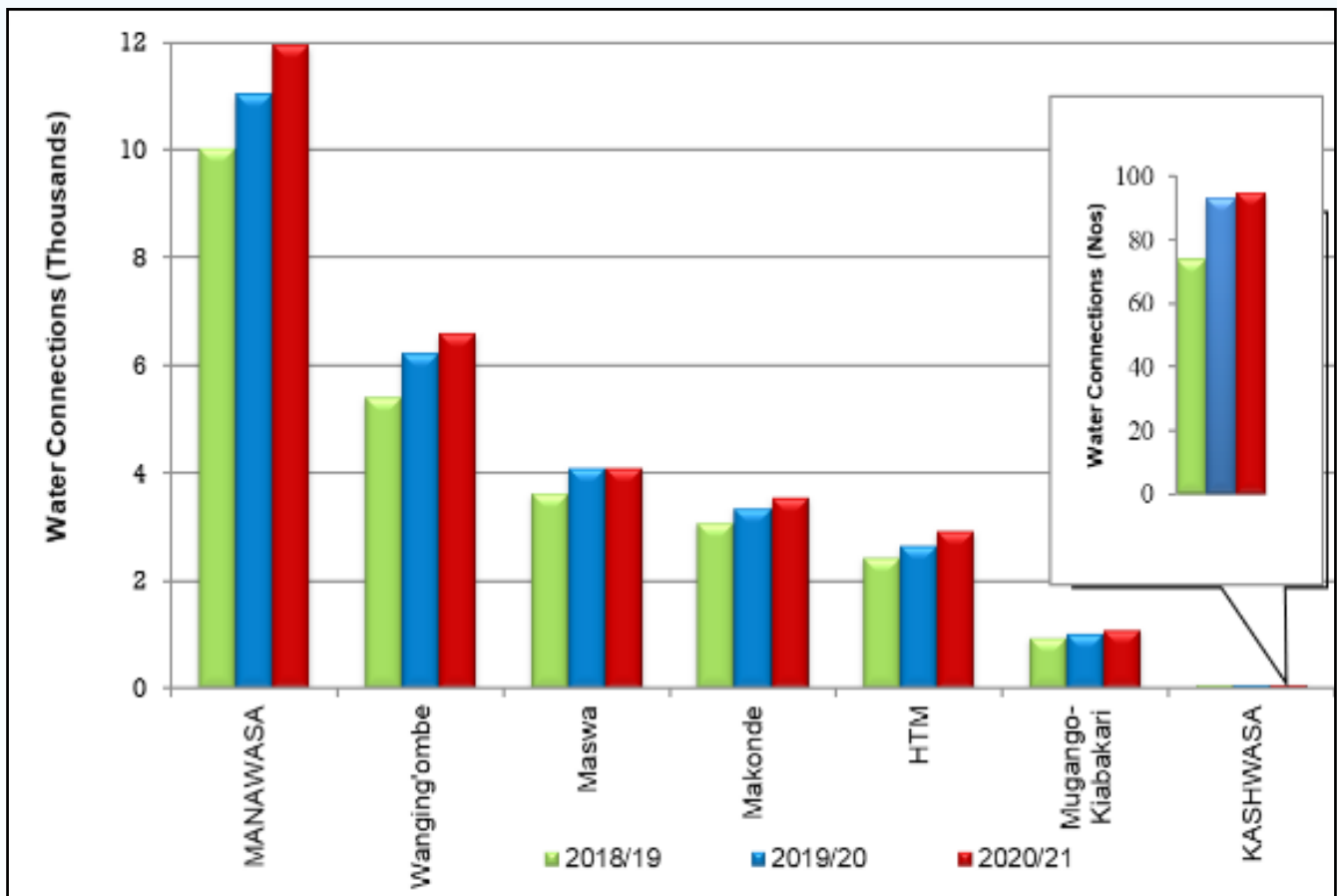
The comparison between EWURA and NP WSSAs water quality tests shows that there has been a continuous water quality improvement in terms of pH and *E. coli* compliance levels. On the other hand, there has been a continuous drop in turbidity and residual chlorine compliance levels.

## 8.0 BUSINESS AND COMMERCIAL PERFORMANCE

The analysis of NP WSSAs' business and commercial performance was based on the number of water connections, metering ratio, water service coverage, service hours and staff adequacy and qualifications. KASHWASA, being a bulk water supplier, was not evaluated in areas of water service coverage, metering ratio, water connections and staff productivity.

### 8.1 Water Connections

Total water connections for NP WSSAs increased by 6% to 30,273 in FY 2020/21 from 28,437 in FY 2019/20. During FY 2020/21, HTM WSSA recorded a significant increase (more than 10%) in water connections of 10.4% as shown in Figure 57 and Appendix 3-Table A3.7.



**Figure 57: Number of Water Connections**

During the year under review, proportion of domestic connections for NP WSSAs remained at 87% similar to FY 2019/20. Other categories of connections constituted 13% of the total connections as indicated in Figure 58.

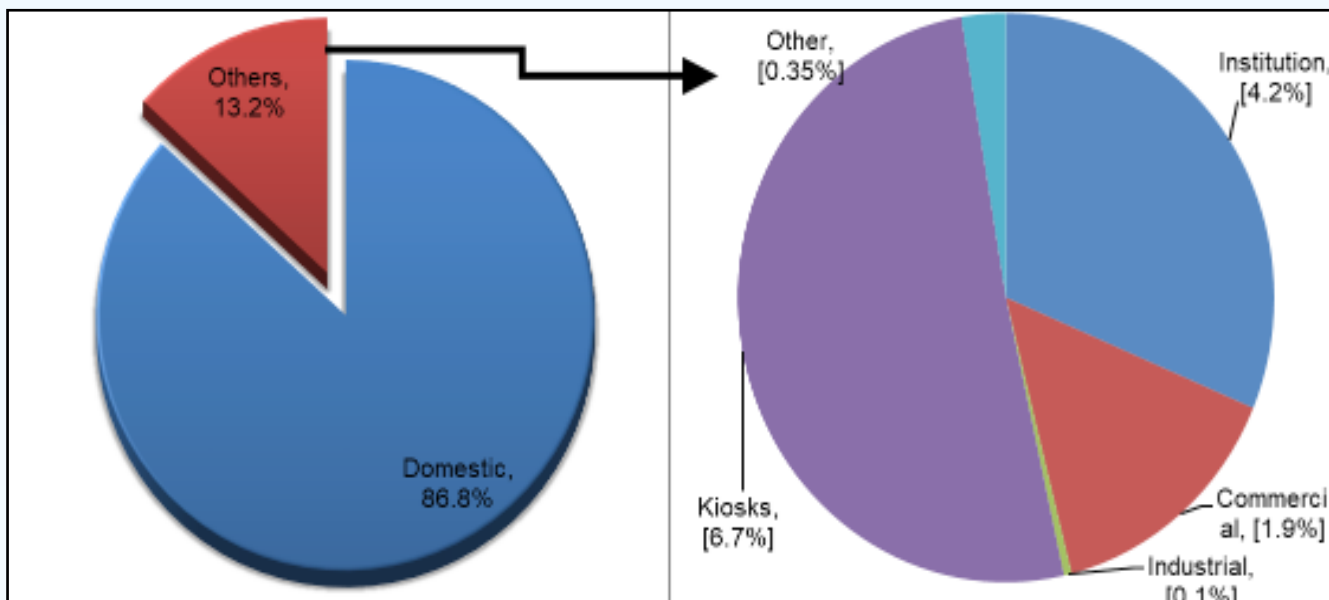


Figure 58: Categories of Water Connections in NP WSSAs

### Water Kiosk Connections

Total number of water kiosks for NP WSSAs increased by 10% to 2,037 for FY 2020/21 from 1,850 in FY 2019/20 while the number of operating water kiosks increased by 12% from 1,682 in FY 2019/20 to 1,879 in FY 2020/21. During the reporting period, Wanging’ombe WSSA recorded a significant increase (more than 10%) of water kiosks following registration of 136 kiosks which were not in utility database and construction of 13 new kiosks. A three year’s trend is illustrated in Figure 59 and Appendix 3 Table A3.7.

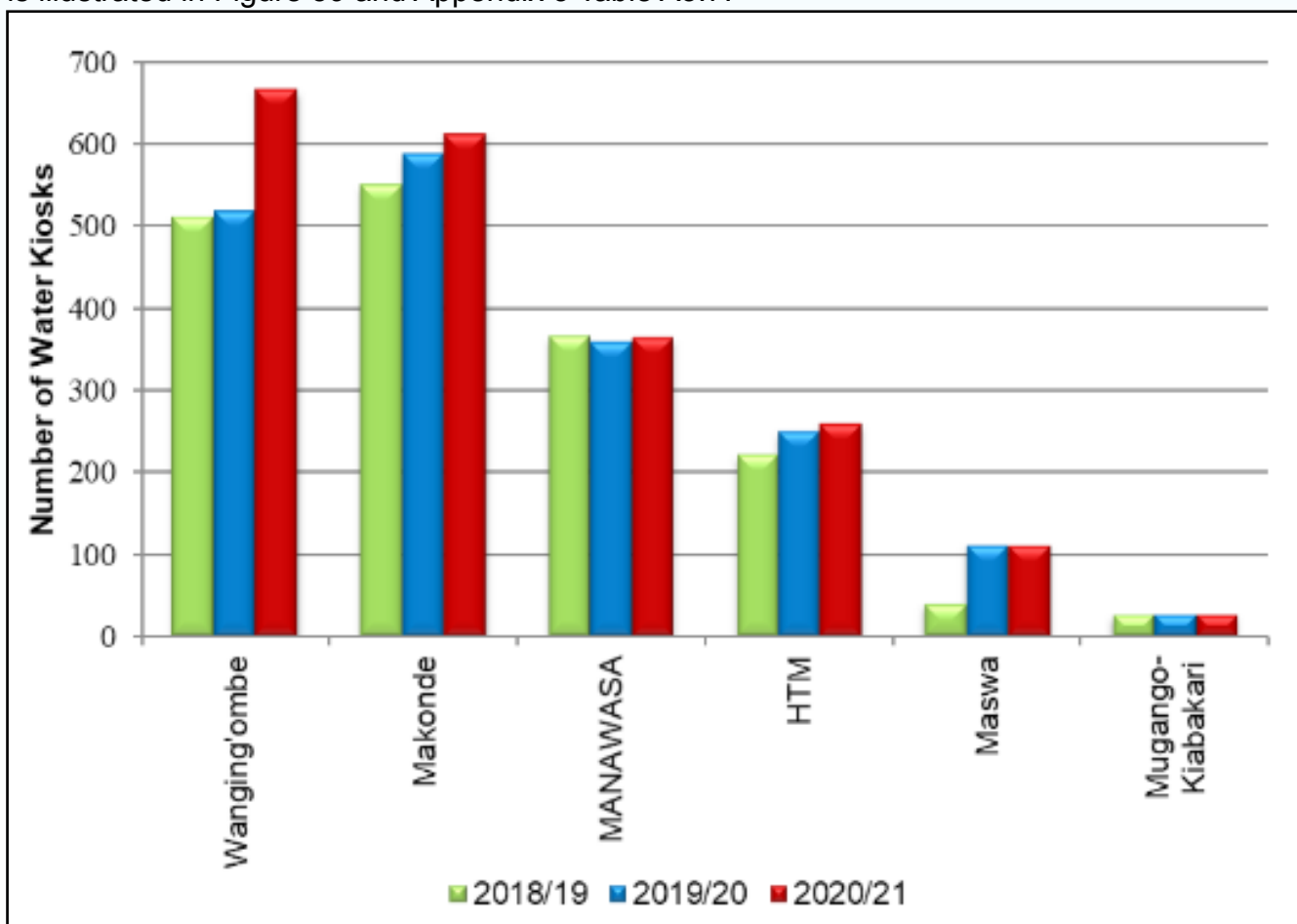


Figure 59: Number of Water Kiosk Connections

## 8.2 Metering Ratio

During the year under review, overall metering ratio for NP WSSAs decreased to 89% from 91% in FY 2019/20. HTM, KASHWASA, MANAWASA and Mugango–Kiabakari WSSAs continued to maintain a metering ratio of 100%. On the other hand, Maswa WSSA reported a significant decrease in metering ratio by 19% from 66% attained in FY 2019/20 to 47% in FY 2020/21. The decrease was due to acquisition of unmetered water connections from clustered areas of Lalago and Sangamwalugesha townships. Table A3.8 in Appendix 3 and Figure 60 illustrate metering ratio.

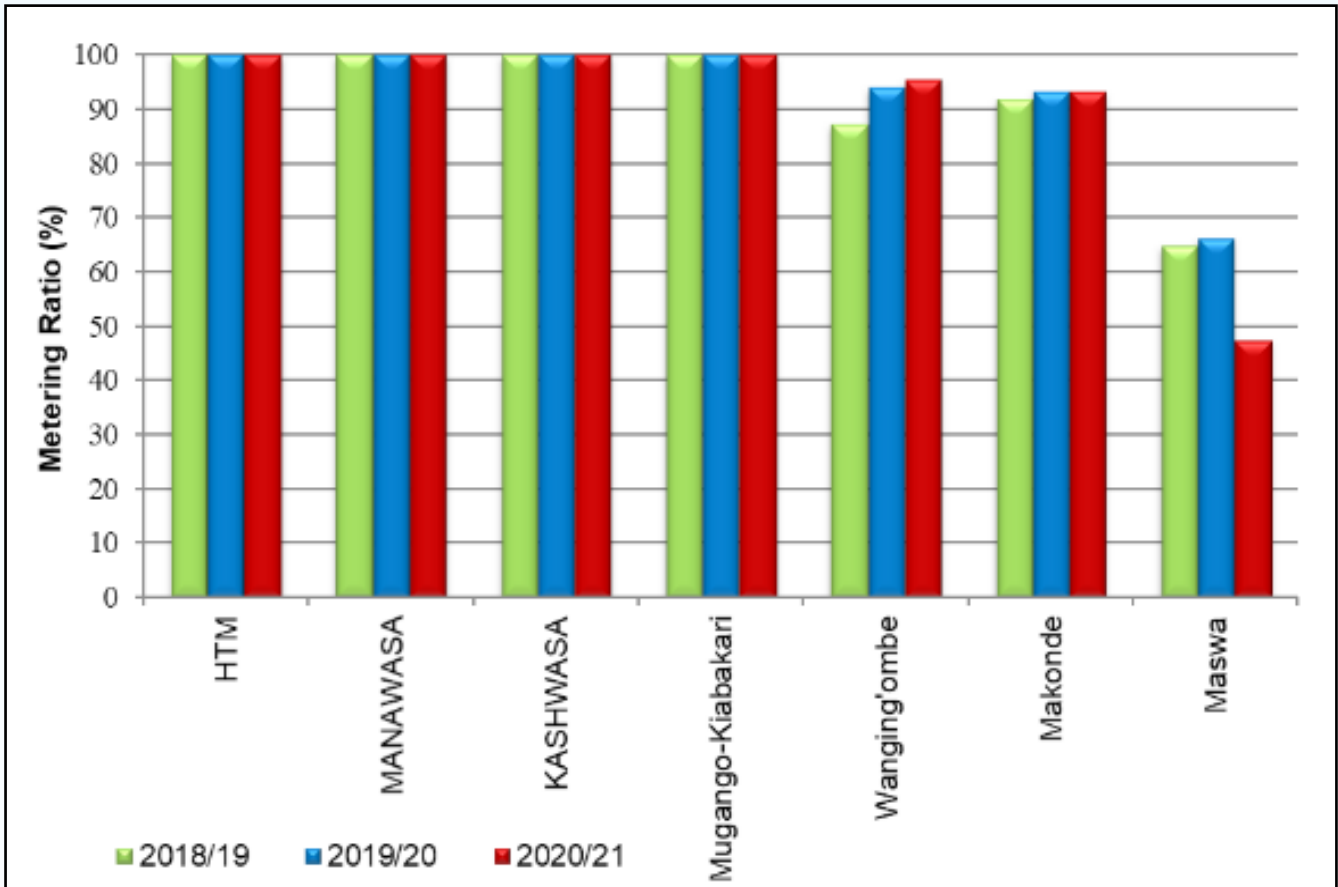


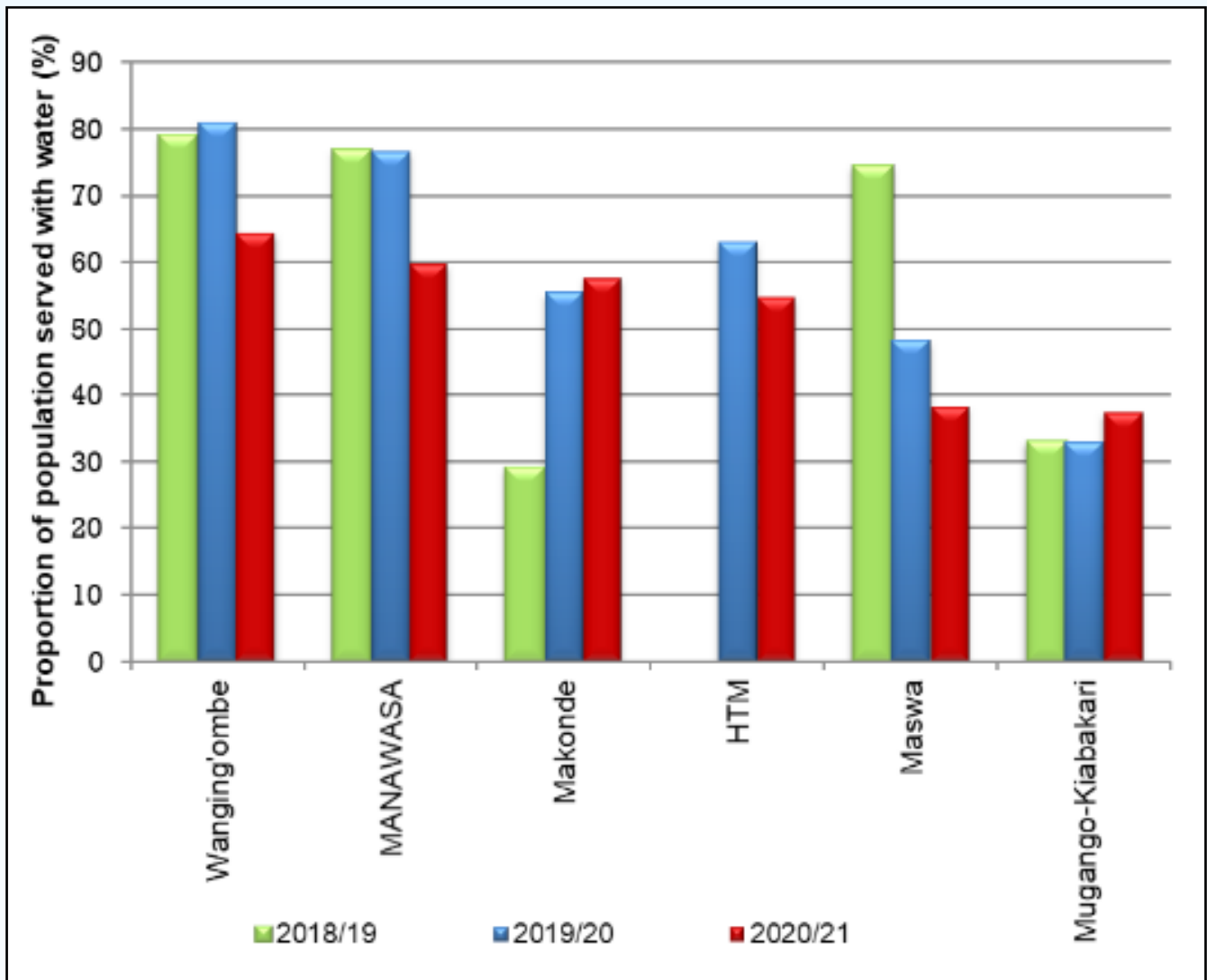
Figure 60: Metering Ratio

## 8.3 Water Service Coverage

The proportion of population living in area with water network and proportion of population directly served were used to analyse performance of NP WSSAs in terms of water service coverage.

### 8.3.1 Proportion of Population Directly Served with Water

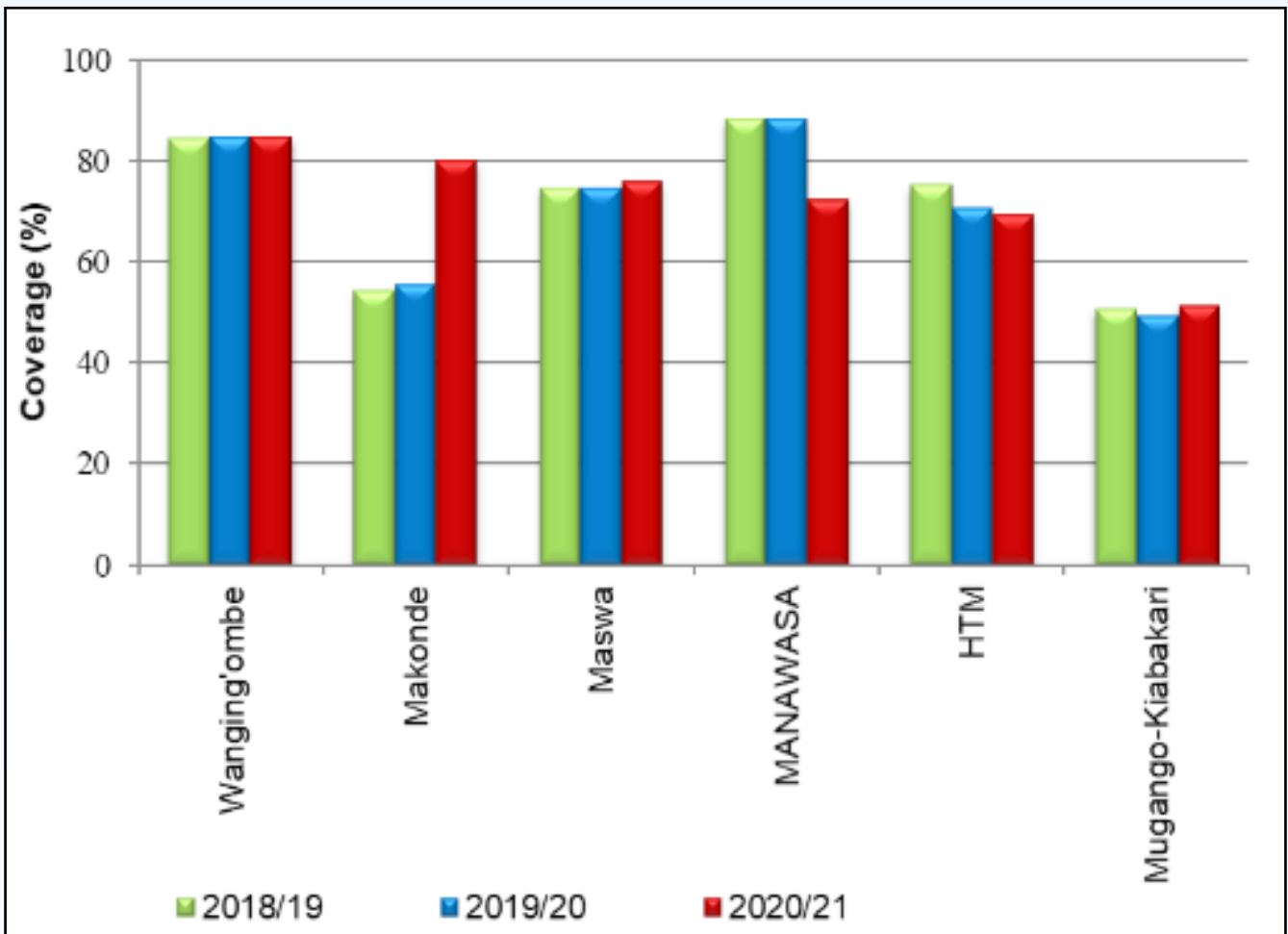
Proportion of population directly served with water by NP WSSAs declined to 53.8% in FY 2020/21 as compared to 59% in FY 2019/20. The decrease was attributed by inclusion of population from previously unserved areas in the calculation of water service coverage (See Figure 61 and Appendix 3: Table A3.9). Wanging'ombe WSSA and MANAWASA had the highest proportion of population directly served with water of 64.5% and 59.8%, respectively, while Mugango-Kiabakari WSSA had the lowest (37.3%).



**Figure 61: Proportion of Population Directly Served with Water**

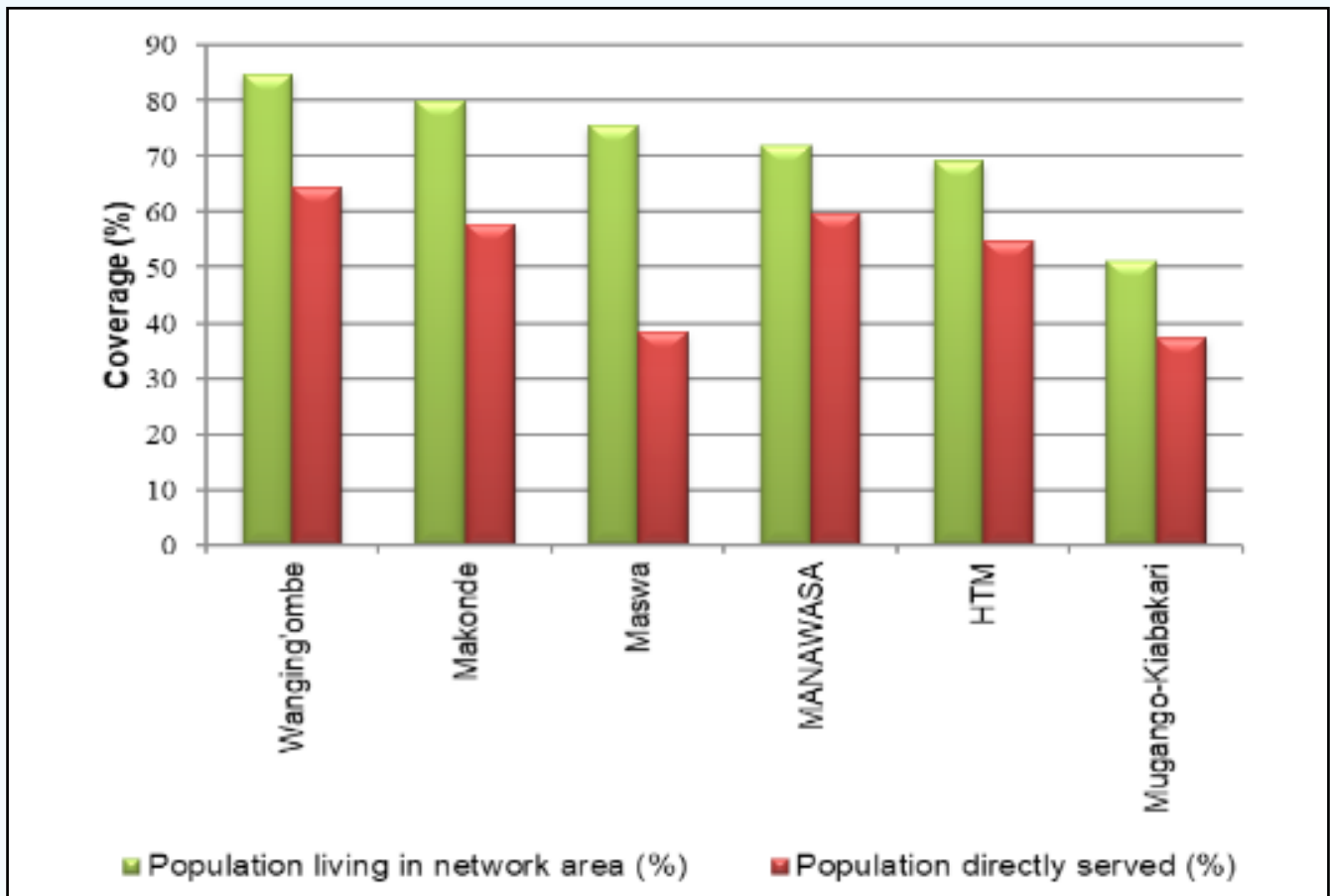
**8.3.2 Proportion of Population Living in Area with Water Network**

NP WSSAs’ overall average of the proportion of population living in areas with water networks improved to 72% in FY 2020/21 as compared to 67% in FY 2019/20 and 71.2% in FY 2018/19 (See Appendix 3 Table A3.9 and Figure 62). Wanging’ombe and Makonde WSSAs reported the highest proportion of population living in service area covered by water network at 84.7% and 80% respectively while Mugango-Kiabakari WSSA had 51.1% which is the lowest among the NP WSSAs.



**Figure 62: Proportion of Population Living in Area with Water Network**

A comparison of the two service coverage indicators discussed above reveals the available potential for NP WSSAs to increase their customer base. Figure 63 present a comparison of the two indicators.



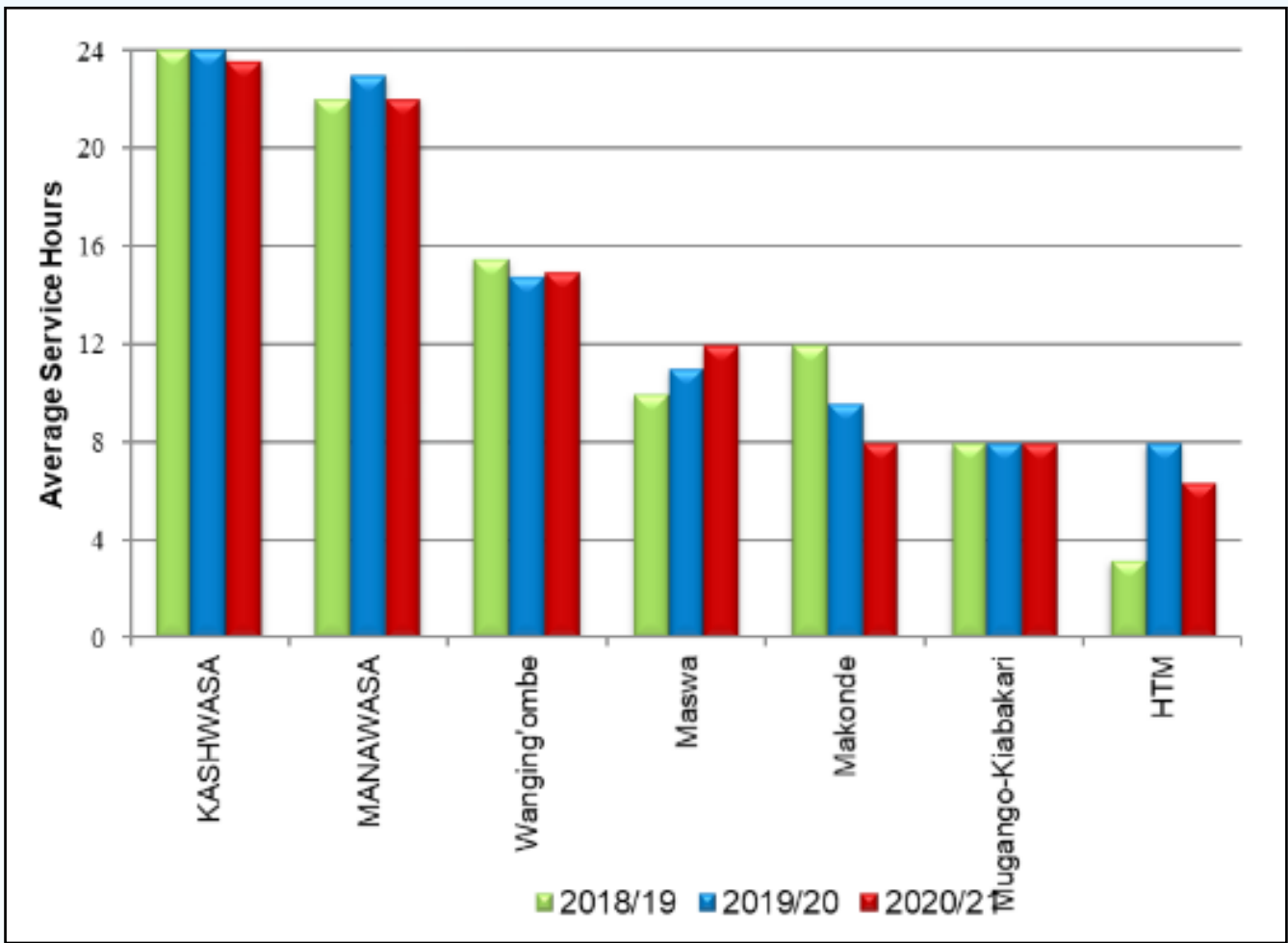
**Figure 63: Comparison of Water Service Coverage for NP WSSAs**

NP WSSAs have not managed to connect all the population living in areas with water network. This implies that NP WSSAs have the potential to improve population served with water in their service areas as well as increase their revenue base using existing networks.

### 8.4 Average Service Hours

Average service hours increased to 14 in FY2020/21 from 13 in FY 2019/20. Proportion of population with 24 hours of service dropped to 12% from 24% in FY 2019/20. During the reporting period, HTM WSSA reported a significant decrease in service hours due to decrease in water abstraction as shown in Section 7.1. Figure 64 and Appendix 3 – Table A3.10 gives a detailed overview of average service hours.





**Figure 64: The Average Service Hours**

As per Figure 64, KASHWASA and MANAWASA reported an average daily service hour above 20 while Maswa, HTM, Makonde and Mugango-Kiabakari WSSAs had an average of below acceptable boundary of 15-20 hours per day.

### 8.5 Staff Adequacy and Qualifications

Performance of WSSAs is greatly influenced by availability and qualification of required staff. NP 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 25.

**Table 25: Staff Adequacy and Qualifications**

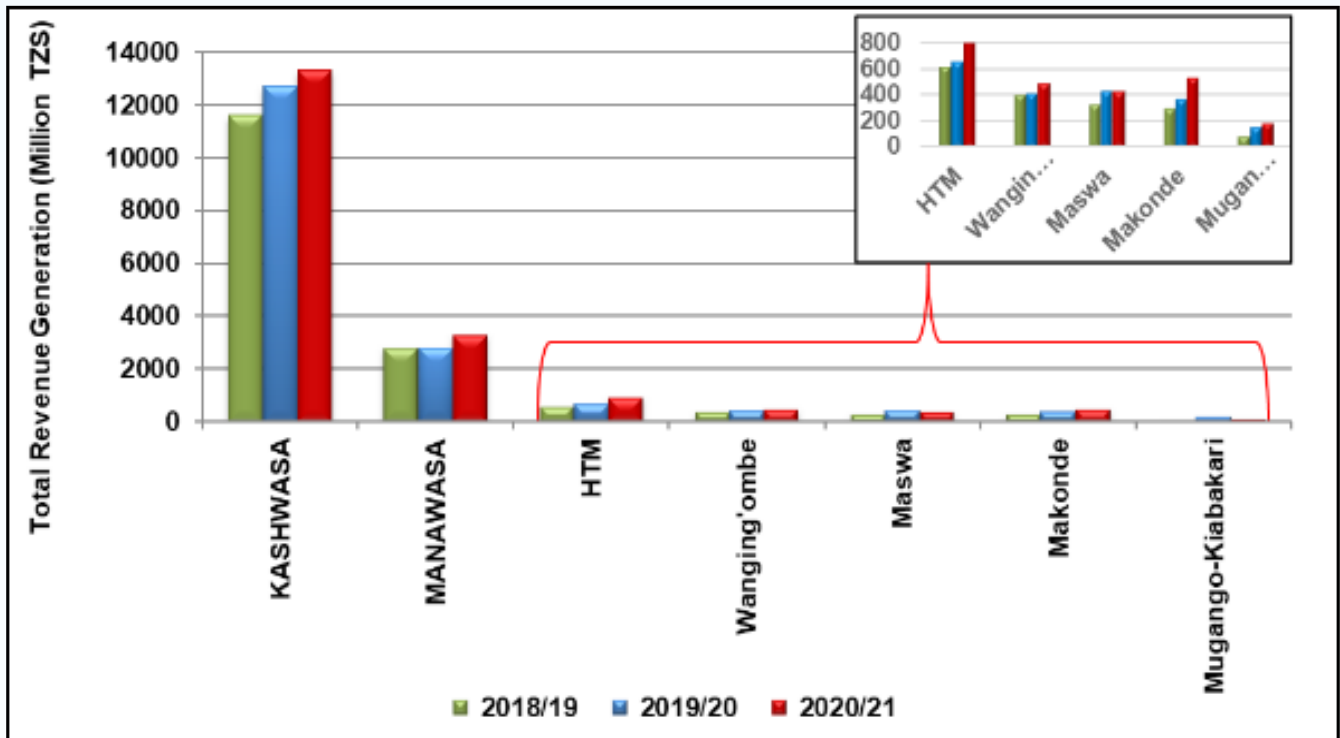
S/No	Utility	Total Staff Required	Available Staff (No)	Deficit (No)	Vacant Positions
1.	Makonde WSSA	141	62	79	Legal Officer, Public Relation Officer, Engineers, Internal Auditor, Accountants, IT expert, Meter readers, Technicians, Pump operators, Plumbers and electrician, Laboratory Technician and other staff
2.	MANAWASA	85	73	12	Engineers, Database and Programming Officer, Credit Control Officer, Head of Zones , Drivers , Records Management Officer, and Assistant Technicians.
3.	KASHWASA	105	98	7	Head of Legal Unit, Head of PMU , Human Resource Manager, Billing customer relation officer, Transmission Engineer and Meter Readers
4.	Maswa WSSA	32	20	12	Human Resource Manager, Finance manager, water production engineer, Internal Auditor, Public Relation Officer, technicians, meter readers and plumbers.
5.	Mugango – Kiabakari WSSA	32	18	14	Human Resource Manager, Internal Auditor, Water production engineer, Procurement Officer, Public Relation Officer, Water and laboratory Technicians, meter readers and plumbers.
6.	HTM WSSA	81	73	8	Human Resource Officer, Water technician
7.	Wanging'ombe WSSA	63	49	14	Legal Officer, Public Relation officer, Accountant, Information Technology officer, Assistant Accountant, Accounts Assistant, Assistant Trade Officers, Technician, Assistant Technicians, Driver
<b>TOTAL</b>		<b>539</b>	<b>393</b>	<b>146</b>	

## 9.0 FINANCIAL PERFORMANCE

Financial performance for NP WSSAs was analysed based on revenue generation, revenue collection, expenditure control, cost structure and cost recovery.

### 9.1 Revenue Generation

Overall revenue generation for NP WSSAs continued to increase during the period under review. During the year under review, total revenue increased by 9.3% to TZS 19,176 million from TZS 17,540 million in the FY 2019/20 as compared to an increase of 8.4% from FY 2018/19 to FY 2019/20. During the FY 2020/21, all NP WSSAs recorded an increase in revenue generation. KASHWASA remained the highest earner with an annual revenue of TZS 13,277 million in FY 2020/21 among NP WSSAs. Figure 65 depicts the revenue generation trend for NP WSSAs.



**Figure 65: Total Revenue Generation for NP WSSAs**

Among the seven NP WSSAs, Makonde WSSA recorded the highest increase in revenue of 44.3% in the FY 2020/21. Other NP WSSAs that reported relatively high increases in revenue generation included HTM WSSA (43.8%), Wanging'ombe WSSA (19.7%), MANAWASA (17.6%) and Mugango-Kiabakari WSSA (14.4%). Maswa WSSA, which previously recorded a high revenue growth rate of 29.4%, recorded a revenue increase of only 0.8% mainly due to stagnation of water sales. Also, during the FY 2020/21, KASHWASA experienced slow growth in revenue of 4.6% compared to 9.3% recorded in the preceding year. This was attributed to decrease in water consumption following reduction of mining activities by 80% at Williamson Diamond due to COVID 19 impact on global diamond market.

## 9.2 Revenue Collection Performance

Performance in revenue collection was analysed in terms of 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 83.6% and 86.9% in FYs 2018/19 and 2019/20, respectively, to 90.1% in the FY 2020/21. During the year under review, revenue collection efficiency showed varied trends among NP WSSAs. While Maswa WSSA and MANAWASA improved in revenue collection, KASHWASA, HTM WSSA and Makonde WSSA had their revenue collection efficiency deteriorated in the FY 2020/21. Wanging’ombe WSSA’s revenue collection efficiency remained at 98.8% during the year.

During the year, Maswa WSSA recorded a significant improvement in revenue collection efficiency from 70.8% to 95.7% while KASHWASA experienced the most deterioration rate from 89.3% in the FY 2019/20 to 81.7% in the FY 2020/21. In the FY 2020/21, Wanging’ombe WSSA, MANAWASA and Maswa WSSA achieved a service level benchmark of at least 95% bill collection. However, collection efficiency of these NP WSSAs could be lower if collection of arrears was separated from receipts of current bills.

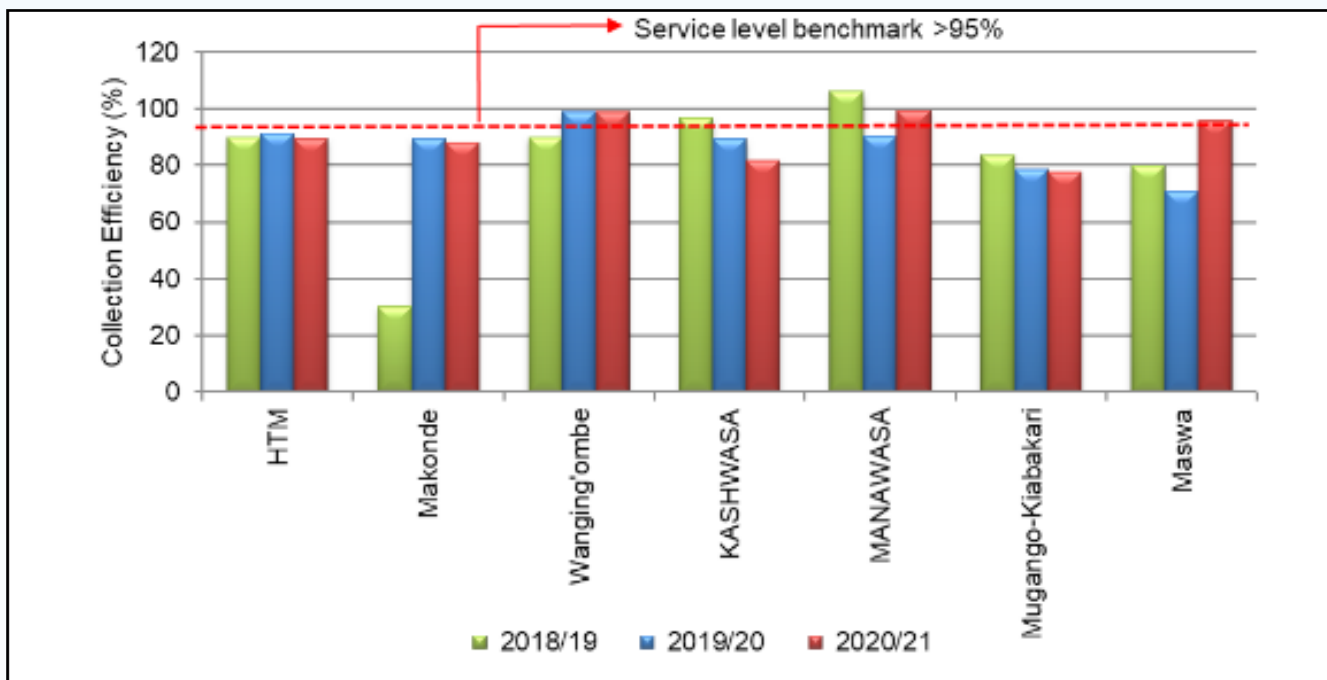


Figure 66: Revenue Collection Efficiency for NP WSSAs

### 9.2.2 Accounts Receivable Ratio

Over the past three years, overall accounts receivable collection period for NP WSSAs showed a continuous declining trend from 9.8 months in FY 2018/19 to 9.6 and 7.0 months in FYs 2019/20 and 2020/21 respectively. Among the seven NP WSSAs, four WSSAs namely, HTM WSSA, MANAWASA, Mugango-Kiabakari WSSA and Makonde WSSA had their receivables periods improved in FY 2020/21 while the remaining three had their receivable collection periods deteriorated. The least performer was Maswa WSSA whose receivables collection period deteriorated from 5.8 months to 7.4 months in the FY 2020/21. The most improvement in receivable collection was recorded by HTM WSSA whose receivable collection period improved from 10.3 to 4.1 months during the year. Generally, none of the NP WSSAs managed to reach the best practice period of a maximum of 2 months. Figure 67 shows accounts receivables collection periods for NP WSSAs for FY 2018/19 to FY 2020/21.

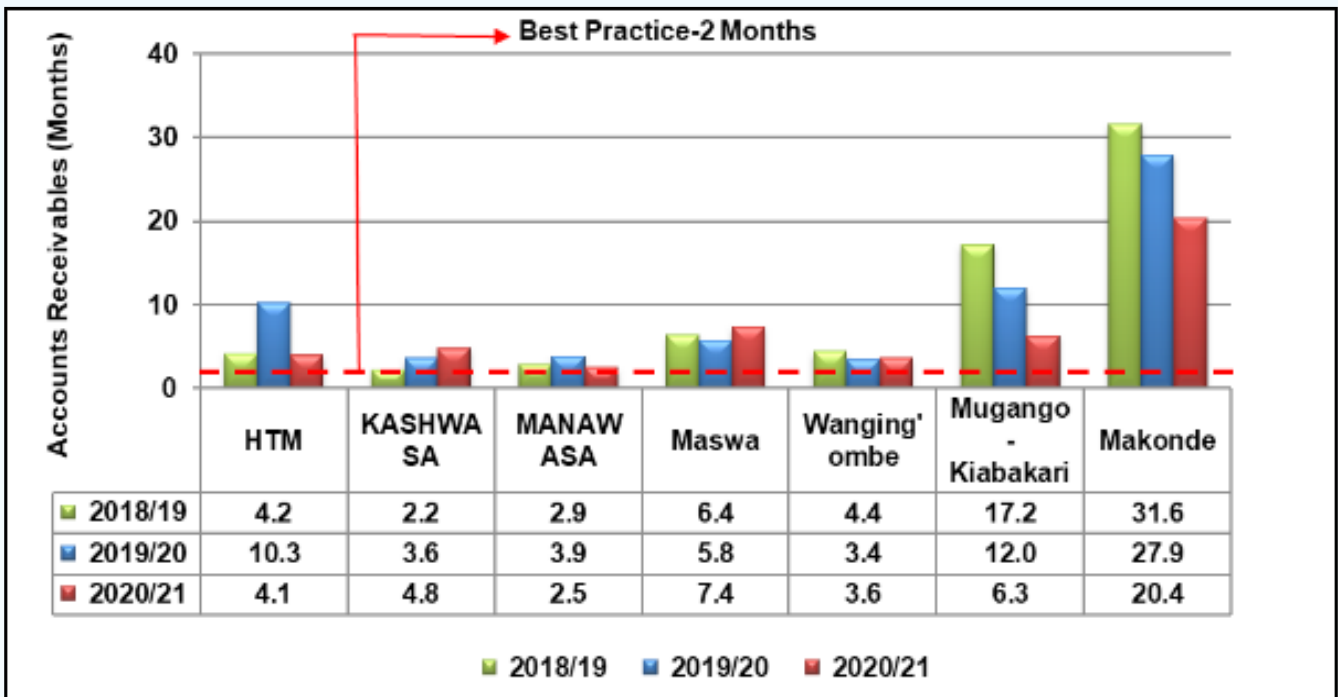


Figure 67: Accounts Receivable Collection Periods for NP WSSAs

### 9.2.3 Overall Efficiency Indicator

During the period under review, the average Overall Efficiency Indicator (OEI) for NP WSSAs improved from 42.9% in the FY 2019/20 to 44.1% in the FY 2020/21. MANAWASA, Maswa, HTM and Mugango WSSAs had their overall collection efficiency levels improved in the FY 2020/21 while KASHWASA Wanging'ombe and Makonde WSSAs experienced a decline in overall efficiency indicator. Among all NP WSSAs, HTM WSSA was the most improved NP WSSA in overall collection efficiency (by 64%) from as low as 18.8% in FY 2019/20 to 30.8% in FY 2020/21 mainly due to improvement in NRW during the year. Figure 69 presents OIEs for NP WSSAs for the period from FY 2018/19 to FY 2020/21.

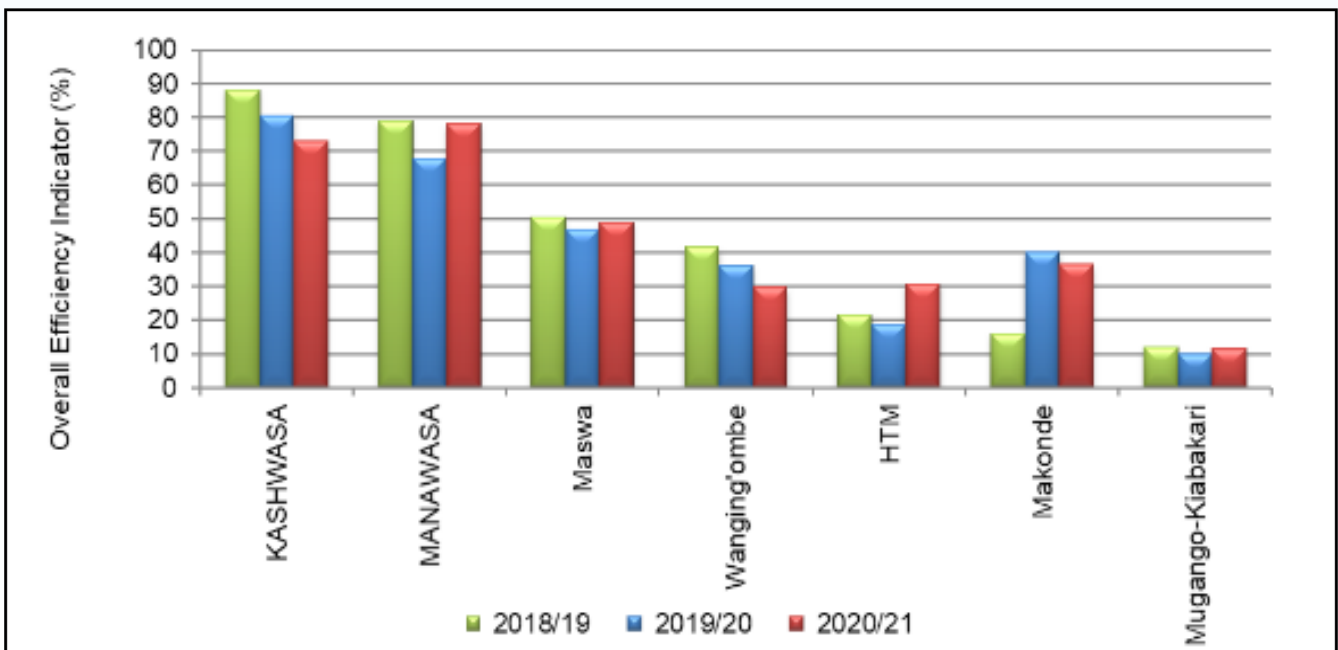
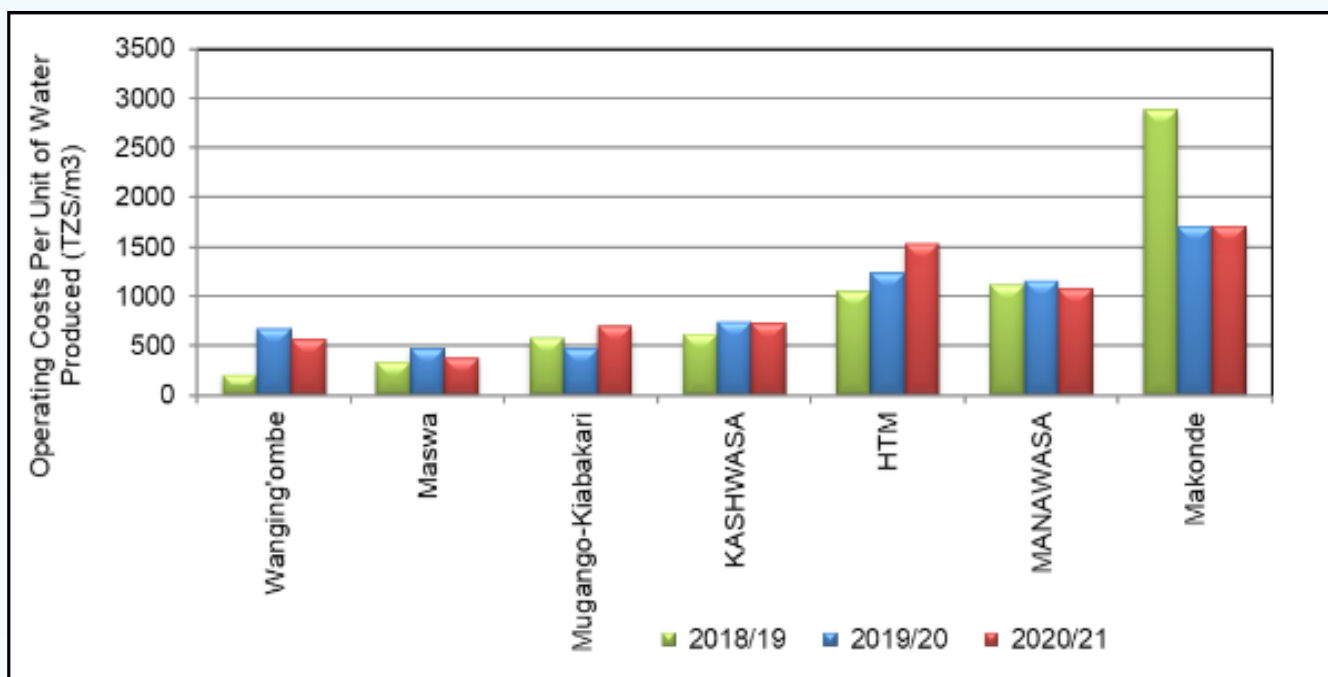


Figure 68: Overall Efficiency Indicator (OEI) for NP WSSAs

## 9.3 Expenditure Control

### 9.3.1 Operating cost per Unit of Water Produced

Average operating cost per unit of water produced (excluding depreciation expenses) for NP WSSAs increased from TZS 921.3 per cubic meter in FY 2019/20 to TZS 954.4 per cubic meter in FY 2020/21, an equivalent of 3.6%. The increase in per unit cost was mainly contributed by an increase in operating costs experienced by almost all NP WSSAs. Figure 69 shows a trend of unit operating costs for NP WSSAs from FY 2018/19 to FY 2020/21.



**Figure 69: Operating Cost Per Unit of Water Produced for NP WSSAs**

Despite the overall increase in unit operating costs, Maswa WSSA, KASHWASA, MANAWASA and Mugango-Kiabakari WSSA had their per unit cost of operations decreased during the year. However, such a decrease did not outpace high increase in unit costs experienced by Mugango-Kiabakari WSSA (49%) and HTM WSSA (24%) during FY 2020/21.

### 9.3.2 Energy Cost per Unit of Water Produced

The average energy cost per cubic meter for NP WSSAs showed a varying trend over the period from FY 2018/19 to FY 2020/21 whereby in FY 2019/20 it decreased by 29% while in FY 2020/21 it increased by 11%. An increase in average cost observed in the FY 2020/21 was mainly attributed to a high increase in electricity expenses incurred by Maswa WSSA (97%), Makonde WSSA (42%), HTM WSSA (34%) and KASHWASA (16%).

During FY 2020/21, Makonde WSSA and MANAWASA experienced a decline in per unit energy cost while KASHWASA, Maswa, Mugango-Kiabakari and HTM WSSA experienced an increase in the per unit cost.

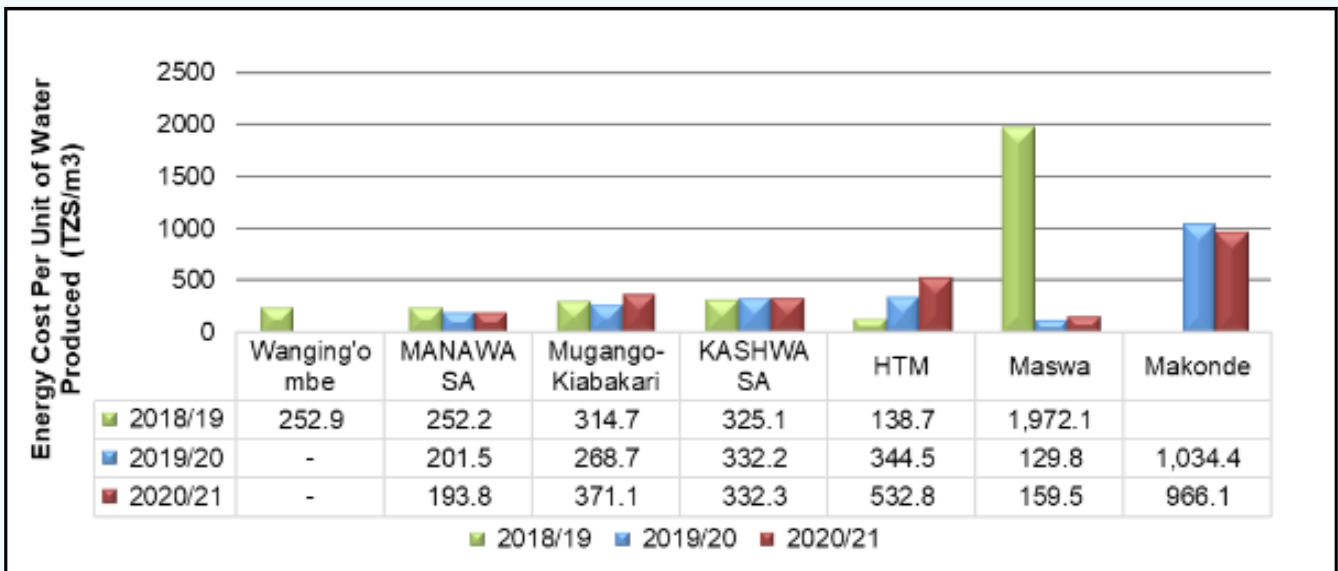


Figure 70: Energy Cost per Unit of Water Produced for NP WSSAs

### 9.3.3 Chemical Costs per Unit of Water Produced

Over the past three years, the average unit cost of chemicals for NP WSSAs showed a varying trend with a 93% increase from TZS 14.5 per cubic meter in FY 2018/19 to TZS 28.1 per cubic meter in 2019/20 and a subsequent 19% decrease to TZS 22.7 per cubic meter in the FY 2020/21. Such a decrease in average unit costs in FY 2020/21 is attributable to decreases in chemical costs experienced by Maswa WSSA (43%) and Makonde WSSA (23%). Figure 71 indicates unit cost of chemical for seven NP WSSAs for three financial years.

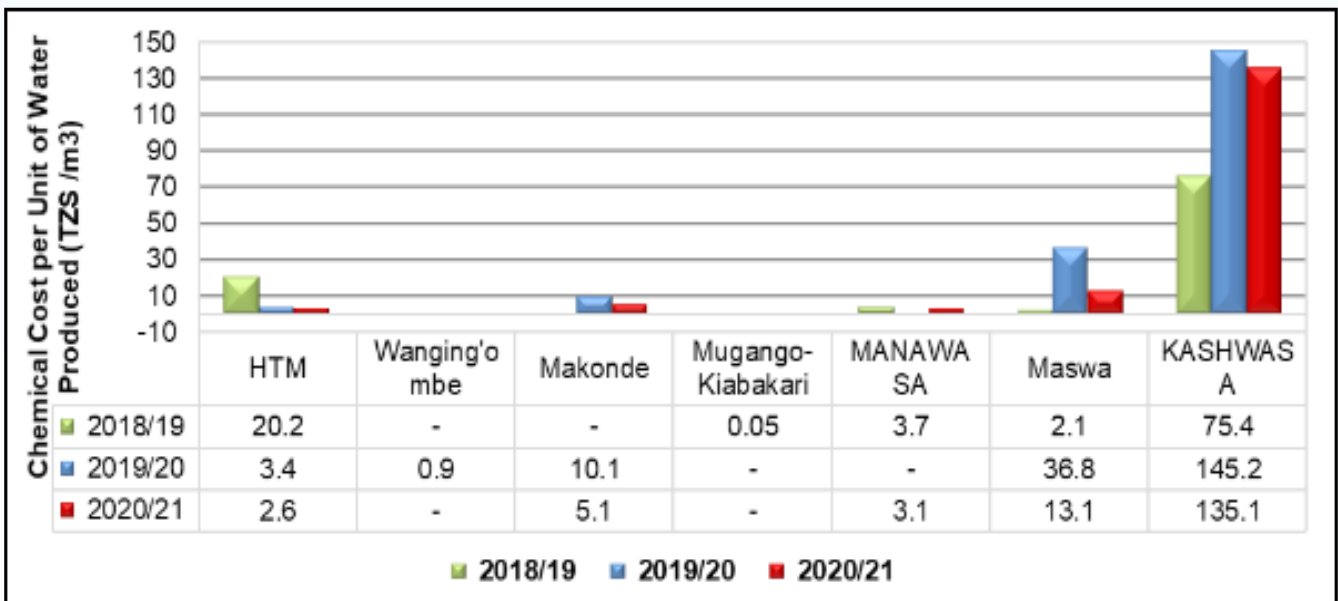
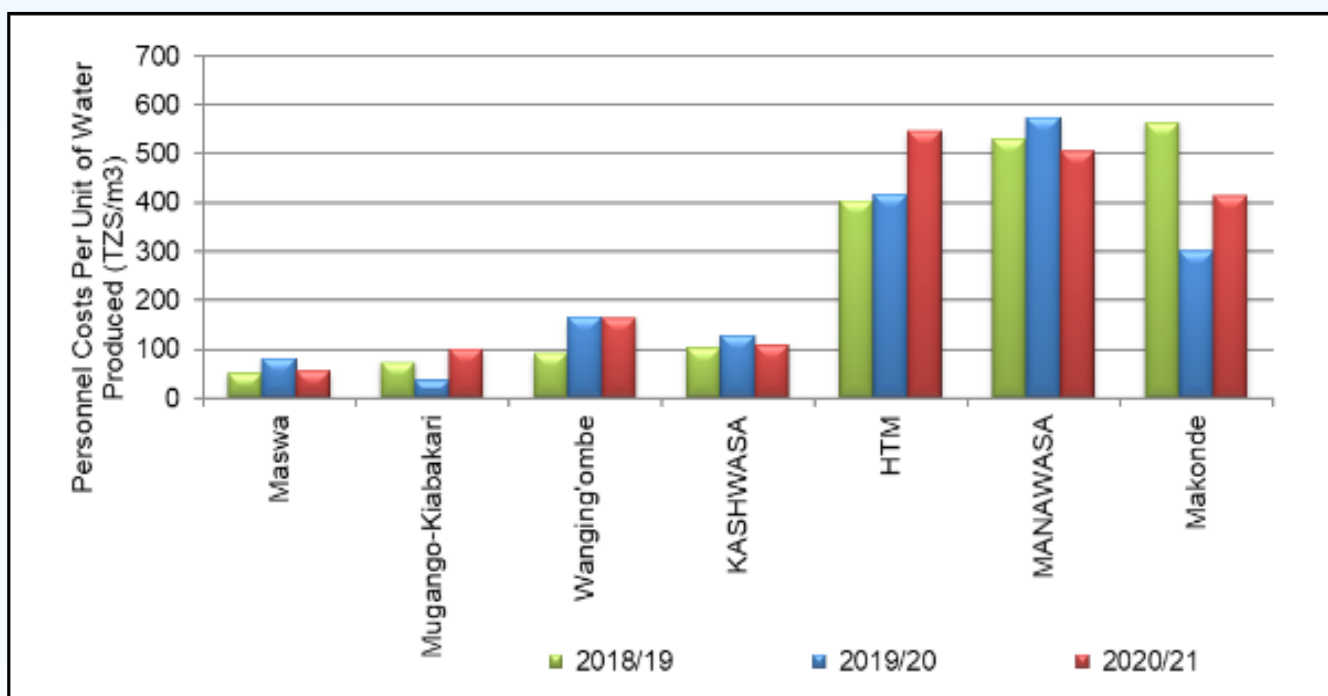


Figure 71: Chemical Cost per Cubic Meter of Water Produced for NP WSSAs

### 9.3.4 Personnel Cost Per Unit of Water Produced

During the year under review, the average personnel cost per unit of water produced for NP WSSAs increased to TZS 271.4 per cubic meter from TZS 243.5 per cubic meter recorded in FY 2019/20. As shown in Figure 72, over the review period, the per unit personnel cost varied widely among NP WSSAs. Maswa WSSA, MANAWASA and Wanging’ombe WSSA managed to lower per unit cost while the remaining four NP WSSAs had their per unit personnel costs increased during the year. The highest personnel cost per unit of water produced in FY 2020/21 were borne by HTM WSSA (TZS 547.4/m<sup>3</sup>) and MANAWASA (TZS 506.5/m<sup>3</sup>).



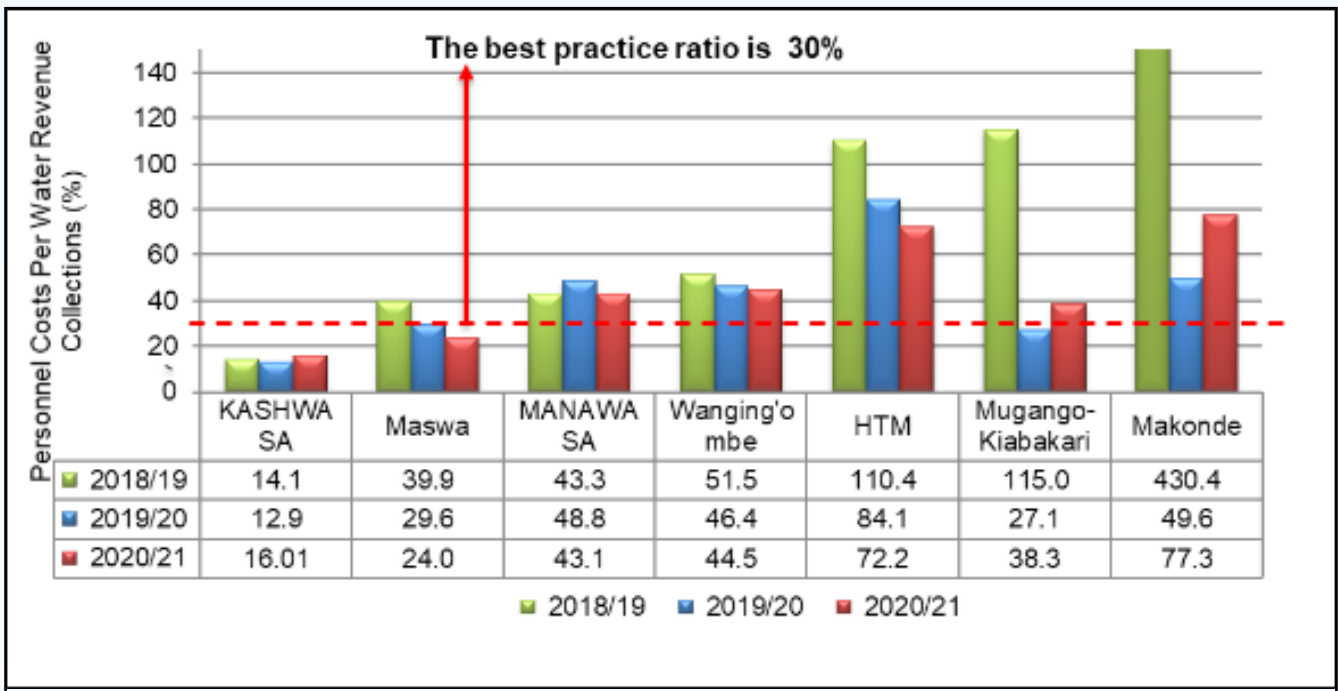
**Figure 72: Personnel Costs per Cubic Metre of Water Produced for NP WSSAs**

The least performer in terms of personnel cost per unit of water produced was Mugango-Kiabakari WSSA, whose personnel cost per unit of water produced increased by 172%, from TZS 37.3 per cubic meter in FY 2019/20 to TZS 101.6 per cubic meter in FY 2020/21. The most improved NP WSSA was Maswa WSSA whose unit cost decreased by 32% from TZS 81.6 per cubic meter in FY 2019/20 to TZS 55.3 per cubic meter in FY 2020/21. The main reasons for an increase in personnel cost per unit of water produced incurred by Mugango-Kiabakari WSSA during the year were increase in personnel emoluments and a 25% decrease in water production.

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

Personnel cost as a percentage of revenue collection shows an irregular trend among NP WSSAs over the period from the FY 2018/19 to 2020/21. The overall ratio of personnel expenses to revenue collection for NP WSSAs decreased from 115% in FY 2018/19 to 42.6% in 2019/20 before later increasing to 45.1% in the FY 2020/21. The best practice requires personnel expenditure as a percentage of revenue collection from water and sewerage services not to exceed 30%. During the FY 2020/21 KASHWASA 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 (14.1% in 2018/19, 12.9% in 2019/20 and 16.0% in 2020/21). The performance of NP WSSAs in terms of the ratio of personnel costs to revenue collection for the period under review is provided in Figure 73.



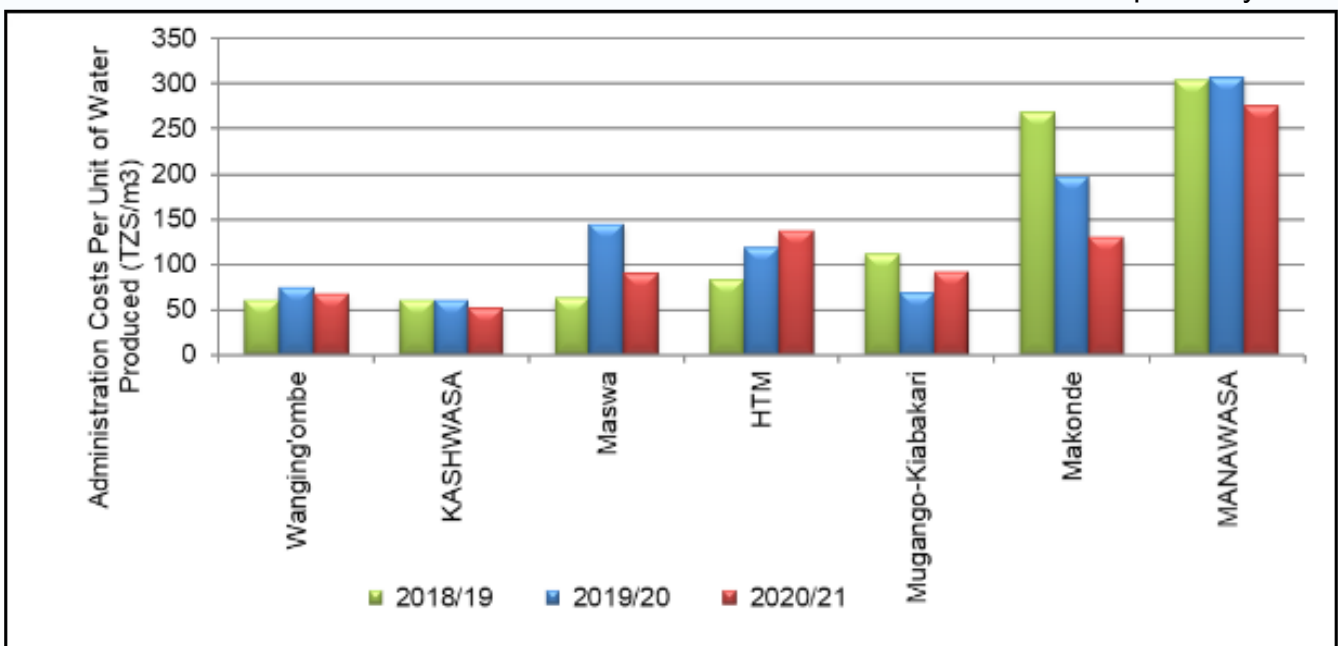


**Figure 73: Personnel Costs as a Percentage of Revenue Collections for NP WSSAs**

In FY 2020/21, Makonde WSSA was the most deteriorating in the ratio of personnel expenses to revenue collection which rose to 77.3% from 49.6% in the FY 2019/20 mainly due to high increase in personnel expenses that outpaced an increase in revenue collection. Mugango-Kiabakari was the second utility with the highest increase of personnel costs as a percentage of revenue collections from 27.1% to 38.3% during the year.

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

The average per unit administrative costs for NP WSSAs decreased to TZS 120.4/m<sup>3</sup> from TZS 138.5/m<sup>3</sup> in FY 2019/20. As shown in Figure 74, NP WSSAs that recorded a decline in the per unit administration cost in FY 2020/21 included Wanging'ombe WSSA, KASHWASA, Maswa WSSA, Makonde WSSA and MANAWASA. On the other hand, Mugango-Kiabakari and HTM WSSAs recorded increases in unit administration costs of 33.6% and 15.7% respectively.



**Figure 74: Administration Costs per cubic Meter of Water Produced for NP WSSAs**

## 9.4 Cost Structure

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

This section discusses three components of operation cost namely personnel costs; administration expenses; and production, distribution and maintenance and repair costs. As shown in Figure 75, on average, 53% of operations costs incurred by NP WSSAs was production, distribution, maintenance and repair expenses, 26% was personnel costs and 20% was administration expenses. Table A3.14 Appendix 3 details cost composition for each NP WSSA.

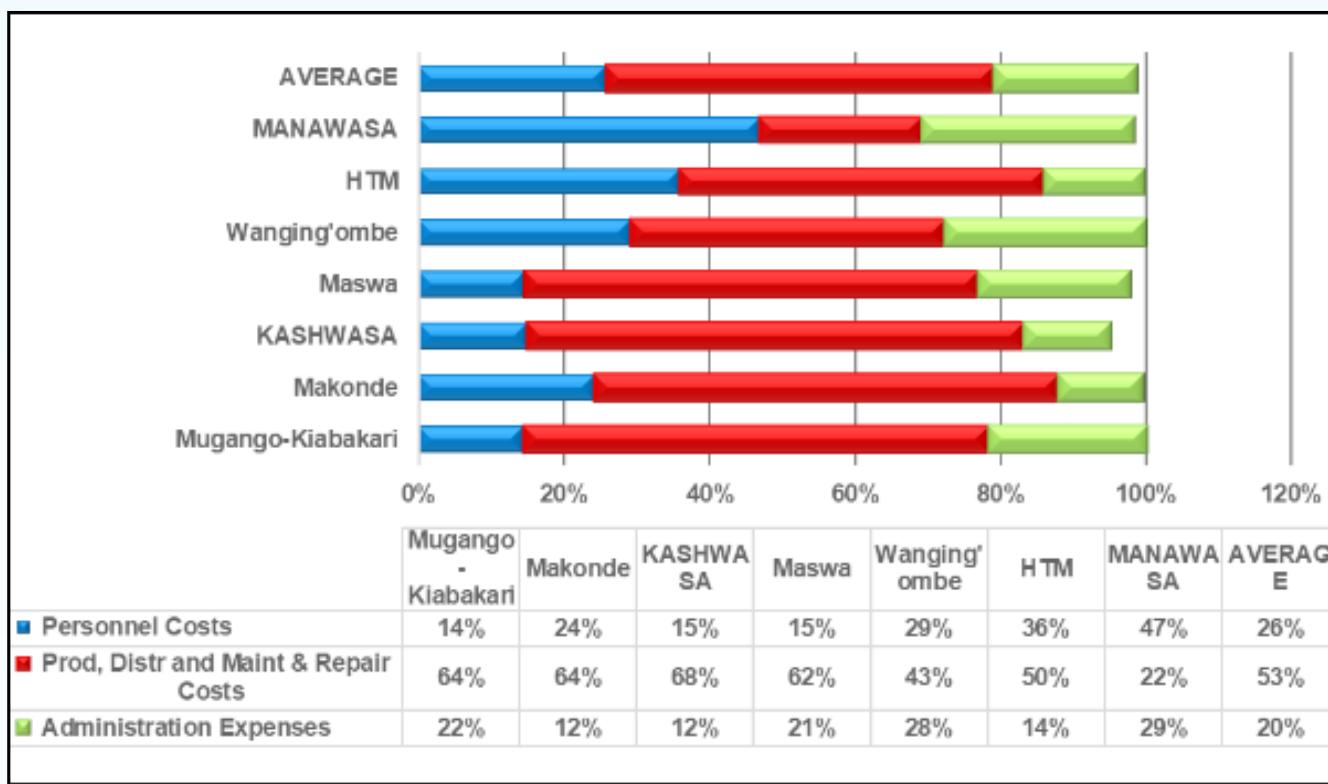
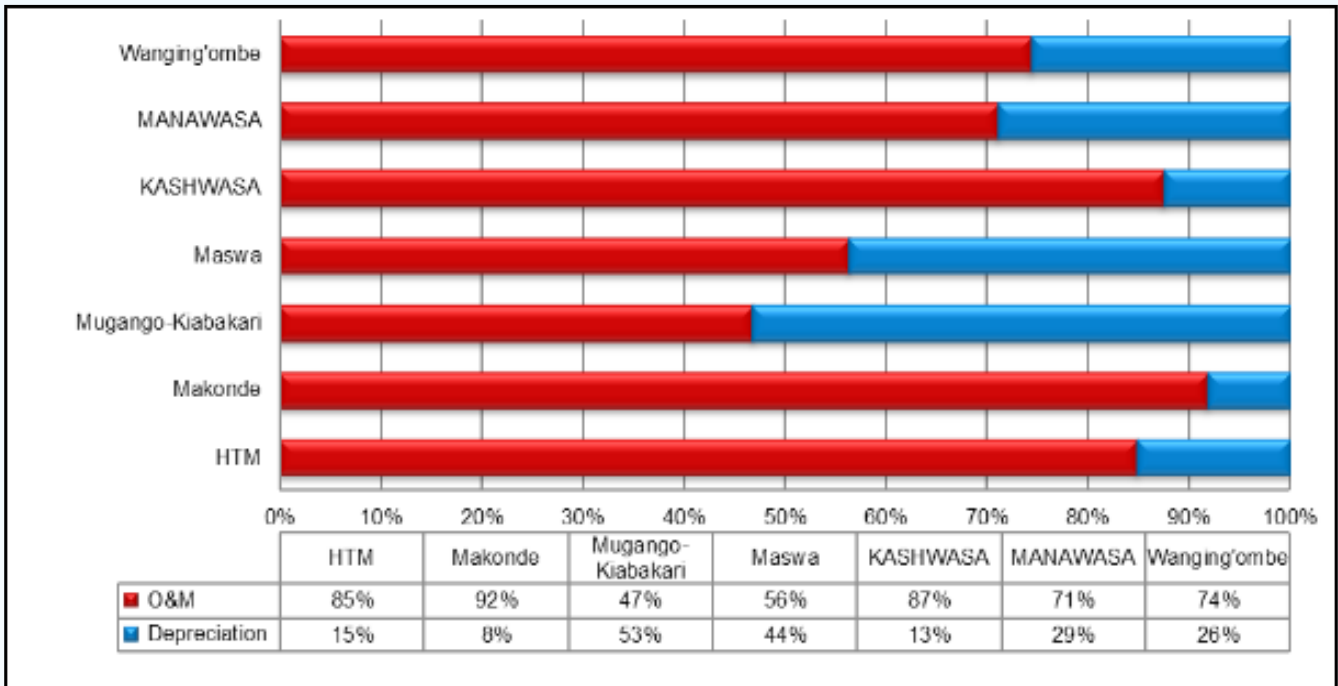


Figure 75: Composition of O&M Cost Excluding Depreciation for NP WSSAs

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

Depreciation charge represents an allowance for wear and tear of plant, property, and equipment and amortization of intangible assets. As indicated in Figure 76 on average, 27% of operation costs incurred by NP WSSAs during FY2020/21 was depreciation expenses. Mugango-Kiabakari WSSA had the highest share of depreciation expenses in it is annual expenditure of 53% whereas Makonde WSSA allowed only 8% of operating expenditure for wear and tear of fixed assets. The share of depreciation charges varied greatly among WSSAs due to differences in asset base, depreciation policies and cost structures as shown in Table A3.15 of Appendix 3.



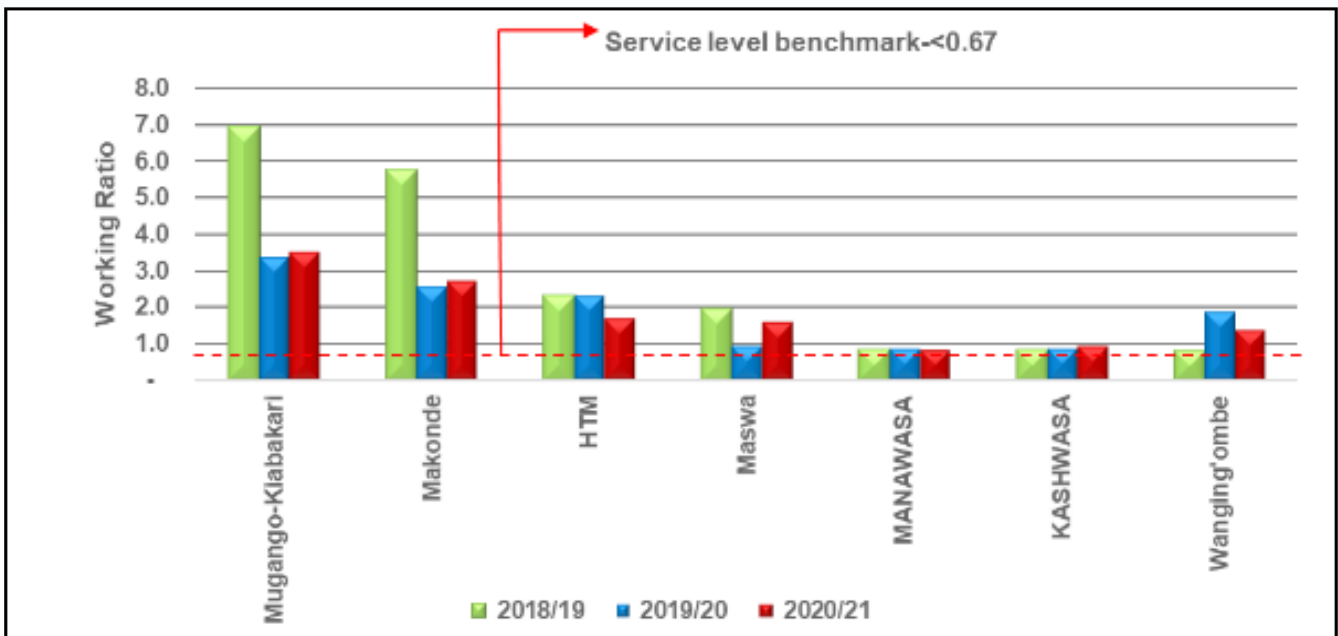
**Figure 76: Composition of O&M Costs with Depreciation for NP WSSAs**

## 9.5 Cost Recovery

This section evaluates the extent to which NP WSSAs covered their O&M expenses. Two indicators analyzed were Working Ratio and Operating Ratio.

### 9.5.1 Working Ratio

During FY 2020/21, the overall working ratio slightly improved to 1.80 from 1.82 recorded in the preceding year. MANAWASA and KASHWASA had working ratios below 1 in the year 2020/21. Nonetheless, none of NP WSSAs managed to lower its working ratio below the service level benchmark of 0.67. HTM WSSA and Wanging'ombe WSSA managed to significantly lower their working ratios by 25.6% and 26.3% respectively. Maswa WSSA was the least performer of all NP WSSAs with its working ratio rising sharply from 0.9 to 1.6 in FY 2020/21. A worsening working ratio implies inability of the utility to cover operations expenses with its revenues.



**Figure 77: Working Ratio for NP WSSAs**

### 9.5.2 Operating Ratio

During FY 2020/21, average operating ratio for NP WSSAs remained at 2.8 observed in the previous year. Such a ratio implies that, on average, in the year 2020/21, NP WSSAs were able to cover only one-third of operating costs using their revenues. None of NP WSSAs managed to reduce operating ratio below the service level benchmark of 0.8 in the year 2020/21. KASHWASA had the best ratio of all NP WSSAs in the year 2020/21 as it attained the ratio of 1 while the least observed ratio was 7.5 recorded by Mugango-Kiabakari WSSA. The ratio of 1 implies that KASHWASA could cover all operating costs using her own revenues.

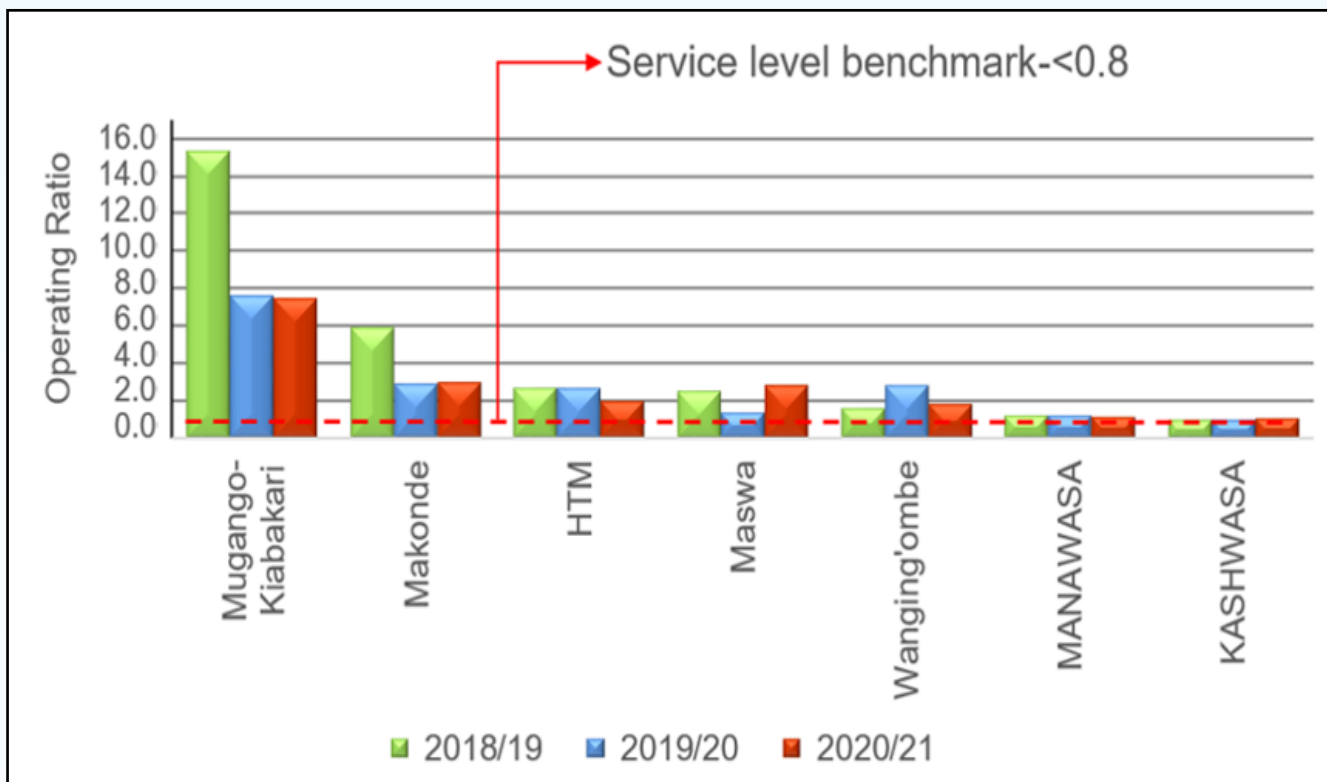


Figure 78: Operating Ratios for NP WSSAs

## 10.0 COMPLIANCE WITH REGULATORY REQUIREMENTS AND DIRECTIVES

This Chapter discusses the NP WSSAs compliance with regulatory requirements and directives in terms of tariff order conditions, reporting requirements, remittance of regulatory levy and implementation of the recommendations of the Water Utilities Performance Review Report for the FY 2019/20.

### 10.1 Tariff Review and Compliance with Tariff Order Conditions

During the year under review, overall compliance with tariff conditions among NP WSSAs continued to deteriorate. Compliance level was 39% in FY 2020/21, 51% in FY 2019/20 and 66.8% in FY 2018/19. Figure 79 presents the overall compliance with tariff conditions during the reporting period. Details of implementation of tariff order conditions for each NP WSSAs are shown in Appendix 4: Table A4.2.

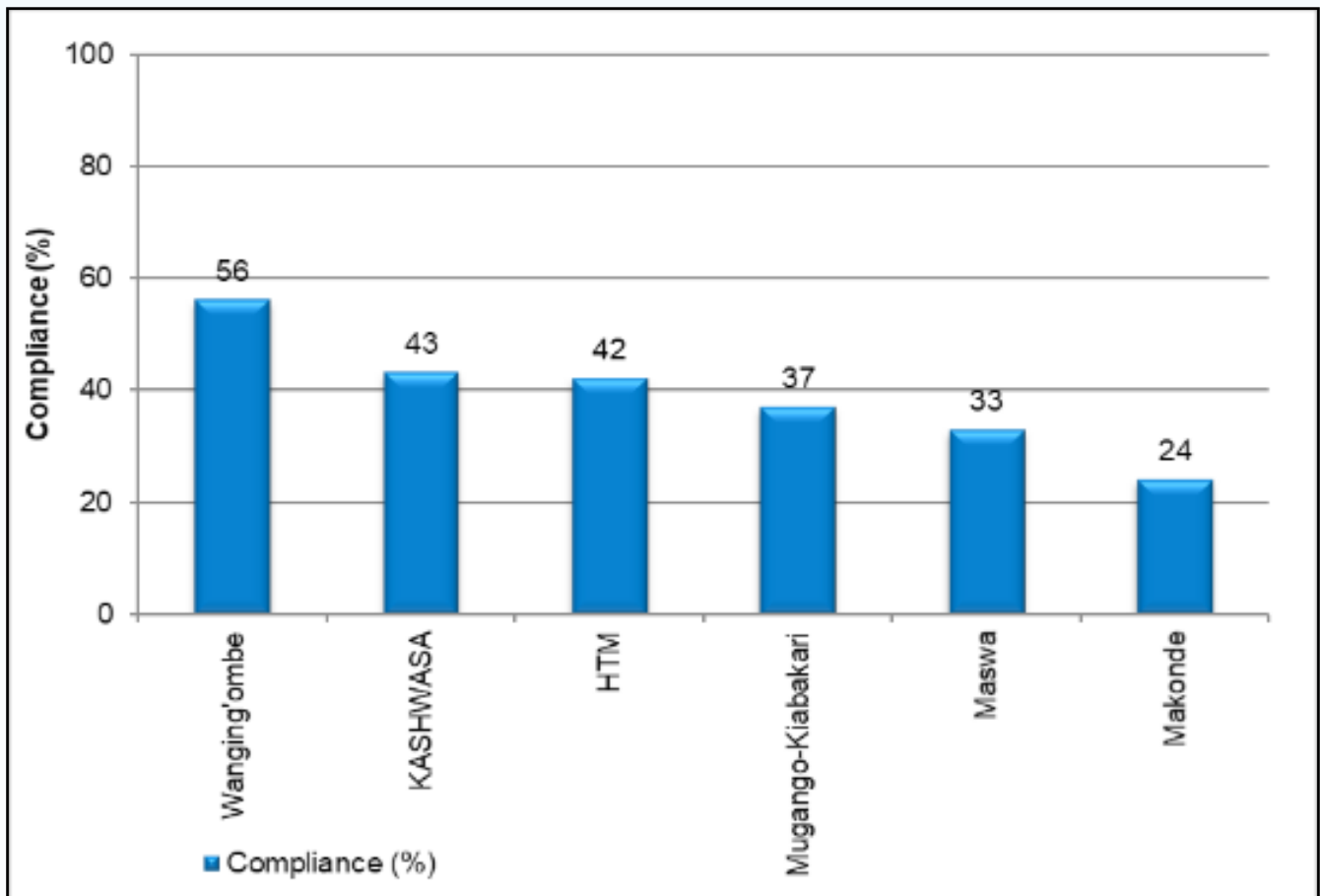


Figure 79: Compliance with Tariff Order Conditions for NP WSSAs

### 10.2 Reporting Obligations

The Water Supply and Sanitation Act of 2019 requires WSSAs to submit to EWURA performance reports which include monthly performance data through the Water Utilities Information System known as MajIS. WSSAs are also required to submit annual financial and technical reports before 30<sup>th</sup> September of each year. During FY 2020/21, there was an improvement in timely submission of reports whereas three out of seven WSSAs namely KASHWASA, Makonde and

Maswa submitted all required reports timely as compared to one WSSA in the FY 2019/20. Appendix 4 presents details on report submission status among the NPWSSAs during FY 2020/21. The status of compliance on regulatory requirement of NP WSSAs are analysed from section 10.2.1 to section 10.2.3.

### 10.2.1 MajiS Reports

Evaluation of submission of MajiS reports is categorized in two parts which are submission of monthly and annual MajiS reports. While monthly MajiS reports are required to be submitted to EWURA by 14<sup>th</sup> day of every month, the Annual MajiS report is required to be submitted by 30<sup>th</sup> September of each year. The submission status is discussed below.

#### a) Submission of Monthly MajiS Reports

During FY 2020/21, overall compliance with submission of MajiS monthly reports increased to 76% as compared to 70% and 60% in FY 2019/20 and FY 2018/19, respectively. Further, during the year under review 4 out of 7 NP WSSAs timely submitted all required monthly MajiS reports compared to 2 WSSAs in FY 2019/20. NP WSSAs that submitted all monthly MajiS reports timely were KASHWASA, Mugango-Kiabakari, Maswa and Makonde.

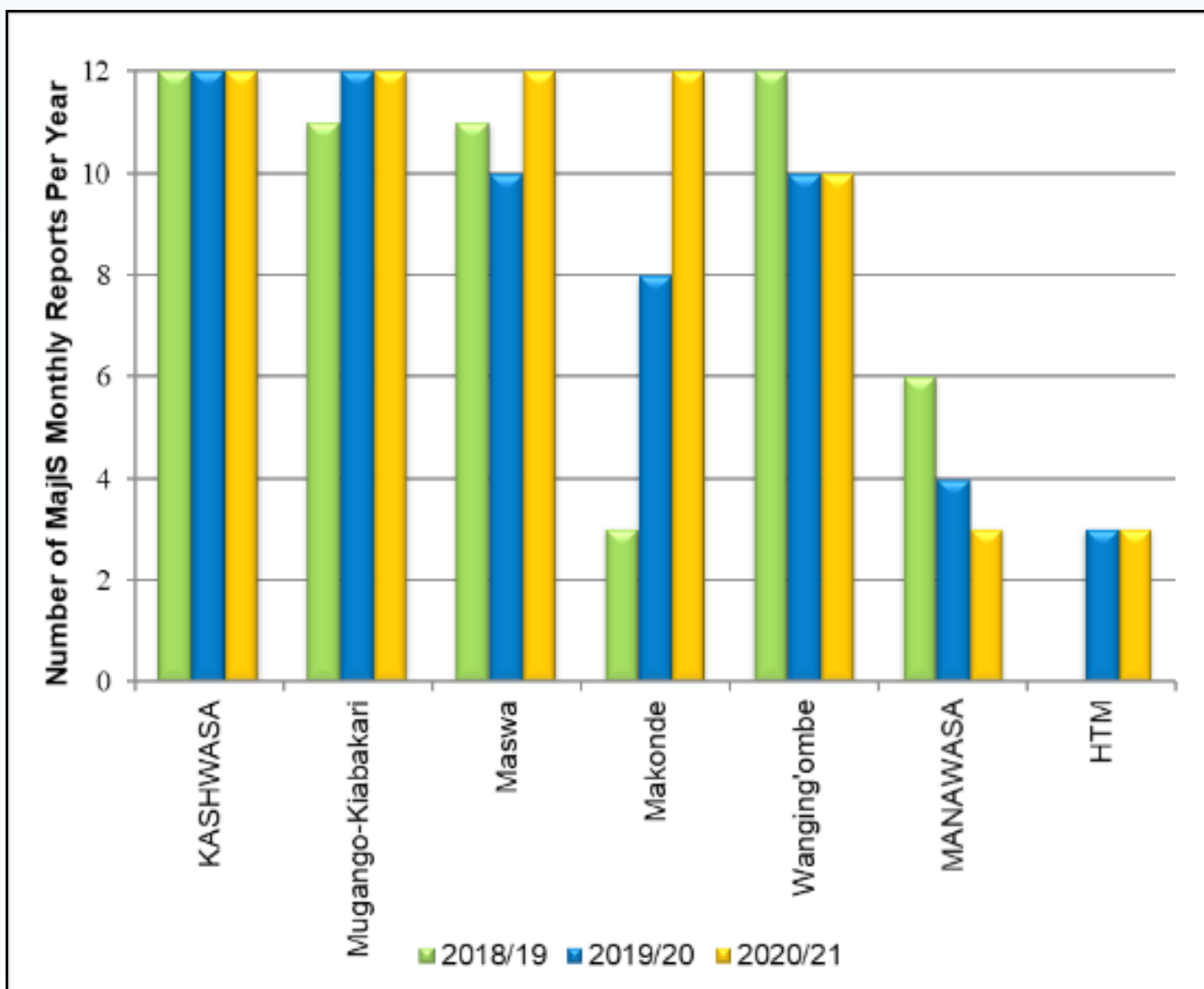


Figure 80: Compliance with NP WSSAs Monthly MajiS Report Submission.

**b) Submission of Annual MajIS Reports**

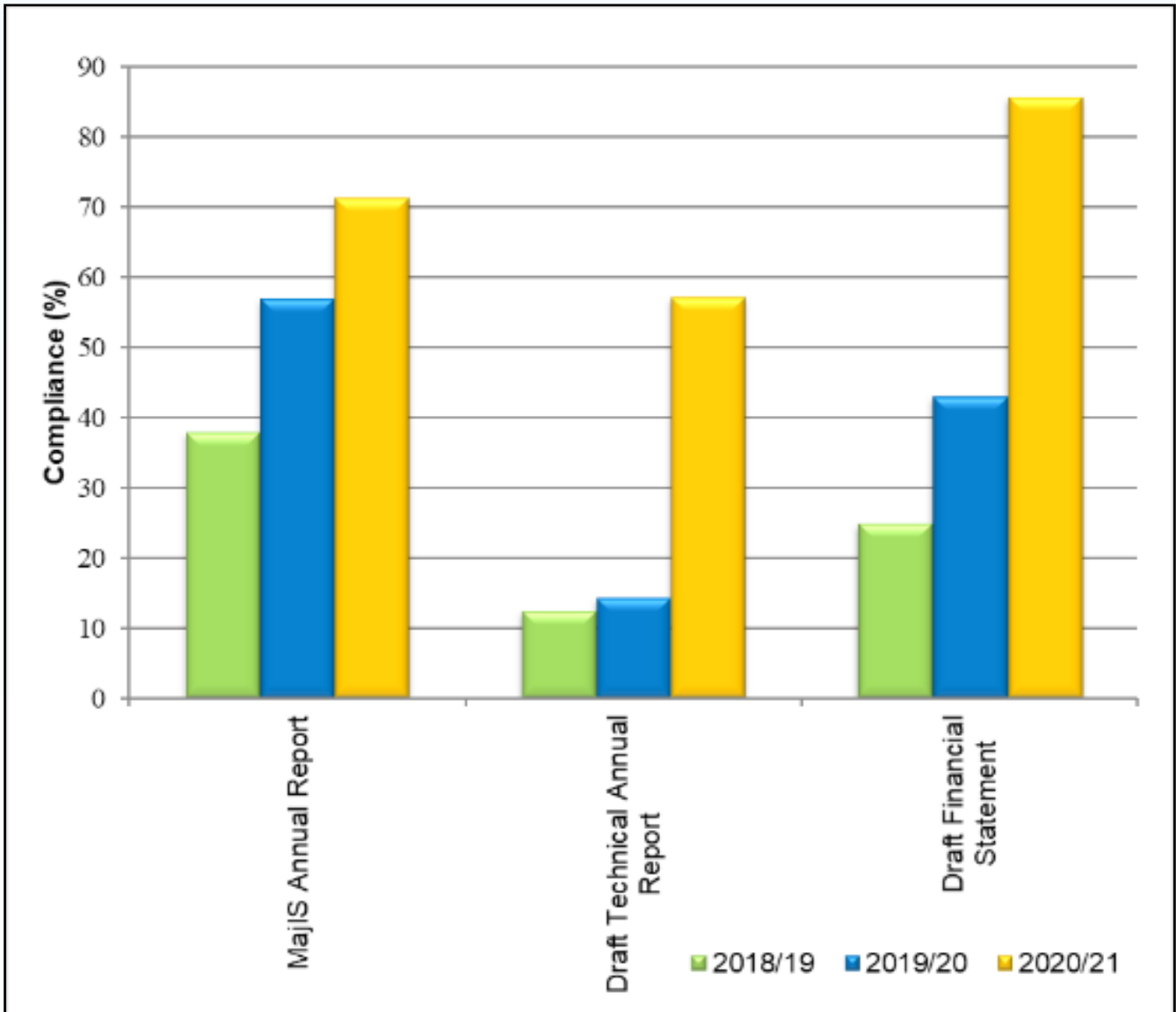
During FY 2020/21, NP WSSAs showed an increase of 71% in compliance with timely submission of annual MajIS reports compared to 57% and 38% in the FY 2019/20 and FY 2018/19, respectively. Six out of seven NP WSSAs submitted annual MajIS reports. MANAWASA did not submit annual MajIS reports for three consecutive years. Figure 81 presents summary of compliance with reports submission.

**10.2.2 Annual Technical Reports**

During FY 2020/21, NP WSSAs improved in compliance with submission of annual technical reports by 57%, compared to 14% and 12.5% attained in FY 2019/20 and FY 2018/19, respectively, as presented in Figure 81. However, three WSSAs namely HTM, MANAWASA and Mugango-Kiabakari did not submit annual technical reports. Appendix 4: Table A4.1(b) summarizes report submission status for NP WSSAs.

**10.2.3 Annual Financial Reports**

During FY 2020/21, improvement was noted in timely submission of financial reports whereby compliance increased to 86% compared to 43% and 25% in FY 2019/20 and FY 2018/19 as presented in Figure 81. MANAWASA submitted their financial report late.



**Figure 81: Compliance with Reports Submission**

### 10.3 Management Working Tools

Evaluation of management working tools considered availability of Business Plans and customer service charters. During FY 2020/21, six out of seven NP WSSAs had approved business plans and customer service charters. MANAWASA had neither approved business plans nor customer service charters.

### 10.4 Remittance of Regulatory Levy

Overall compliance with remittance of regulatory levy decreased for three consecutive years. During FY 2020/21, NP WSSAs compliance with remittance of regulatory levy was 54% which is lower as compared to 61% and 71% in FY 2019/20 and FY 2018/19 respectively. Further, none of the NP WSSAs achieved 100% remittance of regulatory levy. Nevertheless, MANAWASA complied by 96% in remittance of regulatory levy. However, for three consecutive years, Mugango-Kiabakari WSSA did not remit regulatory levy. Compliance with remittance of regulatory levy during FY 2020/21 is shown in Figure 82 and Appendix 5 Table A5.1(b).

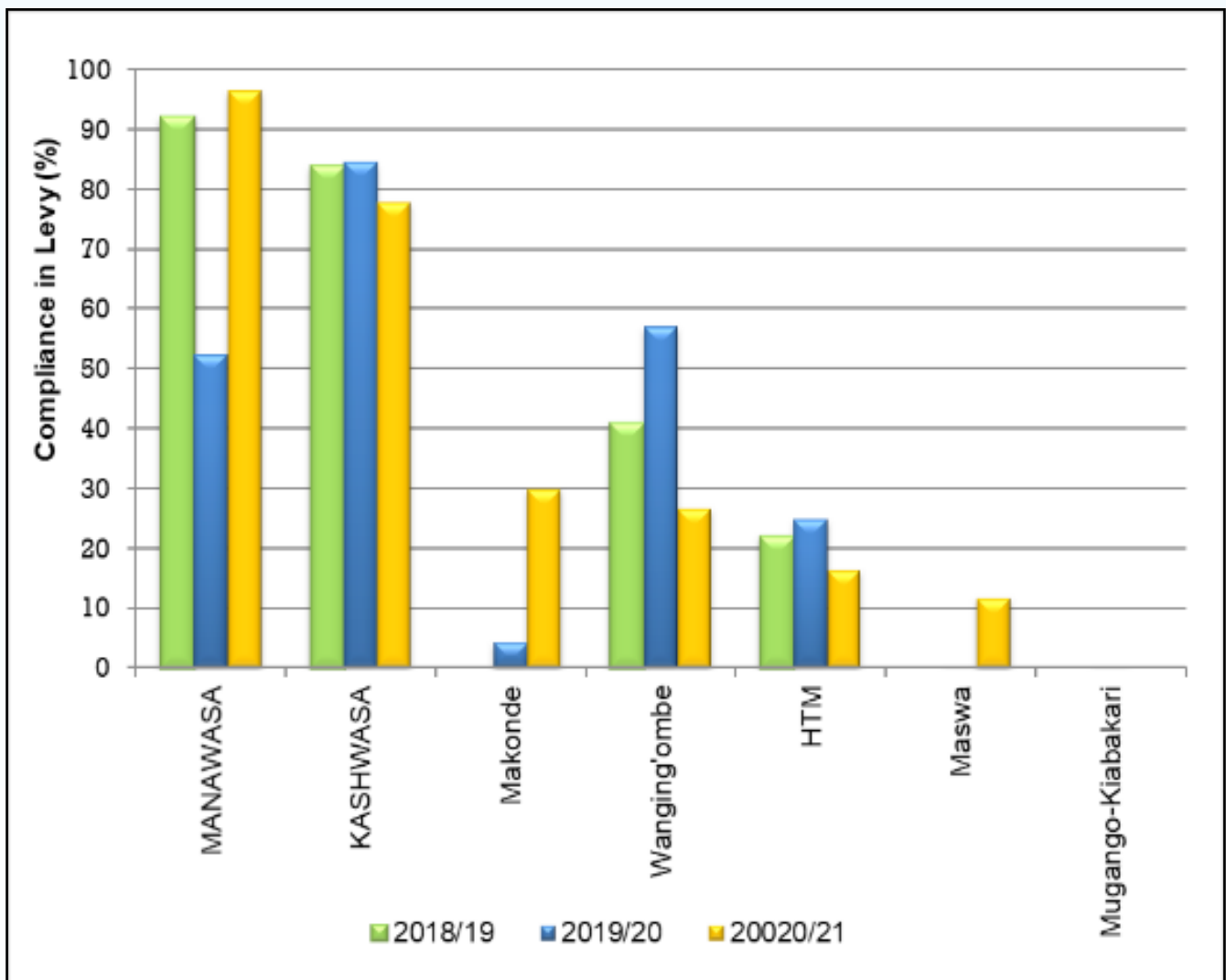


Figure 82: Compliance with Remittance Regulatory Levy



## 11.0 PERFORMANCE RANKING

This chapter discusses performance ranking of NP WSSAs according to the EWURA Performance Benchmarking Guidelines for WSSAs, 2018. The overall performance ranking results for NP WSSAs are presented in two folds of Overall Ranking and Utility Ranking. Source of data on performance target was WSSA's approved business plans. In absence of an approved business plan, the respective WSSA was awarded zero score.

### 11.1 Procedure for Ranking

Procedure for utility ranking for NP WSSAs is similar to that of Regional WSSAs as presented in Chapter 6 of this report. Weights in various indicators used in performance ranking are presented in Table 26.

**Table 26: 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		
	E-Coli	18%	100
	Turbidity	12%	100
KPI 4	Metering ratio (%)	12%	100
KPI 5	Non-Revenue Water – NRW (%)	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 27.

**Table 27: 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

Overall score classification for performance of NP WSSAs is similar to the classification of Regional WSSAs as presented in Table 20 in Section 6.4

## 11.3 Results of Performance Ranking

### 11.3.1 Overall Ranking Results

Based on overall ranking KASHWASA emerged as the overall best NP WSSA in the provision water services after scoring 69.6 points, which is categorized as good performance. On the other hand, Maswa WSSA was the overall least performer in provision of water services.

### 11.3.2 Utility Ranking Results

Based on utility ranking results, Wanging'ombe WSSA was the best performer in water services while MANAWASA was the least performer.

Table 28 summarizes results of performance ranking for NP WSSAs in provision of water supply and sanitation services.

**Table 28: Summary of NP WSSAs' Ranking in the Provision of Water Services**

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance with Regulatory Requirements Score	Overall Ranking				Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank	Previous Rank 2019/20	Utility Ranking Score	Utility Rank	Classification	Interpretation
1	HTM	46.4	14.4	60.8	C	Good	6	3	70.0	2	B	Very Good
2	KASHWASA	47.6	22.0	69.6	C	Good	1	1	38.2	5	E	Unsatisfactory
3	Makonde	47.1	15.9	63.0	C	Good	3	6	37.6	6	E	Unsatisfactory
4	MANAWASA	54.4	11.7	66.1	C	Good	2	2	22.0	7	E	Unsatisfactory
5	Maswa	43.8	15.9	59.7	C	Good	7	7	49.4	4	D	Fair
6	Mugango-Kiabakari	43.0	18.6	61.6	C	Good	4	4	52.2	3	D	Fair
7	Wanging'ombe	41.7	19.5	61.2	C	Good	5	5	79.5	1	B	Very Good



## **PART III:**

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### **IMPLEMENTATION OF RECOMMENDATIONS OF THE PREVIOUS REPORT**

## 12.0 IMPLEMENTATION OF RECOMMENDATIONS OF THE PREVIOUS REPORT

This chapter discusses the implementation of recommendations provided in FY 2019/20 report. The report recommended the following key issues:

- (a) NP WSSAs to undertake sound strategic long-term planning in accordance with the National Vision 2025 and National Development Plans to increase water production that meets demand by June 2022;
- (b) Regional WSSAs to continue implementing and develop new strategies to ensure that the current trend towards attaining service level benchmark for NRW is improved;
- (c) RNP WSSAs to ensure that they are informed on projects that result in pipe cuts to prevent water losses;
- (d) RNP WSSAs to 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 by June 2022. WSSAs and LGAs to partner with the private sector to improve faecal sludge emptying and transportation facilities;
- (e) RNP WSSAs to 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 by June 2022. WSSAs should use the same collaborative approach to establish a non-sewered sanitation database that takes into consideration the entire sanitation chain;
- (f) RNP WSSAs to improve mechanisms that ensure the reliability and accuracy of data submitted through MajIS systems; and
- (g) RNP WSSAs to ensure that during the planning process and development of planning documents they set targets that are realistic and attainable.

Generally, implementation of the recommendations issued in the Water Utilities Performance Review Report for the FY 2019/20 was satisfactory as presented in Appendix 6 of this report.



# PART IV:

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## KEY OBSERVATIONS AND RECOMMENDATIONS

## 13.0 KEY OBSERVATIONS AND RECOMMENDATIONS

This chapter presents key issues observed in the review of RNP WSSAs performance and recommends measures for RNP WSSAs to improve their performance in provision of water supply and sanitation services. Table 31 presents the major key observed issues, recommended solutions and the responsible entity for correcting the observed issue.

**Table 29: Key Observations and Recommendations**

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
1	Cost recovery	Low cost recovery among NP WSSAs (measured by operating and working ratios) that hinder effective service provision and makes the WSSAs increasingly dependent on Government subsidies.	WSSAs should develop and implement strategies to increase operating revenue. This should include the use of appropriate tariff.	June 2023	Managing Directors of NP WSSAs
2	High Non-Revenue Water (NRW)	WSSAs have been continuously registering high NRW due to dilapidated water supply infrastructure	WSSAs should continue implementing and develop new strategies to attain service level benchmark. The strategies should include scheduled maintenance and replacement of defective infrastructure	Continuous	Managing Directors of Regional and National Project WSSAs
		Inadequate coordination among 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 projects that may result in pipe cuts to prevent water losses.	Continuous	Managing Directors of Regional and National Project WSSAs

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
3	Water Treatment	Six NP WSSAs do not adequately conduct water treatment	NP WSSAs to ensure that water supplied to customers is adequately treated	Continuous	Managing Directors of National Project WSSAs
4	Provision of Sanitation Services	Out of 33 RNP WSSAs, only 17 WSSAs have faecal sludge treatment facilities. Out of 26 Regional WSSAs only 16 have cesspit emptier trucks.	WSSAs should design and implement an inclusive urban sanitation programme for construction of low cost and decentralised sanitation technologies with faecal sludge treatment facilities. WSSAs and LGAs should also partner with the private sector to improve faecal sludge emptying and transportation facilities.	June 2023	Managing Directors of Regional and National Project WSSAs
		Inadequate coordination among various stakeholders in WSSAs' service areas in the provision of non-sewered sanitation and lack of sufficient sanitation baseline data	WSSAs should collaborate with Local Governments Authorities to develop MoUs 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.	Continuous	

RNP WSSAs are expected to implement recommendations provided in Table 31. It is envisaged that implementation of the recommendations will result in improvement in provision of water supply and sanitation services.





# APPENDICES



## **APPENDIX 1: WSSAs PROFILES**

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### **REGIONAL WSSAs PROFILES**





## CATEGORY A REGIONAL WSSAs PROFILES

ARUSHA WSSA PROFILE		2020/21																						
EWURA LICENSE No: WSSSL/02/2020																								
<b>General Description about the Utility</b>	Arusha WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Arusha City, Usa River, Ngarantoni Loliondo and Monduli towns. Arusha WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 842,375. The Utility draws water from rivers, springs and boreholes. Total length of water network is 1,431 km ,daily water demand is 124,789 cubic meters while, daily water production is 57,311 cubic meters. The installed water production capacity is 103,633 cubic meters per day and storage capacity is 36,920 cubic meters. The utility has facility for faecal sludge treatment and has 5 cesspit emptier trucks. It is estimated that 36% of the households in the service area have septic tanks, 60% have latrines, 4% have connected to sewer network.																							
<b>General Data About the Utility</b>	<table border="1"> <tr> <td>Total water connections</td> <td>79,925</td> </tr> <tr> <td>Total active connections</td> <td>71,623</td> </tr> <tr> <td>Total domestic connections</td> <td>72,789</td> </tr> <tr> <td>Total operational kiosk</td> <td>514</td> </tr> <tr> <td>Total sewerage connections</td> <td>6,222</td> </tr> <tr> <td>Metering ratio (%)</td> <td>100</td> </tr> <tr> <td>NRW (%)</td> <td>51</td> </tr> <tr> <td>Number of staff</td> <td>425</td> </tr> <tr> <td>Staffs per 1000 connections</td> <td>5</td> </tr> <tr> <td>Average service hours</td> <td>18</td> </tr> <tr> <td>Population sewerage coverage (%)</td> <td>7</td> </tr> </table>		Total water connections	79,925	Total active connections	71,623	Total domestic connections	72,789	Total operational kiosk	514	Total sewerage connections	6,222	Metering ratio (%)	100	NRW (%)	51	Number of staff	425	Staffs per 1000 connections	5	Average service hours	18	Population sewerage coverage (%)	7
Total water connections	79,925																							
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Total operational kiosk	514																							
Total sewerage connections	6,222																							
Metering ratio (%)	100																							
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Staffs per 1000 connections	5																							
Average service hours	18																							
Population sewerage coverage (%)	7																							
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,330-1,810</td> <td>1,510</td> <td>1,930</td> <td>2,560</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,759 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 1st December 2018</p>		Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,330-1,810	1,510	1,930	2,560	1,000										
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk																			
TZS/m <sup>3</sup>	1,330-1,810	1,510	1,930	2,560	1,000																			
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Increase water production to meet demand;</li> <li>2. Strengthen the culture of staff commitment to satisfy customers/clients.</li> <li>3. Proactively design and implement strategy for reducing NRW.</li> <li>4. Enhance the use of modern working tools and equipment in operations and capacity building to staff on newly developed infrastructure i.e., pumping station, WTP, WSP, BHs, SCADA, RO</li> <li>5. Continue to mobilize resources for raising service coverage for both water supply and sewerage especially in small towns.</li> </ol>																							
<b>Consumer Service</b>	Average monthly consumption is 8 cubic meters per day per domestic connection, with per capita consumption of 43 lts/day. The overall water quality compliance with TBS standards was 0% for E. coli and 100% for turbidity. There were 15,597 customer complaints reported of which 5% were related to billing. Total number of complaints per 1000 connections was 195.																							
<b>Performance Highlights</b>	Arusha WSSA provides direct water supply to 60% population in its service area. The population living in area with water network was 69%, operating ratio was 0.9 and accounts receivable period was 2.3 months. Collection efficiency with arrears was 99.8% and current ratio stood at 4.7.																							

ARUSHA WSSA PROFILE		2020/21														
EWURA LICENSE No: WSSSL/02/2020																
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>														
	Boreholes	9,069,835														
	Springs	8,885,433														
	Dams	-														
	Lakes	-														
	Rivers	3,014,583														
	<b>Total Water Abstracted</b>	<b>20,969,852</b>														
	<b>Total Water Produced</b>	<b>20,918,683</b>														
	<table border="1"> <thead> <tr> <th>Description</th> <th>cubic meters</th> </tr> </thead> <tbody> <tr> <td>Total Water Billed</td> <td>10,347,210</td> </tr> <tr> <td>Domestic</td> <td>7,983,643</td> </tr> <tr> <td>Non-domestic</td> <td>2,363,567</td> </tr> <tr> <td>NRW</td> <td>10,571,473</td> </tr> <tr> <td><b>Total Water Produced</b></td> <td><b>20,918,683</b></td> </tr> </tbody> </table>			Description	cubic meters	Total Water Billed	10,347,210	Domestic	7,983,643	Non-domestic	2,363,567	NRW	10,571,473	<b>Total Water Produced</b>	<b>20,918,683</b>	
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Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>														
	Total Water Billed	10,347,210														
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	<table border="1"> <thead> <tr> <th>Description</th> <th>TZS</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Domestic Bills</td> <td>11,800,430,820</td> <td>75%</td> </tr> <tr> <td>Non Domestic Bills</td> <td>3,868,687,029</td> <td>25%</td> </tr> <tr> <td><b>Total Water Billed</b></td> <td><b>15,669,117,848</b></td> <td></td> </tr> </tbody> </table>			Description	TZS	%	Domestic Bills	11,800,430,820	75%	Non Domestic Bills	3,868,687,029	25%	<b>Total Water Billed</b>	<b>15,669,117,848</b>		
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<b>Total Water Billed</b>	<b>15,669,117,848</b>															
Financial Performance	<b>Income and Expenditure</b>															
	<b>Income</b>															
	Operating income from Water and Sewerage Services	17,099,841,897														
	Government /Donor Grants	8,186,142,801														
	Amortized Grants	-														
	Other income	2,399,981,238														
	<b>TOTAL ANNUAL INCOME</b>	<b>27,685,965,936</b>														
	<b>Expenditure</b>															
	Water Production Expenses	3,554,892,850														
	Water distribution Expenses	1,593,729,655														
	Maintenance and Repair Expenses	1,822,357,246														
	Personnel Expenses	5,473,538,986														
	Administration Expenses	3,180,982,912														
Other O & M Expenses	355,305,922															
<b>Total O &amp; M Expenses</b>	<b>15,980,807,572</b>															
Depreciation and Amortization	1,753,541,143															
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>17,734,348,715</b>															

DAWASA PROFILE		2020/21																
EWURA LICENSE No: WSSSL/01/2021																		
<b>General Description about the Utility</b>	<p>DAWASA is a fully autonomous public water utility licensed to provide water supply and sanitation services in 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 is classified as Category A, its area of responsibility has a total population of 7,528,962 people. The Utility draws water from three rivers (Ruvu, Wami and Kizinga) . Total Length of Water Network is 4,623 km , daily water demand is 649,711 cubic meters whilst, daily production is 399,693 cubic meters. However, the installed water production capacity is 508,859 cubic meters/day and storage capacity is 157,149 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 7 cesspit emptier truck. It is estimated that 41% of the total households in the service area have septic tanks while 57% have latrines.</p>																	
<b>General Data About the Utility</b>	Total water connections	343,091																
	Total active connections	343,091																
	Total domestic connections	332,489																
	Total operational kiosk	900																
	Total sewerage connections	20,004																
	Metering ratio (%)	100																
	NRW (%)	39																
	Number of staff	1,565																
	Staffs per 1000 connections	4																
	Average service hours	21																
	Sewerage coverage (%)	12																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,663</td> <td>1,663</td> <td>1,663</td> <td>1,663</td> <td>1,106</td> </tr> </tbody> </table> <p>Note : (i) The average tariff was TZS 1,663 per cubic meters            (ii) The charge at water kiosks is TZS 22 per 20 litres            (ii) Effective date of tariff was 1st July 2019</p>	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,663	1,663	1,663	1,663	1,106					
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,663	1,663	1,663	1,663	1,106													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. NRW Reduction</li> <li>2. Sanitation</li> <li>3. Capacity building to staff</li> </ol>																	
<b>Consumer Service</b>	<p>The utility has an average monthly consumption of 16 cubic meters per day per domestic connection, with per capita consumption of 29 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 95% for turbidity. There were 221,646 customer complaints reported of which 3% were related to billing. The total number of complaints per 1000 connections was 646.</p>																	
<b>Performance Highlights</b>	<p>DAWASA provides direct water supply to 82% people in its service area. The population living in area with water network was 89%, the operating ratio was 1.1 and accounts receivable was approximately equivalent to 4.2 months. The collection efficiency with arrears was 93.8% with a profit margin of 23% and current ratio stood at 0.8.</p>																	

DAWASA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/01/2021			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p><b>Boreholes 2%</b> <b>Rivers 98%</b></p>
	Boreholes	2,932,885	
	Springs	-	
	Dams	-	
	Lakes	-	
	Rivers	158,719,510	
	<b>Total water Abstracted</b>	<b>161,652,395</b>	
<b>Total water Produced</b>	<b>145,887,831</b>		
Annual Water Use and its Revenue	<b>Description</b>	<b>cubic meters</b>	<p><b>NRW 39%</b> <b>Domestic 45%</b> <b>Non-domestic 16%</b></p>
	Total billed	89,233,658	
	Domestic	66,318,142	
	Non-domestic	22,915,515	
	NRW	56,654,173	
	<b>Total water produced</b>	<b>145,887,831</b>	
	<b>Distribution of Revenue</b>		
<b>Description</b>	<b>TZS</b>	<b>%</b>	
Domestic bill	108,253,543,217	74%	
Non Domestic Bill	37,743,964,408	26%	
<b>Total water billed</b>	<b>145,997,507,624</b>		
Financial Performance	<b>Income and Expenditure</b>	<b>TZS</b>	<p><b>Production 31%</b> <b>Distribution 26%</b> <b>Maintenance and Repair 16%</b> <b>Personnel 13%</b> <b>Administration 8%</b> <b>Depreciation and Amortization 4%</b> <b>Others 2%</b></p>
	<b>Description</b>		
	Operating income from water and sewerage services	130,458,805,000	
	Government /Donor Grants	-	
	Amortized Grants	61,054,732,000	
	Other income	10,378,678,000	
	<b>TOTAL ANNUAL INCOME</b>	<b>201,892,215,000</b>	
	Water Production Expenses	40,453,652,000	
	Water distribution Expenses	5,462,291,000	
	Maintenance and Repair	12,736,615,000	
	Personnel Expenses	48,312,009,000	
Administration Expenses	20,022,667,000		
Other O & M Expenses	3,221,985,000		
<b>Total O &amp; M</b>	<b>130,209,219,000</b>		
Depreciation and Amortization	24,798,101,000		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>155,007,320,000</b>		
Surplus	46,884,895,000		



<b>DODOMA WSSA PROFILE</b>							<b>2020/21</b>											
<b>EWURA LICENSE No: WSSSL/01/2020</b>																		
<b>General Description about the Utility</b>	<p>Dodoma WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Dodoma City, Chamwino, Kongwa and Bahi towns. Dodoma WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 527,734. The Utility draws water from groundwater sources (34 boreholes) located at the Mzakwe well field, Chamwino, Kongwa and Bahi. Total length of water network is 687 km ,daily water demand is 103,608 cubic meters while, daily water production is 66,600 cubic meters. The installed water production capacity is 66,600 cubic meters per day and storage capacity is 97,500 cubic meters. The utility has facility for faecal sludge treatment. and has 1 cesspit emptier truck. It is estimated that 58% of the households in the service area have septic tanks, 26% have latrines, 12% have connected to sewer network while 4% have no latrines.</p>																	
<b>General Data About the Utility</b>	Total water connections	55,395																
	Total active connections	55,395																
	Total domestic connections	51,455																
	Total operational kiosk	326																
	Total sewerage connections	5,994																
	Metering ratio (%)	100																
	NRW (%)	35																
	Number of staff	192																
	Staffs per 1000 connections	3																
	Average service hours	10																
	Population sewerage coverage (%)	20																
<b>Tariff Structure</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #ffffcc;">Category of customer</th> <th style="background-color: #ffffcc;">Domestic</th> <th style="background-color: #ffffcc;">Institutional</th> <th style="background-color: #ffffcc;">Commercial</th> <th style="background-color: #ffffcc;">Industrial</th> <th style="background-color: #ffffcc;">Kiosk</th> </tr> </thead> <tbody> <tr> <td style="background-color: #ffffcc;">TZS/m<sup>3</sup></td> <td>1,170-1,230</td> <td>1,620</td> <td>1,660</td> <td>1,660</td> <td>1,200</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,397 per cubic meters            (ii) The charge at water kiosks TZS 24 per 20 litres            (ii) Effective date of tariff 1st June 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,170-1,230	1,620	1,660	1,660	1,200
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,170-1,230	1,620	1,660	1,660	1,200													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Secure additional water sources</li> <li>2. Non-Revenue Water reduction</li> <li>3. Tariff review and tariff order operationalisation enforcement</li> </ol>																	
<b>Consumer Service</b>	<p>Average monthly consumption is 12 cubic meters per day per domestic connection, with per capita consumption of 51 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 12,099 customer complaints reported of which 5% were related to billing. Total number of complaints per 1000 connections was 218.</p>																	
<b>Performance Highlights</b>	<p>Dodoma WSSA provides direct water supply to 80% population in its service area. The population living in area with water network was 80%, operating ratio was 1.2 and accounts receivable period was 4.5 months. Collection efficiency with arrears was 98.% and current ratio stood at 3.</p>																	

DODOMA WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/01/2020			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Boreholes 100%</p>
	Boreholes	19,662,946	
	Springs	-	
	Dams	-	
	Lakes	-	
	Rivers	-	
	<b>Total Water Abstracted</b>	<b>19,662,946</b>	
<b>Total Water Produced</b>	<b>18,028,352</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 44% NRW 35% Non-domestic 21%</p>
	Total Water Billed	11,767,724	
	Domestic	7,878,432	
	Non-domestic	3,889,292	
	NRW	6,260,628	
	<b>Total Water Produced</b>	<b>18,028,352</b>	
	<b>Distribution of Revenue</b>		
<b>Description</b>	<b>TZS</b>	<b>%</b>	
Domestic Bills	9,672,507,509	62%	
Non Domestic Bills	6,048,740,115	38%	
<b>Total Water Billed</b>	<b>15,721,247,624</b>		
Financial Performance	<b>Income and Expenditure</b>		<p>Production 26% Distribution 17% Personnel 21% Administration 10% Maintenance and Repair 4% Depreciation and Amortization 2% Others 2%</p>
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	17,338,969,000	
	Government /Donor Grants	6,833,293,000	
	Amortized Grants	-	
	Other income	3,204,513,000	
	<b>TOTAL ANNUAL INCOME</b>	<b>27,376,775,000</b>	
	<b>Expenditure</b>		
	Water Production Expenses	4,355,785,000	
	Water distribution Expenses	5,246,654,000	
	Maintenance and Repair Expenses	520,353,000	
	Personnel Expenses	5,329,658,000	
	Administration Expenses	2,513,274,000	
Other O & M Expenses	966,108,000		
<b>Total O &amp; M Expenses</b>	<b>18,931,832,000</b>		
Depreciation and Amortization	6,856,792,000		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>25,788,624,000</b>		

<b>IRINGA WSSA PROFILE</b>		<b>2020/21</b>																																																																		
<b>EWURA LICENSE No: WSSSL/03/2020</b>																																																																				
<b>General Description about the Utility</b>	<p>Iringa WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Iringa Municipality. Iringa WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 268,959. The Utility draws water from surface and ground water sources (river and spring), ground water and Kibwabwa borehole. Total length of water network is 954 km ,daily water demand is 21,466 cubic meters while, daily water production is 15,018 cubic meters. The installed water production capacity is 33,240 cubic meters per day and storage capacity is 10,342 cubic meters. The utility has facility for faecal sludge treatment and has 2 cesspit emptier trucks. It is estimated that 35% of the households in the service area have septic tanks, 60% have latrines, 4% have connected to sewer network while 1% have no latrines.</p>																																																																			
<b>General Data About the Utility</b>	<table border="1"> <tr> <td>Total water connections</td> <td>34,048</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total active connections</td> <td>29,302</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total domestic connections</td> <td>32,306</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total operational kiosk</td> <td>318</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total sewerage connections</td> <td>2,358</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Metering ratio (%)</td> <td>99</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>NRW (%)</td> <td>27</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number of staff</td> <td>128</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Staffs per 1000 connections</td> <td>4</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Average service hours</td> <td>22</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Population sewerage coverage (%)</td> <td>19</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		Total water connections	34,048					Total active connections	29,302					Total domestic connections	32,306					Total operational kiosk	318					Total sewerage connections	2,358					Metering ratio (%)	99					NRW (%)	27					Number of staff	128					Staffs per 1000 connections	4					Average service hours	22					Population sewerage coverage (%)	19				
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<b>TZS/m<sup>3</sup></b>	1,830-2,210	1,780-2,210	1,690	1,910	1,000																																																															
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Non-Revenue Water reduction programme</li> <li>2. Water supply improvement at Ilula and Kilolo zones</li> <li>3. Improvement of sanitation services through construction of new wastewater stabilization ponds at Nduli ward Kipululu area</li> <li>4. Development and construction of new intake, treatment plant and transmission line through Mtitu river</li> <li>5. Explore new technologies including installation of prepaid water meters.</li> </ol>																																																																			
<b>Consumer Service</b>	<p>Average monthly consumption is 8 cubic meters per day per domestic connection, with per capita consumption of 36 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 97% for turbidity. There were 9,372 customer complaints reported of which 1% were related to billing. Total number of complaints per 1000 connections was 275.</p>																																																																			
<b>Performance Highlights</b>	<p>Iringa WSSA provides direct water supply to 91% population in its service area. The population living in area with water network was 95%, operating ratio was 1 and accounts receivable period was 1.3 months. Collection efficiency with arrears was 97.% and current ratio stood at 2.2.</p>																																																																			

IRINGA WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/03/2020			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	
	Boreholes	150,139	
	Springs	1,432,615	
	Dams	-	
	Lakes	-	
	Rivers	6,284,324	
	<b>Total Water Abstracted</b>	<b>7,867,077</b>	
	<b>Total Water Produced</b>	<b>5,481,568</b>	
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	
	Total Water Billed	4,002,975	
	Domestic	3,224,475	
	Non-domestic	778,500	
	NRW	1,478,594	
	<b>Total Water Produced</b>	<b>5,481,568</b>	
	<b>Distribution of Revenue</b>		
	<b>Description</b>	<b>TZS</b>	
Domestic Bills	6,469,938,549	81%	
Non Domestic Bills	1,553,694,239	19%	
<b>Total Water Billed</b>	<b>8,023,632,788</b>		
Financial Performance	<b>Income and Expenditure</b>		
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	8,356,420,808	
	Government /Donor Grants	2,016,861,668	
	Amortized Grants	-	
	Other income	171,115,200	
	<b>TOTAL ANNUAL INCOME</b>	<b>10,544,397,676</b>	
	<b>Expenditure</b>		
	Water Production Expenses	1,591,362,633	
	Water distribution Expenses	86,582,388	
	Maintenance and Repair Expenses	705,479,807	
	Personnel Expenses	2,481,437,693	
	Administration Expenses	1,482,379,892	
Other O & M Expenses	405,639,875		
<b>Total O &amp; M Expenses</b>	<b>6,752,882,288</b>		
Depreciation and Amortization	1,724,527,430		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>8,477,409,718</b>		

<b>MBEYA WSSA PROFILE</b>		<b>2020/21</b>																																																																		
<b>EWURA LICENSE No: WSSSL/01/2021</b>																																																																				
<b>General Description about the Utility</b>	<p>Mbeya WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Mbeya City and Mbalizi area. Mbeya WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 870,000. The Utility draws water from surface (River) and groundwater sources (spring). Total length of water network is 870 km ,daily water demand is 87,000 cubic meters while, daily water production is 43,062 cubic meters. The installed water production capacity is 59,596 cubic meters per day and storage capacity is 24,950 cubic meters. The utility has facility for faecal sludge treatment and has 1 cesspit emptier truck. It is estimated that 26% of the households in the service area have septic tanks, 72% have latrines, 2% have connected to sewer network.</p>																																																																			
<b>General Data About the Utility</b>	<table border="1"> <tr><td>Total water connections</td><td>74,338</td><td></td><td></td><td></td><td></td></tr> <tr><td>Total active connections</td><td>74,279</td><td></td><td></td><td></td><td></td></tr> <tr><td>Total domestic connections</td><td>71,568</td><td></td><td></td><td></td><td></td></tr> <tr><td>Total operational kiosk</td><td>231</td><td></td><td></td><td></td><td></td></tr> <tr><td>Total sewerage connections</td><td>2,531</td><td></td><td></td><td></td><td></td></tr> <tr><td>Metering ratio (%)</td><td>100</td><td></td><td></td><td></td><td></td></tr> <tr><td>NRW (%)</td><td>28</td><td></td><td></td><td></td><td></td></tr> <tr><td>Number of staff</td><td>214</td><td></td><td></td><td></td><td></td></tr> <tr><td>Staffs per 1000 connections</td><td>3</td><td></td><td></td><td></td><td></td></tr> <tr><td>Average service hours</td><td>19</td><td></td><td></td><td></td><td></td></tr> <tr><td>Population sewerage coverage (%)</td><td>12</td><td></td><td></td><td></td><td></td></tr> </table>		Total water connections	74,338					Total active connections	74,279					Total domestic connections	71,568					Total operational kiosk	231					Total sewerage connections	2,531					Metering ratio (%)	100					NRW (%)	28					Number of staff	214					Staffs per 1000 connections	3					Average service hours	19					Population sewerage coverage (%)	12				
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TZS/m <sup>3</sup>	1,100 – 1,300	1,500 – 1,700	1,500 – 1,700	1,700 – 1,900	1,000																																																															
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Increase in water production</li> <li>2. Extension of sewer network</li> <li>3. Extension of water network</li> <li>4. Rehabilitation of existing old infrastructure</li> <li>5. Construction of new sewerage ponds at Mbalizi zone</li> </ol>																																																																			
<b>Consumer Service</b>	<p>Average monthly consumption is 9 cubic meters per day per domestic connection, with per capita consumption of 43 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 3,010 customer complaints reported of which 18% were related to billing. Total number of complaints per 1000 connections was 40.</p>																																																																			
<b>Performance Highlights</b>	<p>Mbeya WSSA provides direct water supply to 59% population in its service area. The population living in area with water network was 80%, operating ratio was 1.2 and accounts receivable period was 4 months. Collection efficiency with arrears was 90.% and current ratio stood at 1.2.</p>																																																																			

MBEYA WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/01/2021			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	
	Boreholes	-	
	Springs	10,222,238	
	Dams	-	
	Lakes	-	
	Rivers	7,676,177	
	<b>Total Water Abstracted</b>	<b>17,898,415</b>	
	<b>Total Water Produced</b>	<b>15,717,666</b>	
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	
	Total Water Billed	11,317,666	
	Domestic	8,162,163	
	Non-domestic	3,155,503	
	NRW	4,400,000	
	<b>Total Water Produced</b>	<b>15,717,666</b>	
	<b>Distribution of Revenue</b>		
	<b>Description</b>	<b>TZS</b>	<b>%</b>
	Domestic Bills	8,309,666,121	217%
	Non Domestic Bills	- 4,475,220,477	-117%
<b>Total Water Billed</b>	<b>3,834,445,644</b>		
Financial Performance	<b>Income and Expenditure</b>		
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	13,217,276,970	
	Government /Donor Grants	-	
	Amortized Grants	-	
	Other income	942,536,316	
	<b>TOTAL ANNUAL INCOME</b>	<b>14,159,813,286</b>	
	<b>Expenditure</b>		
	Water Production Expenses	1,815,235,044	
	Water distribution Expenses	457,286,904	
	Maintenance and Repair Expenses	806,156,997	
	Personnel Expenses	4,961,453,548	
Administration Expenses	2,642,627,531		
Other O & M Expenses	156,955,305		
<b>Total O &amp; M Expenses</b>	<b>10,839,715,329</b>		
Depreciation and Amortization	6,255,464,784		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>17,095,180,113</b>		

<b>KAHAMA WSSA PROFILE</b>							<b>2020/21</b>											
<b>EWURA LICENSE No: WSSSL/66/2012</b>																		
<b>General Description about the Utility</b>	Kahama WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Kahama Town. Kahama WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 226,293. The Utility draws water from KASHWASA through bulk water purchase. Total length of water network is 414 km, daily water demand is 17,000 cubic meters while, daily water production is 13,546 cubic meters. The installed water production capacity is 26,000 cubic meters per day and storage capacity is 21,050 cubic meters. The utility has facility for faecal sludge treatment and has 2 cesspit emptier trucks. It is estimated that 55% of the households in the service area have septic tanks, 45% have latrines, the utility has no sewer network.																	
<b>General Data About the Utility</b>	Total water connections	22,289																
	Total active connections	20,727																
	Total domestic connections	20,710																
	Total operational kiosk	118																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	26																
	Number of staff	57																
	Staffs per 1000 connections	3																
	Average service hours	24																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #ffffcc;">Category of customer</th> <th style="background-color: #ffffcc;">Domestic</th> <th style="background-color: #ffffcc;">Institutional</th> <th style="background-color: #ffffcc;">Commercial</th> <th style="background-color: #ffffcc;">Industrial</th> <th style="background-color: #ffffcc;">Kiosk</th> </tr> </thead> <tbody> <tr> <td style="background-color: #ffffcc;">TZS/m<sup>3</sup></td> <td style="text-align: center;">1,888</td> <td style="text-align: center;">2,320</td> <td style="text-align: center;">2,450</td> <td style="text-align: center;">2,601</td> <td style="text-align: center;">2,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 2,192 per cubic meters            (ii) The charge at water kiosks TZS 40 per 20 litres            (ii) Effective date of tariff 1st January, 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,888	2,320	2,450	2,601	2,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,888	2,320	2,450	2,601	2,000													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Reduction of Non-Revenue Water to acceptable standards</li> <li>2. Replacement of under registering water meters</li> <li>3. Extension of water network</li> <li>4. Acquire an alternative water source for Kahama Municipality</li> <li>5. Improve revenue collection efficiency to 95% or above</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 10 cubic meters per day per domestic connection, with per capita consumption of 41 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 490 customer complaints reported of which 21% were related to billing. Total number of complaints per 1000 connections was 22.																	
<b>Performance Highlights</b>	Kahama WSSA provides direct water supply to 77% population in its service area. The population living in area with water network was 85%, operating ratio was 1 and accounts receivable period was 2.1 months. Collection efficiency with arrears was 100.% and current ratio stood at 3.7.																	

KAHAMA WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/66/2012			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Lakes 100%</p>
	Boreholes	-	
	Springs	-	
	Dams	-	
	Lakes	4,944,602	
	Rivers	-	
	<b>Total Water Abstracted</b>	<b>4,944,602</b>	
<b>Total Water Produced</b>	<b>4,944,602</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 53% NRW 26% Non-domestic 21%</p>
	Total Water Billed	3,678,618	
	Domestic	2,632,706	
	Non-domestic	1,045,912	
	NRW	1,265,984	
	<b>Total Water Produced</b>	<b>4,944,602</b>	
	<b>Distribution of Revenue</b>		
<b>Description</b>	<b>TZS</b>	<b>%</b>	
Domestic Bills	4,723,507,659	61%	
Non Domestic Bills	3,056,638,059	39%	
<b>Total Water Billed</b>	<b>7,780,145,718</b>		
Financial Performance	<b>Income and Expenditure</b>		<p>Production 53% Distribution 17% Maintenance and Repair 17% Administration 11% Depreciation and Amortization 2% Others 0%</p>
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	7,704,531,167	
	Government /Donor Grants	312,254,541	
	Amortized Grants	-	
	Other income	129,980,405	
	<b>TOTAL ANNUAL INCOME</b>	<b>8,146,766,113</b>	
	<b>Expenditure</b>		
	Water Production Expenses	4,189,729,400	
	Water distribution Expenses	29,903,000	
	Maintenance and Repair Expenses	133,585,075	
	Personnel Expenses	1,367,072,447	
Administration Expenses	1,318,692,159		
Other O & M Expenses	38,288,904		
<b>Total O &amp; M Expenses</b>	<b>7,077,270,986</b>		
Depreciation and Amortization	890,918,303		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>7,968,189,289</b>		



MOROGORO WSSA PROFILE							2020/21						
EWURA LICENSE No: WSSSL/11/2011													
<b>General Description about the Utility</b>	Morogoro WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Morogoro Municipality. Morogoro WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 524,474. The Utility draws water from surface gravity sources (Mambogo, Vituli, Mgolole, Kibwe and Kigurunyembe) as well as Mindu dam. Total length of water network is 626 km ,daily water demand is 71,686 cubic meters while, daily water production is 37,015 cubic meters. The installed water production capacity is 37,301 cubic meters per day and storage capacity is 13,543 cubic meters. The utility has facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 48% of the households in the service area have septic tanks, 50% have latrines, 2% have connected to sewer network.												
<b>General Data About the Utility</b>	Total water connections	38,497											
	Total active connections	32,183											
	Total domestic connections	36,344											
	Total operational kiosk	272											
	Total sewerage connections	2,333											
	Metering ratio (%)	100											
	NRW (%)	43											
	Number of staff	190											
	Staffs per 1000 connections	5											
	Average service hours	12											
	Population sewerage coverage (%)	6											
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,070</td> <td>1,265</td> <td>1,495</td> <td>1,905</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,800 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 1st June 2016</p>	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,070	1,265	1,495	1,905	1,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk								
TZS/m <sup>3</sup>	1,070	1,265	1,495	1,905	1,000								
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. To increase production of clear and safe water</li> <li>2. To increase access to sewerage services</li> <li>3. To improve working environment by constructing office buildings</li> <li>4. Conservation of Ngerengere catchment for the sustainability of Mindu dam and other sources</li> <li>5. Human resources strengthening and capacity building</li> </ol>												
<b>Consumer Service</b>	Average monthly consumption is 11 cubic meters per day per domestic connection, with per capita consumption of 52 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 4,040 customer complaints reported of which 35% were related to billing. Total number of complaints per 1000 connections was 105.												
<b>Performance Highlights</b>	Morogoro WSSA provides direct water supply to 52% population in its service area. The population living in area with water network was 80%, operating ratio was 1.1 and accounts receivable period was 2.1 months. Collection efficiency with arrears was 94.% and current ratio stood at 1.3.												

MOROGORO WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/11/2011			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	
	Boreholes	790,292	
	Springs	-	
	Dams	9,970,297	
	Lakes	-	
	Rivers	3,391,135	
	<b>Total Water Abstracted</b>	<b>14,151,723</b>	
	<b>Total Water Produced</b>	<b>13,510,640</b>	
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	
	Total Water Billed	7,635,651	
	Domestic	5,198,659	
	Non-domestic	2,436,992	
	NRW	5,874,989	
	<b>Total Water Produced</b>	<b>13,510,640</b>	
	<b>Distribution of Revenue</b>		
	<b>Description</b>	<b>TZS</b>	
Domestic Bills	8,229,994,600	61%	
Non Domestic Bills	5,205,284,650	39%	
<b>Total Water Billed</b>	<b>13,435,279,250</b>		
Financial Performance	<b>Income and Expenditure</b>		
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	14,182,966,858	
	Government /Donor Grants	-	
	Amortized Grants	1,720,677,815	
	Other income	222,174,588	
	<b>TOTAL ANNUAL INCOME</b>	<b>16,125,819,261</b>	
	<b>Expenditure</b>		
	Water Production Expenses	2,073,015,643	
	Water distribution Expenses	1,983,277,338	
	Maintenance and Repair Expenses	966,202,909	
	Personnel Expenses	5,863,258,426	
Administration Expenses	4,006,449,630		
Other O & M Expenses	193,393,185		
<b>Total O &amp; M Expenses</b>	<b>15,085,597,131</b>		
Depreciation and Amortization	1,058,501,853		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>16,144,098,984</b>		

MOSHI WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/01/2017																		
<b>General Description about the Utility</b>	Moshi WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Moshi Municipality, Himo town and villages located in Moshi District Council. Moshi WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 359,827. The Utility draws water from natural spring sources and boreholes. Total length of water network is 770 km ,daily water demand is 53,296 cubic meters while, daily water production is 33,507 cubic meters. The installed water production capacity is 57,083 cubic meters per day and storage capacity is 10,602 cubic meters. The utility has facility for faecal sludge treatment. and has 1 cesspit emptier truck. It is estimated that 72% of the households in the service area have septic tanks, 19% have latrines, 9% have connected to sewer network.																	
<b>General Data About the Utility</b>	Total water connections	43,474																
	Total active connections	41,226																
	Total domestic connections	40,604																
	Total operational kiosk	217																
	Total sewerage connections	3,077																
	Metering ratio (%)	100																
	NRW (%)	20																
	Number of staff	186																
	Staffs per 1000 connections	4																
	Average service hours	23																
	Population sewerage coverage (%)	17																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>800-1,020</td> <td>860-1,020</td> <td>1,020-1,150</td> <td>1,150-1,250</td> <td>675</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 900 per cubic meters (ii) The charge at water kiosks TZS 14 per 20 litres (ii) Effective date of tariff 1st July 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	800-1,020	860-1,020	1,020-1,150	1,150-1,250	675
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	800-1,020	860-1,020	1,020-1,150	1,150-1,250	675													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Installation of water meters to all new customers</li> <li>2. Extension of water network to uncovered areas 25km</li> <li>3. Extension of sewer network 2.5km</li> <li>4. Rehabilitation of dilapidated pipes of 12km</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 15 cubic meters per day per domestic connection, with per capita consumption of 59 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 4,784 customer complaints reported of which 46% were related to billing. Total number of complaints per 1000 connections was 110.																	
<b>Performance Highlights</b>	Moshi WSSA provides direct water supply to 99% population in its service area. The population living in area with water network was 100%, operating ratio was 0.9 and accounts receivable period was 5.7 months. Collection efficiency with arrears was 99.7% and current ratio stood at 1.7.																	

MOSHI WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/01/2017				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>		
	Boreholes	1,557,911		
	Springs	10,672,310		
	Dams	-		
	Lakes	-		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>12,230,221</b>		
	<b>Total Water Produced</b>	<b>12,230,221</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>		
	Total Water Billed	9,756,502		
	Domestic	7,676,678		
	Non-domestic	2,079,824		
	NRW	2,473,719		
	<b>Total Water Produced</b>	<b>12,230,221</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	6,874,909,318		77%
	Non Domestic Bills	2,014,216,338		23%
<b>Total Water Billed</b>	<b>8,889,125,656</b>			
Financial Performance	<b>Income and Expenditure</b>			
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	9,955,088,400		
	Government /Donor Grants	846,100,822		
	Amortized Grants	-		
	Other income	1,109,466,785		
	<b>TOTAL ANNUAL INCOME</b>	<b>11,910,656,007</b>		
	<b>Expenditure</b>			
	Water Production Expenses	554,553,479		
	Water distribution Expenses	735,937,374		
	Maintenance and Repair Expenses	551,711,413		
	Personnel Expenses	3,385,725,101		
	Administration Expenses	2,558,341,903		
Other O & M Expenses	389,135,109			
<b>Total O &amp; M Expenses</b>	<b>8,175,404,379</b>			
Depreciation and Amortization	1,238,234,577			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>9,413,638,956</b>			

MTWARA WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/12/2011																		
<b>General Description about the Utility</b>	Mtwara WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Mtwara Municipality and Nanyamba town. Mtwara WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 271,711. The Utility draws water from boreholes at Mtawanya well field and Mchuchu source. Total length of water network is 293 km ,daily water demand is 22,202 cubic meters while, daily water production is 12,887 cubic meters. The installed water production capacity is 19,632 cubic meters per day and storage capacity is 8,045 cubic meters. The utility has no facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 25% of the households in the service area have septic tanks, 74% have latrines, the utility has no sewer network while 1% have no latrines.																	
<b>General Data About the Utility</b>	Total water connections	14,985																
	Total active connections	12,588																
	Total domestic connections	13,647																
	Total operational kiosk	336																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	26																
	Number of staff	75																
	Staffs per 1000 connections	5																
	Average service hours	20																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,110 - 1,400</td> <td>2,030 - 2,380</td> <td>2,030 - 2,440</td> <td>2,030 - 2,440</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,480 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 1st January 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,110 - 1,400	2,030 - 2,380	2,030 - 2,440	2,030 - 2,440	1,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,110 - 1,400	2,030 - 2,380	2,030 - 2,440	2,030 - 2,440	1,000													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Water tariff review</li> <li>2. Improvement of water production and distribution infrastructures</li> <li>3. NRW reduction by installation new/replacement of customer water meters</li> <li>4. Increase of revenue</li> <li>5. Procure and install pre-paid water meters to reduce outstanding water bills/debts</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 13 cubic meters per day per domestic connection, with per capita consumption of 40 lts/day. The overall water quality compliance with TBS standards was 90% for E. coli and 85% for turbidity. There were 2,580 customer complaints reported of which 14% were related to billing. Total number of complaints per 1000 connections was 172.																	
<b>Performance Highlights</b>	Mtwara WSSA provides direct water supply to 59% population in its service area. The population living in area with water network was 72%, operating ratio was 1.2 and accounts receivable period was 2.2 months. Collection efficiency with arrears was 98.6% and current ratio stood at 1.3.																	

MTWARA WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/12/2011			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>A 3D pie chart showing the distribution of water sources. The largest slice is Boreholes at 98%, and the smallest is Springs at 2%.</p>
	Boreholes	4,849,971	
	Springs	119,047	
	Dams	-	
	Lakes	-	
	Rivers	-	
	<b>Total Water Abstracted</b>	<b>4,969,018</b>	
	<b>Total Water Produced</b>	<b>4,703,861</b>	
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>A 3D pie chart showing the distribution of water use and revenue. Domestic use and revenue account for 50%, NRW for 26%, and Non-domestic for 24%.</p>
	Total Water Billed	3,469,890	
	Domestic	2,338,413	
	Non-domestic	1,131,477	
	NRW	1,233,971	
	<b>Total Water Produced</b>	<b>4,703,861</b>	
	<b>Distribution of Revenue</b>		
	<b>Description</b>	<b>TZS</b>	
Domestic Bills	2,230,968,311	66%	
Non Domestic Bills	1,142,846,432	34%	
<b>Total Water Billed</b>	<b>3,373,814,743</b>		
Financial Performance	<b>Income and Expenditure</b>		<p>A 3D pie chart showing the distribution of financial performance. Production is the largest category at 28%, followed by Distribution at 26%, Maintenance and Repair at 21%, Personnel at 13%, Administration at 7%, Depreciation and Amortization at 3%, and Others at 2%.</p>
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	3,367,229,207	
	Government /Donor Grants	2,612,220,380	
	Amortized Grants	-	
	Other income	293,647,383	
	<b>TOTAL ANNUAL INCOME</b>	<b>6,273,096,970</b>	
	<b>Expenditure</b>		
	Water Production Expenses	1,129,267,174	
	Water distribution Expenses	320,653,909	
	Maintenance and Repair Expenses	130,029,086	
	Personnel Expenses	1,245,252,477	
Administration Expenses	930,094,515		
Other O & M Expenses	76,195,855		
<b>Total O &amp; M Expenses</b>	<b>3,831,493,016</b>		
Depreciation and Amortization	556,361,020		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>4,387,854,036</b>		

<b>MUSOMA WSSA PROFILE</b>							<b>2020/21</b>											
<b>EWURA LICENSE No: WSSSL/02/2011</b>																		
<b>General Description about the Utility</b>	<p>Musoma WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Musoma Municipality. Musoma WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 183,787. The Utility draws water from Lake Victoria at three different intakes namely Mwisenge, Mutex and Bweri, Mwisege being the major intake of water produced by Musoma WSSA. Total length of water network is 364 km ,daily water demand is 24,000 cubic meters while, daily water production is 15,996 cubic meters. The installed water production capacity is 36,000 cubic meters per day and storage capacity is 9,734 cubic meters. The utility has facility for faecal sludge treatment and has 1 cesspit emptier truck. It is estimated that 35% of the households in the service area have septic tanks, 64% have latrines, the utility has no sewer network while 1% have no latrines.</p>																	
<b>General Data About the Utility</b>	Total water connections	17,991																
	Total active connections	17,545																
	Total domestic connections	16,787																
	Total operational kiosk	29																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	44																
	Number of staff	83																
	Staffs per 1000 connections	4																
	Average service hours	23																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutional</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> <th style="text-align: center;">Kiosk</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;"><b>TZS/m<sup>3</sup></b></td> <td style="text-align: center;">2,310 – 2,963</td> <td style="text-align: center;">3,099 – 3,398</td> <td style="text-align: center;">3,505 – 3,815</td> <td style="text-align: center;">3,425 – 3,642</td> <td style="text-align: center;">1,500</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,360 per cubic meters            (ii) The charge at water kiosks TZS 30 per 20 litres            (ii) Effective date of tariff 4th January 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	<b>TZS/m<sup>3</sup></b>	2,310 – 2,963	3,099 – 3,398	3,505 – 3,815	3,425 – 3,642	1,500
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
<b>TZS/m<sup>3</sup></b>	2,310 – 2,963	3,099 – 3,398	3,505 – 3,815	3,425 – 3,642	1,500													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Construction of sewerage network and sewerage treatment facilities</li> <li>2. Extension of water network</li> <li>3. Replacement of old pipe network</li> <li>4. Reduction of energy costs</li> <li>5. Purchase of working tools (Vehicles and motor cycles)</li> </ol>																	
<b>Consumer Service</b>	<p>Average monthly consumption is 10 cubic meters per day per domestic connection, with per capita consumption of 34 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 2,457 customer complaints reported of which 13% were related to billing. Total number of complaints per 1000 connections was 137.</p>																	
<b>Performance Highlights</b>	<p>Musoma WSSA provides direct water supply to 93% population in its service area. The population living in area with water network was 97%, operating ratio was 1.3 and accounts receivable period was 7.9 months. Collection efficiency with arrears was 91.% and current ratio stood at 1.</p>																	

MUSOMA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/02/2011				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Lakes 100%</p>	
	Boreholes	-		
	Springs	-		
	Dams	-		
	Lakes	7,050,926		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>7,050,926</b>		
	<b>Total Water Produced</b>	<b>5,838,684</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>NRW 44% Domestic 37% Non-domestic 19%</p>	
	Total Water Billed	3,280,725		
	Domestic	2,137,429		
	Non-domestic	1,143,296		
	NRW	2,557,959		
	<b>Total Water Produced</b>	<b>5,838,684</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	2,555,186,657		73%
	Non Domestic Bills	922,300,873		27%
<b>Total Water Billed</b>	<b>3,477,487,530</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 31% Distribution 16% Personnel 30% Administration 13% Maintenance and Repair 3% Depreciation and Amortization 4% Others 3%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	3,477,487,530		
	Government /Donor Grants	1,624,129,717		
	Amortized Grants	-		
	Other income	227,896,768		
	<b>TOTAL ANNUAL INCOME</b>	<b>5,329,514,015</b>		
	<b>Expenditure</b>			
	Water Production Expenses	791,059,982		
	Water distribution Expenses	221,180,735		
	Maintenance and Repair Expenses	149,294,256		
	Personnel Expenses	1,464,074,390		
	Administration Expenses	621,083,488		
Other O & M Expenses	137,425,323			
<b>Total O &amp; M Expenses</b>	<b>3,384,118,174</b>			
Depreciation and Amortization	1,555,026,126			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>4,939,144,300</b>			



MWANZA WSSA PROFILE							2020/21
EWURA LICENSE No: WSSSL/01/2011							
<b>General Description about the Utility</b>	Mwanza WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Mwanza City. Mwanza WSSA is classified as Category A, its area of responsibility has a total population of 1,361,052 people. The Utility draws water from Lake Victoria at three different intakes namely, Capri point, Chakula Barafu and Luchebele. Total Length of Water Network is 1,348 km , daily water demand is 140,000 cubic meters whilst, daily production is 80,383 cubic meters. However, the installed water production capacity is 129,974 cubic meters/day and storage capacity is 36,857 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 6 cesspit emptier truck. It is estimated that 42% of the total households in the service area have septic tanks while 54% have latrines.						
<b>General Data About the Utility</b>	Total water connections	102,088					
	Total active connections	97,818					
	Total domestic connections	94,399					
	Total operational kiosk	330					
	Total sewerage connections	4,729					
	Metering ratio (%)	100					
	NRW (%)	36					
	Number of staff	406					
	Staffs per 1000 connections	4					
	Average service hours	20					
	Sewerage coverage (%)	23					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Kiosk</b>	
	<b>TZS/m<sup>3</sup></b>	700-900	925	1,345	1,680	675	
	Note : (i) The average tariff was TZS 1,873 per cubic meters (ii) The charge at water kiosks is TZS 14 per 20 litres (ii) Effective date of tariff was 1st February 2016						
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Increased safe water production through constructing new water intake</li> <li>2. Increased water distribution through water network extension and densification</li> <li>3. Tariff review and tariff order operationalisation enforcement</li> <li>4. Electricity power reduction through installation of power reduction equipment</li> </ol>						
<b>Consumer Service</b>	The utility has an average monthly consumption of 10 cubic meters per day per domestic connection, with per capita consumption of 28 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 20,213 customer complaints reported of which 13% were related to billing. The total number of complaints per 1000 connections was 198.						
<b>Performance Highlights</b>	Mwanza WSSA provides direct water supply to 88% people in its service area. The population living in area with water network was 90%, the operating ratio was 1.1 and accounts receivable was approximately equivalent to 1.6 months. The collection efficiency with arrears was 97.1% with a profit margin of 9% and current ratio stood at 1.						

MWANZA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/01/2011				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Lakes 100%</p>	
	Boreholes	-		
	Springs	-		
	Dams	-		
	Lakes	35,919,045		
	Rivers	-		
	<b>Total water Abstracted</b>	<b>35,919,045</b>		
	<b>Total water Produced</b>	<b>29,339,889</b>		
Annual Water Use and its Revenue	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 42% NRW 36% Non-domestic 22%</p>	
	Total billed	18,680,838		
	Domestic	12,378,439		
	Non-domestic	6,302,399		
	NRW	10,659,051		
	<b>Total water produced</b>	<b>29,339,889</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic bill	15,251,138,397		60%
	Non Domestic Bill	10,231,748,920		40%
<b>Total water billed</b>	<b>25,482,887,317</b>			
Financial Performance	<b>Income and Expenditure</b>	<b>TZS</b>	<p>Production 30% Personnel 29% Administration 16% Depreciation and Amortization 12% Distribution 6% Others 6% Maintenance and Repair 1%</p>	
	<b>Description</b>			
	Operating income from water and sewerage services	27,245,434,256		
	Government /Donor Grants	6,583,730,531		
	Amortized Grants	-		
	Other income	458,449,306		
	<b>TOTAL ANNUAL INCOME</b>	<b>34,287,614,093</b>		
	Water Production Expenses	9,194,032,502		
	Water distribution Expenses	218,671,384		
	Maintenance and Repair	1,997,065,425		
	Personnel Expenses	9,133,784,253		
	Administration Expenses	3,795,776,528		
	Other O & M Expenses	1,912,974,204		
<b>Total O &amp; M</b>	<b>26,252,304,297</b>			
Depreciation and Amortization	4,885,037,725			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>31,137,342,022</b>			
Surplus	3,150,272,071			

<b>SHINYANGA WSSA PROFILE</b>		<b>2020/21</b>																
<b>EWURA LICENSE No: WSSSL/06/2011</b>																		
<b>General Description about the Utility</b>	<p>Shinyanga WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Shinyanga Municipality. Shinyanga WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 247,767. The Utility draws water from KASHWASA through bulk water purchase. Total length of water network is 620 km, daily water demand is 18,066 cubic meters while, daily water production is 12,510 cubic meters. The installed water production capacity is 48,128 cubic meters per day and storage capacity is 22,837 cubic meters. The utility has facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 41% of the households in the service area have septic tanks, 59% have latrines, the utility has no sewer network.</p>																	
<b>General Data About the Utility</b>	Total water connections	24,035																
	Total active connections	23,880																
	Total domestic connections	22,583																
	Total operational kiosk	315																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	26																
	Number of staff	94																
	Staffs per 1000 connections	4																
	Average service hours	22																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,420 – 1,650</td> <td>2,640</td> <td>2,690</td> <td>2,700</td> <td>1,250</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,923 per cubic meters            (ii) The charge at water kiosks TZS 25 per 20 litres            (ii) Effective date of tariff 1st February, 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,420 – 1,650	2,640	2,690	2,700	1,250
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,420 – 1,650	2,640	2,690	2,700	1,250													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Network expansion</li> <li>2. Improving revenue collection</li> <li>3. Reduction of Non-Revenue Water</li> <li>4. Construction of On-Site Sanitation plants</li> <li>5. Acquiring tools and equipment for operation and maintenance</li> </ol>																	
<b>Consumer Service</b>	<p>Average monthly consumption is 9 cubic meters per day per domestic connection, with per capita consumption of 40 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 2,144 customer complaints reported of which 9% were related to billing. Total number of complaints per 1000 connections was 89.</p>																	
<b>Performance Highlights</b>	<p>Shinyanga WSSA provides direct water supply to 69% population in its service area. The population living in area with water network was 69%, operating ratio was 1.2 and accounts receivable period was 3.1 months. Collection efficiency with arrears was 87.3% and current ratio stood at 0.5.</p>																	

SHINYANGA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/06/2011				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>		
	Boreholes	-		
	Springs	-		
	Dams	1,174,876		
	Lakes	3,495,438		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>4,673,209</b>		
	<b>Total Water Produced</b>	<b>4,566,004</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>		
	Total Water Billed	3,361,762		
	Domestic	2,525,334		
	Non-domestic	836,428		
	NRW	1,204,242		
	<b>Total Water Produced</b>	<b>4,566,004</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
Domestic Bills	3,946,589,020	64%		
Non Domestic Bills	2,238,704,262	36%		
<b>Total Water Billed</b>	<b>6,185,293,282</b>			
Financial Performance	<b>Income and Expenditure</b>			
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	6,255,782,069		
	Government /Donor Grants	1,136,507,290		
	Amortized Grants	-		
	Other income	50,669,197		
	<b>TOTAL ANNUAL INCOME</b>	<b>7,442,958,555</b>		
	<b>Expenditure</b>			
	Water Production Expenses	3,564,601,273		
	Water distribution Expenses	-		
	Maintenance and Repair Expenses	198,891,012		
	Personnel Expenses	1,966,403,053		
Administration Expenses	922,808,147			
Other O & M Expenses	69,700,427			
<b>Total O &amp; M Expenses</b>	<b>6,722,403,913</b>			
Depreciation and Amortization	996,770,817			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>7,719,174,729</b>			

SONGEA WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/08/2011																		
<b>General Description about the Utility</b>	Songea WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Songea Municipality. Songea WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 251,501. The Utility draws water from spring and rivers. Total length of water network is 500 km ,daily water demand is 17,897 cubic meters while, daily water production is 7,866 cubic meters. The installed water production capacity is 11,500 cubic meters per day and storage capacity is 4,490 cubic meters. The utility has facility for faecal sludge treatment and has 1 cesspit emptier truck. It is estimated that 26% of the households in the service area have septic tanks, 69% have latrines, 5% have connected to sewer network.																	
<b>General Data About the Utility</b>	Total water connections	19,283																
	Total active connections	15,946																
	Total domestic connections	17,892																
	Total operational kiosk	169																
	Total sewerage connections	1,514																
	Metering ratio (%)	100																
	NRW (%)	21																
	Number of staff	50																
	Staffs per 1000 connections	3																
	Average service hours	24																
	Population sewerage coverage (%)	6																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,110-1,240</td> <td>1,143-1,240</td> <td>1,240-1,330</td> <td>1,240-1,330</td> <td>500</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,178 per cubic meters (ii) The charge at water kiosks TZS 10 per 20 litres (ii) Effective date of tariff 1st October, 2018</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,110-1,240	1,143-1,240	1,240-1,330	1,240-1,330	500
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,110-1,240	1,143-1,240	1,240-1,330	1,240-1,330	500													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Increase in water production and water supply coverage</li> <li>2. Revenue collection</li> <li>3. Construction of sludge digester for wastewater treatment</li> <li>4. Reduction of Non-Revenue Water</li> <li>5. Customer satisfaction</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 8 cubic meters per day per domestic connection, with per capita consumption of 23 lts/day.The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 2,090 customer complaints reported of which 6% were related to billing. Total number of complaints per 1000 connections was 108.																	
<b>Performance Highlights</b>	Songea WSSA provides direct water supply to 88% population in its service area. The population living in area with water network was 90%, operating ratio was 1.1 and accounts receivable period was 4.4 months. Collection efficiency with arrears was 99.8% and current ratio stood at 1.5.																	

SONGEA WSSA PROFILE		2020/21																	
EWURA LICENSE No: WSSSL/08/2011																			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<table border="1"> <caption>Distribution of Water Sources</caption> <thead> <tr> <th>Source</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Springs</td> <td>82%</td> </tr> <tr> <td>Rivers</td> <td>17%</td> </tr> <tr> <td>Boreholes</td> <td>1%</td> </tr> </tbody> </table>	Source	Percentage	Springs	82%	Rivers	17%	Boreholes	1%								
	Source	Percentage																	
	Springs	82%																	
	Rivers	17%																	
	Boreholes	1%																	
	Boreholes	14,936																	
	Springs	2,433,469																	
	Dams	-																	
	Lakes	-																	
	Rivers	509,083																	
<b>Total Water Abstracted</b>	<b>2,957,488</b>																		
<b>Total Water Produced</b>	<b>2,870,953</b>																		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<table border="1"> <caption>Annual Water Use and Revenue Generation</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Domestic</td> <td>66%</td> </tr> <tr> <td>NRW</td> <td>21%</td> </tr> <tr> <td>Non-domestic</td> <td>13%</td> </tr> </tbody> </table>	Category	Percentage	Domestic	66%	NRW	21%	Non-domestic	13%								
	Category	Percentage																	
	Domestic	66%																	
	NRW	21%																	
	Non-domestic	13%																	
	Total Water Billed	2,263,295																	
	Domestic	1,892,227																	
	Non-domestic	371,068																	
	NRW	607,658																	
	<b>Total Water Produced</b>	<b>2,870,953</b>																	
<b>Distribution of Revenue</b>																			
<b>Description</b>	<b>TZS</b>	<b>%</b>																	
Domestic Bills	2,134,275,971	77%																	
Non Domestic Bills	640,820,318	23%																	
<b>Total Water Billed</b>	<b>2,775,096,289</b>																		
Financial Performance	<b>Income and Expenditure</b>		<table border="1"> <caption>Financial Performance</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Production</td> <td>40%</td> </tr> <tr> <td>Distribution</td> <td>23%</td> </tr> <tr> <td>Personnel</td> <td>17%</td> </tr> <tr> <td>Administration</td> <td>8%</td> </tr> <tr> <td>Maintenance and Repair</td> <td>5%</td> </tr> <tr> <td>Depreciation and Amortization</td> <td>4%</td> </tr> <tr> <td>Others</td> <td>3%</td> </tr> </tbody> </table>	Category	Percentage	Production	40%	Distribution	23%	Personnel	17%	Administration	8%	Maintenance and Repair	5%	Depreciation and Amortization	4%	Others	3%
	Category	Percentage																	
	Production	40%																	
	Distribution	23%																	
	Personnel	17%																	
	Administration	8%																	
	Maintenance and Repair	5%																	
	Depreciation and Amortization	4%																	
	Others	3%																	
	<b>Income</b>	<b>TZS</b>																	
	Operating income from Water and Sewerage Services	2,775,096,289																	
	Government /Donor Grants	358,577,903																	
	Amortized Grants	-																	
Other income	248,525,389																		
<b>TOTAL ANNUAL INCOME</b>	<b>3,382,199,581</b>																		
<b>Expenditure</b>																			
Water Production Expenses	286,302,843																		
Water distribution Expenses	127,510,511																		
Maintenance and Repair Expenses	93,184,666																		
Personnel Expenses	1,316,562,125																		
Administration Expenses	761,794,295																		
Other O & M Expenses	170,511,006																		
<b>Total O &amp; M Expenses</b>	<b>2,755,865,446</b>																		
Depreciation and Amortization	558,149,265																		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>3,314,014,711</b>																		

TABORA WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/18/2011																		
<b>General Description about the Utility</b>	Tabora WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Tabora Municipality, Urambo, Sikonge and Isikizya towns in Tabora region. Tabora WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 369,439. The Utility draws water from Igombe dam, Kazima dam, Lake Victoria, seven boreholes from Urambo and Utyatya dam from Sikonge. Total length of water network is 883 km ,daily water demand is 29,438 cubic meters while, daily water production is 14,665 cubic meters. The installed water production capacity is 32,988 cubic meters per day and storage capacity is 23,350 cubic meters. The utility has facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 82% of the households in the service area have septic tanks, 17% have latrines, 2% have connected to sewer network.																	
<b>General Data About the Utility</b>	Total water connections	27,273																
	Total active connections	20,386																
	Total domestic connections	25,623																
	Total operational kiosk	282																
	Total sewerage connections	483																
	Metering ratio (%)	100																
	NRW (%)	38																
	Number of staff	159																
	Staffs per 1000 connections	6																
	Average service hours	21																
	Population sewerage coverage (%)	9																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,020 – 1,355</td> <td>1,200 -1,275</td> <td>1,685-2,180</td> <td>2,180 -2,295</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,318 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 1st May 2019</p>	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,020 – 1,355	1,200 -1,275	1,685-2,180	2,180 -2,295	1,000					
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,020 – 1,355	1,200 -1,275	1,685-2,180	2,180 -2,295	1,000													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>Secure additional water sources for Urambo service area</li> <li>Tariff review to meet operation and maintenance costs</li> <li>Reduction of Non-Revenue Water</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 7 cubic meters per day per domestic connection, with per capita consumption of 25 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 99% for turbidity. There were 2,034 customer complaints reported of which 7% were related to billing. Total number of complaints per 1000 connections was 75.																	
<b>Performance Highlights</b>	Tabora WSSA provides direct water supply to 67% population in its service area. The population living in area with water network was 75%, operating ratio was 1.3 and accounts receivable period was 5.2 months. Collection efficiency with arrears was 94.2% and current ratio stood at 1.2.																	

TABORA WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/18/2011			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Detailed description: A 3D pie chart showing the distribution of water sources. Dams account for 70% (grey), Lakes for 29% (orange), and Boreholes for 1% (blue).</p>
	Boreholes	31,751	
	Springs	-	
	Dams	4,059,710	
	Lakes	1,678,464	
	Rivers	-	
	<b>Total Water Abstracted</b>	<b>5,769,925</b>	
	<b>Total Water Produced</b>	<b>5,769,925</b>	
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Detailed description: A 3D pie chart showing the distribution of water use and revenue. Domestic accounts for 39% (red), NRW for 38% (dark blue), and Non-domestic for 23% (yellow).</p>
	Total Water Billed	3,551,928	
	Domestic	2,249,781	
	Non-domestic	1,302,147	
	NRW	2,217,997	
	<b>Total Water Produced</b>	<b>5,769,925</b>	
	<b>Distribution of Revenue</b>		
	<b>Description</b>	<b>TZS</b>	
Domestic Bills	2,308,168,783	51%	
Non Domestic Bills	2,217,932,026	49%	
<b>Total Water Billed</b>	<b>4,526,100,809</b>		
Financial Performance	<b>Income and Expenditure</b>		<p>Detailed description: A 3D pie chart showing the distribution of financial performance. Production is 48% (blue), Distribution is 16% (purple), Maintenance and Repair is 15% (red), Personnel is 11% (yellow), Administration is 7% (dark blue), Depreciation and Amortization is 2% (grey), and Others is 1% (green).</p>
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	4,624,787,719	
	Government /Donor Grants	-	
	Amortized Grants	-	
	Other income	1,525,885,807	
	<b>TOTAL ANNUAL INCOME</b>	<b>6,150,673,526</b>	
	<b>Expenditure</b>		
	Water Production Expenses	3,861,453,958	
	Water distribution Expenses	934,798,098	
	Maintenance and Repair Expenses	164,714,703	
	Personnel Expenses	1,280,382,465	
Administration Expenses	1,220,600,406		
Other O & M Expenses	49,925,240		
<b>Total O &amp; M Expenses</b>	<b>7,511,874,870</b>		
Depreciation and Amortization	604,690,028		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>8,116,564,898</b>		



<b>TANGA WSSA PROFILE</b>							<b>2020/21</b>											
<b>EWURA LICENSE No: WSSSL/02/2016</b>																		
<b>General Description about the Utility</b>	Tanga WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Tanga City, Muheza and Pangani Towns. Tanga WSSA is classified as Category A, WSSA. Its area of responsibility has total population of 373,280. The Utility draws water from boreholes, dams and rivers. Total length of water network is 825 km, daily water demand is 40,565 cubic meters while, daily water production is 31,484 cubic meters. The installed water production capacity is 48,966 cubic meters per day and storage capacity is 11,465 cubic meters. The utility has no facility for faecal sludge treatment and has 1 cesspit emptier truck. It is estimated that 78% of the households in the service area have septic tanks, 18% have latrines, 4% have connected to sewer network.																	
<b>General Data About the Utility</b>	Total water connections	46,497																
	Total active connections	41,364																
	Total domestic connections	44,162																
	Total operational kiosk	336																
	Total sewerage connections	2,854																
	Metering ratio (%)	100																
	NRW (%)	32																
	Number of staff	178																
	Staffs per 1000 connections	4																
	Average service hours	22																
	Population sewerage coverage (%)	6																
<b>Tariff Structure</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutional</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> <th style="text-align: center;">Kiosk</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;"><b>TZS/m<sup>3</sup></b></td> <td style="text-align: center;">1,710-2,285</td> <td style="text-align: center;">1,710-2,285</td> <td style="text-align: center;">2,095-2,485</td> <td style="text-align: center;">2,190-2,675</td> <td style="text-align: center;">625</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,983 per cubic meters            (ii) The charge at water kiosks TZS 13 per 20 litres            (ii) Effective date of tariff 1st October 2018</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	<b>TZS/m<sup>3</sup></b>	1,710-2,285	1,710-2,285	2,095-2,485	2,190-2,675	625
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
<b>TZS/m<sup>3</sup></b>	1,710-2,285	1,710-2,285	2,095-2,485	2,190-2,675	625													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Replacement of 20,000 aged/fault meter to reduce metering inefficiency</li> <li>2. Introduction of advance technology in customer metering (pre-paid meters, automated meter reading facilities)</li> <li>3. Additional transport facilities (20 three wheeler )</li> <li>4. Working tools</li> <li>5. Outsourcing some activities eg. meter reading, survey</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 11 cubic meters per day per domestic connection, with per capita consumption of 49 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 99% for turbidity. There were 11,268 customer complaints reported of which 15% were related to billing. Total number of complaints per 1000 connections was 242.																	
<b>Performance Highlights</b>	Tanga WSSA provides direct water supply to 90% population in its service area. The population living in area with water network was 94%, operating ratio was 1 and accounts receivable period was 4.6 months. Collection efficiency with arrears was 100.% and current ratio stood at 2.2.																	

TANGA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/02/2016				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>		
	Boreholes	348,385		
	Springs	-		
	Dams	12,273,615		
	Lakes	-		
	Rivers	476,144		
	<b>Total Water Abstracted</b>	<b>13,098,144</b>		
	<b>Total Water Produced</b>	<b>11,491,677</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>		
	Total Water Billed	7,845,830		
	Domestic	6,085,514		
	Non-domestic	1,760,316		
	NRW	3,645,847		
	<b>Total Water Produced</b>	<b>11,491,677</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	11,047,252,528		77%
	Non Domestic Bills	3,244,077,708		23%
<b>Total Water Billed</b>	<b>14,291,330,236</b>			
Financial Performance	<b>Income and Expenditure</b>			
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	14,634,321,716		
	Government /Donor Grants	-		
	Amortized Grants	2,024,722,920		
	Other income	537,360,655		
	<b>TOTAL ANNUAL INCOME</b>	<b>17,196,405,291</b>		
	<b>Expenditure</b>			
	Water Production Expenses	2,030,557,427		
	Water distribution Expenses	645,204,928		
	Maintenance and Repair Expenses	567,994,860		
	Personnel Expenses	4,898,060,112		
	Administration Expenses	4,135,721,535		
Other O & M Expenses	410,412,651			
<b>Total O &amp; M Expenses</b>	<b>12,687,951,513</b>			
Depreciation and Amortization	2,901,418,558			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>15,589,370,071</b>			





## CATEGORY B and C REGIONAL WSSAs PROFILES

<b>BUKOKA WSSA PROFILE</b>							<b>2020/21</b>											
<b>EWURA LICENSE No: WSSSL/09/2011</b>																		
<b>General Description about the Utility</b>	<p>Bukoba WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Bukoba Town. Bukoba WSSA is classified as Category B, WSSA. Its area of responsibility has total population of 183,573. The Utility draws water from 4 springs, one river intake and one intake at Lake Victoria. Total length of water network is 252 km ,daily water demand is 13,871 cubic meters while, daily water production is 7,041 cubic meters. The installed water production capacity is 18,000 cubic meters per day and storage capacity is 6,545 cubic meters. The utility has facility for faecal sludge treatment and has 1 cesspit emptier truck. It is estimated that 48% of the households in the service area have septic tanks, 50% have latrines, the utility has no sewer network while 2% have no latrines.</p>																	
<b>General Data About the Utility</b>	Total water connections	14,046																
	Total active connections	11,830																
	Total domestic connections	13,001																
	Total operational kiosk	111																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	44																
	Number of staff	58																
	Staffs per 1000 connections	4																
	Average service hours	23																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutional</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> <th style="text-align: center;">Kiosk</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;"><b>TZS/m<sup>3</sup></b></td> <td style="text-align: center;">1,840-1,910</td> <td style="text-align: center;">2,100</td> <td style="text-align: center;">2,200</td> <td style="text-align: center;">2,600</td> <td style="text-align: center;">1,500</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,888 per cubic meters            (ii) The charge at water kiosks TZS 30 per 20 litres            (ii) Effective date of tariff 1st January, 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	<b>TZS/m<sup>3</sup></b>	1,840-1,910	2,100	2,200	2,600	1,500
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
<b>TZS/m<sup>3</sup></b>	1,840-1,910	2,100	2,200	2,600	1,500													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Construction of sewerage network and treatment plant</li> <li>2. Extension of water network to uncovered areas</li> <li>3. Reduction of Non-Revenue Water to acceptable standards</li> <li>4. Recruitment of staff to cover vacant posts</li> <li>5. Reduction of power consumption (Energy costs)</li> </ol>																	
<b>Consumer Service</b>	<p>Average monthly consumption is 6 cubic meters per day per domestic connection, with per capita consumption of 20 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 3,018 customer complaints reported of which 20% were related to billing. Total number of complaints per 1000 connections was 215.</p>																	
<b>Performance Highlights</b>	<p>Bukoba WSSA provides direct water supply to 74% population in its service area. The population living in area with water network was 91%, operating ratio was 1.9 and accounts receivable period was 3.8 months. Collection efficiency with arrears was 86.4% and current ratio stood at 3.</p>																	

BUKOBA WSSA PROFILE		2020/21																	
EWURA LICENSE No: WSSSL/09/2011																			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<table border="1"> <caption>Water Sources Distribution</caption> <thead> <tr> <th>Source</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Lakes</td> <td>92%</td> </tr> <tr> <td>Springs</td> <td>8%</td> </tr> </tbody> </table>	Source	Percentage	Lakes	92%	Springs	8%										
	Source	Percentage																	
	Lakes	92%																	
	Springs	8%																	
	Boreholes	-																	
	Springs	191,625																	
	Dams	-																	
	Lakes	2,338,190																	
Rivers	-																		
<b>Total Water Abstracted</b>	<b>2,951,272</b>																		
<b>Total Water Produced</b>	<b>2,529,815</b>																		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<table border="1"> <caption>Water Use and Revenue Distribution</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>NRW</td> <td>44%</td> </tr> <tr> <td>Domestic</td> <td>40%</td> </tr> <tr> <td>Non-domestic</td> <td>16%</td> </tr> </tbody> </table>	Category	Percentage	NRW	44%	Domestic	40%	Non-domestic	16%								
	Category	Percentage																	
	NRW	44%																	
	Domestic	40%																	
	Non-domestic	16%																	
	Total Water Billed	1,407,810																	
	Domestic	1,015,110																	
	Non-domestic	392,700																	
NRW	1,122,005																		
<b>Total Water Produced</b>	<b>2,529,815</b>																		
<b>Distribution of Revenue</b>																			
<b>Description</b>	<b>TZS</b>	<b>%</b>																	
Domestic Bills	1,931,925,325	73%																	
Non Domestic Bills	715,381,529	27%																	
<b>Total Water Billed</b>	<b>2,647,306,854</b>																		
Financial Performance	<b>Income and Expenditure</b>		<table border="1"> <caption>Financial Performance Distribution</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Production</td> <td>25%</td> </tr> <tr> <td>Distribution</td> <td>15%</td> </tr> <tr> <td>Personnel</td> <td>15%</td> </tr> <tr> <td>Administration</td> <td>13%</td> </tr> <tr> <td>Maintenance and Repair</td> <td>7%</td> </tr> <tr> <td>Depreciation and Amortization</td> <td>2%</td> </tr> <tr> <td>Others</td> <td>2%</td> </tr> </tbody> </table>	Category	Percentage	Production	25%	Distribution	15%	Personnel	15%	Administration	13%	Maintenance and Repair	7%	Depreciation and Amortization	2%	Others	2%
	Category	Percentage																	
	Production	25%																	
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	Depreciation and Amortization	2%																	
	Others	2%																	
	<b>Income</b>	<b>TZS</b>																	
	Operating income from Water and Sewerage Services	2,647,306,854																	
	Government /Donor Grants	1,311,020,209																	
Amortized Grants	-																		
Other income	453,821,630																		
<b>TOTAL ANNUAL INCOME</b>	<b>4,412,148,693</b>																		
<b>Expenditure</b>																			
Water Production Expenses	872,794,683																		
Water distribution Expenses	415,518,615																		
Maintenance and Repair Expenses	99,818,320																		
Personnel Expenses	865,025,554																		
Administration Expenses	804,889,887																		
Other O & M Expenses	1,365,037,015																		
<b>Total O &amp; M Expenses</b>	<b>4,423,084,074</b>																		
Depreciation and Amortization	1,474,780,509																		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>5,897,864,583</b>																		

KIGOMA WSSA PROFILE		2020/21																						
EWURA LICENSE No: WSSSL/04/2011																								
<b>General Description about the Utility</b>	Kigoma WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Kigoma Town. Kigoma WSSA is classified as Category B, WSSA. Its area of responsibility has total population of 259,227. The Utility draws water from Lake Tanganyika intake. Total length of water network is 345 km ,daily water demand is 23,000 cubic meters while, daily water production is 10,242 cubic meters. The installed water production capacity is 18,000 cubic meters per day and storage capacity is 13,500 cubic meters. The utility has facility for faecal sludge treatment and has 1 cesspit emptier truck. It is estimated that 15% of the households in the service area have septic tanks, 85% have latrines, the utility has no sewer network.																							
<b>General Data About the Utility</b>	<table border="1"> <tbody> <tr> <td>Total water connections</td> <td>14,741</td> </tr> <tr> <td>Total active connections</td> <td>11,834</td> </tr> <tr> <td>Total domestic connections</td> <td>13,732</td> </tr> <tr> <td>Total operational kiosk</td> <td>85</td> </tr> <tr> <td>Total sewerage connections</td> <td>-</td> </tr> <tr> <td>Metering ratio (%)</td> <td>99</td> </tr> <tr> <td>NRW (%)</td> <td>33</td> </tr> <tr> <td>Number of staff</td> <td>53</td> </tr> <tr> <td>Staffs per 1000 connections</td> <td>4</td> </tr> <tr> <td>Average service hours</td> <td>18</td> </tr> <tr> <td>Population sewerage coverage (%)</td> <td>-</td> </tr> </tbody> </table>		Total water connections	14,741	Total active connections	11,834	Total domestic connections	13,732	Total operational kiosk	85	Total sewerage connections	-	Metering ratio (%)	99	NRW (%)	33	Number of staff	53	Staffs per 1000 connections	4	Average service hours	18	Population sewerage coverage (%)	-
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Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk																			
TZS/m <sup>3</sup>	1,300-1,500	1,700	1,800	1,800	1,000																			
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Completion of construction of water intake</li> <li>2. Reduction of Non-Revenue Water</li> <li>3. Sensitization of customers including Government institutions to pay water bills timely</li> <li>4. Extension of distribution network to areas without network</li> </ol>																							
<b>Consumer Service</b>	Average monthly consumption is 11 cubic meters per day per domestic connection, with per capita consumption of 24 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 2,939 customer complaints reported of which 19% were related to billing. Total number of complaints per 1000 connections was 199.																							
<b>Performance Highlights</b>	Kigoma WSSA provides direct water supply to 88% population in its service area. The population living in area with water network was 89%, operating ratio was 2 and accounts receivable period was 3.6 months. Collection efficiency with arrears was 95.% and current ratio stood at 0.8.																							

KIGOMA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/04/2011				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Lakes 100%</p>	
	Boreholes	-		
	Springs	-		
	Dams	-		
	Lakes	3,738,452		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>3,738,452</b>		
	<b>Total Water Produced</b>	<b>3,540,630</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 56% NRW 33% Non-domestic 11%</p>	
	Total Water Billed	2,386,623		
	Domestic	1,984,680		
	Non-domestic	401,943		
	NRW	1,154,007		
	<b>Total Water Produced</b>	<b>3,540,630</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	1,837,708,553		74%
	Non Domestic Bills	638,171,979		26%
<b>Total Water Billed</b>	<b>2,475,880,532</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 58% Distribution 17% Personnel 15% Administration 5% Others 2% Maintenance and Repair 1% Depreciation and Amortization 2%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	2,475,880,532		
	Government /Donor Grants	600,512,339		
	Amortized Grants	-		
	Other income	411,521,567		
	<b>TOTAL ANNUAL INCOME</b>	<b>3,487,914,438</b>		
	<b>Expenditure</b>			
	Water Production Expenses	99,152,871		
	Water distribution Expenses	72,797,776		
	Maintenance and Repair Expenses	123,938,629		
	Personnel Expenses	840,946,523		
	Administration Expenses	318,101,420		
Other O & M Expenses	993,629,104			
<b>Total O &amp; M Expenses</b>	<b>2,448,566,324</b>			
Depreciation and Amortization	3,352,553,202			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>5,801,119,525</b>			



SINGIDA WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/19/2011																		
<b>General Description about the Utility</b>	Singida WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Singida Municipality. Singida WSSA is classified as Category B, WSSA. Its area of responsibility has total population of 184,530. The Utility draws water from underground sources. There are 23 boreholes in 9 well. Total length of water network is 345 km ,daily water demand is 14,410 cubic meters while, daily water production is 8,381 cubic meters. The installed water production capacity is 9,740 cubic meters per day and storage capacity is 7,840 cubic meters. The utility has no facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 27% of the households in the service area have septic tanks, 71% have latrines, the utility has no sewer network while 1% have no latrines.																	
<b>General Data About the Utility</b>	Total water connections	14,187																
	Total active connections	12,824																
	Total domestic connections	13,018																
	Total operational kiosk	160																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	37																
	Number of staff	58																
	Staffs per 1000 connections	4																
	Average service hours	18																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,500-1,710</td> <td>1,810-1,800</td> <td>1,710-1,800</td> <td>3,000</td> <td>1,500</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,723 per cubic meters (ii) The charge at water kiosks TZS 30 per 20 litres (ii) Effective date of tariff 1st October 2018</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,500-1,710	1,810-1,800	1,710-1,800	3,000	1,500
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,500-1,710	1,810-1,800	1,710-1,800	3,000	1,500													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Increase in water production and water supply coverage</li> <li>2. Revenue collection</li> <li>3. Construction of sludge digester for wastewater treatment</li> <li>4. Reduction of Non-Revenue Water</li> <li>5. Customer satisfaction</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 8 cubic meters per day per domestic connection, with per capita consumption of 35 lts/day.The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 2,779 customer complaints reported of which 18% were related to billing. Total number of complaints per 1000 connections was 196.																	
<b>Performance Highlights</b>	Singida WSSA provides direct water supply to 58% population in its service area. The population living in area with water network was 86%, operating ratio was 1.3 and accounts receivable period was 2.9 months. Collection efficiency with arrears was 95.9% and current ratio stood at 2.6.																	

SINGIDA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/19/2011				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Boreholes 100%</p>	
	Boreholes	3,058,935		
	Springs	-		
	Dams	-		
	Lakes	-		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>3,058,935</b>		
	<b>Total Water Produced</b>	<b>3,058,935</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 45%</p> <p>NRW 36%</p> <p>Non-domestic 19%</p>	
	Total Water Billed	1,940,343		
	Domestic	1,371,291		
	Non-domestic	569,052		
	NRW	1,118,592		
	<b>Total Water Produced</b>	<b>3,058,935</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	2,275,469,436		69%
	Non Domestic Bills	1,044,098,110		31%
<b>Total Water Billed</b>	<b>3,319,567,546</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 23%</p> <p>Distribution 19%</p> <p>Personnel 29%</p> <p>Administration 20%</p> <p>Maintenance and Repair 5%</p> <p>Depreciation and Amortization 1%</p> <p>Others 3%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	3,308,047,888		
	Government /Donor Grants	57,147,784		
	Amortized Grants	-		
	Other income	229,270,006		
	<b>TOTAL ANNUAL INCOME</b>	<b>3,594,465,678</b>		
	<b>Expenditure</b>			
	Water Production Expenses	906,457,058		
	Water distribution Expenses	126,203,101		
	Maintenance and Repair Expenses	257,191,946		
	Personnel Expenses	1,367,524,224		
	Administration Expenses	958,723,648		
Other O & M Expenses	51,560,356			
<b>Total O &amp; M Expenses</b>	<b>3,667,660,333</b>			
Depreciation and Amortization	1,107,372,384			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>4,775,032,717</b>			

<b>SUMBAWANGA WSSA PROFILE</b>							<b>2020/21</b>											
<b>EWURA LICENSE No: WSSSL/07/2011</b>																		
<b>General Description about the Utility</b>	<p>Sumbawanga WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Sumbawanga Municipality. Sumbawanga WSSA is classified as Category B, WSSA. Its area of responsibility has total population of 149,980. The Utility draws water from surface (river) and groundwater sources (boreholes) and has three water treatment plants; one conventional is located at Majengo area and two semi-conventional located at Kizitwe and Senga areas. Total length of water network is 289 km ,daily water demand is 16,200 cubic meters while, daily water production is 5,424 cubic meters. The installed water production capacity is 20,500 cubic meters per day and storage capacity is 8,350 cubic meters. The utility has facility for faecal sludge treatment and has 2 cesspit emptier trucks. It is estimated that 49% of the households in the service area have septic tanks, 47% have latrines, the utility has no sewer network while 3% have no latrines.</p>																	
<b>General Data About the Utility</b>	Total water connections	10,599																
	Total active connections	8,676																
	Total domestic connections	9,591																
	Total operational kiosk	99																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	35																
	Number of staff	50																
	Staffs per 1000 connections	5																
	Average service hours	18																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Category of customer</th> <th style="text-align: center;">Domestic</th> <th style="text-align: center;">Institutional</th> <th style="text-align: center;">Commercial</th> <th style="text-align: center;">Industrial</th> <th style="text-align: center;">Kiosk</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;"><b>TZS/m<sup>3</sup></b></td> <td style="text-align: center;">1,000 – 1,245</td> <td style="text-align: center;">2,280</td> <td style="text-align: center;">2,280</td> <td style="text-align: center;">2,480</td> <td style="text-align: center;">1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 937 per cubic meters            (ii) The charge at water kiosks TZS 20 per 20 litres            (ii) Effective date of tariff 3rd April 2020</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	<b>TZS/m<sup>3</sup></b>	1,000 – 1,245	2,280	2,280	2,480	1,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
<b>TZS/m<sup>3</sup></b>	1,000 – 1,245	2,280	2,280	2,480	1,000													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Extension of water network to uncovered areas</li> <li>2. Rehabilitation of water network</li> <li>3. Replacement of old water meters</li> <li>4. Development of more reliable water sources</li> <li>5. Working tools</li> </ol>																	
<b>Consumer Service</b>	<p>Average monthly consumption is 8 cubic meters per day per domestic connection, with per capita consumption of 25 lts/day. The overall water quality compliance with TBS standards was 81% for E. coli and 83% for turbidity. There were 741 customer complaints reported of which 18% were related to billing. Total number of complaints per 1000 connections was 70.</p>																	
<b>Performance Highlights</b>	<p>Sumbawanga WSSA provides direct water supply to 72% population in its service area. The population living in area with water network was 90%, operating ratio was 1.9 and accounts receivable period was 4.3 months. Collection efficiency with arrears was 100.% and current ratio stood at 0.9.</p>																	

SUMBAWANGA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/07/2011				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>		
	Boreholes	214,915		
	Springs	-		
	Dams	-		
	Lakes	-		
	Rivers	1,789,499		
	<b>Total Water Abstracted</b>	<b>2,004,414</b>		
	<b>Total Water Produced</b>	<b>1,979,688</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>		
	Total Water Billed	1,285,834		
	Domestic	979,296		
	Non-domestic	306,538		
	NRW	693,854		
	<b>Total Water Produced</b>	<b>1,979,688</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	1,147,526,586		76%
	Non Domestic Bills	356,503,153		24%
<b>Total Water Billed</b>	<b>1,504,029,739</b>			
Financial Performance	<b>Income and Expenditure</b>			
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	1,504,029,739		
	Government /Donor Grants	284,289,491		
	Amortized Grants	-		
	Other income	140,534,608		
	<b>TOTAL ANNUAL INCOME</b>	<b>1,928,853,838</b>		
	<b>Expenditure</b>			
	Water Production Expenses	155,436,481		
	Water distribution Expenses	361,283,212		
	Maintenance and Repair Expenses	33,826,005		
	Personnel Expenses	736,555,852		
	Administration Expenses	507,707,063		
Other O & M Expenses	15,844,598			
<b>Total O &amp; M Expenses</b>	<b>1,810,653,211</b>			
Depreciation and Amortization	1,377,502,643			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>3,188,155,854</b>			

<b>BABATI WSSA PROFILE</b>		<b>2020/21</b>																
<b>EWURA LICENSE No: WSSSL/14/2011</b>																		
<b>General Description about the Utility</b>	<p>Babati WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Babati town, Magugu, Bashnet, Gallapo and Dareda areas. Babati WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 292,563. The Utility draws water from eleven spring sources, nineteen boreholes and one river. Total length of water network is 656 km ,daily water demand is 20,304 cubic meters while, daily water production is 7,881 cubic meters. The installed water production capacity is 21,133 cubic meters per day and storage capacity is 3,929 cubic meters. The utility has no facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 3% of the households in the service area have septic tanks, 97% have latrines, the utility has no sewer network.</p>																	
<b>General Data About the Utility</b>	Total water connections	16,220																
	Total active connections	15,505																
	Total domestic connections	15,262																
	Total operational kiosk	228																
	Total sewerage connections	-																
	Metering ratio (%)	94																
	NRW (%)	31																
	Number of staff	51																
	Staffs per 1000 connections	3																
	Average service hours	18																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th><b>Category of customer</b></th> <th><b>Domestic</b></th> <th><b>Institutional</b></th> <th><b>Commercial</b></th> <th><b>Industrial</b></th> <th><b>Kiosk</b></th> </tr> </thead> <tbody> <tr> <td><b>TZS/m<sup>3</sup></b></td> <td>1,560-1,770</td> <td>2,300</td> <td>2,400</td> <td>2,500</td> <td>865</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,825 per cubic meters            (ii) The charge at water kiosks TZS 17 per 20 litres            (ii) Effective date of tariff 1st May 2019</p>						<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Kiosk</b>	<b>TZS/m<sup>3</sup></b>	1,560-1,770	2,300	2,400	2,500	865
<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Kiosk</b>													
<b>TZS/m<sup>3</sup></b>	1,560-1,770	2,300	2,400	2,500	865													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Rehabilitation /replacement of water infrastructure (40km of dilapidated networks, 3,000 aged customer meters, 3 storage tanks, 3 pump house and 3 water sources), customer connections (3,000 Nos)</li> <li>2. Procure and install 2,500 water meters to unmetered customers from clustered areas (Gallapo, Magugu and Katesh)</li> <li>3. Extension of 120 km of the distribution water networks.</li> <li>4. Protection of water sources by conducting among other things compensation and evict people, acquire title deeds and install mark posts and banners.</li> <li>5. Construction of faecal sludge management facilities and provision of sanitation services</li> </ol>																	
<b>Consumer Service</b>	<p>Average monthly consumption is 8 cubic meters per day per domestic connection, with per capita consumption of 23 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 3,955 customer complaints reported of which 12% were related to billing. Total number of complaints per 1000 connections was 244.</p>																	
<b>Performance Highlights</b>	<p>Babati WSSA provides direct water supply to 63% population in its service area. The population living in area with water network was 74%, operating ratio was 1.4 and accounts receivable period was 0.9 months. Collection efficiency with arrears was 94.7% and current ratio stood at 2.1.</p>																	

BABATI WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/14/2011				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>		
	Boreholes	1,798,454		
	Springs	760,679		
	Dams	-		
	Lakes	-		
	Rivers	317,506		
	<b>Total Water Abstracted</b>	<b>2,876,639</b>		
	<b>Total Water Produced</b>	<b>2,876,639</b>		
	Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	
		Total Water Billed	1,986,765	
Domestic		1,540,957		
Non-domestic		445,808		
NRW		889,874		
<b>Total Water Produced</b>		<b>2,876,639</b>		
<b>Distribution of Revenue</b>				
<b>Description</b>		<b>TZS</b>	<b>%</b>	
Domestic Bills		2,181,012,075	76%	
Non Domestic Bills		689,319,815	24%	
<b>Total Water Billed</b>	<b>2,870,331,890</b>			
Financial Performance	<b>Income and Expenditure</b>			
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	2,870,331,890		
	Government /Donor Grants	3,329,874,692		
	Amortized Grants	-		
	Other income	405,007,690		
	<b>TOTAL ANNUAL INCOME</b>	<b>6,605,214,272</b>		
	<b>Expenditure</b>			
	Water Production Expenses	627,505,303		
	Water distribution Expenses	221,936,379		
	Maintenance and Repair Expenses	237,078,677		
	Personnel Expenses	1,566,810,501		
	Administration Expenses	556,582,319		
Other O & M Expenses	177,391,573			
<b>Total O &amp; M Expenses</b>	<b>3,387,304,752</b>			
Depreciation and Amortization	1,181,396,661			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>4,568,701,413</b>			

LINDI WSSA PROFILE		2020/21																																																																		
EWURA LICENSE No: WSSSL/03/2011																																																																				
<b>General Description about the Utility</b>	Lindi WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Lindi Municipality. Lindi WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 96,812. The Utility draws water from thirteen (13) isolated water sources which are boreholes, springs and stream. Total length of water network is 350 km ,daily water demand is 5,210 cubic meters while, daily water production is 2,327 cubic meters. The installed water production capacity is 10,315 cubic meters per day and storage capacity is 9,893 cubic meters. The utility has facility for faecal sludge treatment and has 1 cesspit emptier truck. It is estimated that 13% of the households in the service area have septic tanks, 85% have latrines, the utility has no sewer network while 2% have no latrines.																																																																			
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TZS/m <sup>3</sup>	1,400-1,500	1,900	2,000	2,000	1,500																																																															
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Extension of water distribution network</li> <li>2. Employment of more competent staffs in both technical and commercial department</li> <li>3. Procurement and installation of prepaid water meters</li> <li>4. Establishment of hydraulic zones and district meter area to monitor Non-Revenue Water</li> <li>5. Apply new water tariff that will cover the actual cost of operation and maintenance</li> </ol>																																																																			
<b>Consumer Service</b>	Average monthly consumption is 5 cubic meters per day per domestic connection, with per capita consumption of 17 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 1,160 customer complaints reported of which 9% were related to billing. Total number of complaints per 1000 connections was 188.																																																																			
<b>Performance Highlights</b>	Lindi WSSA provides direct water supply to 60% population in its service area. The population living in area with water network was 76%, operating ratio was 4.6 and accounts receivable period was 12.4 months. Collection efficiency with arrears was 80.% and current ratio stood at 1.4.																																																																			

LINDI WSSA PROFILE		2020/21																	
EWURA LICENSE No: WSSSL/03/2011																			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<table border="1"> <caption>Water Sources Distribution</caption> <thead> <tr> <th>Source</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Boreholes</td> <td>93%</td> </tr> <tr> <td>Springs</td> <td>7%</td> </tr> </tbody> </table>	Source	Percentage	Boreholes	93%	Springs	7%										
	Source	Percentage																	
	Boreholes	93%																	
	Springs	7%																	
	Boreholes	1,217,826																	
	Springs	92,677																	
	Dams	-																	
	Lakes	-																	
Rivers	-																		
<b>Total Water Abstracted</b>	<b>1,310,503</b>																		
<b>Total Water Produced</b>	<b>849,515</b>																		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<table border="1"> <caption>Annual Water Use and Revenue Generation</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Domestic</td> <td>42%</td> </tr> <tr> <td>NRW</td> <td>37%</td> </tr> <tr> <td>Non-domestic</td> <td>21%</td> </tr> </tbody> </table>	Category	Percentage	Domestic	42%	NRW	37%	Non-domestic	21%								
	Category	Percentage																	
	Domestic	42%																	
	NRW	37%																	
	Non-domestic	21%																	
	Total Water Billed	535,554																	
	Domestic	359,685																	
	Non-domestic	175,869																	
NRW	313,961																		
<b>Total Water Produced</b>	<b>849,515</b>																		
<b>Distribution of Revenue</b>																			
<b>Description</b>	<b>TZS</b>	<b>%</b>																	
Domestic Bills	560,043,112	74%																	
Non Domestic Bills	192,359,824	26%																	
<b>Total Water Billed</b>	<b>752,402,936</b>																		
Financial Performance	<b>Income and Expenditure</b>		<table border="1"> <caption>Financial Performance Distribution</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Production</td> <td>68%</td> </tr> <tr> <td>Distribution</td> <td>11%</td> </tr> <tr> <td>Maintenance and Repair</td> <td>12%</td> </tr> <tr> <td>Personnel</td> <td>4%</td> </tr> <tr> <td>Administration</td> <td>4%</td> </tr> <tr> <td>Depreciation and Amortization</td> <td>0%</td> </tr> <tr> <td>Others</td> <td>1%</td> </tr> </tbody> </table>	Category	Percentage	Production	68%	Distribution	11%	Maintenance and Repair	12%	Personnel	4%	Administration	4%	Depreciation and Amortization	0%	Others	1%
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	Others	1%																	
	<b>Income</b>	<b>TZS</b>																	
	Operating income from Water and Sewerage Services	752,402,936																	
Government /Donor Grants	4,309,938,895																		
Amortized Grants	-																		
Other income	183,935,972																		
<b>TOTAL ANNUAL INCOME</b>	<b>5,246,277,804</b>																		
<b>Expenditure</b>																			
Water Production Expenses	454,467,519																		
Water distribution Expenses	156,295,816																		
Maintenance and Repair Expenses	55,221,158																		
Personnel Expenses	524,429,352																		
Administration Expenses	189,699,461																		
Other O & M Expenses	14,925,258																		
<b>Total O &amp; M Expenses</b>	<b>1,395,038,565</b>																		
Depreciation and Amortization	2,948,261,938																		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>4,343,300,503</b>																		



BARIADI WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/61/2012																		
<b>General Description about the Utility</b>	Bariadi WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Bariadi Town. Bariadi WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 79,713. The Utility draws water from 15 boreholes located at Majahida (2), Mahaha (2), Somanda (3), Kidinda (5), Isanzu (1), Samungu (1), and Malambo (1). Total length of water network is 95 km ,daily water demand is 5,580 cubic meters while, daily water production is 1,019 cubic meters. The installed water production capacity is 1,939 cubic meters per day and storage capacity is 1,430 cubic meters. The utility has no facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 48% of the households in the service area have septic tanks, 51% have latrines, the utility has no sewer network while 1% have no latrines.																	
<b>General Data About the Utility</b>	Total water connections	2,438																
	Total active connections	2,420																
	Total domestic connections	2,155																
	Total operational kiosk	68																
	Total sewerage connections	-																
	Metering ratio (%)	91																
	NRW (%)	29																
	Number of staff	16																
	Staffs per 1000 connections	7																
	Average service hours	10																
	Population sewerage coverage (%)	-																
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Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	660	780	900	N/A	1,500													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Reliable water sources</li> <li>2. Extension of water network</li> <li>3. Staff capacity</li> <li>4. Reduction of Non-Revenue Water</li> <li>5. Reduction of power consumption (Energy costs)</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 6 cubic meters per day per domestic connection, with per capita consumption of 11 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 476 customer complaints reported of which 33% were related to billing. Total number of complaints per 1000 connections was 195.																	
<b>Performance Highlights</b>	Bariadi WSSA provides direct water supply to 53% population in its service area. The population living in area with water network was 63%, operating ratio was 2.3 and accounts receivable period was 3.4 months. Collection efficiency with arrears was 92.% and current ratio stood at 6.5.																	

BARIADI WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/61/2012				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Boreholes 100%</p>	
	Boreholes	372,070		
	Springs	-		
	Dams	-		
	Lakes	-		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>372,070</b>		
	<b>Total Water Produced</b>	<b>372,070</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 45% Non-domestic 26% NRW 29%</p>	
	Total Water Billed	265,853		
	Domestic	168,489		
	Non-domestic	97,364		
	NRW	106,217		
	<b>Total Water Produced</b>	<b>372,070</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	128,024,423		56%
	Non Domestic Bills	99,183,551		44%
<b>Total Water Billed</b>	<b>227,207,974</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 44% Maintenance and Repair 21% Administration 9% Distribution 13% Personnel 7% Others 6% Depreciation and Amortization 0%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	227,207,974		
	Government /Donor Grants	503,816,014		
	Amortized Grants	-		
	Other income	47,246,607		
	<b>TOTAL ANNUAL INCOME</b>	<b>778,270,595</b>		
	<b>Expenditure</b>			
	Water Production Expenses	83,816,540		
	Water distribution Expenses	44,196,940		
	Maintenance and Repair Expenses	36,849,500		
	Personnel Expenses	134,315,687		
	Administration Expenses	55,419,394		
Other O & M Expenses	3,114,964			
<b>Total O &amp; M Expenses</b>	<b>357,713,025</b>			
Depreciation and Amortization	283,426,678			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>641,139,703</b>			

<b>GEITA WSSA PROFILE</b>		<b>2020/21</b>																																																																		
<b>EWURA LICENSE No: WSSSL/81/2012</b>																																																																				
<b>General Description about the Utility</b>	<p>Geita WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Geita Town. Geita WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 271,655. The Utility draws water from one spring, eight boreholes and one dam. Total length of water network is 278 km ,daily water demand is 18,885 cubic meters while, daily water production is 4,916 cubic meters. The installed water production capacity is 7,182 cubic meters per day and storage capacity is 2,425 cubic meters. The utility has facility for faecal sludge treatment and has 1 cesspit emptier truck. It is estimated that 17% of the households in the service area have septic tanks, 81% have latrines, the utility has no sewer network while 2% have no latrines.</p>																																																																			
<b>General Data About the Utility</b>	<table border="1"> <tr> <td>Total water connections</td> <td>8,534</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total active connections</td> <td>8,017</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total domestic connections</td> <td>7,966</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total operational kiosk</td> <td>57</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total sewerage connections</td> <td>-</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Metering ratio (%)</td> <td>100</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>NRW (%)</td> <td>36</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number of staff</td> <td>41</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Staffs per 1000 connections</td> <td>5</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Average service hours</td> <td>12</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Population sewerage coverage (%)</td> <td>-</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		Total water connections	8,534					Total active connections	8,017					Total domestic connections	7,966					Total operational kiosk	57					Total sewerage connections	-					Metering ratio (%)	100					NRW (%)	36					Number of staff	41					Staffs per 1000 connections	5					Average service hours	12					Population sewerage coverage (%)	-				
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Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk																																																															
<b>TZS/m<sup>3</sup></b>	920 – 1,350	1,550	1,750	1,950	1,300																																																															
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Reduction of Non-Revenue Water to acceptable standards</li> <li>2. Extension of water network to uncovered areas</li> <li>3. Construction of sewerage network and sewerage treatment facilities</li> <li>4. Purchase of working tools</li> <li>5. Construction of new water sources</li> </ol>																																																																			
<b>Consumer Service</b>	<p>Average monthly consumption is 9 cubic meters per day per domestic connection, with per capita consumption of 21 lts/day. The overall water quality compliance with TBS standards was 90% for E. coli and 96% for turbidity. There were 5,732 customer complaints reported of which 0% were related to billing. Total number of complaints per 1000 connections was 672.</p>																																																																			
<b>Performance Highlights</b>	<p>Geita WSSA provides direct water supply to 46% population in its service area. The population living in area with water network was 70%, operating ratio was 1.4 and accounts receivable period was 0.8 months. Collection efficiency with arrears was 97.7% and current ratio stood at 6.6.</p>																																																																			

GEITA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/81/2012				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>		
	Boreholes	364,951		
	Springs	12,195		
	Dams	1,429,342		
	Lakes	-		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>1,989,635</b>		
	<b>Total Water Produced</b>	<b>1,794,293</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>		
	Total Water Billed	1,143,489		
	Domestic	967,176		
	Non-domestic	176,313		
	NRW	650,804		
	<b>Total Water Produced</b>	<b>1,794,293</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
Domestic Bills	1,279,036,014	79%		
Non Domestic Bills	348,975,706	21%		
<b>Total Water Billed</b>	<b>1,628,011,719</b>			
Financial Performance	<b>Income and Expenditure</b>			
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	1,628,011,719		
	Government /Donor Grants	368,141,901		
	Amortized Grants	-		
	Other income	965,667,768		
	<b>TOTAL ANNUAL INCOME</b>	<b>2,961,821,388</b>		
	<b>Expenditure</b>			
	Water Production Expenses	838,023,200		
	Water distribution Expenses	250,753,246		
	Maintenance and Repair Expenses	254,472,517		
	Personnel Expenses	591,681,559		
Administration Expenses	655,433,167			
Other O & M Expenses	40,364,102			
<b>Total O &amp; M Expenses</b>	<b>2,630,727,792</b>			
Depreciation and Amortization	1,083,527,539			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>3,714,255,331</b>			

MPANDA WSSA PROFILE							2020/21						
EWURA LICENSE No: WSSSL/51/2012													
<b>General Description about the Utility</b>	Mpanda WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Mpanda township. Mpanda WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 162,431. The Utility draws water from spring, dam and groundwater. Total length of water network is 186 km ,daily water demand is 11,370 cubic meters while, daily water production is 3,022 cubic meters. The installed water production capacity is 10,370 cubic meters per day and storage capacity is 3,350 cubic meters. The utility has no facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 29% of the households in the service area have septic tanks, 71% have latrines, the utility has no sewer network.												
<b>General Data About the Utility</b>	Total water connections	5,964											
	Total active connections	5,431											
	Total domestic connections	5,689											
	Total operational kiosk	51											
	Total sewerage connections	-											
	Metering ratio (%)	100											
	NRW (%)	28											
	Number of staff	30											
	Staffs per 1000 connections	5											
	Average service hours	7											
	Population sewerage coverage (%)	-											
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>800</td> <td>820</td> <td>850</td> <td>950</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,113 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 1st February, 2016</p>	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	800	820	850	950	1,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk								
TZS/m <sup>3</sup>	800	820	850	950	1,000								
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Fill vacant position with qualified staffs</li> <li>2. Working tools such as transport facilities</li> <li>3. Provision of facilities for sanitation services such as cesspit emptier</li> <li>4. Construction of conventional treatment plant and provisional of laboratory facilities</li> <li>5. Increase in water production and extension of water network to uncovered areas</li> </ol>												
<b>Consumer Service</b>	Average monthly consumption is 8 cubic meters per day per domestic connection, with per capita consumption of 45 lts/day. The overall water quality compliance with TBS standards was 93% for E. coli and 97% for turbidity. There were 857 customer complaints reported of which 18% were related to billing. Total number of complaints per 1000 connections was 144.												
<b>Performance Highlights</b>	Mpanda WSSA provides direct water supply to 22% population in its service area. The population living in area with water network was 74%, operating ratio was 1.3 and accounts receivable period was 3.7 months. Collection efficiency with arrears was 89.9% and current ratio stood at 12.5.												

MPANDA WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/51/2012			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	
	Boreholes	19,952	
	Springs	1,057,683	
	Dams	25,265	
	Lakes	-	
	Rivers	-	
	<b>Total Water Abstracted</b>	<b>1,102,862</b>	
	<b>Total Water Produced</b>	<b>1,102,862</b>	
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	
	Total Water Billed	799,206	
	Domestic	588,364	
	Non-domestic	210,842	
	NRW	303,656	
	<b>Total Water Produced</b>	<b>1,102,862</b>	
	<b>Distribution of Revenue</b>		
	<b>Description</b>	<b>TZS</b>	
Domestic Bills	698,312,044	78%	
Non Domestic Bills	200,863,787	22%	
<b>Total Water Billed</b>	<b>899,175,831</b>		
Financial Performance	<b>Income and Expenditure</b>		
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	848,769,722	
	Government /Donor Grants	1,841,507,266	
	Amortized Grants	-	
	Other income	50,406,108	
	<b>TOTAL ANNUAL INCOME</b>	<b>2,740,683,096</b>	
	<b>Expenditure</b>		
	Water Production Expenses	121,885,488	
	Water distribution Expenses	57,510,585	
	Maintenance and Repair Expenses	66,562,192	
	Personnel Expenses	365,486,824	
Administration Expenses	241,475,699		
Other O & M Expenses	8,845,159		
<b>Total O &amp; M Expenses</b>	<b>861,765,947</b>		
Depreciation and Amortization	279,233,000		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>1,140,998,947</b>		

NJOMBE WSSA PROFILE		2020/21																
EWURA LICENSE No: WSSSL/46/2012																		
<b>General Description about the Utility</b>	Njombe WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Njombe Township. Njombe WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 71,929. The Utility draws water from surface (springs). Total length of water network is 151 km ,daily water demand is 8,220 cubic meters while, daily water production is 4,063 cubic meters. The installed water production capacity is 5,551 cubic meters per day and storage capacity is 1,120 cubic meters. The utility has no facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 26% of the households in the service area have septic tanks, 74% have latrines, the utility has no sewer network.																	
<b>General Data About the Utility</b>	Total water connections	7,949																
	Total active connections	6,908																
	Total domestic connections	7,691																
	Total operational kiosk	-																
	Total sewerage connections	-																
	Metering ratio (%)	91																
	NRW (%)	36																
	Number of staff	43																
	Staffs per 1000 connections	5																
	Average service hours	12																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>855 - 950</td> <td>980 - 1100</td> <td>980 – 1000</td> <td>980 - 1000</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,460 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 1st November, 2015</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	855 - 950	980 - 1100	980 – 1000	980 - 1000	1,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	855 - 950	980 - 1100	980 – 1000	980 - 1000	1,000													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Improve water supply coverage</li> <li>2. Protection of water sources</li> <li>3. Reduction of Non-Revenue Water</li> <li>4. Revenue collection</li> <li>5. Staff capacity</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 9 cubic meters per day per domestic connection, with per capita consumption of 46 lts/day.The overall water quality compliance with TBS standards was 74% for E. coli and 83% for turbidity. There were 648 customer complaints reported of which 18% were related to billing. Total number of complaints per 1000 connections was 82.																	
<b>Performance Highlights</b>	Njombe WSSA provides direct water supply to 69% population in its service area. The population living in area with water network was 88%, operating ratio was 0.9 and accounts receivable period was 3.4 months. Collection efficiency with arrears was 100.% and current ratio stood at 5.4.																	

NJOMBE WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/46/2012			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	
	Boreholes	N/A	
	Springs	1,483,158	
	Dams	N/A	
	Lakes	N/A	
	Rivers	N/A	
	<b>Total Water Abstracted</b>	<b>1,483,158</b>	
	<b>Total Water Produced</b>	<b>1,483,158</b>	
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	
	Total Water Billed	953,296	
	Domestic	841,857	
	Non-domestic	111,439	
	NRW	529,862	
	<b>Total Water Produced</b>	<b>1,483,158</b>	
	<b>Distribution of Revenue</b>		
	<b>Description</b>	<b>TZS</b>	
Domestic Bills	1,012,341,198	85%	
Non Domestic Bills	173,860,127	15%	
<b>Total Water Billed</b>	<b>1,186,201,325</b>		
Financial Performance	<b>Income and Expenditure</b>		
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	1,186,201,325	
	Government /Donor Grants	200,000,000	
	Amortized Grants	-	
	Other income	59,396,935	
	<b>TOTAL ANNUAL INCOME</b>	<b>1,445,598,260</b>	
	<b>Expenditure</b>		
	Water Production Expenses	37,874,266	
	Water distribution Expenses	94,700,345	
	Maintenance and Repair Expenses	42,600,530	
	Personnel Expenses	423,141,128	
Administration Expenses	458,145,936		
Other O & M Expenses	21,073,653		
<b>Total O &amp; M Expenses</b>	<b>1,077,535,858</b>		
Depreciation and Amortization	40,178,018		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>1,117,713,876</b>		



VWAWA-MLOWO WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSL/03/2018																		
<b>General Description about the Utility</b>	Vwawa-Mlowo WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Vwawa and Mlowo Township. Vwawa-Mlowo WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 120,713. The Utility draws water from Mgombezi stream, Panahalanga/Haloli stream, Mantengu river, Mbozi Club spring, Maji Yard borehole, Mlowo river and Lutumbi springs. Total length of water network is 159 km ,daily water demand is 10,140 cubic meters while, daily water production is 2,616 cubic meters. The installed water production capacity is 6,098 cubic meters per day and storage capacity is 1,228 cubic meters. The utility has no facility for faecal sludge treatment and has no cesspit emptier truck. It is estimated that 12% of the households in the service area have septic tanks, 88% have latrines, the utility has no sewer network.																	
<b>General Data About the Utility</b>	Total water connections	2,160																
	Total active connections	1,854																
	Total domestic connections	2,012																
	Total operational kiosk	6																
	Total sewerage connections	-																
	Metering ratio (%)	83																
	NRW (%)	85																
	Number of staff	17																
	Staffs per 1000 connections	8																
	Average service hours	8																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,000</td> <td>1,000</td> <td>1,100</td> <td>1,300</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,013 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 1st July 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,000	1,000	1,100	1,300	1,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,000	1,000	1,100	1,300	1,000													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Upgrading and improving existing water infrastructure</li> <li>2. Improving working tools</li> <li>3. Investigate and financing reliable water project to cover current and future demand</li> <li>4. Financing some of operational costs.</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 4 cubic meters per day per domestic connection, with per capita consumption of 6 lts/day. The overall water quality compliance with TBS standards was 83% for E. coli and 57% for turbidity. There were 376 customer complaints reported of which 14% were related to billing. Total number of complaints per 1000 connections was 174.																	
<b>Performance Highlights</b>	Vwawa-Mlowo WSSA provides direct water supply to 45% population in its service area. The population living in area with water network was 52%, operating ratio was 5 and accounts receivable period was 0.9 months. Collection efficiency with arrears was 93.4% and current ratio stood at 0.3.																	

VWAWA-MLOWO WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSL/03/2018				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>		
	Boreholes	15,664		
	Springs	93,964		
	Dams	-		
	Lakes	-		
	Rivers	804,163		
	<b>Total Water Abstracted</b>	<b>954,716</b>		
	<b>Total Water Produced</b>	<b>935,622</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>		
	Total Water Billed	142,668		
	Domestic	113,563		
	Non-domestic	29,105		
	NRW	792,954		
	<b>Total Water Produced</b>	<b>935,622</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	91,870,572		72%
	Non Domestic Bills	35,151,230		28%
<b>Total Water Billed</b>	<b>127,021,802</b>			
Financial Performance	<b>Income and Expenditure</b>			
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	110,763,094		
	Government /Donor Grants	-		
	Amortized Grants	-		
	Other income	7,944,024		
	<b>TOTAL ANNUAL INCOME</b>	<b>118,707,118</b>		
	<b>Expenditure</b>			
	Water Production Expenses	35,750,901		
	Water distribution Expenses	-		
	Maintenance and Repair Expenses	-		
	Personnel Expenses	62,749,616		
	Administration Expenses	23,448,575		
Other O & M Expenses	710,000			
<b>Total O &amp; M Expenses</b>	<b>122,659,092</b>			
Depreciation and Amortization	472,383,567			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>595,042,659</b>			





## NATIONAL PROJECT WSSAs PROFILES

MASASI NACHINGWEA WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/06/2014																		
<b>General Description about the Utility</b>	<p>MASASI NACHINGWEA WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in two districts namely Masasi in Mtwara Region, Nachingwea in Lindi Region part of Ruangwa district and Mangaka town. MASASI NACHINGWEA WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 321,058. The Utility draws 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. Total length of water network is 557 km ,daily water demand is 14,934 cubic meters while, daily water production is 6,792 cubic meters. The installed water production capacity is 11,520 cubic meters per day and storage capacity is 27,500 cubic meters.</p>																	
<b>General Data About the Utility</b>	Total water connections	11,933																
	Total active connections	10,713																
	Total domestic connections	10,918																
	Total operational kiosk	363																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	21																
	Number of staff	73																
	Staffs per 1000 connections	6																
	Average service hours	22																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,200-1,400</td> <td>1,600</td> <td>2,000</td> <td>2,500</td> <td>2,250</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,557 per cubic meters (ii) The charge at water kiosks TZS 45 per 20 litres (ii) Effective date of tariff 1st October 2016</p>	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,200-1,400	1,600	2,000	2,500	2,250					
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,200-1,400	1,600	2,000	2,500	2,250													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Extension of water network in periurban area</li> <li>2. Drilling of boreholes in Mangaka Town</li> <li>3. Repaire of pump at Maili Sita station</li> <li>4. Extension of water network in Masasi, Nachingwea and Mangaka Town</li> <li>5. Integration of accounting and billing software</li> </ol>																	
<b>Consumer Service</b>	<p>Average monthly consumption is 9 cubic meters per day per domestic connection, with per capita consumption of 18 lts/day.The overall water quality compliance with TBS standards was 100% for E. coli and 83% for turbidity. There were 713 customer complaints reported of which 8% were related to billing. Total number of complaints per 1000 connections was 60.</p>																	
<b>Performance Highlights</b>	<p>MASASI NACHINGWEA WSSA provides direct water supply to 60% population in its service area. The population living in area with water network was 72%, operating ratio was 1.1 and accounts receivable period was 0.2 months. Collection efficiency with arrears was 99.% and current ratio stood at 2.9.</p>																	

MASASI NACHINGWEA WSSA PROFILE		2020/21	
EWURA LICENSE No: WSSSL/06/2014			
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Springs 100%</p>
	Boreholes	-	
	Springs	2,479,326	
	Dams	-	
	Lakes	-	
	Rivers	-	
	<b>Total Water Abstracted</b>	<b>2,479,326</b>	
	<b>Total Water Produced</b>	<b>2,479,326</b>	
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 52% Non-domestic 27% NRW 21%</p>
	Total Water Billed	1,950,278	
	Domestic	1,274,280	
	Non-domestic	675,998	
	NRW	529,048	
	<b>Total Water Produced</b>	<b>2,479,326</b>	
	<b>Distribution of Revenue</b>		
	<b>Description</b>	<b>TZS</b>	
Domestic Bills	1,574,335,504	54%	
Non Domestic Bills	1,359,041,294	46%	
<b>Total Water Billed</b>	<b>2,933,376,798</b>		
Financial Performance	<b>Income and Expenditure</b>		<p>Production 29% Distribution 13% Personnel 33% Administration 21% Maintenance and Repair 1% Depreciation and Amortization 0% Others 3%</p>
	<b>Income</b>	<b>TZS</b>	
	Operating income from Water and Sewerage Services	2,933,376,798	
	Government /Donor Grants	-	
	Amortized Grants	3,625,789	
	Other income	365,409,553	
	<b>TOTAL ANNUAL INCOME</b>	<b>3,302,412,140</b>	
	<b>Expenditure</b>		
	Water Production Expenses	13,498,927	
	Water distribution Expenses	480,515,882	
	Maintenance and Repair Expenses	98,826,558	
	Personnel Expenses	1,255,721,671	
Administration Expenses	779,372,325		
Other O & M Expenses	50,308,353		
<b>Total O &amp; M Expenses</b>	<b>2,678,243,716</b>		
Depreciation and Amortization	1,088,975,401		
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>3,767,219,117</b>		

MAKONDE WSSA PROFILE							2020/21												
EWURA LICENSE No: WSSSL/30/2012																			
<b>General Description about the Utility</b>	<p>MAKONDE WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in three districts namely Newala, Tandahimba and Mtwara in Mtwara Region. MAKONDE WSSA is classified as Category B, WSSA. Its area of responsibility has total population of 470,948. The Utility draws water from two types of sources which are spring sources namely Mkunya and Mahuta, as well as six boreholes located at Mitema. Total length of water network is 1,334 km ,daily water demand is 23,000 cubic meters while, daily water production is 3,500 cubic meters. The installed water production capacity is 5,700 cubic meters per day and storage capacity is 14,035 cubic meters.</p>																		
<b>General Data About the Utility</b>	Total water connections	3,545																	
	Total active connections	3,295																	
	Total domestic connections	2,542																	
	Total operational kiosk	612																	
	Total sewerage connections	-																	
	Metering ratio (%)	93																	
	NRW (%)	59																	
	Number of staff	62																	
	Staffs per 1000 connections	19																	
	Average service hours	8																	
	Population sewerage coverage (%)	-																	
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,300-1,400</td> <td>1,500</td> <td>1,600</td> <td>1,900</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,300 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 15th February 2019</p>	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,300-1,400	1,500	1,600	1,900	1,000						
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk														
TZS/m <sup>3</sup>	1,300-1,400	1,500	1,600	1,900	1,000														
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Improve water production</li> <li>2. Reduce Non-Revenue Water</li> <li>3. Extension of water distribution network</li> <li>4. Increase customer base</li> <li>5. Improve water quality</li> </ol>																		
<b>Consumer Service</b>	<p>Average monthly consumption is 4 cubic meters per day per domestic connection, with per capita consumption of 2 lts/day. The overall water quality compliance with TBS standards was 80% for E. coli and 62% for turbidity. There were 573 customer complaints reported of which 12% were related to billing. Total number of complaints per 1000 connections was 162.</p>																		
<b>Performance Highlights</b>	<p>MAKONDE WSSA provides direct water supply to 58% population in its service area. The population living in area with water network was 80%, operating ratio was 3 and accounts receivable period was 1.7 months. Collection efficiency with arrears was 88.1% and current ratio stood at 0.8.</p>																		

MAKONDE WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/30/2012				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>A 3D pie chart showing the distribution of water sources. The largest slice is Boreholes at 68% (dark blue), and the second largest is Springs at 32% (medium blue). There are no other visible slices.</p>	
	Boreholes	574,637		
	Springs	271,669		
	Dams	-		
	Lakes	-		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>846,306</b>		
	<b>Total Water Produced</b>	<b>846,306</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>A 3D pie chart showing the distribution of water use and revenue. The largest slice is NRW at 59% (dark blue), followed by Non-domestic at 21% (yellow) and Domestic at 20% (red). There is a very small slice for other categories.</p>	
	Total Water Billed	350,422		
	Domestic	168,014		
	Non-domestic	182,408		
	NRW	495,884		
	<b>Total Water Produced</b>	<b>846,306</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	220,328,953		48%
	Non Domestic Bills	234,475,247		52%
<b>Total Water Billed</b>	<b>454,804,200</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>A 3D pie chart showing the distribution of financial performance. The largest slice is Production at 52% (dark blue), followed by Personnel at 22% (yellow), Administration at 11% (red), Distribution at 8% (medium blue), Maintenance and Repair at 4% (purple), Depreciation and Amortization at 2% (grey), and Others at 1% (light blue).</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	454,804,200		
	Government /Donor Grants	1,086,844,705		
	Amortized Grants	-		
	Other income	78,639,678		
	<b>TOTAL ANNUAL INCOME</b>	<b>1,620,288,583</b>		
	<b>Expenditure</b>			
	Water Production Expenses	821,915,976		
	Water distribution Expenses	61,949,824		
Maintenance and Repair Expenses	35,682,392			
Personnel Expenses	351,398,282			
Administration Expenses	169,397,835			
Other O & M Expenses	7,100,000			
<b>Total O &amp; M Expenses</b>	<b>1,447,444,309</b>			
Depreciation and Amortization	130,084,500			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>1,577,528,809</b>			



HANDENI TRUNK MAIN WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/15/2012																		
<b>General Description about the Utility</b>	HANDENI TRUNK MAIN WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Handeni District and parts of Korogwe District, it serves 6 small towns including the Handeni Urban, 74 registered villages and 3 camps. HANDENI TRUNK MAIN WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 395,759. The Utility draws water from two intakes of the Pangani River. Total length of water network is 478 km ,daily water demand is 15,165 cubic meters while, daily water production is 2,902 cubic meters. The installed water production capacity is 7,090 cubic meters per day and storage capacity is 6,264 cubic meters.																	
<b>General Data About the Utility</b>	Total water connections	2,920																
	Total active connections	2,332																
	Total domestic connections	2,375																
	Total operational kiosk	258																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	66																
	Number of staff	73																
	Staffs per 1000 connections	25																
	Average service hours	6																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>2,500</td> <td>2,750</td> <td>2,972</td> <td>3,470</td> <td>2,500</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 3,549 per cubic meters (ii) The charge at water kiosks TZS 50 per 20 litres (ii) Effective date of tariff 1st May 2019</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	2,500	2,750	2,972	3,470	2,500
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	2,500	2,750	2,972	3,470	2,500													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Increase water production by construction of another intake at Segera</li> <li>2. Reduce Non-Revenue Water by repairing leaking pipes within short time</li> <li>3. Improve quality of water from 50% to 100% sample tested compliance</li> <li>4. Extension of water distribution lines by connecting villages within network area</li> <li>5. Promoting water connections at reasonable cost</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 6 cubic meters per day per domestic connection, with per capita consumption of 3 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 0% for turbidity. There were 284 customer complaints reported of which 23% were related to billing. Total number of complaints per 1000 connections was 97.																	
<b>Performance Highlights</b>	HANDENI TRUNK MAIN WSSA provides direct water supply to 55% population in its service area. The population living in area with water network was 69%, operating ratio was 2 and accounts receivable period was 0.3 months. Collection efficiency with arrears was 89.4% and current ratio stood at 2.																	

HANDENI TRUNK MAIN WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/15/2012				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Rivers 100%</p>	
	Boreholes	-		
	Springs	-		
	Dams	-		
	Lakes	-		
	Rivers	1,098,878		
	<b>Total Water Abstracted</b>	<b>1,098,878</b>		
	<b>Total Water Produced</b>	<b>1,059,302</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 19%</p> <p>Non-domestic 15%</p> <p>NRW 66%</p>	
	Total Water Billed	365,146		
	Domestic	206,388		
	Non-domestic	158,758		
	NRW	694,156		
	<b>Total Water Produced</b>	<b>1,059,302</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	515,978,700		57%
	Non Domestic Bills	381,898,411		43%
<b>Total Water Billed</b>	<b>897,877,111</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 32%</p> <p>Personnel 30%</p> <p>Maintenance and Repair 15%</p> <p>Administration 12%</p> <p>Distribution 7%</p> <p>Depreciation and Amortization 4%</p> <p>Others 0%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	897,877,111		
	Government /Donor Grants	241,647,200		
	Amortized Grants	7,164,434		
	Other income	54,301,402		
	<b>TOTAL ANNUAL INCOME</b>	<b>1,200,990,147</b>		
	<b>Expenditure</b>			
	Water Production Expenses	603,338,835		
	Water distribution Expenses	139,273,863		
	Maintenance and Repair Expenses	64,968,804		
	Personnel Expenses	579,846,897		
	Administration Expenses	223,638,841		
Other O & M Expenses	6,609,437			
<b>Total O &amp; M Expenses</b>	<b>1,617,676,677</b>			
Depreciation and Amortization	290,058,702			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>1,907,735,379</b>			

WANGING'OMBE WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/01/2016																		
<b>General Description about the Utility</b>	WANGING'OMBE WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Wanging'ombe District that has both rural and urban settings. WANGING'OMBE WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 95,068. The Utility draws water from two river sources namely Mbukwa and Mtitafu. Total length of water network is 403 km ,daily water demand is 10,663 cubic meters while, daily water production is 4,290 cubic meters. The installed water production capacity is 4,290 cubic meters per day and storage capacity is 5,392 cubic meters.																	
<b>General Data About the Utility</b>	Total water connections	6,605																
	Total active connections	6,143																
	Total domestic connections	5,712																
	Total operational kiosk	667																
	Total sewerage connections	-																
	Metering ratio (%)	96																
	NRW (%)	70																
	Number of staff	49																
	Staffs per 1000 connections	7																
	Average service hours	15																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>900</td> <td>800</td> <td>1,000</td> <td>N/A</td> <td>900</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,582 per cubic meters (ii) The charge at water kiosks TZS 18 per 20 litres (ii) Effective date of tariff 1st December 2018</p>	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	900	800	1,000	N/A	900					
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	900	800	1,000	N/A	900													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Rehabilitation of water system</li> <li>2. Improvement of existing intake and construction of new intake</li> <li>3. Procure and installation of bulk meter</li> <li>4. Construction of treatment plant</li> <li>5. Procure, installation and replacement of water meters to cutomers</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 4 cubic meters per day per domestic connection, with per capita consumption of 14 lts/day.The overall water quality compliance with TBS standards was 0% for E. coli and 36% for turbidity. There were 443 customer complaints reported of which 67% were related to billing. Total number of complaints per 1000 connections was 67.																	
<b>Performance Highlights</b>	WANGING'OMBE WSSA provides direct water supply to 64% population in its service area. The population living in area with water network was 85%, operating ratio was 1.8 and accounts receivable period was 0.3 months. Collection efficiency with arrears was 94.6% and current ratio stood at 2.9.																	

WANGING'OMBE WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/01/2016				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Rivers 100%</p>	
	Boreholes	-		
	Springs	-		
	Dams	-		
	Lakes	-		
	Rivers	1,361,220		
	<b>Total Water Abstracted</b>	<b>1,361,220</b>		
	<b>Total Water Produced</b>	<b>1,361,220</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 23% Non-domestic 7% NRW 70%</p>	
	Total Water Billed	409,134		
	Domestic	314,279		
	Non-domestic	94,855		
	NRW	952,086		
	<b>Total Water Produced</b>	<b>1,361,220</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	327,113,061		80%
	Non Domestic Bills	83,493,147		20%
<b>Total Water Billed</b>	<b>410,606,208</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 26% Distribution 19% Personnel 22% Administration 13% Depreciation and Amortization 0% Maintenance and Repair 20% Others 0%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	485,984,858		
	Government /Donor Grants	81,771,836		
	Amortized Grants	-		
	Other income	72,082,906		
	<b>TOTAL ANNUAL INCOME</b>	<b>639,839,599</b>		
	<b>Expenditure</b>			
	Water Production Expenses	194,040,000		
	Water distribution Expenses	-		
	Maintenance and Repair Expenses	134,647,660		
	Personnel Expenses	223,422,833		
	Administration Expenses	210,460,165		
Other O & M Expenses	1,400,000			
<b>Total O &amp; M Expenses</b>	<b>763,970,657</b>			
Depreciation and Amortization	263,005,983			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>1,026,976,641</b>			

KAHAMA - SHINYANGA WSSA PROFILE		2020/21																																																							
EWURA LICENSE No: WSSSL/65/2012																																																									
<b>General Description about the Utility</b>	<p>KAHAMA - SHINYANGA WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in 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. KAHAMA - SHINYANGA WSSA is classified as Category B, WSSA. Its area of responsibility has total population of . The Utility draws water from Lake Victoria at a location called Smith Sound bay, Misungwi District in Mwanza Region. Total length of water network is 700 km ,daily water demand is 44,252 cubic meters while, daily water production is 45,988 cubic meters. The installed water production capacity is 80,000 cubic meters per day and storage capacity is 35,000 cubic meters.</p>																																																								
<b>General Data About the Utility</b>	<table border="1"> <tr> <td>Total water connections</td> <td>95</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total active connections</td> <td>95</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total domestic connections</td> <td>-</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total operational kiosk</td> <td>-</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total sewerage connections</td> <td>-</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Metering ratio (%)</td> <td>100</td> <td></td> <td></td> <td></td> </tr> <tr> <td>NRW (%)</td> <td>11</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number of staff</td> <td>98</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Staffs per 1000 connections</td> <td>fill the data</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Average service hours</td> <td>24</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Population sewerage coverage (%)</td> <td>-</td> <td></td> <td></td> <td></td> </tr> </table>		Total water connections	95				Total active connections	95				Total domestic connections	-				Total operational kiosk	-				Total sewerage connections	-				Metering ratio (%)	100				NRW (%)	11				Number of staff	98				Staffs per 1000 connections	fill the data				Average service hours	24				Population sewerage coverage (%)	-			
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Category of customer	WSSAs	COWSOs	Mining																																																						
TZS/m <sup>3</sup>	900	675	1,240																																																						
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Reduction of power usage</li> <li>2. Construction of office at Solwa area</li> <li>3. Purchase of motor vehicles and motorcycles for transimission activity</li> <li>4. Increases collection efficiency to at least 95%</li> <li>5. Immediate replacement of malfunctional bulk water meters</li> </ol>																																																								
<b>Consumer Service</b>	<p>Average monthly consumption is 0 cubic meters per day per domestic connection, with per capita consumption of 312 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 19 customer complaints reported of which 0% were related to billing. Total number of complaints per 1000 connections was 200.</p>																																																								
<b>Performance Highlights</b>	<p>KAHAMA - SHINYANGA WSSA provides direct water supply to % population in its service area. The population living in area with water network was %, operating ratio was 1 and accounts receivable period was 0.4 months. Collection efficiency with arrears was 82.% and current ratio stood at 1.9.</p>																																																								

KAHAMA - SHINYANGA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/65/2012				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Lakes 100%</p>	
	Boreholes	-		
	Springs	-		
	Dams	-		
	Lakes	18,555,346		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>18,555,346</b>		
	<b>Total Water Produced</b>	<b>16,785,446</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>NRW 11% Domestic 0% Non-domestic 89%</p>	
	Total Water Billed	14,972,865		
	Domestic	114		
	Non-domestic	14,972,751		
	NRW	1,812,581		
	<b>Total Water Produced</b>	<b>16,785,446</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	-		0%
	Non Domestic Bills	13,275,467,000		100%
<b>Total Water Billed</b>	<b>13,275,467,000</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 57% Distribution 13% Personnel 13% Administration 4% Maintenance and Repair 2% Depreciation and Amortization 11% Others 13%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	13,275,467,000		
	Government /Donor Grants	657,802,000		
	Amortized Grants	-		
	Other income	22,295,000		
	<b>TOTAL ANNUAL INCOME</b>	<b>13,955,564,000</b>		
	<b>Expenditure</b>			
	Water Production Expenses	7,947,663,000		
	Water distribution Expenses	-		
	Maintenance and Repair Expenses	292,818,000		
	Personnel Expenses	1,839,761,000		
Administration Expenses	1,456,395,000			
Other O & M Expenses	614,099,000			
<b>Total O &amp; M Expenses</b>	<b>12,150,736,000</b>			
Depreciation and Amortization	1,737,883,000			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>13,888,619,000</b>			

MUGANGO - KIABAKARI WSSA PROFILE							2020/21											
EWURA LICENSE No: WSSSL/78/2012																		
<b>General Description about the Utility</b>	MUGANGO - KIABAKARI WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in 13 villages in Mugango, Kiabakari and Butiama District Council. MUGANGO - KIABAKARI WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 191,142. The Utility draws water from Lake Victoria from the intake located at Mugango village. Total length of water network is 113 km ,daily water demand is 10,345 cubic meters while, daily water production is 2,505 cubic meters. The installed water production capacity is 10,800 cubic meters per day and storage capacity is 2,274 cubic meters.																	
<b>General Data About the Utility</b>	Total water connections	1,088																
	Total active connections	767																
	Total domestic connections	986																
	Total operational kiosk	26																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	85																
	Number of staff	18																
	Staffs per 1000 connections	17																
	Average service hours	8																
	Population sewerage coverage (%)	-																
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th> <th>Domestic</th> <th>Institutional</th> <th>Commercial</th> <th>Industrial</th> <th>Kiosk</th> </tr> </thead> <tbody> <tr> <td>TZS/m<sup>3</sup></td> <td>1,100</td> <td>1,100</td> <td>1,640</td> <td>1,640</td> <td>1,000</td> </tr> </tbody> </table> <p>Note : (i) The average tariff TZS 1,310 per cubic meters (ii) The charge at water kiosks TZS 20 per 20 litres (ii) Effective date of tariff 1st December, 2020</p>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m <sup>3</sup>	1,100	1,100	1,640	1,640	1,000
Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
TZS/m <sup>3</sup>	1,100	1,100	1,640	1,640	1,000													
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Reduce Non-Water Revenue</li> <li>2. Increase network coverage</li> <li>3. Employment of staff</li> <li>4. Increase revenue</li> <li>5. Capacity building</li> </ol>																	
<b>Consumer Service</b>	Average monthly consumption is 6 cubic meters per day per domestic connection, with per capita consumption of 3 lts/day. The overall water quality compliance with TBS standards was 80% for E. coli and 98% for turbidity. There were 307 customer complaints reported of which 7% were related to billing. Total number of complaints per 1000 connections was 282.																	
<b>Performance Highlights</b>	MUGANGO - KIABAKARI WSSA provides direct water supply to 37% population in its service area. The population living in area with water network was 51%, operating ratio was 7.5 and accounts receivable period was 0.5 months. Collection efficiency with arrears was 77.6% and current ratio stood at 0.5.																	

MUGANGO - KIABAKARI WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/78/2012				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Lakes 100%</p>	
	Boreholes	-		
	Springs	-		
	Dams	-		
	Lakes	917,016		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>917,016</b>		
	<b>Total Water Produced</b>	<b>917,016</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>Domestic 8% Non-domestic 7% NRW 85%</p>	
	Total Water Billed	135,700		
	Domestic	74,390		
	Non-domestic	61,310		
	NRW	781,316		
	<b>Total Water Produced</b>	<b>917,016</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	178,270,000		100%
	Non Domestic Bills	-		0%
<b>Total Water Billed</b>	<b>178,270,000</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 53% Distribution 27% Maintenance and Repair 7% Personnel 10% Administration 0% Others 3% Depreciation and Amortization 0%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	178,270,000		
	Government /Donor Grants	-		
	Amortized Grants	-		
	Other income	5,815,000		
	<b>TOTAL ANNUAL INCOME</b>	<b>184,085,000</b>		
	<b>Expenditure</b>			
	Water Production Expenses	363,461,000		
	Water distribution Expenses	2,370,000		
	Maintenance and Repair Expenses	44,356,000		
	Personnel Expenses	93,174,000		
	Administration Expenses	140,284,000		
	Other O & M Expenses	277,000		
<b>Total O &amp; M Expenses</b>	<b>643,922,000</b>			
Depreciation and Amortization	733,951,000			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>1,377,873,000</b>			



<b>MASWA WSSA PROFILE</b>		<b>2020/21</b>																						
<b>EWURA LICENSE No: WSSSL/62/2012</b>																								
<b>General Description about the Utility</b>	<p>MASWA WSSA is a fully autonomous public utility licensed to provide water supply and sanitation services in Maswa, Sangamwalugesha, Malampaka and Lalago Towns. MASWA WSSA is classified as Category C, WSSA. Its area of responsibility has total population of 130,812. 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. Total length of water network is 316 km ,daily water demand is 8,000 cubic meters while, daily water production is 5,840 cubic meters. The installed water production capacity is 10,380 cubic meters per day and storage capacity is 1,100 cubic meters.</p>																							
<b>General Data About the Utility</b>	<table border="1"> <tr><td>Total water connections</td><td>4,087</td></tr> <tr><td>Total active connections</td><td>3,328</td></tr> <tr><td>Total domestic connections</td><td>3,730</td></tr> <tr><td>Total operational kiosk</td><td>111</td></tr> <tr><td>Total sewerage connections</td><td>-</td></tr> <tr><td>Metering ratio (%)</td><td>47</td></tr> <tr><td>NRW (%)</td><td>49</td></tr> <tr><td>Number of staff</td><td>20</td></tr> <tr><td>Staffs per 1000 connections</td><td>-</td></tr> <tr><td>Average service hours</td><td>12</td></tr> <tr><td>Population sewerage coverage (%)</td><td>-</td></tr> </table>		Total water connections	4,087	Total active connections	3,328	Total domestic connections	3,730	Total operational kiosk	111	Total sewerage connections	-	Metering ratio (%)	47	NRW (%)	49	Number of staff	20	Staffs per 1000 connections	-	Average service hours	12	Population sewerage coverage (%)	-
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Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk																			
<b>TZS/m<sup>3</sup></b>	1,600	1,900	2,300	2,600	1,600																			
<b>Priorities</b>	<ol style="list-style-type: none"> <li>1. Procurement of water meters</li> <li>2. Extension of water network line</li> <li>3. Repair and maintenance of water infrastructure</li> <li>4. Conducting customer survey</li> <li>5. Increase of new connection customers</li> </ol>																							
<b>Consumer Service</b>	<p>Average monthly consumption is 18 cubic meters per day per domestic connection, with per capita consumption of 47 lts/day. The overall water quality compliance with TBS standards was 100% for E. coli and 100% for turbidity. There were 695 customer complaints reported of which 27% were related to billing. Total number of complaints per 1000 connections was 170.</p>																							
<b>Performance Highlights</b>	<p>MASWA WSSA provides direct water supply to 38% population in its service area. The population living in area with water network was 76%, operating ratio was 2.8 and accounts receivable period was 0.6 months. Collection efficiency with arrears was 95.7% and current ratio stood at 1.2.</p>																							

MASWA WSSA PROFILE		2020/21		
EWURA LICENSE No: WSSSL/62/2012				
Distribution of Water Sources	<b>Description</b>	<b>cubic meters</b>	<p>Dams 99% Boreholes 1%</p>	
	Boreholes	19,027		
	Springs	-		
	Dams	1,895,458		
	Lakes	-		
	Rivers	-		
	<b>Total Water Abstracted</b>	<b>1,914,485</b>		
	<b>Total Water Produced</b>	<b>1,833,598</b>		
Annual Water Use and Revenue Generation	<b>Description</b>	<b>cubic meters</b>	<p>NRW 49% Domestic 47% Non-domestic 4%</p>	
	Total Water Billed	939,538		
	Domestic	861,791		
	Non-domestic	77,747		
	NRW	894,060		
	<b>Total Water Produced</b>	<b>1,833,598</b>		
	<b>Distribution of Revenue</b>			
	<b>Description</b>	<b>TZS</b>		<b>%</b>
	Domestic Bills	297,539,942		73%
	Non Domestic Bills	108,629,605		27%
<b>Total Water Billed</b>	<b>406,169,547</b>			
Financial Performance	<b>Income and Expenditure</b>		<p>Production 44% Distribution 28% Maintenance and Repair 14% Personnel 8% Administration 3% Others 2% Depreciation and Amortization 1%</p>	
	<b>Income</b>	<b>TZS</b>		
	Operating income from Water and Sewerage Services	396,672,475		
	Government /Donor Grants	50,000,000		
	Amortized Grants	1,933,389,897		
	Other income	38,273,951		
	<b>TOTAL ANNUAL INCOME</b>	<b>2,418,336,323</b>		
	<b>Expenditure</b>			
	Water Production Expenses	341,462,555		
	Water distribution Expenses	25,142,096		
	Maintenance and Repair Expenses	35,224,970		
	Personnel Expenses	101,421,075		
	Administration Expenses	166,842,968		
Other O & M Expenses	16,383,791			
<b>Total O &amp; M Expenses</b>	<b>686,477,455</b>			
Depreciation and Amortization	533,036,465			
<b>TOTAL ANNUAL EXPENDITURE</b>	<b>1,219,513,919</b>			

## APPENDIX 2:

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### THREE YEARS PERFORMANCE DATA FOR REGIONAL WSSAs

**Table A2.1(a): Water Abstraction (Million Cubic Meter per Year)**

Name of Water Utility	2018/19							2019/20							2020/21						
	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	6.07	6.91	-	-	2.72	15.70	7.17	8.72	0.00	0.00	2.32	18.20	9.07	8.89	-	-	3.01	20.97			
DAWASA	1.54	-	-	-	160.45	162.00	2.29	-	-	-	165.35	167.65	2.93	-	-	-	158.72	161.65			
Dodoma	15.45	-	-	-	-	15.45	16.55	0.23	-	-	-	16.78	19.66	-	-	-	-	19.66			
Iringa	0.10	0.86	-	-	4.10	5.07	0.08	1.35	-	-	5.57	7.00	0.15	1.43	-	-	6.28	7.87			
Kahama	-	-	-	4.08	-	4.08	-	-	-	4.34	-	4.34	-	-	-	4.94	-	4.94			
Mbeya	-	9.81	-	-	7.71	17.52	-	8.94	-	-	7.20	16.14	-	10.22	-	-	7.68	17.90			
Morogoro	-	-	9.20	-	2.92	12.12	0.60	-	10.36	-	2.86	13.82	0.79	-	9.97	-	3.39	14.15			
Moshi	1.50	10.62	-	-	-	12.13	1.45	10.34	-	-	-	11.79	1.56	10.67	-	-	-	12.23			
Mtwara	4.59	-	-	-	-	4.59	4.07	0.11	-	-	-	4.18	4.85	0.12	-	-	-	4.97			
Musoma	-	-	-	7.31	-	7.31	-	-	6.25	-	6.25	6.25	-	-	-	7.05	-	7.05			
Mwanza	-	-	-	33.05	-	33.05	-	-	40.72	-	40.72	40.72	-	-	-	35.92	-	35.92			
Shinyanga	-	-	0.29	3.83	-	4.12	-	-	1.14	3.27	-	4.41	-	1.17	3.50	-	-	4.67			
Songea	-	2.07	-	-	0.98	3.06	0.00	1.68	-	-	1.32	3.00	0.01	2.43	-	-	0.51	2.96			
Tabora	-	-	5.28	-	-	5.28	0.04	-	5.33	-	-	5.37	0.03	-	4.06	1.68	-	5.77			
Tanga	-	-	11.93	-	-	11.93	0.37	-	12.17	-	0.72	13.26	0.35	-	12.27	-	0.48	13.10			
<b>SubTotal</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>39.41</b>	<b>33.77</b>	<b>27.48</b>	<b>53.09</b>	<b>180.07</b>	<b>333.81</b>			
<b>Category B and C</b>																					
Bukoba	-	-	-	3.21	-	3.21	-	-	-	2.72	-	2.72	-	0.19	-	2.34	-	2.53			
Kigoma	-	-	-	3.24	-	3.24	-	-	-	3.43	-	3.43	-	-	-	3.74	-	3.74			
Singida	2.58	-	-	-	-	2.58	2.71	-	-	-	-	2.71	3.06	-	-	-	-	3.06			
Sumbawanga	0.22	-	-	-	2.33	2.55	0.71	0.79	-	1.91	1.91	2.63	0.21	-	-	-	1.79	2.00			
Babati	1.87	0.38	-	-	-	2.25	1.74	0.79	-	0.31	2.84	2.84	1.80	0.76	-	-	0.32	2.88			
Lindi	1.11	0.10	-	-	0.00	1.21	1.27	0.08	-	-	1.36	1.36	1.22	0.09	-	-	-	1.31			
Bariadi	0.20	-	-	-	-	0.20	0.27	-	-	-	0.27	0.27	0.37	-	-	-	-	0.37			
Geita	0.39	0.00	1.52	-	-	1.91	0.34	0.02	1.56	-	1.92	1.92	0.36	0.01	1.43	-	-	1.81			
Mpanda	0.03	0.93	0.03	-	-	0.99	0.02	0.90	0.02	-	0.94	0.94	0.02	1.06	0.03	-	-	1.10			
Njombe	0.00	1.27	-	-	-	1.27	0.00	1.27	-	-	1.27	1.27	-	1.48	-	-	-	1.48			
Vwawa-Mlowo	0.02	0.09	-	-	0.54	0.64	0.02	0.09	-	-	0.78	0.89	0.02	0.09	-	-	0.80	0.91			
<b>Sub Total</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>7.06</b>	<b>3.69</b>	<b>1.45</b>	<b>6.08</b>	<b>2.91</b>	<b>21.20</b>			
<b>Total</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>	<b>46.47</b>	<b>37.46</b>	<b>28.93</b>	<b>59.17</b>	<b>182.98</b>	<b>355.01</b>			

**Table A2.1(b) Water Abstraction Summary**

Source	2018/19		2019/20		2020/21	
	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	34.13	18.4%	37.41	20.2%	43.54	22.5%
Springs	33.05	17.8%	33.74	18.2%	37.46	19.4%
Dams	28.25	15.2%	30.57	16.5%	28.93	15.0%
Lakes	54.72	29.5%	60.73	32.7%	59.17	30.6%
Rivers	21.30	11.5%	22.99	12.4%	24.26	12.5%
<b>TOTAL</b>	<b>163.36</b>	<b>100%</b>	<b>185.44</b>	<b>100%</b>	<b>193.36</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%	90.69	56.1%
Upper Ruvu	27.93	24.9%	64.17	39.6%	63.39	39.2%
Mtoni	3.11	2.8%	2.58	1.6%	2.33	1.4%
Boreholes	1.93	1.7%	1.54	1.0%	2.93	1.8%
Wami					2.32	1.4%
<b>TOTAL DAWASA</b>	<b>112.05</b>	<b>100%</b>	<b>162.00</b>	<b>100%</b>	<b>161.65</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)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
		Arusha	A	38.42	44.33	45.55	15.70	18.20	20.92	21.04
DAWASA		207.97	219.31	237.14	146.44	148.51	145.89	177.61	179.79	185.73
Dodoma	A	16.79	37.82	37.82	15.45	15.49	18.03	22.45	28.36	24.31
Iringa	A	6.35	7.77	7.84	4.83	5.74	5.48	8.88	11.20	12.13
Kahama	A	6.20	6.37	6.21	4.08	4.34	4.94	9.49	9.49	9.49
Mbeya	A	21.90	23.00	31.76	16.12	15.89	15.72	18.78	18.78	21.75
Morogoro	A	21.63	23.18	26.09	11.28	13.18	13.51	12.41	13.61	13.61
Moshi	A	18.77	19.11	19.45	12.13	11.79	12.23	17.68	20.84	20.84
Mtwara	A	5.17	8.10	8.10	3.69	3.46	4.70	4.20	5.35	7.17
Musoma	A	6.76	6.96	8.76	6.84	4.79	5.84	13.14	13.14	13.14
Mwanza	A	40.95	47.35	51.10	28.88	29.89	29.34	39.42	47.44	47.44
Shinyanga	A	9.63	9.90	6.59	4.11	4.41	4.57	17.41	17.41	17.57
Songea	A	5.26	5.39	6.53	2.97	2.91	2.87	4.20	4.20	4.20
Tabora	A	10.74	12.91	10.74	5.28	5.30	5.77	11.68	12.04	12.04
Tanga	A	11.87	14.62	14.81	10.64	11.79	11.49	16.73	17.78	17.87
<b>Subtotal Category A</b>		<b>428.42</b>	<b>486.11</b>	<b>518.49</b>	<b>288.41</b>	<b>295.69</b>	<b>301.30</b>	<b>395.11</b>	<b>432.89</b>	<b>445.12</b>
Bukoba	B	4.78	4.91	5.06	2.75	2.28	2.53	6.57	6.57	6.57
Kigoma	B	8.28	8.18	8.42	3.07	3.25	3.54	6.57	6.57	6.57
Singida	B	4.31	4.75	5.26	2.58	2.71	3.06	3.50	3.52	3.56
Sumbawanga	B	4.83	5.84	5.91	2.55	2.45	1.98	7.48	7.48	7.48
Babati	C	2.97	5.67	7.41	2.25	2.84	2.88	5.62	7.71	7.71
Lindi	C	1.76	1.84	1.90	0.89	0.76	0.85	3.83	3.83	3.76
Bariadi	C	2.08	3.07	2.04	0.20	0.27	0.37	0.36	0.55	0.71
Geita	C	5.73	5.73	6.89	1.58	1.77	1.79	2.11	2.62	2.62
Mpanda	C	3.59	4.02	4.15	0.99	0.94	1.10	2.87	2.87	3.79
Njombe	C	2.44	2.26	3.00	1.27	1.27	1.48	2.05	2.03	2.03
Vwawa-Mlowo	C	3.49	3.60	3.70	0.62	0.87	0.94	2.02	2.23	2.23
<b>Subtotal Category B&amp;C</b>		<b>44.26</b>	<b>49.87</b>	<b>53.75</b>	<b>18.74</b>	<b>19.40</b>	<b>20.52</b>	<b>42.98</b>	<b>45.97</b>	<b>47.02</b>
<b>TOTAL</b>		<b>472.68</b>	<b>535.98</b>	<b>572.24</b>	<b>307.16</b>	<b>315.09</b>	<b>321.82</b>	<b>438.09</b>	<b>478.86</b>	<b>492.14</b>

**Table A2.3 Length of Water Network, Pipe Breaks, Water Storage Capacity and Water Connections per Km Length of Network**

Name of Water Utility	Category	Total Length of Water Network (km)			No. of Pipe Breaks per km per year			Storage Capacity (hrs)			No. of Water Connections per Km Length of Network		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Arusha	A	558.9	1258.7	1431.0	3.6	18.5	14.0	3.1	6.9	7.1	102.0	55.3	55.9
DAWASA	A	3,220.0	3,866.0	4,623.0	22.0	21.4	21.2	5.4	6.1	5.8	81.1	81.3	74.2
Dodoma	A	533.2	769.7	687.1	40.9	5.3	5.9	47.7	22.6	22.6	82.2	64.9	80.6
Iringa	A	584	887	954.4	1.4	1.2	4.9	10.3	11.1	11.6	42.9	34.2	35.7
Kahama	A	327.1	362.8	414.2	13.3	18.9	12.8	26.2	28.9	29.7	53.9	53.6	53.8
Mbeya	A	767.1	809.0	870.0	2.0	1.1	6.2	9.3	9.7	6.9	85.2	83.2	85.4
Morogoro	A	425.7	603.5	625.9	33.4	3.4	19.3	4.2	5.1	4.5	73.9	61.2	61.5
Moshi	A	690.1	732.9	770.0	0.6	0.8	0.7	4.7	4.9	4.8	52.7	55.0	56.5
Mtwara	A	249.5	278.7	293.0	10.3	11.5	12.1	6.4	8.7	8.7	52.3	50.8	51.1
Musoma	A	280.9	290.0	363.9	2.5	4.0	3.6	12.6	12.3	9.7	54.3	57.0	52.6
Mwanza	A	788.8	1,270.0	1,348.2	1.4	11.6	13.8	7.9	6.8	6.3	103.1	77.0	75.7
Shinyanga	A	542.8	562.4	620.2	0.6	0.8	0.3	20.1	19.5	30.3	38.4	39.7	38.8
Songea	A	451.0	492.0	500.5	0.2	0.9	1.3	6.9	7.0	6.0	36.3	36.2	38.5
Tabora	A	357.4	695.6	882.6	2.1	1.2	0.6	4.8	16.4	19.0	55.1	30.8	30.9
Tanga	A	695.6	806.3	824.9	0.3	0.4	8.7	7.4	6.9	6.8	57.0	55.5	56.4
<b>Subtotal Category A</b>		<b>10,472.1</b>	<b>13,684.5</b>	<b>15,208.9</b>	<b>9.0</b>	<b>6.7</b>	<b>8.3</b>	<b>11.8</b>	<b>10.0</b>	<b>12.0</b>	<b>64.7</b>	<b>55.7</b>	<b>56.5</b>
Bukoba	B	139.9	246.0	252.0	1.2	0.9	2.2	10.3	10.0	11.3	75.6	50.1	55.7
Kigoma	B	295.0	312.5	345.0	3.6	7.4	7.8	14.3	14.5	14.0	37.3	40.6	42.7
Singida	B	314.0	329.0	344.6	2.1	1.8	1.7	15.4	14.2	13.1	39.1	40.3	41.2
Sumbawanga	B	300.0	259.0	289.0	0.5	0.6	1.0	15.1	12.5	12.4	29.6	36.3	36.7
Babati	C	305.4	611.2	656.1	4.2	3.1	9.2	4.2	6.1	4.6	29.0	23.1	24.7
Lindi	C	176.0	233.0	350.0	8.3	2.6	1.9	43.0	41.9	45.6	23.1	22.0	17.6
Bariadi	C	41.7	47.9	94.6	4.4	4.5	2.1	5.0	4.1	6.2	27.4	37.0	25.8
Geita	C	239.2	274.1	277.6	1.2	4.5	1.8	2.4	2.4	3.1	24.9	27.2	30.7
Mpanda	C	178.6	180.6	185.7	1.2	6.4	5.9	5.7	5.1	7.1	29.0	31.6	32.1
Njombe	C	145.1	148.1	151.2	1.5	4.5	6.5	3.8	4.0	3.3	50.0	51.2	52.6
Vwawa-Mlowo	C	127.3	159.3	159.3	0.0	0.1	0.1	2.3	2.3	2.9	14.2	12.2	13.6
<b>Subtotal Category B&amp;C</b>		<b>2,262.2</b>	<b>2,800.7</b>	<b>3,105.1</b>	<b>28.2</b>	<b>36.5</b>	<b>40.1</b>	<b>11.1</b>	<b>10.7</b>	<b>11.2</b>	<b>34.5</b>	<b>33.8</b>	<b>33.9</b>
<b>TOTAL/AVERAGE</b>		<b>12,734.2</b>	<b>16,485.2</b>	<b>18,314.0</b>	<b>6.3</b>	<b>5.3</b>	<b>6.4</b>	<b>8.3</b>	<b>7.2</b>	<b>8.4</b>	<b>51.9</b>	<b>46.4</b>	<b>47.0</b>

Table A2.4: Non-Revenue Water

Name of Water Utility	Category	NRW (%)			NRW (m <sup>3</sup> lost/km/day)			NRW (m <sup>3</sup> lost/connection/day)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Arusha	A	44.11	49.14	50.54	33.94	19.47	20.24	0.33	0.35	0.36
DAWASA		48.37	40.38	38.83	60.27	42.50	33.57	0.74	0.52	0.45
Dodoma	A	26.86	26.56	34.73	21.32	14.65	24.96	0.26	0.23	0.31
Iringa	A	25.64	28.88	26.97	5.81	5.12	4.24	0.14	0.15	0.12
Kahama	A	12.40	17.44	25.60	4.23	5.71	8.37	0.08	0.11	0.16
Mbeya	A	40.06	29.63	27.99	23.06	15.95	13.86	0.27	0.19	0.16
Morogoro	A	33.25	42.31	43.48	24.13	25.31	25.72	0.33	0.41	0.42
Moshi	A	20.36	22.19	20.23	9.81	9.78	8.80	0.19	0.18	0.16
Mtwara	A	24.53	22.47	26.23	9.93	7.64	11.54	0.19	0.15	0.23
Musoma	A	59.98	49.67	43.81	40.00	22.46	19.26	0.74	0.39	0.37
Mwanza	A	36.84	31.84	36.33	36.96	20.53	21.66	0.36	0.27	0.29
Shinyanga	A	13.25	22.69	26.37	2.75	4.87	5.32	0.07	0.12	0.14
Songea	A	20.33	22.74	21.17	3.67	3.69	3.33	0.10	0.10	0.09
Tabora	A	36.67	34.68	38.44	14.85	7.24	6.88	0.27	0.24	0.22
Tanga	A	28.07	35.83	31.73	11.76	14.35	12.11	0.21	0.26	0.21
<b>Average Category A</b>		<b>40.93</b>	<b>36.77</b>	<b>36.88</b>	<b>30.88</b>	<b>21.77</b>	<b>20.01</b>	<b>0.43</b>	<b>0.35</b>	<b>0.32</b>
Bukoba	B	52.55	41.58	44.35	28.28	10.55	12.20	0.37	0.21	0.22
Kigoma	B	28.12	28.64	32.59	8.02	8.16	9.16	0.21	0.20	0.21
Singida	B	28.16	32.61	36.57	6.33	7.35	8.89	0.16	0.18	0.22
Sumbawanga	B	43.21	31.04	35.05	10.05	8.04	6.58	0.34	0.22	0.18
Babati	C	38.56	36.38	30.93	7.78	4.64	3.72	0.27	0.20	0.15
Lindi	C	32.93	34.51	36.96	4.55	3.08	2.46	0.20	0.14	0.14
Bariadi	C	22.70	35.94	28.55	3.04	5.60	3.07	0.11	0.15	0.12
Geita	C	32.09	38.91	36.27	5.82	6.87	6.42	0.23	0.25	0.21
Mpanda	C	27.59	27.91	27.53	4.20	4.00	4.48	0.15	0.13	0.14
Njombe	C	30.29	30.44	35.73	7.26	7.13	9.60	0.15	0.14	0.18
Vwawa-Mlowo	C	34.72	34.49	78.00	4.62	5.15	12.55	0.32	0.42	0.93
<b>Average Category B&amp;C</b>		<b>35.89</b>	<b>33.73</b>	<b>35.14</b>	<b>8.35</b>	<b>6.48</b>	<b>6.40</b>	<b>0.24</b>	<b>0.19</b>	<b>0.19</b>
<b>AVERAGE</b>		<b>40.63</b>	<b>36.59</b>	<b>36.77</b>	<b>27.07</b>	<b>19.30</b>	<b>17.81</b>	<b>0.42</b>	<b>0.33</b>	<b>0.31</b>



**Table A2.5: Sewer Blockages, Length of Sewer Network, Number of Sewer Connections**

Name of Water Utility	Category	Number of Sewer Blockages (Nr/km/year)			Length of Sewerage Network (Km)			Number of Sewer Connections / km (Connections / km)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
		Arusha	A	15.52	11.69	8.64	49.11	61.01	61.34	114.17
DAWASA	A	16.45	15.23	5.80	194.87	201.00	501.00	101.64	99.07	39.93
Dodoma	A	23.05	15.75	19.75	113.75	115.90	116.67	51.18	51.37	56.95
Iringa	A	23.97	25.19	22.99	61.90	67.96	72.80	35.19	33.76	32.39
Kahama	A	na	na	na	na	na	na	na	na	na
Mbeya	A	3.55	3.23	3.02	131.81	133.33	134.20	18.12	18.68	18.86
Morogoro	A	27.70	38.44	27.27	41.70	41.70	41.70	48.42	53.33	55.95
Moshi	A	23.55	21.50	21.12	66.96	68.15	71.17	43.13	44.15	43.23
Mtwara	A	na	na	na	na	na	na	na	na	na
Musoma	A	na	na	na	na	na	na	na	na	na
Mwanza	A	23.59	17.63	14.66	107.49	113.52	131.00	43.32	41.44	36.10
Shinyanga	A	na	na	na	na	na	na	na	na	na
Songea	A	14.05	19.35	15.49	37.00	37.27	37.70	38.35	39.42	40.16
Tabora	A	8.11	7.63	19.52	20.72	22.02	23.72	21.91	21.39	20.36
Tanga	A	19.15	14.70	8.75	35.92	36.05	36.81	78.09	78.19	77.53
<b>Average Category A</b>		<b>18.06</b>	<b>17.30</b>	<b>15.18</b>	<b>861.23</b>	<b>897.91</b>	<b>1228.11</b>	<b>53.96</b>	<b>52.72</b>	<b>47.54</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>18.06</b>	<b>17.30</b>	<b>15.18</b>	<b>861.23</b>	<b>897.91</b>	<b>1228.11</b>	<b>53.96</b>	<b>52.72</b>	<b>47.54</b>

Table A2.6 (a) Water Quality Compliance

Name of Water Utility	Category	2018/19					2019/20					2020/21				
		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	99	100	100	100	97	100	99	0	100	35	93	57	
DAWASA		100	99	100	100	100	99	99	100	100	100	86	100	95		
Dodoma	A	100	100	100	100	100	100	100	100	100	100	100	100	100		
Iringa	A	100	100	100	100	99	90	100	100	97	100	58	100	80	85	
Kahama	A	100	100	2	100	100	100	18	100	80	100	19	70	71		
Mbeya	A	100	100	100	100	100	100	100	100	100	100	100	100	100		
Morogoro	A	100	100	100	100	61	69	65	90	71	100	71	100	93		
Moshi	A	100	100	100	100	100	100	100	100	100	100	100	100	100		
Mtwara	A	96	85	100	100	90	80	100	100	93	98	56	100	76		
Musoma	A	94	100	97	98	98	100	98	99	99	100	96	100	99		
Mwanza	A	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		
Songea	A	100	100	100	100	100	100	100	100	100	100	100	100	100		
Tabora	A	100	97	100	100	100	98	100	100	100	100	100	100	100		
Tanga	A	100	100	100	100	100	100	100	100	100	100	98	100	99		
<b>Average Category A</b>		<b>99</b>	<b>99</b>	<b>99</b>	<b>93</b>	<b>100</b>	<b>96</b>	<b>96</b>	<b>92</b>	<b>99</b>	<b>96</b>	<b>95</b>	<b>81</b>	<b>98</b>		
Bukoba	B	91	97	97	99	96	100	100	100	100	100	100	90	98		
Kigoma	B	100	100	100	100	100	100	100	100	100	100	98	89	97		
Singida	B	100	100	100	100	100	100	100	100	100	100	98	100	99		
Sumbawanga	B	99	96	99	100	100	99	95	100	99	81	75	100	86		
Babati	C	100	100	66	100	92	100	56	100	89	100	100	100	100		
Lindi	C	100	95	100	100	99	100	100	100	100	100	69	99	84		
Bariadi	C	100	100	100	100	100	100	100	100	100	100	60	100	90		
Geita	C	100	98	59	98	89	98	59	98	89	90	59	98	86		
Mpanda	C	100	100	100	100	100	95	100	85	94	100	27	74	74		
Njombe	C	80	84	90	90	86	86	92	88	91	74	100	98	89		
Vwawa- Mlowo	C	74	50	57	80	65	100	100	100	79	81	69	38	59		
<b>Average Category B and C</b>		<b>95</b>	<b>95</b>	<b>93</b>	<b>88</b>	<b>97</b>	<b>93</b>	<b>90</b>	<b>91</b>	<b>97</b>	<b>93</b>	<b>78</b>	<b>90</b>	<b>87</b>		
<b>OVERALL AVG.</b>		<b>98</b>	<b>98</b>	<b>92</b>	<b>99</b>	<b>97</b>	<b>93</b>	<b>92</b>	<b>98</b>	<b>95</b>	<b>93</b>	<b>79</b>	<b>94</b>	<b>90</b>		

Table A2.6 (b) Comparison between Regional WSSAs and EWURA Water Quality Results

Name of Water Utility	Category	WSSAs' Test Results					EWURA Test Results				
		E-coli	Turbidity	Residual Chlorine	pH	Average	E-Coli	Turbidity	Residual Chlorine	pH	Average
Arusha	A	0	100	35	93	57	93	60	100	83	
DAWASA		100	95	86	100	95	100	40	84	79	
Dodoma	A	100	100	100	100	100	100	62	100	87	
Iringa	A	100	80	58	100	85	100	44	100	80	
Kahama	A	100	95	19	70	71	100	13	100	53	
Mbeya	A	100	100	100	100	100	100	69	94	89	
Morogoro	A	100	100	71	100	93	95	55	100	88	
Moshi	A	100	100	100	100	100	100	100	100	100	
Mtwara	A	98	50	56	100	76	93	0	93	58	
Musoma	A	100	100	96	100	99	67	0	100	47	
Mwanza	A	100	100	100	100	100	100	65	100	91	
Shinyanga	A	100	100	100	100	100	100	0	87	68	
Songea	A	100	100	100	100	100	100	47	100	80	
Tabora	A	100	100	100	100	100	100	87	100	90	
Tanga	A	100	99	98	100	99	100	68	100	92	
<b>Average Category A</b>		<b>93</b>	<b>95</b>	<b>81</b>	<b>98</b>	<b>92</b>	<b>95</b>	<b>47</b>	<b>97</b>	<b>79</b>	
Bukoba	B	100	100	100	90	98	100	57	67	81	
Kigoma	B	100	100	98	89	97	50	0	100	63	
Singida	B	100	100	98	100	99	100	53	100	88	
Sumbawanga	B	81	86	75	100	86	100	40	93	67	
Babati	C	100	100	100	100	100	87	87	100	90	
Lindi	C	100	69	69	99	84	100	0	115	75	
Bariadi	C	100	100	60	100	90	100	0	100	75	
Geita	C	90	97	59	98	86	100	100	100	100	
Mpanda	C	100	96	27	74	74	89	33	78	69	
Njombe	C	74	83	100	98	89	100	0	70	48	
Vwawa- Mlowo	C	81	50	69	38	59	78	44	56	64	
<b>Average Category B and C</b>		<b>93</b>	<b>89</b>	<b>78</b>	<b>90</b>	<b>87</b>	<b>91</b>	<b>38</b>	<b>89</b>	<b>74</b>	
<b>OVERALL AVERAGE</b>		<b>93</b>	<b>92</b>	<b>79</b>	<b>94</b>	<b>90</b>	<b>93</b>	<b>42</b>	<b>93</b>	<b>77</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 (%)			
		2018/19	2019/20	2020/21		2018/19	2019/20	2020/21	
Arusha	A	0	29	nc		0	nc		nc
DAWASA		37	49	49		11	30		33
Dodoma	A	15	0	0		0	0		0
Iringa	A	50	60	60		50	60		60
Mbeya	A	100	100	100		100	100		100
Morogoro	A	90	76	98		100	61		100
Moshi	A	100	100	100		100	100		100
Mwanza	A	100	100	100		100	100		100
Songea	A	100	100	100		100	100		100
Tabora	A	na	na	na		na	na		na
Tanga	A	na	na	na		na	na		na
<b>AVERAGE</b>		<b>66</b>	<b>68</b>	<b>76</b>		<b>62</b>	<b>69</b>		<b>74</b>

**Table A2.8 Total Water Connections, Domestic Connections and Public Water Kiosks**

Name of Water Utility	Category	Total Water Connections (Number)			Domestic Water Connections (Number)			Public Water Kiosks (Number)						
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	Working Kiosks
Arusha	A	57,015	79,925	79,925	50,505	72,789	72,789	372	513	514	372	513	514	408
DAWASA	A	261,294	343,091	343,091	254,018	332,489	332,489	510	1,150	900	510	1,150	900	900
Dodoma	A	43,837	55,395	55,395	40,240	51,455	51,455	304	383	326	304	383	326	326
Iringa	A	25,058	34,048	34,048	23,800	32,306	32,306	128	251	304	128	251	318	304
Kahama	A	17,622	22,289	22,289	16,366	20,710	20,710	83	115	118	83	115	118	118
Mbeya	A	65,389	74,338	74,338	62,895	71,568	71,568	88	219	231	88	219	231	181
Morogoro	A	31,476	38,497	38,497	29,630	36,344	36,344	177	262	272	177	262	272	117
Moshi	A	36,379	43,474	43,474	33,844	40,604	40,604	184	209	217	184	209	217	183
Mtwara	A	13,057	14,985	14,985	12,092	13,647	13,647	108	329	299	108	329	336	299
Musoma	A	15,251	17,991	19,157	14,240	16,787	17,953	13	22	29	13	22	29	8
Mwanza	A	81,310	102,088	102,088	74,853	94,399	94,399	185	317	330	185	317	330	243
Shinyanga	A	20,851	24,035	24,035	19,536	22,583	22,583	229	241	315	229	241	315	256
Songea	A	16,373	19,283	19,283	15,429	17,892	17,892	30	78	169	30	78	169	169
Tabora	A	19,691	27,273	27,273	18,556	25,623	25,623	183	240	282	183	240	282	182
Tanga	A	39,646	46,497	46,497	37,651	44,162	44,162	290	330	336	290	330	336	147
<b>Total Category A</b>		<b>744,249</b>	<b>862,829</b>	<b>943,209</b>	<b>703,655</b>	<b>821,227</b>	<b>893,358</b>	<b>2,884</b>	<b>4,659</b>	<b>4,693</b>	<b>2,884</b>	<b>4,659</b>	<b>4,693</b>	<b>3,841</b>
Bukoba	B	10,580	14,046	14,046	9,622	13,001	13,001	45	122	111	45	122	111	77
Kigoma	B	11,002	14,741	14,741	10,314	13,732	13,732	15	61	85	15	61	85	85
Singida	B	12,268	14,187	14,187	0	13,018	13,018	101	122	160	101	122	160	140
Sumbawanga	B	8,871	10,599	10,599	8,238	9,591	9,591	106	70	99	106	70	99	16
Babati	C	8,859	16,220	16,220	8,259	15,262	15,262	123	380	228	123	380	228	217
Lindi	C	4,059	6,173	6,173	3,523	5,415	5,415	206	203	252	206	203	252	252
Bariadi	C	1,141	2,438	2,438	976	2,155	2,155	15	65	64	15	65	68	64
Geita	C	5,961	8,534	8,534	5,577	7,966	7,966	13	30	57	13	30	57	50
Mpanda	C	5,176	5,964	5,964	4,865	5,689	5,689	48	48	30	48	48	51	30
Njombe	C	7,255	7,949	7,949	7,027	7,691	7,691	0	0	0	0	0	0	0
Vwawa-Mlowo	C	1,814	2,160	2,160	1,711	2,012	2,012	6	6	1	6	6	6	1
<b>Total Category B and C</b>		<b>76,986</b>	<b>103,011</b>	<b>103,011</b>	<b>60,112</b>	<b>95,532</b>	<b>95,532</b>	<b>678</b>	<b>1,107</b>	<b>1,117</b>	<b>678</b>	<b>1,107</b>	<b>1,117</b>	<b>932</b>
<b>TOTAL</b>		<b>821,235</b>	<b>954,167</b>	<b>1,046,220</b>	<b>763,767</b>	<b>906,347</b>	<b>988,890</b>	<b>3,562</b>	<b>5,766</b>	<b>5,810</b>	<b>3,562</b>	<b>5,766</b>	<b>5,810</b>	<b>4,773</b>

**Table A2.9 Metering Ratio and Composition of Metered Customers**

Name of Water Utility	Category	Metering Ratio (%)			Composition of Metered Customers					
		2018/19	2019/20	2020/21	Domestic	Institutional	Commercial	Industrial	Kiosk	
Arusha	A	100	99	100	66,125	820	3,897	374	405	
DAWASA		96	100.0	100	332,489	3,423	5,781	498	900	
Dodoma	A	100	100	100	51,455	1,497	2,117	-	326	
Iringa	A	100	97	99	31,326	801	526	85	318	
Kahama	A	100	100	100	20,710	400	915	70	118	
Mbeya	A	100	100	100	71,568	883	1,627	29	231	
Morogoro	A	100	100	100	32,415	694	682	56	174	
Moshi	A	100	100	100	38,710	655	1,548	26	183	
Mtwara	A	100	100	100	13,647	452	517	33	299	
Musoma	A	96	100	100	16,787	394	742	39	29	
Mwanza	A	100	100	100	94,399	1,507	3,608	404	330	
Shinyanga	A	100	100	100	22,583	568	484	78	1,315	
Songea	A	99	99	100	17,880	468	753	1	169	
Tabora	A	100	100	100	25,643	539	594	53	282	
Tanga	A	100	96	100	39,736	574	777	129	147	
<b>Average/Total Category A</b>		<b>99.9</b>	<b>99.6</b>	<b>100.0</b>	<b>875,473</b>	<b>13,675</b>	<b>24,568</b>	<b>1,875</b>	<b>5,226</b>	
Bukoba	B	95	100	100	13001	344	572	18	111	
Kigoma	B	99.0	99	99	11000	380	315	24	69	
Singida	B	100	100.0	100	11783.0	328.0	509.0	37.0	140.0	
Sumbawanga	B	88.9	99.7	100.0	8862.0	338.0	502.0	18.0	65.0	
Babati	C	100	96	94	13681	426	216	12	201	
Lindi	C	100.0	100.0	100	5415	363	134	9	252	
Bariadi	C	79.7	87.6	91	1968.0	95.0	101.0	0.0	68.0	
Geita	C	100.0	100.0	100.0	7966.0	225.0	268.0	18.0	57.0	
Mpanda	C	86.0	84.9	100.0	5706.0	128.0	96.0	4.0	30.0	
Njombe	C	86.0	87.4	91.0	7076.0	105.0	93.0	0.0	0.0	
Vwawa-Mlowo	C	29.5	72	82.5	1714	81	38	7	6	
<b>Average/Total Category B and C</b>		<b>98.1</b>	<b>97.7</b>	<b>98.6</b>	<b>88,172</b>	<b>2,813</b>	<b>2,844</b>	<b>147</b>	<b>999</b>	
<b>OVERALL AVERAGE/TOTAL</b>		<b>99.8</b>	<b>99.4</b>	<b>99.9</b>	<b>963,645</b>	<b>16,488</b>	<b>27,412</b>	<b>2,022</b>	<b>6,225</b>	

**Table A2.10: Proportion of Population Living in Area with water Network and Proportion of Population Directly Served with Water**

Name of Water Utility	Category	Proportion of Population Living in the area with water network (%)			Proportion of Population Directly Served with water (%)			2020/21	Total 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)
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21						
Arusha	A	72	64	69	51	53	60	842,375	6.403	15	36700	508,888	
DAWASA		85	89	89	76	86	82	7,528,962	18	250		6,209,802	
Dodoma	A	82	86	84	78	86	80	491,280	8	250	34,594	424,824	
Iringa	A	98	83	95	95	85	91	268,959	6	130	11,547	244,903	
Kahama	A	80	85	85	77	68	77	226,293	7	250		174,470	
Mbeya	A	80	80	80	79	84	59	870,000	6	250	40,020	514,678	
Morogoro	A	81	80	80	77	71	52	524,474	7	175		274,883	
Moshi	A	100	100	100	98	99	99	359,827	8	30	25,276	355,598	
Mtwara	A	85	67	72	77	60	59	271,711	7	216		160,113	
Musoma	A	88	97	97	81	88	93	183,787	10	300		170,270	
Mwanza	A	95	84	90	89	88	88	1,361,052	12	250		1,193,538	
Shinyanga	A	83	83	59	57	75	69	247,767	6	140		171,338	
Songea	A	94	91	90	91	91	88	251,501.00	12	42		221,802	
Tabora	A	92	94	97	84	73	67	284,485	10	250	23,219	248,080	
Tanga	A	97	96	94	91	90	90	373,280	7.3	30	12,519	337,766	
<b>Total Category A</b>		<b>85.6</b>	<b>85.7</b>	<b>86.6</b>	<b>79.9</b>	<b>79.8</b>	<b>79</b>	<b>14,207,161</b>	<b>10</b>	<b>172</b>	<b>147,175</b>	<b>11,210,953</b>	
Bukoba	B	85	90	91	59	76	74	183,573	9	250		136,259	
Kigoma	B	76	90	89	75	82	88	259,227	16	93		227,617	
Singida	B	80	90	86	80	83	58	184,530	5	231	9,040	106,470	
Sumbawanga	B	78	90	90	78	80	72	149,980	10	250	8,542	108,452	
Babati	C	81	71	74	79	56	63	292,563	10	100	3,364	185,117	
Lindi	C	76	75	76	69	67	60	96,812	7	80		58,065	
Bariadi	C	46	59	63	22	39	53	79,713	15	150		41,925	
Geita	C	59	59	70	55	42	46	271,655	14	250		124,024	
Mpanda	C	75	67	74	49	47	22	162,431	5	250		35,945	
Njombe	C	88	88	88	64	65	69	71,929	6	-	3,511	49,657	
Vwawa-Mlowo	C	43	52	52	39	45	45	120,713	25	200	4,284	54,784	
<b>Total Category B&amp;C</b>		<b>74.2</b>	<b>77.3</b>	<b>80.2</b>	<b>57.9</b>	<b>55.3</b>	<b>60</b>	<b>1,873,126</b>	<b>11.1</b>	<b>179</b>	<b>28741</b>	<b>1,128,315</b>	
<b>TOTAL/AVERAGE</b>		<b>84.7</b>	<b>84.8</b>	<b>85.9</b>	<b>68.9</b>	<b>67.6</b>	<b>76.7</b>	<b>16,080,287</b>	<b>10.9</b>	<b>178.9</b>	<b>175916</b>	<b>12,339,267</b>	

Table A2.11: Number of Sewerage Connections and Proportion of Population Connected to Sewerage Network

Name of Water Utility	Category	Total Sewerage Connection (Number)			Domestic Sewerage Connections (Number)			Proportion of Population Connected to Sewerage Network (%)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Arusha	A	5,607	6,046	6,222	4,528	4,869	5,021	8	6	7
DAWASA	A	19,806	19,913	20,004	19,806	19,913	20,004	12	12	12
Dodoma	A	5,822	5,954	6,644	5,109	5,228	5,887	20	20	20
Iringa	A	2,178	2,294	2,358	1,897	2,012	2,074	18	18	19
Kahama	A	na	na	0	na	na	0	na	na	0
Mbeya	A	2,389	2,491	2,531	2,203	2,301	2,337	12	11	12
Morogoro	A	2,019	2,224	2,333	1,691	1,872	1,973	6	6	6
Moshi	A	2,888	3,009	3,077	2,079	2,198	2,202	28	17	17
Mtwara	A	na	na	0	na	na	0	na	na	0
Musoma	A	na	na	0	na	na	0	na	na	0
Mwanza	A	4,657	4,704	4,729	3,702	3,728	3,770	23	23	23
Shinyanga	A	na	na	0	na	na	0	na	na	0
Songea	A	1,419	1,469	1,514	1,198	1,239	1,278	7	7	6
Tabora	A	454	471	483	362	377	391	7	7	9
Tanga	A	2,805	2,819	2,854	2,520	2,508	2,540	7	6	6
<b>TOTAL/AVERAGE</b>		<b>50,044</b>	<b>51,394</b>	<b>52,749</b>	<b>45,095</b>	<b>46,245</b>	<b>47,477</b>	<b>13.4</b>	<b>12.9</b>	<b>12.9</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>50,044</b>	<b>51,394</b>	<b>52,749</b>	<b>45,095</b>	<b>46,245</b>	<b>47,477</b>	<b>13</b>	<b>13</b>	<b>13</b>



**Table A2.12: Average Hours of Service and Proportion of Connection with 24 Hours of Service**

Name of Utility	Category	Average Hours of Service			Proportion of Population with 24 Hours of Service (%)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Arusha	A	15	16	18	19	21	61.5
DAWASA		22	21	21	50	30	24.0
Dodoma	A	22	12	15	32	36	12.0
Iringa	A	24	22	22	98	88	264
Kahama		23	23	24	90	90	100
Mbeya	A	18	18	19	70	70	70
Morogoro	A	12	9	12	1	1	0
Moshi	A	24	24	23	100	100	58
Mtwara	A	16	15	20	31	25	24
Musoma	A	22	22	23	96	96	96
Mwanza	A	22	22	20	92	90	80
Shinyanga	A	23	23	22	38	82	57
Songea	A	23	24	24	78	100	100
Tabora	A	19	14	21	2	2	2
Tanga	A	24	22	22	97	85	83
<b>Average Category A</b>		<b>21</b>	<b>19</b>	<b>20</b>	<b>60</b>	<b>61</b>	<b>69</b>
Bukoba	B	22	23	23	66	90	90
Kigoma	B	17	17	18	21	18	22
Singida	B	16	17	18	51	64	64
Sumbawanga	B	20	20	20	9	9	0
Babati	C	19	17	18	7	6	45
Lindi	C	12	17	16	-	12	30
Bariadi	C	12	10	10	0	0	0
Geita	C	12	12	12	76	76	80
Mpanda	C	6	6	7	15	2	0
Njombe	C	16	16	12	30	30	30
Vwawa-Mlowo	C	7	7	8	2	2	2
<b>Average Category B&amp;C</b>		<b>14</b>	<b>15</b>	<b>15</b>	<b>28</b>	<b>28</b>	<b>33</b>
<b>OVERALL AVERAGE</b>		<b>18</b>	<b>18</b>	<b>18</b>	<b>49</b>	<b>49</b>	<b>54</b>

Table A2. 13: Revenue Collection Efficiency, Accounts Receivables and OEI

Utilities	Category	Revenue Collection Efficiency (%)			Accounts Receivables			Overall Efficiency Indicator (OEI) %		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Arusha	A	111.7	98.8	99.8	2.4	3.1	2.3	99.6	50.3	49.4
DAWASA	A	91.0	90.0	93.8	4.9	5.1	4.2	47.0	53.7	57.4
Dodoma	A	115.4	93.9	98.0	3.9	4.0	4.5	73.4	68.9	64.0
Iringa	A	96.5	103.6	97	1.1	1.2	1.3	71.8	71.1	70.8
Kahama	A	97.2	100.8	100.0	2.1	2.0	2.1	85.1	82.6	74.4
Mbeya	A	90.0	97.7	99.0	4.1	4.1	4.0	53.9	68.7	71.3
Morogoro	A	101.0	89.9	94.0	2.3	2.3	2.1	66.8	51.9	53.5
Moshi	A	95.9	98.3	99.7	5.4	5.6	5.7	95.7	76.5	79.5
Mtwara	A	98.7	93.4	98.6	2.6	2.1	2.2	74.5	72.4	72.8
Musoma	A	93.7	102.7	91.0	6.9	7.2	7.9	37.5	50.3	51.8
Mwanza	A	103.9	101.3	97.1	2.0	2.2	1.6	55.2	68.2	61.8
Shinyanga	A	95.1	98.9	87.3	3.4	3.7	3.1	82.5	76.5	64.8
Songea	A	98.0	95.9	99.8	4.1	4.8	4.4	78.4	74.1	78.7
Tabora	A	109.9	88.0	94.2	3.6	5.5	5.2	63.5	57.5	58.3
Tanga	A	101.3	94.7	101.7	4.0	4.8	4.6	71.9	60.8	68.3
Average Category A		99.9	96.5	96.7	3.5	3.8	3.7	70.5	65.6	65.1
Bukoba	B	84.2	92.4	99.8	2.8	3.6	3.8	46.6	54.2	48.4
Kigoma	B	113.9	81.8	95.0	10.9	6.9	3.6	71.9	58.4	64.0
Singida	B	97.2	99.0	95.9	2.5	3.5	2.9	96.9	66.7	60.8
Sumbawanga	B	97.0	107.3	101.2	4.7	4.4	4.3	55.3	69.0	65.0
Babati	C	87.9	96.0	94.7	1.1	1.1	0.9	54.0	61.1	65.4
Lindi	C	63.6	83.9	80.0	5.8	11.7	12.4	42.6	55.0	50.4
Bariadi	C	75.5	88.8	92.0	3.8	3.6	3.4	58.4	56.9	65.8
Geita	C	88.5	98.5	97.7	1.3	1.1	0.8	60.1	60.2	62.3
Mpanda	C	89.9	91.6	89.9	1.6	7.7	3.7	65.6	66.0	65.2
Njombe	C	99.8	94.6	101.0	2.2	2.6	3.4	70.6	65.8	64.9
Vwawa-Mlowo		98.0	80.3	93.4	4.3	7.2	0.9	64.0	52.6	19.2
Average Category B&C		90.5	92.2	94.6	3.7	4.9	3.6	62.4	60.5	57.4
OVERALL AVERAGE		95.9	95.3	95.8	3.6	4.2	3.8	67.1	63.9	61.8

Table A2. 14: Billing Composition

Name of Utility	Category	Water Billing (Millions TZS)			Sanitation Billing (Millions TZS)			Other Operational Billing (Million TZS)			Domestic Billing (Million TZS)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
		Arusha	A	12,234.2	14,474.0	16,038.9	1,038.1	1,129.9	1,061.0	2,453.1	1,991.9	2,400.0	8,232.2
DAWASA	A	104,543.5	124,142.3	119,198.1	11,571.2	12,630.6	11,260.7	20,659.4	13,894.9	10,378.7	82,729.6	90,765.6	108,253.5
Dodoma	A	13,752.9	15,184.3	15,774.6	1,175.1	1,663.5	1,564.3	3,314.6	2,482.3	3,204.5	7,883.1	9,349.4	9,672.5
Iringa	A	7,124.4	7,304.1	7,703.5	536.4	493.4	652.9	310.6	57.4	171.1	5,080.2	5,903.4	6,469.9
Kahama	A	6,095.7	8,183.6	7,704.5	-	52.5	-	381.5	98.4	130.0	2,922.6	4,193.9	4,723.5
Mbeya	A	10,308.3	11,425.4	12,144.1	859.0	829.7	1,073.2	2,065.9	759.3	942.5	6,994.1	8,089.6	8,309.7
Morogoro	A	8,794.7	11,271.6	13,692.2	309.2	385.1	490.7	1,015.9	329.0	180.7	5,898.8	7,339.4	8,230.0
Moshi	A	7,408.0	8,274.4	8,889.1	1,005.6	1,074.2	1,066.0	1,382.1	1,142.7	1,109.5	5,483.8	6,371.1	6,874.9
Mtwara	A	2,911.3	3,144.2	3,367.2	-	-	-	433.6	276.6	293.6	1,897.4	1,741.6	2,231.0
Musoma	A	3,093.9	3,033.7	3,477.5	-	-	-	70.5	95.3	227.9	2,911.3	2,216.4	2,555.2
Mwanza	A	19,033.5	26,127.3	25,743.1	1,196.9	1,619.2	1,502.3	4,172.8	403.3	458.4	11,391.3	14,131.6	15,251.1
Shinyanga	A	5,542.7	6,334.0	6,255.8	-	-	-	808.1	217.1	50.7	3,707.8	3,893.0	3,946.6
Songea	A	2,457.0	2,621.9	2,642.1	137.0	164.5	133.0	1,054.2	223.7	248.5	1,870.8	2,084.1	2,134.3
Tabora	A	4,642.5	4,229.7	4,526.1	93.7	86.0	98.7	1,056.5	781.0	1,525.9	2,367.5	2,452.4	2,308.2
Tanga	A	12,890.9	13,855.0	14,291.3	289.8	348.4	343.0	653.6	452.8	537.4	9,508.8	10,577.0	11,047.3
<b>Subtotal Category A</b>		<b>220,833.6</b>	<b>259,605.5</b>	<b>261,448.3</b>	<b>18,212.1</b>	<b>20,477.0</b>	<b>19,245.7</b>	<b>39,832.2</b>	<b>23,195.8</b>	<b>21,859.4</b>	<b>158,879.4</b>	<b>179,160.8</b>	<b>203,808.1</b>
Bukoba	B	2,279.2	2,549.7	2,647.3	-	-	-	437.3	4,310.5	453.8	1,663.3	1,696.2	1,931.9
Kigoma	B	1,540.6	2,253.9	2,475.9	-	-	-	260.2	438.2	411.5	956.2	1,631.2	1,837.7
Singida	B	2,907.9	2,950.4	3,308.0	-	-	-	189.9	185.0	229.3	1,949.2	2,132.2	2,275.5
Sumbawanga	B	1,164.7	1,511.6	1,504.0	-	-	-	370.9	135.4	140.5	1,094.7	1,155.8	1,147.5
Babati	C	1,995.9	2,414.8	2,870.3	-	-	-	479.1	376.4	405.0	1,473.8	1,958.4	2,181.0
Lindi	C	737.0	820.7	752.4	-	-	-	408.9	425.9	183.9	361.1	493.8	560.0
Baridi	C	142.5	150.7	227.2	-	-	-	84.6	51.7	47.2	142.5	90.8	128.0
Geita	C	689.7	1,485.1	1,628.0	72.8	16.1	-	275.4	1,121.3	965.7	482.4	1,190.5	1,279.0
Mpanda	C	746.8	680.0	848.8	-	-	-	28.3	321.2	50.4	441.4	434.7	698.3
Njombe	C	863.7	1,174.9	1,186.2	-	-	-	51.9	37.8	59.4	749.0	983.3	1,012.3
Vvawa-Mlowo		91.2	109.2	110.8	-	-	-	4.4	6.8	7.9	83.1	79.1	91.9
<b>Subtotal Category B&amp;C</b>		<b>13,179.1</b>	<b>16,101.0</b>	<b>17,559.0</b>	<b>72.8</b>	<b>16.1</b>	<b>-</b>	<b>2,590.8</b>	<b>7,410.2</b>	<b>2,954.8</b>	<b>9,396.7</b>	<b>11,845.9</b>	<b>13,143.3</b>
<b>TOTAL</b>		<b>234,012.7</b>	<b>275,706.5</b>	<b>279,007.3</b>	<b>18,284.8</b>	<b>20,493.1</b>	<b>19,245.7</b>	<b>42,423.0</b>	<b>30,605.9</b>	<b>24,814.2</b>	<b>168,276.1</b>	<b>191,006.7</b>	<b>216,951.3</b>

Table A2. 15: Operations and Maintenance Costs

Name of Water Utility	Category	Total O & M Costs (Millions TZS)				Production, Distribution and Maintenance (Millions TZS)				Administration Costs (Millions TZS)			
		2018/19	2019/20	2020/21		2018/19	2019/20	2020/21		2018/19	2019/20	2020/21	
Arusha	A	12,771.0	15,412.3	15,980.8	5,352.6	4,993.1	6,971.0		1,804.2	3,181.4	3,181.0		
DAWASA	A	113,837.4	151,408.0	130,209.2	55,808.9	68,430.1	58,652.6		18,360.9	17,913.3	20,022.7		
Dodoma	A	14,857.7	15,643.0	18,931.8	8,305.8	8,786.1	10,122.8		1,863.4	1,850.9	2,513.3		
Iringa	A	5,736.9	5,778.5	6,752.9	1,912.2	1,826.6	2,383.4		1,343.9	1,528.6	1,482.4		
Kahama	A	5,899.7	7,029.5	7,077.3	3,493.9	4,223.5	4,353.2		1,061.8	1,169.7	1,318.7		
Mbeya	A	12,609.1	11,183.8	10,839.7	4,333.4	3,579.2	3,078.7		2,334.5	2,552.6	2,642.6		
Morogoro	A	9,834.7	10,929.7	15,085.6	3,257.5	3,516.3	5,022.5		1,736.3	2,304.0	4,006.4		
Moshi	A	7,684.4	7,829.4	8,175.4	1,629.9	1,947.6	1,842.2		2,413.0	1,957.4	2,558.3		
Mtwara	A	3,095.8	3,442.5	3,831.5	1,274.1	1,341.0	1,580.0		702.0	840.2	930.1		
Musoma	A	3,201.4	3,545.6	3,384.1	1,235.9	1,280.3	1,161.5		728.0	789.6	621.1		
Mwanza	A	21,057.0	24,221.4	26,252.3	8,944.4	11,480.6	11,409.8		3,245.4	3,164.8	3,795.8		
Shinyanga	A	5,839.2	6,459.3	6,722.4	3,405.1	3,738.2	3,763.5		561.1	856.2	922.8		
Songea	A	2,712.6	2,793.5	2,755.9	368.9	565.7	507.0		487.2	656.0	761.8		
Tabora	A	5,010.2	5,389.3	7,511.9	2,451.4	2,885.4	4,961.0		686.7	760.8	1,220.6		
Tanga	A	10,387.3	11,150.7	12,688.0	2,453.3	2,845.7	3,243.8		2,941.9	3,241.5	4,135.7		
<b>Average Category A</b>		<b>234,534.4</b>	<b>282,216.5</b>	<b>276,198.7</b>	<b>104,227.5</b>	<b>121,439.4</b>	<b>119,052.8</b>		<b>40,270.3</b>	<b>42,766.9</b>	<b>50,113.3</b>		
Bukoba	B	3,952.1	5,820.7	4,423.1	1,247.5	1,293.7	1,388.1		1,832.2	558.9	804.9		
Kigoma	B	1,954.3	2,211.9	2,448.6	940.6	1,170.1	295.9		299.9	295.3	318.1		
Singida	B	2,797.0	2,944.2	3,667.7	948.3	915.2	1,289.9		737.2	678.8	958.7		
Sumbawanga	B	1,531.2	1,815.9	1,810.7	557.6	578.7	550.5		265.6	439.8	507.7		
Babati	C	2,527.1	2,666.0	3,387.3	1,122.8	1,092.3	1,086.5		564.7	396.3	556.6		
Lindi	C	1,155.8	1,353.1	1,395.0	562.7	633.3	666.0		183.2	307.7	189.7		
Bariadi	C	320.3	550.9	357.7	135.4	205.6	164.9		67.4	212.9	55.4		
Geita	C	1,653.9	2,226.7	2,630.7	997.9	1,120.5	1,343.2		380.0	530.8	655.4		
Mpanda	C	707.5	693.6	861.8	182.2	220.5	246.0		144.5	172.2	241.5		
Njombe	C	843.1	1,005.8	1,077.5	77.4	172.4	175.2		289.2	369.8	458.1		
Vwawa-Mlowo	C	97.7	83.0	122.7	21.8	26.8	35.8		35.5	30.3	23.4		
<b>Average Category B&amp;C</b>		<b>17,539.9</b>	<b>21,371.8</b>	<b>22,182.7</b>	<b>6,794.4</b>	<b>7,429.3</b>	<b>7,241.9</b>		<b>4,799.4</b>	<b>3,992.8</b>	<b>4,769.6</b>		
<b>OVERALL AVERAGE</b>		<b>251,976.6</b>	<b>303,505.3</b>	<b>298,258.8</b>	<b>111,000.0</b>	<b>128,841.9</b>	<b>126,259.0</b>		<b>45,034.2</b>	<b>46,729.4</b>	<b>54,859.5</b>		

**Table A2. 16: Personnel and Other Costs**

Name of Water Utility	Category	Personnel Costs (Millions TZS)			Other Costs (Millions TZS)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
		Arusha	A	4,931.0	4,905.3	5,473.5	683.2
DAWASA	A	36,889.8	44,424.5	48,312.0	2,777.9	20,640.2	3,222.0
Dodoma	A	4,436.5	4,465.8	5,329.7	251.9	540.3	966.1
Iringa	A	2,213.1	2,258.1	2,481.4	267.7	165.3	405.6
Kahama	A	1,145.5	1,485.5	1,367.1	198.4	150.8	38.3
Mbeya	A	4,057.7	4,738.9	4,961.5	1,883.5	313.1	157.0
Morogoro	A	4,697.9	4,993.3	5,863.3	143.0	116.1	193.4
Moshi	A	3,568.9	3,639.0	3,385.7	72.5	285.4	389.1
Mtwara	A	1,065.7	1,187.2	1,245.3	54.1	74.1	76.2
Musoma	A	1,184.0	1,341.0	1,464.1	53.5	134.7	137.4
Mwanza	A	7,895.9	8,702.3	9,133.8	971.3	873.7	1,913.0
Shinyanga	A	1,784.6	1,777.2	1,966.4	88.4	87.7	69.7
Songea	A	1,698.0	1,347.5	1,316.6	158.6	224.3	170.5
Tabora	A	1,746.4	1,677.2	1,280.4	125.6	65.9	49.9
Tanga	A	4,360.3	4,624.1	4,898.1	631.7	439.3	410.4
<b>Average Category A</b>		<b>81,675.2</b>	<b>91,567.1</b>	<b>98,478.7</b>	<b>8,361.5</b>	<b>26,443.1</b>	<b>8,554.0</b>
Bukoba	B	817.9	838.7	865.0	54.5	3,129.4	1,365.0
Kigoma	B	680.4	731.0	840.9	33.4	15.6	993.6
Singida	B	1,054.9	1,270.7	1,367.5	56.5	79.5	51.6
Sumbawanga	B	680.4	711.3	736.6	27.6	86.1	15.8
Babati	C	799.4	1,048.6	1,566.8	40.2	128.8	177.4
Lindi	C	401.9	398.7	524.4	7.8	13.4	14.9
Bariadi	C	116.9	131.1	134.3	0.6	1.2	3.1
Geita	C	266.3	512.4	591.7	9.7	62.9	40.4
Mpanda	C	373.1	295.3	365.5	7.6	5.6	8.8
Njombe	C	457.3	443.9	423.1	19.2	19.6	21.1
Vwawa-Mlowo	C	39.2	25.2	62.7	1.2	0.6	0.7
<b>AVERAGE Category B&amp;C</b>		<b>5,687.8</b>	<b>6,406.8</b>	<b>7,478.7</b>	<b>258.5</b>	<b>3,542.9</b>	<b>2,692.5</b>
<b>OVERALL AVERAGE</b>		<b>87,323.7</b>	<b>97,948.7</b>	<b>105,894.6</b>	<b>8,618.7</b>	<b>29,985.4</b>	<b>11,245.7</b>

Table A2. 17: Energy and Chemical Costs

Name of Water Utility	Category	Energy Costs			Chemical Costs		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Arusha	A	1,368.1	1,613.2	2,484.6	60.8	77.5	137.4
DAWASA	A	22,267.3	24,878.3	26,757.2	12,466.7	18,112.8	12,919.1
Dodoma	A	5,352.2	5,391.6	5,768.0	86.3	93.4	97.4
Iringa	A	831.4	887.0	1,083.2	385.1	276.2	530.5
Kahama	A	22.0	23.0	25.0	-	0.1	-
Mbeya	A	1,345.8	1,262.6	1,359.5	800.9	759.3	613.2
Morogoro	A	1,018.3	1,178.6	951.0	869.5	895.9	967.4
Moshi	A	337.0	293.1	340.1	50.5	47.6	36.9
Mtwara	A	783.0	737.5	1,014.2	133.8	123.9	140.4
Musoma	A	894.4	825.7	843.5	136.5	151.8	13.6
Mwanza	A	6,838.5	7,587.5	8,281.0	511.3	735.3	692.3
Shinyanga	A	58.7	140.4	114.1	-	345.2	175.7
Songea	A	94.2	204.8	128.4	51.9	90.9	59.0
Tabora	A	979.3	1,052.5	1,051.3	603.2	1,160.8	718.3
Tanga	A	716.6	735.6	965.8	646.8	1,005.7	928.5
<b>Total/Average Category A</b>		<b>42,906.6</b>	<b>46,811.4</b>	<b>51,167.0</b>	<b>16,803.3</b>	<b>23,876.2</b>	<b>18,029.7</b>
Bukoba	B	870.8	785.2	914.0	55.7	64.4	73.6
Kigoma	B	775.2	1,058.9	978.2	5.0	11.0	12.3
Singida	B	756.6	814.2	804.6	8.9	9.0	13.2
Sumbawanga	B	243.8	377.9	297.8	104.8	104.5	146.5
Babati	C	493.4	474.8	549.9	-	17.0	11.0
Lindi	C	388.8	354.4	407.9	25.2	22.0	19.2
Bariadi	C	88.5	119.1	101.2	-	-	-
Geita	C	469.1	481.8	480.5	341.8	361.8	296.2
Mpanda	C	24.5	18.2	23.9	5.2	4.7	5.4
Njombe	C	10.8	13.2	22.8	1.1	1.9	1.7
Vwawa-Mlowo	C	17.4	20.3	35.8	-	2.0	-
<b>Total/Average Category B&amp;C</b>		<b>4,138.9</b>	<b>4,517.9</b>	<b>4,616.5</b>	<b>547.8</b>	<b>598.2</b>	<b>579.1</b>
<b>TOTAL</b>		<b>47,045.5</b>	<b>51,329.2</b>	<b>55,783.5</b>	<b>17,351.1</b>	<b>24,474.4</b>	<b>18,608.8</b>

**Table A2. 18: Working Ratio, Operating Ratio and Average Tariff**

Utilities	Category	Working Ratio			Operating Ratio			Average Tariff in Use (TZS/m3)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Arusha	A	0.81	0.88	0.82	0.93	0.98	0.91	1,549	1,759	1,759
DAWASA	A	0.83	1.00	0.92	0.99	1.14	1.10	1,663	1,663	1,663
Dodoma	A	0.81	0.81	0.92	1.23	1.17	1.23	1,383	1,397	1,397
Iringa	A	0.72	0.74	0.79	1.12	0.90	0.99	2,000	2,100	2,100
Kahama	A	0.91	0.84	0.90	1.00	0.94	1.02	1,961	2,192	2,192
Mbeya	A	0.95	0.86	0.77	1.19	1.11	1.21	1,175	1,210	1,210
Morogoro	A	0.97	0.91	1.05	1.07	1.00	1.12	1,578	1,800	1,800
Moshi	A	0.78	0.75	0.74	0.90	0.86	0.85	800	900	900
Mtwara	A	0.93	1.01	1.05	1.07	1.15	1.20	1,460	1,480	1,480
Musoma	A	1.01	1.13	0.91	1.11	1.62	1.33	1,410	1,360	1,360
Mwanza	A	0.86	0.86	0.95	1.00	0.98	1.12	1,060	1,873	1,873
Shinyanga	A	0.92	0.99	1.07	1.06	1.18	1.22	1,836	1,923	1,923
Songea	A	0.74	0.93	0.91	0.89	1.09	1.10	1,077	1,178	1,178
Tabora	A	0.86	1.06	1.22	0.98	1.17	1.32	1,306	1,318	1,318
Tanga	A	0.75	0.76	0.84	0.91	0.91	1.03	1,798	1,983	1,983
<b>Average Category A</b>		<b>0.86</b>	<b>0.90</b>	<b>0.92</b>	<b>1.03</b>	<b>1.08</b>	<b>1.12</b>	<b>1,470</b>	<b>1,609</b>	<b>1,609</b>
Bukoba	B	1.45	0.85	1.43	1.93	1.03	1.90	1,613	1,888	1,888
Kigoma	B	1.09	0.82	0.85	1.30	0.93	2.01	1,400	1,400	1,400
Singida	B	0.90	0.94	1.04	1.25	1.29	1.35	1,715	1,723	1,723
Sumbawanga	B	1.00	1.10	1.10	1.32	1.93	1.94	925	937	937
Babati	C	1.02	0.96	1.03	1.44	1.32	1.39	1,748	1,825	1,825
Lindi	C	1.01	1.09	1.49	1.42	3.36	4.64	1,700	1,800	1,800
Bariadi	C	1.41	2.72	1.30	1.79	3.35	2.34	730	730	730
Geita	C	1.59	0.85	1.01	2.33	1.24	1.43	1,305	1,400	1,400
Mpanda	C	0.91	0.69	0.96	1.13	0.98	1.27	976	1,113	1,113
Njombe	C	0.90	0.83	0.87	1.09	1.00	0.90	1,003	1,460	1,460
Vwawa-Mlowo		1.02	0.72	1.03	1.63	2.05	5.01	395	1,013	1,013
<b>Average Category B&amp;C</b>		<b>1.12</b>	<b>1.05</b>	<b>1.10</b>	<b>1.51</b>	<b>1.68</b>	<b>2.20</b>	<b>1,228</b>	<b>1,390</b>	<b>1,390</b>
<b>OVERALL AVERAGE</b>		<b>0.97</b>	<b>0.97</b>	<b>1.00</b>	<b>1.22</b>	<b>1.31</b>	<b>1.57</b>	<b>1,368</b>	<b>1,516</b>	<b>1,516</b>

Table A2.18: Total Collections

Name of Water Utility	Category.	Water and Sewerage Collections (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
		Arusha	A	14,843.6	15,520.8	16,782.1	2,069.7	1,984.5	2,564.6	16,913.2
DAWASA	A	121,389.3	137,581.2	149,842.0	13,990.8	-	17,860.5	135,380.0	137,581.2	167,702.6
Dodoma	A	19,771.0	18,317.6	17,457.8	-	-	3,318.4	19,771.0	18,317.6	20,776.2
Iringa	A	7,338.7	7,651.4	8,175.6	551.7	171.1	183.1	7,890.4	7,822.5	8,358.7
Kahama	A	6,605.2	8,296.3	7,859.7	-	753.1	20.3	6,605.2	9,049.4	7,880.0
Mbeya	A	8,939.7	12,146.1	13,217.9	622.2	218.2	41.6	9,561.9	12,364.3	13,259.5
Morogoro	A	9,544.5	10,476.6	13,154.8	166.8	110.4	178.1	9,711.2	10,586.9	13,332.9
Moshi	A	8,285.0	9,376.5	9,924.1	4,505.6	2,205.1	1,100.9	12,790.6	11,581.7	11,025.0
Mtwara	A	3,352.1	2,985.4	3,327.4	-	372.8	-	3,352.1	3,358.2	3,327.4
Musoma	B	4,818.1	3,123.3	3,398.1	-	76.0	-	4,818.1	3,199.3	3,398.1
Mwanza	A	23,260.7	26,960.3	26,714.6	-	1,374.9	-	23,260.7	28,335.2	26,714.6
Shinyanga	A	5,988.4	6,099.1	5,898.2	-	446.6	-	5,988.4	6,545.7	5,898.2
Songea	A	3,023.6	2,954.0	3,266.5	61.7	87.3	194.8	3,085.3	3,041.3	3,461.3
Tabora	A	4,419.0	4,478.8	3,460.4	787.4	8.8	1,299.0	5,206.4	4,487.6	4,759.4
Tanga	A	12,718.0	13,621.6	14,876.8	450.0	465.8	568.6	13,167.9	14,087.4	15,445.3
<b>Total Category A</b>		<b>254,296.9</b>	<b>279,589.0</b>	<b>297,356.0</b>	<b>23,205.7</b>	<b>8,274.6</b>	<b>27,329.9</b>	<b>277,502.6</b>	<b>287,863.6</b>	<b>324,685.9</b>
Bukoba	B	2,073.1	2,363.8	2,647.3	-	269.2	829.1	2,073.1	2,633.0	3,476.4
Kigoma	B	1,589.2	1,860.5	2,846.6	-	1,824.8	-	1,589.2	3,685.4	2,846.6
Singida	B	2,289.1	3,085.3	2,306.2	763.0	63.2	-	3,052.2	3,148.5	2,306.2
Sumbawanga	B	1,124.7	1,508.3	1,588.9	-	95.8	-	1,124.7	1,604.1	1,588.9
Babati	C	1,736.2	2,542.7	2,718.9	1,577.4	411.0	480.9	3,313.6	2,953.7	3,199.8
Lindi	C	348.1	693.6	541.7	116.0	150.1	60.2	464.1	843.7	601.9
Bariadi	C	165.9	131.3	274.5	-	53.6	-	165.9	184.9	274.5
Geita	C	1,035.2	1,484.8	1,652.3	-	357.2	20.0	1,035.2	1,842.0	1,672.2
Mpanda	C	511.7	580.6	1,434.5	185.1	-	182.5	696.8	580.6	1,617.0
Njombe	C	879.4	1,088.2	1,193.7	46.6	50.0	47.5	925.9	1,138.2	1,241.2
Vwawa-Mlowo		74.2	81.4	118.7	21.4	5.1	-	95.6	86.4	118.7
<b>Total Category B&amp;C</b>		<b>11,826.9</b>	<b>15,420.6</b>	<b>17,323.3</b>	<b>2,709.5</b>	<b>3,280.0</b>	<b>1,620.2</b>	<b>14,536.4</b>	<b>18,700.6</b>	<b>18,943.5</b>
<b>TOTAL</b>		<b>266,123.8</b>	<b>295,009.6</b>	<b>314,679.3</b>	<b>25,915.2</b>	<b>11,554.6</b>	<b>28,950.1</b>	<b>292,039.0</b>	<b>306,564.2</b>	<b>343,629.4</b>



Table A2.19: Staffing and Staff Productivity

Name of Water Utility	Category	Total Staff (Number)			Total Female Staff (Number)			Staff/1000 Connections (W&S)		
		2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Arusha	A	314	436	425	74	120	117	5	6	5
DAWASA		1113.0	1392	1565	357.0	362	485	4.0	4	4
Dodoma	A	184	195	192	43	45	45	4	3	3
Iringa	A	106	136	128	23	34	35	4	4	4
Kahama	A	52	88	57	11	27	12	3	5	3
Mbeya	A	229	200	214	64	60	66	3	3	3
Morogoro	A	127	139	190	29	27	43	4	4	5
Moshi	A	200	195	186	66	66	66	5	4	4
Mtwara	A	54	70	75	15	15	16	4	5	5
Musoma	A	65	83	83	17	27	28.0	4	5	4
Mwanza	A	312	378	406	79	94	113	4	4	4
Shinyanga	A	82	93	94	26	29	33	4	4	4
Songea	A	52	50	50	18	17	17	3	3	2
Tabora	A	91	112	159	22	22	21	5	5	6
Tanga	A	170	206	178	35	50	46	4	4	4
<b>Total/Average Category A</b>		<b>3151</b>	<b>3773</b>	<b>4002</b>	<b>879</b>	<b>995</b>	<b>1143</b>	<b>4</b>	<b>4</b>	<b>4</b>
Bukoba	B	55	60	58	13	16	14	5	5	4
Kigoma	B	46	54	53	6	12	11	4	4	4
Singida	B	45	59	58	12	14	14	4	4	4
Sumbawanga	B	50	55	50	14	15	14	6	6	5
Babati	C	28	71	51	12	21	23	3	5	3
Lindi	C	37	42	40	12	13	12	9	8	6
Bariadi	C	14	14	16	0	0	0	12	8	7
Geita	C	26	45	41	10	15	16	4	6	5
Mpanda	C	30	32	30	10	11	12	6	6	5
Njombe	C	37	35	43	11	11	12	5	5	5
Vwawa-Mlowo	C	13	12	17	4	4	4	7	6	8
<b>Total/Average Category B and C</b>		<b>381</b>	<b>479</b>	<b>457</b>	<b>104</b>	<b>132</b>	<b>132</b>	<b>5</b>	<b>5</b>	<b>4</b>
<b>TOTAL/AVERAGE</b>		<b>3,532</b>	<b>4,252</b>	<b>4,459</b>	<b>983</b>	<b>1,127</b>	<b>1,275</b>	<b>4</b>	<b>4</b>	<b>4</b>

Table A2.20: Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Distribution of Containments per Household

S/N	Name of Water Utility	Category	Number of Households with Traditional pit latrine	Number of Household Improved ventilated pit latrine (VIP Latrine)	Number of Household without Latrines (Open Defecation)	Number of Households with septic tanks	Number of Households with empty latrines in a service area	Volume of faecal sludge generated per year (m <sup>3</sup> )	Volume of sewage generated per year (m <sup>3</sup> )	Number of Households connected to sewer	Total capacity of sludge treatment facility (m <sup>3</sup> /day)	Volume of faecal sludge dumped at treatment facility per year (m <sup>3</sup> )
1	Arusha	A	50,227	67,162	168	70,647	92,482	832,338	1,824,000	6,222	1,080	63,083
2	DAWASA		781,383	240,893	813	738,379	738,379	27,480,711	18,819,401	20,004	410	602,933
3	Dodoma	A	3,102	11,787	2,482	33,361	11,787		1,194,480	6,636		92,712
4	Iringa	A	36,674	1,416	404	22,432	23,408	336,321	1,345,284	2,358	3,821	4,080
5	Kahama	A	13,147	32,689	176	56,689	43,366	3,955,682	3,955,682	-	2,600	84,668
6	Mbeya	A	21,840	74,144	125	34,500	106,448	7,431,052	9,054,132	2,531	28,800	14,700
7	Morogoro	A	76,792			74,086	2,706		680,272	2,333	9,570	29,844
8	Moshi	A	161	6,602		25,093	15,357		20,129,893	3,077	4,500	24,130
9	Mtwara	A	6,921	1,589	114	2,836	1,702		1,044,630			
10	Musoma	A	2,143	6,191	92	4,560	21,969		3,828,400		2,304	12,447
11	Mwanza	A	46,750	61,463	531	83,632	61,463		2,614,000	6,543	7,000	41,357
12	Shinyanga	A	8,488	12,413	82	14,721	14,721		15,987	-	40	14,400
13	Songea	A	8,591	13,864		8,600	56,841	559,423	558,563	1,511	2,100	860
14	Tabora	A	3,215	2,033		25,520		11,189	132,320	483	86	11,940
15	Tanga	A	2,212	10,448	69	56,102	13,059		556,827	2,854		
<b>Total/Average Category A</b>			<b>1,061,646</b>	<b>542,694</b>	<b>5,056</b>	<b>1,251,158</b>	<b>1,203,688</b>	<b>40,606,716</b>	<b>65,753,871</b>	<b>54,552</b>	<b>62,311</b>	<b>997,154</b>
16	Bukoba	B	3,803	5,185	398	8,652	18,698		1,204		7	1,204
17	Kigoma	B	58,328	38,547	27	16,811	500		1,116		150	1,116
18	Singida	B	13,516	6,033	404	7,474	7,474	25	1,309,444		1,120	-
19	Sumbawanga	B	11,435	5,079	1,158	17,102	29,612	1,583,450	1,583,450		136	4,050
20	Babati	C	31,787	15,735	10	1,711	14,178					
21	Lindi	C	5,685	9,820	295	2,370			428,443		6,000	-
22	Bariadi	C	4,825	9,225	170	13,350	10,896					
23	Geita	C	27,071	7,099	861	7,156	14,257		19,159,800		510	4,050
24	Mpanda	C	19,642	2,322	30	8,822	11,144					
25	Njombe	C	4,237	31,489		12,310	12,310	1,305	1,872			
26	Vwawa-Mlowo	C	38,105	11,616	24	6,490						
<b>Total/Average Category B and C</b>			<b>218,434</b>	<b>142,150</b>	<b>3,377</b>	<b>102,248</b>	<b>119,069</b>	<b>1,584,780</b>	<b>22,485,329</b>	<b>0</b>	<b>7,923</b>	<b>10,420</b>
<b>TOTAL/AVERAGE</b>			<b>1,280,080</b>	<b>684,844</b>	<b>8,433</b>	<b>1,353,406</b>	<b>1,322,757</b>	<b>42,191,495</b>	<b>88,239,200</b>	<b>54,552</b>	<b>70,234</b>	<b>1,007,574</b>

**Table A2.21: Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Distribution of Containments per Household**

S/N	Name of Water Utility	Category	Number of Cesspit emptiers trucks owned by Utility	Number of Cesspit emptiers trucks owned by LGA(s)	Number of Private owned Cesspit emptiers registered by WSSA/ LGA	Total Number Of Cesspit Emptier (No)	Availability of Faecal Sludge Treatment Facility (Yes/No)	Type of faecal sludge treatment facility
1	Arusha	A	5	1	50	56	YES	WSPs
2	DAWASA		7	0	236	243	YES	WSPs & DEWATS
3	Dodoma	A	1	1	1	3	YES	WSPs
4	Iringa	A	2	Nil	Nil	2	YES	WSPs
5	Kahama	A	2	0	12	14	YES	Sludge Pond Digester
6	Mbeya	A	1	1	1	3	YES	WSPs
7	Morogoro	A	0	1	7	8	YES	WSPs
8	Moshi	A	1	0	6	7	YES	WSPs
9	Mtwara	A	0	0	3	3	NO	0
10	Musoma	A	1	5	5	11	YES	Sludge Pond Digester
11	Mwanza	A	6	1	8	15	YES	WSPs & Sludge Digester
12	Shinyanga	A	0	1	7	8	NO	NO
13	Songea	A	1	0	0	1	YES	WSPs
14	Tabora	A	0	2	6	8	YES	WSPs
15	Tanga	A	1	2	4	7	NO	NA
<b>Total/Average Category A</b>			<b>28</b>	<b>15</b>	<b>346</b>	<b>389</b>		
16	Bukoba	B	1	0	1	2	YES	Shallow Lagoon
17	Kigoma	B	1	0	0	1	YES	Sludge Pond Digester
18	Singida	B	0	0	8	8	NO	NA
19	Sumbawanga	B	2	1	1	4	YES	Sludge Pond Digester
20	Babati	C	0	1	1	2	NO	NA
21	Lindi	C	1	0	1	2	YES	Sludge Pond Digester
22	Bariadi	C	0	1	0	1	NO	NA
23	Geita	C	1	0	11	12	YES	Sludge Pond Digester
24	Mpanda	C	0	0	0	0	NO	NA
25	Njombe	C	0	0	0	0	NO	0
26	Vwawa-Mlowo	C	NA	0	0	0	NO	NA
<b>Total/Average Category B and C</b>			<b>6</b>	<b>3</b>	<b>23</b>	<b>32</b>		
<b>TOTAL/AVERAGE</b>			<b>34</b>	<b>18</b>	<b>369</b>	<b>421</b>		



## **APPENDIX 3:**

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# **THREE YEARS PERFORMANCE DATA FOR NATIONAL PROJECT WSSAs**

**Table A3.1 (a): Water Abstraction Trend**

Name of Water Utility	Water Abstraction (Million m <sup>3</sup> )																	
	2018/19				2019/20				2020/21									
	B/Hole s	Spring s	Dam s	Lake s	River s	Total l	B/Hole s	Spring s	Dam s	Lake s	River s	Total l	B/Hole s	Spring s	Dam s	Lake s	River s	Total l
HTM	0	0	0	0	1.41	1.41	0	0	0	0	1.28	1.28	0	0	0	0	1.10	1.10
KASHWASA	0	0	0	17.31	17.31	17.31	0	0	0	15.87	15.87	0	0	0	0	18.56	0	18.56
Makonde	0.46	0.20	0	0	0.66	0.66	0.43	0.19	0	0	0.61	0.61	0.57	0.27	0.00	0.00	0.00	0.85
MANAWASA	0	2.12	0	0	2.12	2.12	0	2.23	0	0	2.23	2.23	0	2.48	0	0	0	2.48
Maswa	0.00	0	1.95	0	1.95	1.95	0	0	1.17	0	1.17	1.17	0.02	0.00	1.90	0.00	0.00	1.91
Mugango-Kiabakari	0	0	0	1.05	1.05	1.05	0	0	0	1.03	1.03	1.03	0	0	0	0.92	0	0.92
Wanging'ombe	0	0	0	0	1.57	1.57	0	0	0	0	1.23	1.23	0	0	0	0	1.36	1.36
<b>TOTAL</b>	<b>0.46</b>	<b>2.32</b>	<b>1.95</b>	<b>18.37</b>	<b>28.72</b>	<b>28.72</b>	<b>0.43</b>	<b>2.41</b>	<b>1.17</b>	<b>16.90</b>	<b>23.42</b>	<b>23.42</b>	<b>0.59</b>	<b>2.75</b>	<b>1.90</b>	<b>19.47</b>	<b>2.46</b>	<b>27.17</b>

**Table A3.1 (b) Water Abstraction Summary**

Source	2018/19		2019/20		2020/21	
	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	0.46	2%	0.43	1.8%	0.59	2%
Springs	2.32	8%	2.41	10%	2.75	10%
Dams	1.95	7%	1.17	5%	1.90	7%
Lakes	18.37	64%	16.90	72%	19.47	72%

**Table A3.2: Water Demand, Water Production and Installed Water Production Capacity**

Name of Water 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)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
HTM	5.25	5.39	5.54	1.36	1.23	1.06	3.34	3.34	2.59
KASHWASA	16.22	16.54	20.10	15.42	14.51	16.79	29.20	29.20	29.20
Makonde	7.46	8.03	8.40	0.60	0.56	0.85	3.90	3.21	2.08
MANAWASA	4.22	4.28	4.28	2.12	2.23	2.48	5.29	3.96	4.20
Maswa	2.84	2.85	2.92	1.95	1.15	1.83	3.78	3.78	3.79
Mugango-Kiabakari	3.55	3.65	3.79	1.05	1.22	0.92	3.50	3.50	3.94
Wanging'ombe	3.89	3.89	3.89	1.57	1.23	1.36	2.66	1.57	1.57
<b>TOTAL</b>	<b>47.04</b>	<b>44.63</b>	<b>50.08</b>	<b>25.48</b>	<b>22.12</b>	<b>25.28</b>	<b>54.31</b>	<b>48.57</b>	<b>47.37</b>

**Table A3.3: Length of Water Network, Water Storage Capacity and Water Connections per Km Length of Network**

Name of Water Utility	Total Length of Water Network (km)			Storage Capacity (hrs)			No. of Water Connections per Km Length of Network		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
HTM	473	473	478	10.5	10.2	9.9	5.1	5.6	6.1
KASHWASA	319	648	700	18.9	18.5	19.0	2.3	2.5	2.7
Makonde	1,331	1,333	1,334	16.1	14.9	14.6	13.6	15.6	16.4
MANAWASA	517	520	557	57.0	56.3	56.3	19.4	21.2	21.4
Maswa	167	167	316	2.5	3.1	3.3	21.7	23.9	12.9
Mugango-Kiabakari	110	110	113	5.6	5.5	5.3	8.8	9.3	9.6
Wanging'ombe	398	399	403	9.9	12.1	12.1	13.6	15.6	16.4
<b>TOTAL/AVERAGE</b>	<b>3,940.6</b>	<b>3,649.5</b>	<b>3,901.0</b>	<b>18.9</b>	<b>17.2</b>	<b>17.2</b>	<b>11.4</b>	<b>13.4</b>	<b>12.2</b>

**Table A3.4: No. of Pipe Breaks per Km per year, Water Service Connections Rehabilitation and Water Main Rehabilitation % per Year**

Name of Water Utility	Total Length of Water Network (km)			No. of Pipe Breaks per km per year			Water Service Connections Rehabilitation (Number per year)			Water Mains Rehabilitation (per year)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
HTM	473.00	473.00	477.75	0.67	0.21	0.17	0.00	0.00	0.00	0.00	0	1.05
KASHWASA	318.70	647.77	700.00	0.39	0.84	0.07	0.00	0.01	0.00	0.00	0.00242	0.00
Makonde	1331.00	1332.50	1334.40	0.10	0.07	0.64	0.00	0.03	1.95	0.00	0.73996	0.41
MANAWASA	516.56	520.00	557.00	0.10	0.11	0.09	0.00	3.90	3.20	0.37	0.16	0.12
Maswa	166.80	166.80	316.00	0.34	9.00	1.97	15.71	3.49	94.00	0.01	0.00	62.30
Mugango-Kiabakari	109.90	110.00	113.00	1.46	1.50	1.93	13.51	13.63	8.06	0.00	0.00	0.44
Wanging'ombe	397.60	399.39	402.84	0.43	0.34	0.45	2.05	0.80	0.05	0.09	6.00916	0.20
<b>Average</b>	<b>3313.56</b>	<b>3649.46</b>	<b>3900.99</b>	<b>0.45</b>	<b>0.49</b>	<b>0.76</b>	<b>31.28</b>	<b>21.87</b>	<b>107.26</b>	<b>1.68</b>	<b>0.86</b>	<b>8.06</b>

**Table A3.5: Non – Revenue Water**

Name of Water Utility	NRW (%)			NRW (m <sup>3</sup> lost/km/day)			NRW (m <sup>3</sup> lost/connection/day)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
HTM	75.84	79.46	65.53	5.98	5.64	3.98	1.16	1.01	0.65
KASHWASA	8.82	9.67	10.80	11.69	5.94	7.09	50.35	41.36	52.27
Makonde	47.00	55.04	58.59	0.58	0.63	4.30	0.25	0.25	0.38
MANAWASA	25.42	24.87	21.34	2.86	2.92	2.60	0.15	0.14	0.12
Maswa	36.59	33.86	48.76	11.71	6.37	7.75	0.54	0.27	0.60
Mugango-Kiabakari	85.69	87.11	85.20	22.54	26.58	18.94	2.76	2.76	2.76
Wanging'ombe	53.62	63.38	69.94	5.79	5.35	6.48	0.43	0.34	0.39
<b>AVERAGE</b>	<b>23.68</b>	<b>24.74</b>	<b>24.36</b>	<b>4.19</b>	<b>4.11</b>	<b>5.9</b>	<b>0.60</b>	<b>0.60</b>	<b>0.6</b>

**Table A3.6: Water Quality Compliance (%)**

Name of Water Utility	2018/19						2019/20						2020/21							
	E-coli	Turbidity	Residual Chlorine	pH	Average	E-coli	Turbidity	Residual Chlorine	pH	Average	E-coli	Turbidity	Residual Chlorine	pH	Average	E-coli	Turbidity	Residual Chlorine	pH	Average
	% Compliance						% Compliance						% Compliance							
HTM	nm	nm	nm	nm	0	100.00	85.71	na	100.00	95.24	100	0	0	100	50	100	0	0	100	50
KASHWASA	100	100	100	100	100	100	100	99	100	100	100	100	98	100	100	100	100	98	100	100
Makonde	0	2	4	6	3.00	13.63	16.67	8.33	16.67	13.83	100	92.31	30.77	61.54	71.15	100	92.31	30.77	61.54	71.15
MANAWASA	100	100	100	100	100	100	75	100	100	94	100	98	98	98	98	100	100	100	100	100
Maswa	95	100	71	100	91.5	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Mugango-Kiabakari	66.7	75	25	100	66.675	70.0	67.0	30.0	100.0	66.8	100	100	100	100	100	100	100	100	100	100
Wanging'ombe	nm	nm	nm	nm	0	0.00	36.00	0.30	100.00	34.08	0	0	0	0	0	0	0	0	0	0
<b>AVERAGE</b>	<b>60.28</b>	<b>79.43</b>	<b>66.67</b>	<b>84.33</b>	<b>54.51</b>	<b>60.45</b>	<b>60.05</b>	<b>48.18</b>	<b>77.07</b>	<b>62.91</b>	<b>85.71</b>	<b>69.97</b>	<b>60.92</b>	<b>79.86</b>	<b>74.12</b>	<b>69.97</b>	<b>60.92</b>	<b>79.86</b>	<b>74.12</b>	

**Table A3.7: Total Water Connections, Domestic Connections and Public Water Kiosks**

Name of Water Utility	Total Water Connections (Number)				Domestic Water Connections (Number)				Public Water Kiosks (Number)				Operating Kiosks 2020/21	Composition of Customers 2020/21					
	2018/19	2019/20	2020/21	2020/21	2018/19	2019/20	2020/21	2020/21	2018/19	2019/20	2020/21	2020/21		Domestic	Institutional	Commercial	Industrial	Kiosk	Other Connections
	2018/19	2019/20	2020/21	2020/21	2018/19	2019/20	2020/21	2020/21	2018/19	2019/20	2020/21	2020/21		Domestic	Institutional	Commercial	Industrial	Kiosk	Other Connections
HTM	2,435	2,646	2,920	2,920	2,000	2,150	2,375	2,375	221	249	258	206	2,375	168	74	2	258	43	
KASHWASA	74	93	95	-	-	-	-	-	NA	NA	NA	NA	-	93	2	NA	NA	-	
Makonde	3,089	3,353	3,545	3,545	2,205	2,398	2,542	2,542	550	588	612	553	2,542	320	66	4	612	1	
MANAWASA	10,020	11,025	11,933	11,933	9,126	10,040	10,918	10,918	366	358	363	331	10,918	356	289	5	363	2	
Maswa	3,622	4,097	4,087	4,087	3,477	3,750	3,730	3,730	40	111	111	111	3,730	121	111	8	111	6	
Mugango-Kiabakari	962	1,020	1,088	1,088	870	912	986	986	26	26	26	26	986	52	24	-	26	-	
Wanging'ombe	5,393	6,213	6,605	6,605	4,700	5,469	5,712	5,712	510	518	667	652	5,712	147	24	0	667	55	
<b>Total</b>	<b>30,054</b>	<b>28,437</b>	<b>30,273</b>	<b>30,273</b>	<b>25,647</b>	<b>24,719</b>	<b>26,263</b>	<b>26,263</b>	<b>2,356</b>	<b>1,850</b>	<b>2,037</b>	<b>1,879</b>	<b>26,263</b>	<b>1257</b>	<b>590</b>	<b>19</b>	<b>2,037</b>	<b>107</b>	



**Table A3.8: Metering Ratio and Composition of Metered Customers**

Name of Water Utility	Metering Ratio (%)			Composition of Metered Customers 2020/21					
	2018/19	2019/20	2020/21	Domestic	Institutional	Commercial	Industrial	Kiosk	Others
HTM	100	100	100	1,891	146	58	2	206	29
KASHWASA	100	100	100	0	93	2	NA	NA	0
Makonde	92	93	93	2,377	300	60	4	553	1
MANAWASA	100	100	100	10918	356	289	5	363	2
Maswa	65	66	47	1,584	121	111	8	111	0
Mugango-Kiabakari	100	100	100	986	52	24	0	26	0
Wanging'ombe	87	94	96	5,584	147	24	0	535	42
<b>Average / Total</b>	<b>98</b>	<b>91</b>	<b>89</b>	<b>23,340</b>	<b>1215</b>	<b>568</b>	<b>19</b>	<b>1794</b>	<b>74</b>

**Table A3.9: Proportion of Population Living in the Service Area, Number of Households and Proportion of Population Served with Water**

Name of Water Utility	Proportion of Population Living in the area with water network (%)				Proportion of Population 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)	Population Served by Boarding Institutions (No)	Population Directly Served (No)
	2018/19	2019/20	2020/21		2018/19	2019/20	2020/21							
HTM	75.2	70.5	69.1	0.0	63	54.8	395,759	2,375	206	120	80	2190	216,910	
KASHWASA	NA	NA	NA	NA	NA	-	NA	-	NA	NA	NA	-	-	
Makonde	54.3	55.5	80.0	29.0	55	57.7	470,948	2,542	553	445	10		271,505	
MANAWASA	88.0	88.2	72.0	77.0	76.6	59.8	321,058	10,918	331	250	10		191,930	
Maswa	74.4	74.4	75.6	48.0	48.26	38.3	130,812	3,730	111	250	6		50,130	
Mugango-Kiabakari	50.5	49.1	51.1	33.0	33.0	37.3	191,142	986	26	250	8		14,388	
Wanging'ombe	84.2	84.7	84.7	79.0	81	64.3	95,068	5,712	652	50	5		61,160	
<b>TOTAL</b>	<b>71.2</b>	<b>67</b>	<b>72</b>	<b>41.5</b>	<b>59.0</b>	<b>53.8</b>	<b>1,604,787</b>	<b>26,263</b>	<b>1,879</b>	<b>195</b>	<b>17</b>	<b>2,190</b>	<b>806,023</b>	

**Table A3.10: Average Hours of Service and Proportion of Connection with 24 Hours of Service**

Name of Water Utility	Average Hours of Service			Proportion of Population with 24 Hours of Service (%)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Chalinze	13.5	0	0	0	0	0
HTM	3.2	na	6	2.63	8.07	0
KASHWASA	24.0	24	23.6	100	100	NA
Makonde	12.0	9.6	8	N/A	N/A	N/A
MANAWASA	22.0	23	22	8.33	45	46
Maswa	10.0	11	12	0	0	0
Mugango-Kiabakari	8.0	8	8	15	15	15
Wanging'ombe	15.5	14.8	15	0	0	0
<b>Average</b>	<b>14</b>	<b>13</b>	<b>14</b>	<b>18</b>	<b>24</b>	<b>12</b>

**Table A3.11: Billing Composition**

Name of Water Utility	Water Billing (TZS Million)			Other Operational Billing (TZS Million)			Total Billing (TZS Million)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Chalinze	1,891.40			281			2,172.4	-	-
HTM	554.6	640.2	897.9	60.6	22.2	54.3	615.2	662.4	952.2
KASHWASA	11,610.40	12,696.6	13,275.5	2.7	0.5	1.3	11,613.1	12,697.1	13,276.8
Makonde	259.8	309.6	454.8	42.5	60.2	78.6	302.3	369.7	533.4
MANAWASA	2,444.20	2,485.6	2,933.4	375.2	316.3	363.0	2,819.4	2,802.0	3,296.4
Maswa	311.6	396.7	396.7	21.9	34.9	38.3	333.5	431.6	434.9
Mugango-Kiabakari	81.3	150.5	178.3	5.9	10.4	5.8	87.2	160.9	184.1
Wanging'ombe	313.7	412.9	486.0	93.5	3.1	12.2	407.2	416.0	498.1
<b>TOTAL</b>	<b>17,467.00</b>	<b>17,092.06</b>	<b>18,622.45</b>	<b>883.30</b>	<b>447.62</b>	<b>553.47</b>	<b>18,350.30</b>	<b>17,539.68</b>	<b>19,175.92</b>

**Table A3.12: Revenue Collection**

Name of Water Utility	Collections from Water Sales (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Chalinze	1,753.50			472.2			2,225.7	-	-
HTM	499	584.8	802.9	23.6	22.2	54.3	522.6	607.0	857.2
KASHWASA	11,231.20	11,333.2	10,851.2	-	656.5	680.1	11,231.2	11,989.6	11,531.3
Makonde	78.4	276.7	400.7	20.2	60.7	78.6	98.6	337.4	479.3
MANAWASA	2,590.30	2,247.5	2,914.8	374.3	373.5	369.0	2,964.6	2,620.9	3,283.9
Maswa	248.6	280.7	379.7	86.6	34.9	38.3	335.2	315.6	418.0
Mugango-Kiabakari	67.8	118.0	138.3	6.7	50.3	7.0	74.5	168.3	145.3
Wanging'ombe	282.3	408.0	480.2	114.3	32.4	72.1	396.6	440.3	552.3
<b>TOTAL</b>	<b>16,751.10</b>	<b>15,248.82</b>	<b>15,967.80</b>	<b>1,097.90</b>	<b>1,230.42</b>	<b>1,299.42</b>	<b>17,849.00</b>	<b>16,479.24</b>	<b>17,267.22</b>

**Table A3.13: Revenue Collection Efficiency, Overall Collection Efficiency and Account Receivable**

Name of Water Utility	Revenue Collection Efficiency (%)			Overall Collection Efficiency (%)			Accounts Receivable (Months of Billing)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Chalinze	92.7			68.8			3.3		
HTM	90.0	91.4	89.4	21.7	18.8	30.8	4.2	10.3	0.3
KASHWASA	96.7	89.3	81.7	88.2	80.6	72.9	2.2	3.6	0.4
Makonde	30.2	89.4	88.1	16	40.2	36.5	31.6	27.9	1.7
MANAWASA	106.0	90.4	99.4	79	67.9	78.2	2.9	3.9	0.2
Maswa	79.8	70.8	95.7	50.6	46.8	49.0	6.4	5.8	0.6
Mugango-Kiabakari	83.5	78.4	77.6	11.9	10.1	11.5	17.2	12.0	0.5
Wanging'ombe	90.0	98.8	98.8	41.7	36.2	29.7	4.4	3.4	0.3
<b>AVERAGE</b>	<b>83.61</b>	<b>86.91</b>	<b>90.10</b>	<b>47.24</b>	<b>42.94</b>	<b>44.09</b>	<b>9.03</b>	<b>9.56</b>	<b>0.59</b>

**Table A3.14: Cost Structure: Production, Distribution, Maintenance, Personnel, Administration and Other Costs**

Name of Water Utility	Production, Distribution and Maintenance Costs (TZS Million)			Personnel Costs (TZS Million)			Administration and Other Costs (TZS Million)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Chalinze	1,738.40			1,372.30			617.1	493.2	
HTM	693.3	834.41	807.58	550.8	510.43	579.85	116.1	113.6	223.64
KASHWASA	6,244.70	7,305.68	8,240.48	1,578.60	1,871.75	1,839.76	2,547.80	929.6	1,456.40
Makonde	1,228.00	666.94	919.55	337.5	167.24	351.40	831.1	160.9	169.40
MANAWASA	522	564.60	592.84	1,120.70	1,277.73	1,255.72	426.7	645.6	779.37
Maswa	419.4	284.99	401.83	99.1	93.45	101.42	22	122.9	166.84
Mugango-Kiabakari	407.8	446.35	410.19	78	45.69	93.17	100.5	118.4	140.28
Wanging'ombe	83.8	531.98	328.69	145.4	204.21	223.42	81.4	93.3	210.46
<b>TOTAL</b>	<b>11,337.40</b>	<b>10,634.96</b>	<b>11,701.16</b>	<b>5,282.40</b>	<b>4,170.50</b>	<b>4,444.75</b>	<b>4,742.70</b>	<b>2,677.50</b>	<b>3,146.39</b>

**Table A3.15: Cost Structure: Operating Costs and Depreciation**

Name of Water Utility	Total O&M Costs excluding Depreciation (TZS Million)			Depreciation and Amortisation Costs (TZS Million)			Total Costs (TZS Million)		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Chalinze	3,604.20			587.7			4,191.9	-	
HTM	1,425.70	1,512.04	1,617.68	230.5	244.00	290.06	1,656.2	1,756.0	1,907.7
KASHWASA	9,453.20	10,754.66	12,150.74	1,683.30	1,731.96	1,737.88	11,136.5	12,486.6	13,888.6
Makonde	1,729.70	947.85	1,447.44	56.2	116.30	130.08	1,785.9	1,064.1	1,577.5
MANAWASA	2,360.50	2,570.65	2,678.24	1,022.00	1,014.69	1,088.98	3,382.5	3,585.3	3,767.2
Maswa	642.4	544.13	686.48	205	251.52	533.04	847.4	795.6	1,219.5
Mugango-Kiabakari	604.2	576.23	643.92	732.5	730.98	733.95	1,336.7	1,307.2	1,377.9
Wanging'ombe	325.8	826.98	763.97	333.5	440.48	263.01	659.3	1,267.5	1,027.0
<b>TOTAL</b>	<b>20,145.70</b>	<b>17,732.53</b>	<b>19,988.47</b>	<b>4,850.70</b>	<b>4,529.92</b>	<b>4,777.00</b>	<b>24,996.40</b>	<b>22,262.45</b>	<b>24,765.47</b>

**Table A3.16: Energy and Chemical Costs**

Name of Water Utility	Energy Costs			Chemical Costs			Total Energy and Chemical Costs		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Chalinze	1,280.60			179.7			1,460.30	0.0	0.0
HTM	442.8	422.3	564.4	27.5	4.14	2.79	470.3	426.4	567.2
KASHWASA	4,852.10	4,820.6	5,578.1	1,163.10	2,107.37	2,267.83	6,015.20	6,928.0	7,846.0
Makonde	1,180.20	576.1	817.6	-	5,625,385	4,32802	1,180.20	581.7	821.9
MANAWASA	535.6	0.0	0.0	7.8	0	0	543.3	0.0	0.0
Maswa	270.3	148.7	292.5	4.2	42,1305	0	274.5	190.8	292.5
Mugango-Kiabakari	266	329.1	340.3	0.1	0	0	266.1	329.1	340.3
Wanging'ombe	-	0.0	0.0	-	1,095	0	-	1.1	0.0
<b>TOTAL</b>	<b>8,827.60</b>	<b>6,296.78</b>	<b>7,593.00</b>	<b>1,382.40</b>	<b>2,160.36</b>	<b>2,274.95</b>	<b>10,209.90</b>	<b>8,457.14</b>	<b>9,867.95</b>

**Table A3.17: Operating Ratio, Working Ratio and Average Tariff in Use**

Name of Water Utility	Operating Ratio			Working Ratio			Average Tariff in Use (TZS/m <sup>3</sup> )		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Chalinze	1.9			1.7			1,923.30		
HTM	2.7	2.7	2.0	2.3	2.3	1.7	2,473.00	3,549.0	3,549.0
KASHWASA	1.0	1.0	1.0	0.8	0.8	0.9	785	883.0	883.0
Makonde	5.9	2.9	3.0	5.7	2.6	2.7	1,300.00	1,300.0	1,300.0
MANAWASA	1.2	1.2	1.1	0.8	0.9	0.8	1,467.00	1,557.0	1,557.0
Maswa	2.5	1.4	2.8	1.9	0.9	1.6	1,100.00	1,710.0	1,710.0
Mugango-Kiabakari	15.3	7.6	7.5	6.9	3.4	3.5	407	1,310.0	1,310.0
Wanging'ombe	1.6	2.8	1.8	0.8	1.9	1.4	345	1,582.0	1,582.0
<b>AVERAGE</b>	<b>4.01</b>	<b>2.79</b>	<b>2.75</b>	<b>2.61</b>	<b>1.82</b>	<b>1.80</b>	<b>1,225.04</b>	<b>1,698.71</b>	<b>1,698.71</b>

**Table A3.18: Total Staff, Female Staff and Sewerage Connections**

Name of Water Utility	Total Staff (Number)			Total Staff Employed by WSSA (number)			Total Female Staff (Number)			Staff/1000 Connections (W&S)		
	2018/19	2019/20	2020/21	2019/20	2020/21	2020/21	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
HTM	80	74	73	43	34	34	4.0	5.0	5.0	35.1	28.0	25.0
Kashwasa	75	88	98	3	98	98	23.0	27.0	36.0	1056.3	946.2	1031.6
Makonde	80	67	62	42	45	45	15.0	15.0	15.0	27.2	20.0	17.5
MANAWASA	61	73	73	67	68	68	27.0	27.0	27.0	6.9	6.6	6.1
Maswa	19	33	20	1	10	10	4.0	12.0	5.0	5.8	8.3	4.9
Mugango-Kiabakari	24	18	18	0	6	6	5.0	5.0	5.0	-	17.6	16.5
Wanging'ombe	53	49	49	19	13	13	12.0	14.0	17.0	10.9	7.9	7.4
<b>Total / Average</b>	<b>527</b>	<b>402</b>	<b>393</b>	<b>319</b>	<b>274</b>	<b>274</b>	<b>114</b>	<b>105</b>	<b>110</b>	<b>19.3</b>	<b>14.2</b>	<b>13.0</b>



## **APPENDIX 4:**

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# **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		MajiS Annual Report		Draft Technical Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
Arusha	A	12	30-Sep-21	Timely submitted	5-Oct-21	Late submitted	29-Sep-21	Timely submitted	
DAWASA	A	12	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Dodoma	A	12	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Iringa	A	12	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Kahama	A	10	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Mbeya	A	11	29-Sep-21	Timely submitted	29-Sep-21	Timely submitted	29-Sep-21	Timely submitted	
Morogoro	A	9	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	1-Oct-21	Late submitted	
Moshi	A	11	1-Oct-21	Late submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Mtwara	A	11	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Musoma	A	11	28-Sep-21	Timely submitted	23-Sep-21	Timely submitted	23-Sep-21	Timely submitted	
Mwanza	A	12	28-Sep-21	Timely submitted	27-Sep-21	Timely submitted	29-Sep-21	Timely submitted	
Shinyanga	A	7	1-Oct-21	Late submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Songea	A	12	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Tabora	A	7	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Tanga	A	12	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Bukoba	B	2	29-Sep-21	Timely submitted	29-Sep-21	Timely submitted	29-Sep-21	Timely submitted	
Kigoma	B	12	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Singida	B	5	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Sumbawanga	B	6	1-Oct-21	Late submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Babati	C	11	2-Oct-21	Late submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Lindi	C	11	24-Sep-21	Timely submitted	29-Sep-21	Timely submitted	29-Sep-21	Timely submitted	
Bariadi	C	6	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Geita	C	12	27-Sep-21	Timely submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Mpanda	C	2	3-Oct-21	Late submitted	30-Sep-21	Timely submitted	30-Sep-21	Timely submitted	
Njombe	C	11	Not submitted	Not submitted	29-Sep-21	Timely submitted	29-Sep-21	Timely submitted	
Vwawa-Mlowo	C	2	Not submitted	Not submitted	Not submitted	Not submitted	30-Sep-21	Timely submitted	

**Table A4.1(b): Status of Submission of Monthly MajIs Reports, Draft Technical Annual Report and Draft Financial Statements among NP WSSAs for FY 2020/21**

S/N	Name of Water Utility	MajIs Monthly Reports No. of Timely Submitted Reports	MajIs Annual Report		Draft Technical Annual Report		Draft Financial Statements	
			Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks
1	HTM	3	18 <sup>th</sup> Nov 2021	Late submitted	Not submitted	Not submitted	30 <sup>th</sup> Sept 2021	Timely submitted
2	KASHWASA	12	30 <sup>th</sup> Sept 2021	Timely submitted	29 <sup>th</sup> Sept 2021	Timely submitted	29 <sup>th</sup> Sept 2021	Timely submitted
3	Makonde	12	30 <sup>th</sup> Sept 2021	Timely submitted	30 <sup>th</sup> Sept 2021	Timely submitted	30 <sup>th</sup> Sept 2021	Timely submitted
4	MANAWASA	3	Not Submitted	Not submitted	Not Submitted	Not submitted	1 <sup>st</sup> Oct 2021	Late submitted
5	Maswa	12	20 <sup>th</sup> Sept 2021	Timely submitted	20 <sup>th</sup> Sept 2021	Timely submitted	20 <sup>th</sup> Sept 2021	Timely submitted
6	Mugango-Kiabakari	12	22 <sup>nd</sup> Sept 2021	Timely submitted	Not Submitted	Not submitted	30 <sup>th</sup> Sept 2021	Timely submitted
7	Wanging'ombe	10	30 <sup>th</sup> Sept 2021	Timely submitted	30 <sup>th</sup> Sept 2021	Timely submitted	30 <sup>th</sup> Sept 2021	Timely submitted



## COMPLIANCE WITH TARIFF ORDER CONDITIONS - REGIONAL WSSAs

**A4.2.i. Arusha WSSA Tariff Adjustment Order, 2018 of 1<sup>st</sup> December 2018**

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
1	Arusha WSSA shall install meters to all customers with own water sources in order to determine actual water consumption as a basis for computation of sewerage tariff.	Continuous		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 Olgilai, Ngarendolu and Machare Springs.	30 <sup>th</sup> June 2021	100%	Rehabilitation was conducted at Olgilai, Ngarendolu and Machare springs.
2.2	To rehabilitate (activities - remove siltation and gravel i.e. flushing and telescoping - casing) five boreholes.	30 <sup>th</sup> June 2021	80%	Rehabilitation involved flushing and imaging to check borehole condition at EMCO Borehole, Flushing conducted at Longdong, Sinoni, Flushing and Telescoping conducted at Sanawari.
2.3	Acquiring and compensating residents of land for way leaves and other structures.	30 <sup>th</sup> June 2021	53%	A total of TZS 5,683,708,166 was paid for compensation in several areas such as Lemara and Engutoto, Seed farm – Kimnyaki, Moivo Majimoto at Mnadani, Weruweru and Masama rundugai, Valeska – Mbuguni and Sokoni 1 & Terrati, (a total of 1,037 peoples affected by the project).
2.4	Rehabilitation and Replacement of Lab equipment and apparatus (digital titrator, CTR, Working bench, Filtration and distillation unit).	30 <sup>th</sup> June 2021	100%	Rehabilitation of water laboratory equipment and replacement of apparatus at Sekei station.
2.5	Replace 9 pumps at Ilkiurei, Kiranyi I, Old Sanawari, Loruvani yard, Sekei, Sombetini, Olgilai, Machare and Magereza (borehole) (three each year).	30 <sup>th</sup> June 2021	100%	A total of 3 pumps replaced at Olgilai, Magereza, Sombetini Shuleni.
2.6	To procure and install new water meters, 1/2" and 3/4" (6,000 in 2018/19, 15,000 in 2019/20, and 30,000 in 2020/21).	30 <sup>th</sup> June 2021	60%	18,000, new water meters were procured, Installation conducted to new connected customers located at Arusha – 9,349, Usa river - 238, Ngaramtoni – 1,271, Monduli - 107 and Longido – 217.
2.7	To construct 1,875 water meters chambers (625 for FY 2020/21).	30 <sup>th</sup> June 2021	100%	A total of 1,067 water meter chambers were constructed.
2.8	To Install 15,000 Customer Water Meters into Meter chambers (5,436 meters remained for 2020/21).	30 <sup>th</sup> June 2021	100%	A total of 11,364 water meters were installed in meter chambers.
2.9	To install 30,000 water meter seals.	30 <sup>th</sup> June 2021	100%	Total of 25,000 water meter seals were installed making a total of 66,386 water meters for the period of three years.
2.10	To remove Spaghetti pipelines of about 100 km at Unga Limited, Olmatejoo, Uswahilini, Baraa, Moshono.	30 <sup>th</sup> June 2021	90%	22.45 km of spaghetti were removed out of 25 km planned for the year under review.

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
2.11	Replacement and Installation of 30 valves and Valve Chambers in the distribution network.	30 <sup>th</sup> June 2021	93%	A total of 14 valves replaced and installed at Muriyeti – 3, Osunyai – 2, Engutoto – 2, Elerai – 2 Burka – 3 and Oldadai 2 out of 15 planned for FY 2020/21.
2.12	Replace service line 233km (73km in 2020/21).	30 <sup>th</sup> June 2021	27%	19.355 km of service line replaced.
2.13	Replacement and Installation of 84 fire hydrants.	30 <sup>th</sup> June 2021	100%	A total of 128 fire hydrants installed (CBD – 74, and Magereza Zone - 54.)
2.14	To install smart/digital 3000 pre-paid water meters (1500 for FY 2020/21).	30 <sup>th</sup> June 2021	2%	33 pre-paid water meters were installed to big customers.
2.15	Replacement of furniture and fittings.	30 <sup>th</sup> June 2021	100%	Various furniture and fittings were procured such as office chairs, tables, Kitchen appliances, office bench and shelves.
2.16	Replace 20 computers.	30 <sup>th</sup> June 2021	100%	A total of 8 computers including 4-desktops and 4-laptops were procured as of June 2021
2.17	Replace 12 printers/photocopiers.	30 <sup>th</sup> June 2021	67%	A total of 2 printers/photocopiers were procured out of 3 planned for the year
<b>3</b>	<b>Arusha WSSA shall attain the Key performance indicators as shown in the Third Schedule of this Order</b>			
3.1	30,000 new connections (water).	30 <sup>th</sup> June 2021	34%	10,297 new water customers were connected.
3.2	1,300 New sewerage connections.	30 <sup>th</sup> June 2021	14%	176 new sewerage customers were connected.
3.3	29% Non - Revenue Water.	30 <sup>th</sup> June 2021	0%	NRW increase to 50.54 from 47% June 2017.
3.4	100% metering ratio.		100%	Attained 99.8% revenue collection efficiency.
3.5	96% Revenue collection efficiency (without arrears)			
<b>4</b>	<b>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.</b>	Continuous	100%	A report on implementation of tariff order condition was submitted as required.
<b>5</b>	<b>Arusha WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA.</b>	Continuous	100%	The utility submitted all Majls reports as required.
	<b>Overall Compliance</b>		<b>75%</b>	

**A4.2.ii. 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 – DN-100mm, 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	June, 2021	98	Water distribution network was expanded by 45.5km and making a total of 164km at Igingilanyi, Mgongo, meske, Kising'a, Isakalilo B, Ngelewala, Isakalilo, Mawelewele, Igumbilo, Nduli Mjimwema, Nduli kilimahewa, Mkimbizi, Tagamenda, Kitwiru, Ruaha, Kigonzi, Kigamboni, Kitasengwa, Kitwiru, Kibwawa, Kinegangosi, Tagamenda, Mtwivila, Semtema, Igumbilo, Ulonghe and Mkimbizi D Mtwivila, Ipamba, Kihesa, Semtema A, Don Bosco and Itamba-Hoho and 3,716 new customers were connected.
2	Procurement of 4,500 postpaid water meters (DN15mm class C) for new customers	June, 2021	205	9,634 postpaid water meters (DN15mm class C 2505 pcs and DN20mm 575mm) for new customers procured
3	Install 04 new water booster pumping station of 10 to 50m <sup>3</sup> /h at Maffi, Mtwivila, Ugwachanya and Cagrielo	June, 2021	100	Two (2) more booster station installed at Ugwachanya and Mawelewele. Therefore, full implemented.
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)	June, 2020	200	Fully implemented
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	June, 2021	100	Fully implemented
6	Drill and develop 02 new boreholes with capacity of 2000m <sup>3</sup> /day each at Nyamuhanga area	June, 2020	100	Two borehole drilled but the yield was not enough to operate and give the water supply service.
7	Develop Mawelewele Borehole (400m <sup>3</sup> /day)	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>	June, 2021	99	Construction work is on progress and at the final stages of plumbing and metal works. Expected to be in use by July 2021 at the capacity of 2,500m <sup>3</sup> /day.
9	Construct 01 weir along Little Ruaha River to increase the volume of water abstracted during dry season from 12,600m <sup>3</sup> to 21,000m <sup>3</sup> per day	June, 2020	100	More efforts have been executed to ensure the water production meet the demand especially in dry season. One of the major intervention implemented is installation of two new raw water abstraction points at Ndiuka Water Treatment Plant. Each point has two pumps with an average capacity of 400m <sup>3</sup> /h.
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)	June, 2021	100	Only one portable meter testing machine has been acquired. However, the Weigh and Measure Agency (WMA) has acquired and installed a new testing bench in Iringa which is used also by IRUWASA.

S/N	Condition	Due Date	Compliance (%)	Implementation Status
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)	June,2021	96	17.3 km of sewer network expanded at Mkwawa Don Bosco, Kitanzini, Myomboni Ilala, Kijiewni ,Mivinjeni, Frelimo, Mshindo, KwaKilosa, Mlandege Gangilonga Anglican, Holiday, Mjimwema, 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	June,2021	0	Was not implemented due to IRUWASA approved tariff was not operational as planned
13	Acquire 01 high pressure vacuum truck 5-10 tonnes	June,2020	0	Was not implemented due to IRUWASA approved tariff was not operational as planned
14	Acquire 01 light cesspit emptier truck 4m3	June,2020	0	Was not implemented due to IRUWASA approved tariff was not operational as planned
15	Construct 05 VIP toilets at IRUWASA Tanks (Nduli, Kising'a, Ugwachanya, Itamba and Mtwivila)	June,2021	40	02 VIP toilets were constructed at Mtwivila Ugwachanya tanks.
16	Connect 270 sewer customers within network area (90 customers per year)	June,2021	130	85 households were connected to the sewer network making a total of 352 new sewerage customers for three years.
17	Acquire 35 GPS assisted mobile phones for enhancing revenue collection and meter reading 12 pcs in 2018/2019 and 23pcs in 2020/2021	June,2021	114	40GPS assisted mobile phones for enhancing revenue collection were procured making a total of 35 mobile phones
18	Acquire and install debt Management mobile application software , online application system for new customer application, fleet management computer system and audit software	June,2020	0	Debt Management mobile application was installed and is was operational but after shifting to the new MajIs Billing system we are waiting for another Revenue mobile system to suit the current billing system.
19	Install 3,600 (DN 15mm and DN 20mm) pre-paid customers water meters (hardware and software)	July,2021	100	2322 (DN 15 mm 900 pcs and DN 20 mm 03 pcs) pre-paid water meters (hardware and software) installed making a total of 5, 138 of installed prepaid water meters
20	Install 30 CCTV cameras and biometric security system at Ndiuka treatment plant	June,2020	100	Fully implemented
21	Install fire detectors at main office and Ndiuka treatment plant	June,2020	100	Fully implemented
22	Secure 5 stores with grilled doors	June, 2020	100	Fully implemented
23	Equip all staff with tools, equipment and furniture	June,2021	100	All staff were equipped with tools, equipment and furniture as per requirements.
24	Establish 24 hours call center	June,2020	100	Fully implemented
	<b>AVERAGE</b>		<b>90.93</b>	

**A4.2.iii. 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 tariffs					
	Procurement and installation of 3,000 prepaid water Meters (1000 for 2020/21)	30 <sup>th</sup> June 2021	1,000	200	20%	Up to 30 June 2021, 200 prepaid meters out of 3,000 were procured equivalent 20% of tariff order target.
	Purchase of 5 vehicles, 5 Bajaji and 15 Motorcycles	30 <sup>th</sup> June 2021	207	252	100%	Up to 30 June 2020, 308 million was spent to buy Toyota Pick-up double cabin and Toyota Land Cruiser hard top.
	Construction of 4 zone offices in Uyole (2021), Ilomba (2019), Iyunga (2020) and Mbalizi (2019)	30 <sup>th</sup> June 2021	2	2	100%	The two zone offices for Mbalizi and Uyole have been established
	Acquisition of 10,000 water meters for new customer	30 <sup>th</sup> June 2021	3,333	1,315	39%	Up to 30 June 2020, 7044 meters for new customers were procured and installed which is 70.4% of the tariff order target of 10, 000 meters.
	Purchase and installation of 115 km Upvc Class A, DN 100-150 Sewer laterals at Ilolo, Kalobe, Simike, Isanga and Iyunga to facilitate new connections and sewage disposal services.	30 <sup>th</sup> June 2021	500	112	22%	
	Construction of scheme attendant's house at Nelo-tia and Forest.	30 <sup>th</sup> June 2021	60	0	0%	
	Acquiring Residential Plot and Construction for Managing Director's House	30 <sup>th</sup> June 2021	125	0	0%	

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
	Right of way and acquisition of title deed at Kiwira Water Supply project.	30 <sup>th</sup> June 2021	300	0	0%	
	Construction of Shewa Project	30 <sup>th</sup> June 2021	100	0	0%	Implemented
	Construction of Administration Block	30 <sup>th</sup> June 2021	100	100	100%	Implemented
	Improvement of Mbalizi water supply (Construction of Ilunga project)	30 <sup>th</sup> June 2021	1,390	5,150	100%	The Ilunga project implementation has been replaced by Shongo project implementation which serves the same purpose.
	<b>Total investment</b>	30 <sup>th</sup> June 2021				
	<b>Replacement and Rehabilitation costs</b>	30 <sup>th</sup> June 2021				
	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 2021	70	0	0%	Not Implemented
	Replacement of 4 complete pumps and accessories at Kadege, Iyela, Swaya and Nzovwe booster station.	30 <sup>th</sup> June 2021	90	0	0%	Not implemented
	Laboratory/monitoring equipment	30 <sup>th</sup> June 2021	10	0	0%	Not implemented
	Rehabilitation of Reservoir / water storage	30 <sup>th</sup> June 2021	10	0	0%	Not implemented
	Transmissions mains from Sisimba and Imeta water source.	30 <sup>th</sup> June 2021	100	0	0%	Not implemented
	Distribution mains in Sokomatola, Mabatini, Old forest, Simike, Nzovwe and Jakaranda	30 <sup>th</sup> June 2021	40	0	0%	
	Replacement of 15,000 defective and old water meters.	30 <sup>th</sup> June 2021	5000	840	17%	The work is in progress.
	Service lines rehabilitation.	30 <sup>th</sup> June 2021	15	42	100%	
	Vehicles and motorcycles.	30 <sup>th</sup> June 2021	120	319.2	100%	
	Replacement of computer, accessories and electrical Equipment	30 <sup>th</sup> June 2021	78	135	100%	

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
	New sewer connections (1,500 customers; at Ilolo, Manga, Sinde, Old and New forest, Kalobe, Simike, Isanga and Iyunga) and construction of 10km sewer line.	30 <sup>th</sup> June 2021	500	40	8%	Partly implemented
2	Mbeya WSSA shall attain key performance indicators as shown in the Third Schedule of this Order	30 <sup>th</sup> June 2021				
	Reduce Non Revenue Water to 24%	30 <sup>th</sup> June 2021	24	28	33%	NRW was at 28%
	Increase Metering Ratio to 100%	30 <sup>th</sup> June 2021	100	100	100%	Metering Ratio was at 100%
	Increase Revenue Collection efficiency (without arrears) to 98%	30 <sup>th</sup> June 2021	98	99	99%	Collection efficiency was 99% including arrears
3	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 2021	12	11	92%	The Utility submitted 11 month majls reports timely, annual technical report as well as Draft Financial statements as required.
	<b>Overall Compliance (%)</b>				<b>43%</b>	

#### A4.2.iv. Morogoro WSSA Tariff Adjustment Order, Government Notice No. 16-013

	Condition	Deadline	Compliance	IMPLEMENTATION STATUS
1	Morogoro WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;	30 <sup>th</sup> June 2021	25.00%	
2	Morogoro WSSA shall attain key performance indicators as shown in Third Schedule;	30 <sup>th</sup> June 2021	26.81%	Proportion of the population served with water, Revenue Collection Efficiency and <i>E. Coli</i> compliance have worsen as compared to situation in June 2020.
3	Morogoro WSSA shall adhere to the section 43 of the EWURA Act, and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, 2010;	30 <sup>th</sup> June 2021	66.30%	
	<b>OVERALL COMPLIANCE (%)</b>		<b>39.37%</b>	



### A4.2.v. Moshi WSSA Tariff Adjustment Order no 17-008 / Moshi WSSA (Provisional Tariff) Order, 2019

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
1	Moshi WSSA shall ensure it complies with the requirement of remitting regulatory levy	Continuous	100%	As per demand note issued by EWURA to MUWSA as of June 2021, the utility has paid all the levies amounting to Tshs 234,518,650.07
2	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</b>	<b>New Investment</b>			
2.1	Construction of new water sources at Mkolowonyi spring by 432m <sup>3</sup>	30 <sup>th</sup> June 2021	0%	Implementation has been scheduled to be between July and October 2021
2.2	Construction of collectors (intake) and gravity main to connect to the existing system at JUMA SPRING 1,728m <sup>3</sup> /Day	30 <sup>th</sup> June 2021	0%	Implementation is re-scheduled to take place before June 2022
2.3	Construction of 1.8km gravity distribution main from Kilacha to Hussein tank.	30 <sup>th</sup> June 2021	100%	Construction of 1.8km has been 100% implemented and operational
2.4	Extension of 21.28km service line in all 10 zones	30 <sup>th</sup> June 2021	47%	Construction of 10.47km of pipeline extension in all 10 zones was conducted
2.5	Construction of water service line of 30km to extend water network in Himo Town	30 <sup>th</sup> June 2021	100%	Construction of 31.61km of pipeline extension has been implemented at Kondeni, Kalimani and Msufini
2.6	Construction of 15 km <sup>4</sup> ' & 2" water service line to extend water network from Kyaronga spring	30 <sup>th</sup> June 2021	100%	Construction of 5.65km of pipeline was implemented in Matala area. Further, Construction of 30.35km was implemented, this is beyond plan because of pressing demand from customers
2.7	Construct new 10.8 Km of pipeline at chekereni	30 <sup>th</sup> June 2021	100%	
2.8	To acquire potential area for future MUWSA business operation (Msumbiji Tank)	30 <sup>th</sup> June 2021	0%	The plan has been dropped after thorough analysis which showed there is no need to construct the tank in that area instead interconnection into the existing water network was done
2.9	Construct 120 valve chambers	30 <sup>th</sup> June 2021	27%	32 valve chambers were constructed
2.1	Purchase of water Meters for New water Connection 2000pc each year	30 <sup>th</sup> June 2021	100%	MUWSA has purchased 9,436 water meters.
2.11	Installation of water meters to 25 fire hydrants each year	30 <sup>th</sup> June 2021	52%	Installation of 13 water meter in most sensitive fire hydrants was done, the remaining fire hydrants will be installed based on sensitivity.
2.12	Construction of water meter chamber 60 each year	30 <sup>th</sup> June 2021	100%	250 precast water meter chamber has been constructed and installed.
2.13	Construct 7.5 km 6", 8" & 10" new sewer lines to cover parts of Rau and Pasua.	30 <sup>th</sup> June 2021	55%	Construction of 4.1km of sewer line has been 100% completed

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
2.14	Purchasing of 76pcs new Manhole covers for replacing the stolen covers	30 <sup>th</sup> June 2021	70%	53pcs out of 76pcs Manhole covers were purchased by 2021
2.15	Purchase of new workshop equipment	30 <sup>th</sup> June 2021	100%	Procurement of pipes fusion machine costing 14,986,000 and Generator 5.9Kva costing 3,186,000 was done
2.16	Purchase of Office equipment	30 <sup>th</sup> June 2021	100%	Office equipment amounting to 9,368,000 were procured (Air condition, household equipment, Tv, electric cooker)
2.17	Construction of toilets at water sources	30 <sup>th</sup> June 2021	5%	One toilet was constructed at Shiri water source, other areas implementation has been re-scheduled to be before June 2022
2.18	Procure four (4) Motor vehicles	30 <sup>th</sup> June 2021	100%	Authority opted to procure 45 Motor cycles amounting to 78,400,000/=, procurement of vehicles is re-scheduled next financial year
2.2	Procure Spectrophotometer DR 3900 for water and waste water testing	30 <sup>th</sup> June 2021	0%	Implementation re-scheduled to be by June 2022
2.22	Establishment of call centre to facilitate online receipt of customer complaints	30 <sup>th</sup> June 2021	100%	Establishment of call centre to facilitate online receipt of customer complaints has been 100% done costing 16,949,756/=
2.24	Procurement of CCTV camera in water sources and office	30 <sup>th</sup> June 2021	100%	Implementation was done worth 9,623,640/=
2.25	Procurement of ArcGIS online account to easy assign works and monitor field work surveyors, sharing map	30 <sup>th</sup> June 2021	100%	The installation of geodatabase in shared environment was done
	<b>Rehabilitation and Replacement</b>			
2.27	Developing of Borehole 75mm 3 core drop cable for Mawenzi borehole	30 <sup>th</sup> June 2021	100%	Implementation was done 100%
2.28	Rehabilitation of Msiriwa,	30 <sup>th</sup> June 2021	0%	Implementation has been re-scheduled to FY 2021/22
2.29	Rehabilitation of Mawela	30 <sup>th</sup> June 2021	0%	Implementation has been re-scheduled to FY 2021/22
2.39	To install 315 prepaid meter to Institutions, Industries, and commercial, car wash and kiosks customers by 2021	30 <sup>th</sup> June 2021	14%	43 prepaid water meters has been installed. Moreover, the Authority has procured 447 prepaid meters to be installed to Police camp.
2.43	Purchase of furniture and fitting	30 <sup>th</sup> June 2021	100%	Procurement of furniture worth 21,333,300 was done
2.44	Procure four (4) Motor vehicles	30 <sup>th</sup> June 2021	0%	Implementation re-scheduled to be by June 2022
2.45	Purchase of water Laboratory Equipment (DRB. 200-50 COD Reactor 230 Vac 50/60Hz,	30 <sup>th</sup> June 2021	100%	Laboratory equipments amounting to 41,737,838.75 were purchased
2.46	Procure Spectrophotometer DR 3900 for water and waste water testing	30 <sup>th</sup> June 2021		Implementation re-scheduled to be by June 2022
2.47	Procurement of working tools such as computers and its accessories	30 <sup>th</sup> June 2021	100%	Authority procured working tools amounting to 81,473,876/=

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
2.48	Installation of power backup that could serve the servers and sensitive points for at least 12 hours	30 <sup>th</sup> June 2021	0%	Instead of purchasing power backup, MUWSA opted of buying a standby generator and the activity has been re-scheduled to be implemented before June 2022.
3	Moshi WSSA shall attain the Key performance indicators as shown in the Third Schedule of the Order			
3.1	364 New Connections (water)	30 <sup>th</sup> June 2021		
3.2	Non-Revenue Water (21%)	30 <sup>th</sup> June 2021	100%	The utility has attained NRW of 20.23%
3.3	98.6% Revenue Collection efficiency (without arrears)	30 <sup>th</sup> June 2021	99.69%	Revenue collection efficiency is 96% where Total billing is 9,955,088,400/= and collection of TZS 9,924,119,513.83
3.4	Average hours of supply (24hours)	30 <sup>th</sup> June 2021	0%	The average hours of service is 23.48 (deteriorated by 0.52hours)
3.5	Metering Ratio	30 <sup>th</sup> June 2021	100%	The utility has 100% metering ratio
3.6	Proportion of population connected with sewerage network (22.1%)	30 <sup>th</sup> June 2021	0%	The Utility has 17.35% of the population connected with sewerage networks (deteriorated by 13.64% following extension of the service area to serve per-urban areas)
4	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	100%	A report on implementation of tariff order condition was submitted as required through annual report.
5	Moshi WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA		92%	MUWSA submitted 11 out of 12 monthly performance report by 14 <sup>th</sup> of each month, further it submitted the audited financial report for FY 2019/20.
	<b>Overall Compliance</b>		<b>63%</b>	

#### A4.2.vi. Mtwara WSSA (Order GN No. 5 and 13)

S/N	Condition	Date due	Implementation Status as Reported by Mtwara WSSA	Compliance (%)	Remarks
1	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	31 <sup>st</sup> Dec 2019	Submitted	100.00%	Submitted Audited Financial Statements for FY 2018/19 and 2019/20.
2	Mtwara WSSA shall attain key performance indicators as shown in Third Schedule of this order	30 <sup>th</sup> June 2021		56.17%	
	<b>OVERALL COMPLIANCE (%)</b>			<b>78.09%</b>	

**A4.2.vii. Musoma WSSA Tariff Adjustment Order, Government Notice No. 7 of January 2019**

SN	Condition	Dead line date	Target in order	Level of compliance	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 2021	1	1	100	Report on the implementation of each of tariff order condition was included in 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	12	12	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.	Replace 30 old and defective valves of size 100mm to 2525mm diameter by June 2021	30 <sup>th</sup> June 2021	11pcs	15pcs	100	Implemented
3.2.	Install water meters to all customers by June 2021 (100%)	30 <sup>th</sup> June 2021	100	100	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 2021	3,000	2,616	87.20	2,616 out of 2,000 targeted customers were connected

SN	Condition	Dead line date	Target in order	Level of compliance	Compliance (%)	Remarks
4.2.	Non-Revenue Water (45%)	30 <sup>th</sup> June 2021	45	43	100	As at 30 <sup>th</sup> June 2021, NRW was 43.81%. The performance target was 45%
4.3.	Metering Ratio (100%)	30 <sup>th</sup> June 2021	100	100	100	
4.4.	Revenue Collection efficiency (95%)	30 <sup>th</sup> June 2021	95	91	0	As at 30 <sup>th</sup> June 2021, Revenue Collection Efficiency was 91% Performance target was 95%
	<b>Total</b>	<b>85.90</b>				

#### A4.2.viii. Mwanza WSSA WSSA Tariff Adjustment Order, Government Notice No. 929 of November, 2019

Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
<b>Replacement of Assets and New Investments</b> (Mwanza WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
Extension of water network by 167km	30 <sup>th</sup> June 2021	10.44km	78.23km	100	Water supply network was extended by 78.23 km out of 10.44 km specified on the tariff order for the FY. 2020/21
Extension of sewer network by 20 km and replacement of the network for 15 km with uPVC and HDPE pipes	30 <sup>th</sup> June 2021	3.12km	17.48km	100	Sewerage network was extended by 17.48 km out of 3.12 km specified on the tariff order for the FY. 2020/21
Metering of 8,400 customers	30 <sup>th</sup> June 2021	4,185pcs	4,297pcs	100	4,297 out of 4,185 water meters were installed.
Replacement of 15,000 meters	30 <sup>th</sup> June 2021	2,089pcs	15,348pcs	100	15,348 out of 2,089 water meters targeted for the FY. 2020/21 were replaced
Installation of various computerized systems including Asset Management System (CAMS)	30 <sup>th</sup> June 2021	1 computerized system (database)	1 computerized system	100	Implemented
Land acquisition	30 <sup>th</sup> June 2021	TZS 30,000,000	TZS 30,000,000	100	
Water pumps and equipment	30 <sup>th</sup> June 2021	3pcs	2pcs	66.66	
Various furniture and fittings	30 <sup>th</sup> June 2021	Lamp Sum	Lamp Sum	100	Implemented
<b>To attain the key performance indicator as indicated in the Third Schedule</b>					

Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
Proportion of the population living in area with water network	30 <sup>th</sup> June 2021	75	90	100	Proportion living was 90% out of 75% of the target
Non-Revenue Water	30 <sup>th</sup> June 2021	30.05	36.33	0	NRW was 36.33% as at 30 <sup>th</sup> June 2021. The performance target was 30.05%
Sewerage network coverage	30 <sup>th</sup> June 2021	24.60	23	0	Performance in sewerage network coverage is 23% as at 30 <sup>th</sup> June 2021. The performance target was 24.60%
Number of Staff/1000 connections	30 <sup>th</sup> June 2021	3.7	3.8	0	Performance is 3.8. The performance target is 3.7
<b>Total Compliance</b>	<b>72</b>				

**A4.2.ix. Shinyanga WSSA (Order GN No. 16 of January 2019)**

SN	Condition	Due date	Target in order	Level of Completion	Compliance (%)	Implementation status as at 30 <sup>th</sup> June 2021
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 2021	1	1	100%	Report on the implementation of each of tariff order condition was included in 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 monthly basis	12	12	100	Monthly majls reports were timely submitted
3.	<b>Rehabilitation and Replacement</b>					
3.1.	Replacement of 6KM uPVC pipes	30 <sup>th</sup> Sept 2021	6KM	975m	16.25	Replacement of 975m of uPVC pipes
3.2.	Replacement of 1.5KM Steel pipes	30 <sup>th</sup> 30 <sup>th</sup> Sept 2021	1.5KM	36m	2.4	Replacement of 36m of steel pipes
3.3.	Rehabilitation of the tank at Chibe	30 <sup>th</sup> Sept 2021	TZS 32.00	TZS 25.60	80	Rehabilitation of Chibe by 80%
3.4.	Replacement of 6 control valves	30 <sup>th</sup> Sept 2021	6pcs	2pcs	33	Replacement of 2 control valves
3.5.	Replacement of 20 butterfly valves	30 <sup>th</sup> Sept 2021	20pc	1pc	5	Replacements of 1 butterfly valves
3.6.	Replacement of 12 floating valves	30 <sup>th</sup> Sept 2021	12pcs	8pcs	67	Replacements of 8 floating valves
3.7.	Replacement of 8100 domestic water meters	30 <sup>th</sup> Sept 2021	2,255pcs	3,331	100	Replacement of 3331 domestic water meters



SN	Condition	Due date	Target in order	Level of Completion	Compliance (%)	Implementation status as at 30 <sup>th</sup> June 2021
3.8.	Rehabilitation of staff and office buildings	30 <sup>th</sup> Sept 2021	TZS 23.09	0	0	Rehabilitation of staff and office buildings were not conducted
3.9.	Replacement of 14 Computers	30 <sup>th</sup> Sept 2021	14pcs	10pcs	71.43	Replacement of 10 computers out of 14
3.10.	Replacement of 2 vehicles	30 <sup>th</sup> Sept 2021	2 vehicles	1 vehicle	50	1 out of 2 vehicles was purchased
4.	<b>New Investments</b> (Shinyanga WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
4.1.	Procurement of One (1) Generator	30 <sup>th</sup> June 2021	1pc	1pcs	100	Procured One (1) Generator
4.2.	Procurement of One (1) Welding machine	30 <sup>th</sup> June 2021	1pc	1pc	100	Procured One (1) Welding machine
4.3.	Procurement of one pipe cutter	30 <sup>th</sup> June 2021	1pc	0	0	Not implemented
5.	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
5.1.	New water Connections (1,200)	30 <sup>th</sup> June 2021	1,200pcs	1,487pcs	100	Actual implementation was 1,487 out of 1,200 targeted number of customers
5.2.	Non-Revenue Water (18%)	30 <sup>th</sup> June 2021	18%	25.80%	0	NRW was 25.80% as at 30 <sup>th</sup> June 2021. The performance target was 18%
5.3.	Metering Ratio (100%)	30 <sup>th</sup> June 2021	100	100	100	Metering ratio is 100% as at 30 <sup>th</sup> June 2021. The performance target was 100%
5.4.	Revenue Collection efficiency (90%)	30 <sup>th</sup> June 2021	90	97.50	100	Revenue Collection Efficiency was 97.1% as at 30 <sup>th</sup> June 2021. Performance target was 90% or above
	<b>COMPLIANCE (%)</b>			63		

#### A4.2.x. Songea WSSA Tariff Adjustment Order, Government Notice No. 543 of 28<sup>th</sup> September 2018

S/N	Condition	Deadline	Target for the year (FY 2020/21 Cost in Million Tsh)	Achievement during the Year (Cost in Million Tsh)	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	Extension of 78km of the water distribution network from 440km (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 2021	164.2	146.356	89%	The utility extended 8.4 km and rehabilitate 3.14km.
2	Procurement of Prepaid Water Meters DN15 - (500 Water Meters)	30 <sup>th</sup> June 2021	60	8.3	14%	20 out of 60 water meters were procured in 2020/2021
3	Procurement and installation of DN15 new water meters (4000 Water Meters)	30 <sup>th</sup> June 2021	117	154.715	100%	2100 water meters were procured in 2020/2021
4	Procurement of 50 new smart phones for meter reading	30 <sup>th</sup> June 2021	4	0.9	23%	Three smart phones were procured in FY 2020/2021

S/N	Condition	Deadline	Target for the year (FY 2020/21 Cost in Million Tsh)	Achievement during the Year (Cost in Million Tsh)	Compliance	Remarks
5	Extension of sewerage network by 7.5km at Majengo and Misufini	30 <sup>th</sup> June 2021	31.7	13.3	42%	0.42 km secondary sewerage line and tertiary lines were extended
	Songea WSSA shall attain key performance indicators as shown in the Third Schedule of this Order					
	Increase New Connections (water) by 1,425	30 <sup>th</sup> June 2021	1425	1192	84%	1192 customers were connected
	Reduce Non-Revenue Water to 20%	30 <sup>th</sup> June 2021	20	21	64%	NRW was at 21%, previous FY NRW was at 22.8
	Increase Metering Ratio to 100%	30 <sup>th</sup> June 2021	100	99.9	100%	Metering Ratio is at 100%
	Increase Revenue Collection efficiency (without arrears) to 95%	30 <sup>th</sup> June 2021	95	100	99.8%	Collection efficiency is 99.8% including arrears
	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 2021	1	1	100%	Songea WSSA submitted annual performance report that includes the implementation status of the tariff order conditions
	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 2021	1	1	100%	The Utility submitted all majis reports, annual technical report as well as Draft Financial statements as required.
	<b>Overall Compliance (%)</b>				<b>74%</b>	

**A4.2.xi. Tanga WSSA Tariff Adjustment Order, 2018 of 1<sup>st</sup> October 2018**

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
1	Tanga WSSA shall submit a multiyear tariff application to EWURA for review.	28 <sup>th</sup> February 2021	Not Applicable	Tariff application was not implemented to comply with policy directives
2	Tanga WSSA shall ensure that all customers in Muheza and Pangani towns are metered.	30 <sup>th</sup> June 2021	100%	The utility attained 100% metering in all its service area
3	Tanga 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 Tanga 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	83.3%	The utility submitted timely nine out of twelve monthly reports
	<b>To implement the projects as detailed in the second schedule by using funds generated from the approved tariffs.</b>			
	<b>New, Rehabilitation and Replacement Activities.</b>			
3.1	Pangani WSSA shall conduct a test on quality of water supplies and report to EWURA as per EWURA Water and Waste Water Quality Monitoring Guidelines of 2014	Continuous	100%	Water quality monitoring for Pangani is currently being conducted every month and submitted to EWURA on month basis since January, 2021
	<b>Muheza</b>			
	Muheza WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs			
	<b>New Investments</b>			
3.2	Purchase and install 1,330 customer water meters for unmetered customers	30 <sup>th</sup> June 2021	100%	All 2,648 customers were metered by June, 2021
	<b>Replacement and Rehabilitation</b>			
3.3	Replacement of the 2 km of Mkulumuzi gravity main	30 <sup>th</sup> June 2021	80%	Rehabilitation of the gravity main is ongoing.
3.4	Construction of fence at Sokoni Pump House and Rehabilitation of Utility Office building	30 <sup>th</sup> June 2021	0%	Following completion of Pongwe - Muheza project, the borehole is no longer in use and the construction of fence has been postponed

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
3.5	MuhezaWSSA shall attain key performance indicators as shown in Third Schedule			
3.6	Proportion of population served with water (75%)	30 <sup>th</sup> June 2021	96%	Muheza has 72% population served with water
3.7	Non-Revenue Water (45%)	30 <sup>th</sup> June 2021	100%	As of June 2021, the utility attained 31.73% NRW
3.8	Metering Ratio (100%)	30 <sup>th</sup> June 2021	100%	By June, 2021 Muheza had attained 100% metering ratio.
3.9	Revenue Collection efficiency (without arrears) (94%)	30 <sup>th</sup> June 2021	100.53%	Attained 98% collection efficiency by June 2021 for Muheza operation
3.10	Water Quality Compliance (E-coli) (100%)	30 <sup>th</sup> June 2021	100%	As per Water Quality data of June 2021, the utility comply by 100%
3.11	Water Quality Compliance (Turbidity) (100%)	30 <sup>th</sup> June 2021	100%	As per Water Quality data of June 2021, the utility comply by 100%
3.12	Average Service Hours (12hrs)	30 <sup>th</sup> June 2021	50%	Muheza has 6 average hours of service
3.13	Muheza WSSA shall adhere to the section 43 of the EWURA Act, Cap. 414 and rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules, GN.193 of 2010	Continuous	N/A	Taken on board by Tanga WSSA
3.14	Muheza WSSA shall cause its financial reports to be audited by a CAG or any authorized person as per section 33 (1) of the Public Audit Act and submitting copies of the audited financial statements to EWURA	Continuous	100%	Currently Muheza operation is being audited under the umbrella of Tanga WSSA and the CAG's report for 2019/20 included the Audit of Muheza as new operational area of Tanga WSSA
<b>Overall Compliance</b>			<b>86%</b>	

**A4.2.xii. Bukoba WSSA: Tariff Order Adjustment, Government Notice No. 14 published on 4/1/2019**

SN	Condition	Dead line date	Target in order	Level of compliance	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 22,363,518.42	TZS 15,229,035.00	40%	TZS 15,229,035.00 of out of TZS 22,363,518.42 were remitted
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 2021	1	1	100	Reports on the implementation of each of tariff order condition was included in Bukoba WSSA Annual Progress 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 evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Monthly basis	Timely submission of 12 Majls Monthly repots	3 Majls Monthly repots	25	3 out of 12 monthly majls reports were timely submitted
4.	<b>Replacement of Assets and New Investments</b> (Bukoba WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
4.1.	Procure new VFD (variable speed drives), Impellers and shafts for water production pumps	30 <sup>th</sup> June 2021	TZS 65mil	0	50	TZS 86 Million will be used to procure damaged raw water pump number two. Procurement process is in progress

SN	Condition	Dead line date	Target in order	Level of compliance	Compliance (%)	Remarks
4.2.	Construction of pressure mains, distribution network of PVC and HDPE pipes ranging from diameter 50mm to diameter 250 to cover Wards of Nshambya, Buhembe, Nyanga, part of Kahororo and Kalabagaine. A total of 109 km will be laid	30 <sup>th</sup> June 2021	36.33km	6km	16.52	Water distribution network extended by 6km out of 36.33km required in the tariff order for he FY. 2020/21
4.3.	Construction of pump houses and installation of booster pumps at Machinjioni, Nsambya and Itahwa	30 <sup>th</sup> June 2021	1	1	100	1 pump house was cconstructed as required in the tariff order
4.4.	Procure 8,000 customer water meters	30 <sup>th</sup> June 2021	3,063pcs	1,473pcs	48.09	1,473 out of 3,063 water meters were installed
4.5.	Construction of Attendants houses.	30 <sup>th</sup> June 2021	3 houses	3 houses	100	3 attendants houses were costructed
4.6.	Procure new office furniture to replacedefective	30 <sup>th</sup> June 2021	TZS 5mil	TZS 2.5mil	50	TZS 1.5 million out of TZS 5 million for were spent for repair of existing furniture
4.7.	Procure new computers and its accessories to replace those old's	30 <sup>th</sup> June 2021	TZS 35Mil	0	0	Computers and its accessories were procured through Bukoba Water Supply and Sanitation Project. The Utility relocated the fund for implementation of other activities
5.	To attain the key performance indicator as indicated in the Third Schedule					
5.1.	New water connections (1,473)	30 <sup>th</sup> June 2021	3,063	1,473	48.09	1,473 out of 3,063 customers were connected.
5.2.	Non-Revenue Water (30%)	30 <sup>th</sup> June 2021	30	42	0	As of 30 <sup>th</sup> June 2021, NRW was 44.35%. The performance target was 30%
5.3.	Metering Ratio (100%)	30 <sup>th</sup> June 2021	100	100	100	As of 30 <sup>th</sup> June 2021, metering ratio was 100%. The performance target was 100%
5.4.	Revenue Collection efficiency (95%)	30 <sup>th</sup> June 2021	95	95	100	As at 30 <sup>th</sup> June 2021, Revenue Collection Efficiency was 99.8%. Performance target was 95%
	<b>Total</b>	<b>62.08</b>				

**A4.2.xiii. Kigoma WSSA Tariff Order Adjustment, Government Notice No. 195 Published On15/3/2019**

Condition	Deadline	Target in the order	Level of compliance	Compliance (%)	Implementation status as at 30 <sup>th</sup> June 2020
Kigoma WSSA shall adhere to the 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 40,568,472.99	TZS 4,683,142.79	2	4,683,142.79 out of TZS 40,568,472.99 invoice for FY. 2020/21 were remitted
<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
Proportion of population living (77%)	30 <sup>th</sup> June 2021	77	89	100	Proportion of population living in area with water supply network was 89% out of 77% of the target
Non-Revenue Water (27%)	30 <sup>th</sup> June 2021	27	33	0	NRW was 33% as of 30 <sup>th</sup> June 2021. The performance target was 27%
Metering Ratio (100%)	30 <sup>th</sup> June 2021	100	99	0	Performance in metering ratio is 99% as at 30 <sup>th</sup> June 2021. The performance target was 100%
Revenue Collection efficiency (98%)	30 <sup>th</sup> June 2021	98	98	99	Revenue Collection Efficiency was 95% as at 30 <sup>th</sup> June 2021. Performance target was 96%
Water Quality (100%)	30 <sup>th</sup> June 2021	100	100	100	Performance is 100% as 30 <sup>th</sup> June 2021. The performance target was 100%
Average hours of service (22)	30 <sup>th</sup> June 2021	22	22	100	Performance is 22 hours as 30 <sup>th</sup> June 2021. The performance target was 15 hours
<b>Total</b>	57.43				



**A4.2.xiv. Singida WSSA Tariff adjustment Order, Government Notice No 542 of 28<sup>th</sup> September 2018)**

S/N	Condition	Deadline	Achievement during the Year	Compliance (%)	Remarks
1	Replacement of 650 dilapidated water meters and 1000 water spare parts (Class C, DN15mm)	30 <sup>th</sup> June 2021	591	100	
2	Reconstruction of 72 defective valve chambers	30 <sup>th</sup> June 2021	30	100	
3	Replacement of dilapidated old water pipelines by 2km at Utemini (1km, DN90mm and DN100mm, uPVC, PN10), Mji Kati (0.5km, DN90mm, uPVC, PN10) and Mitunduruni (0.5km, DN90mm, uPVC, PN10)	30 <sup>th</sup> June 2021	2.616	100	
4	Rehabilitation of 2 boreholes (Uhasibu 16m <sup>3</sup> /h and Njuki 30m <sup>3</sup> /hr)	30 <sup>th</sup> June 2021	1	100	Installation of water pump for LITI Borehole with yielding capacity of 28 m <sup>3</sup> /hr
5	Replace of MCC and Display accessories	30 <sup>th</sup> June 2021	1	100	soft starter and contactor of MCC at Mwankoko have been replaced
6	Procurement of spares and Rehabilitation of chlorination System	30 <sup>th</sup> June 2021	1	100	Major rehabilitation of Chlorination system at Mandewa and Karakana was done in 2018/2019
7	Rehabilitation and replacement of 8 valves (size=DN150mm) at Utemini 1, Mandewa 1, Mwenge 2, Minga 2 and Misuna 2	30 <sup>th</sup> June 2021	3	100	3 Valves replaced at Jovena, Mandewa and Misuna
8	Upgrading of billing system (SBM software)	30 <sup>th</sup> June 2021	1	100	Unified Billing System installed and in use since April, 2021
9	Procure water meter testing bench	30 <sup>th</sup> June 2021	0	0	
10	Procure 21 bulk meters (DN150mm) for 3 District Metering Areas (DMAs) and install at zone A, B and C	30 <sup>th</sup> June 2021	0	0	
11	Procure and Install 1200nos lockable valves for disconnected customers	30 <sup>th</sup> June 2021	0	0	
12	Procure and install new water meters- 4570 customers; (Class C, DN15mm)	30 <sup>th</sup> June 2021	936	58	
13	Procurement and Install three standby surface pumps rated 110kw (Mwankoko), 90kw (Kisaki), and 30kw (Utemini) booster stations	30 <sup>th</sup> June 2021	1	100	one surface pump installed at Kititimo booster station
14	Procure and Install 3 submersible pumps and motors rated 26kw, 37kw and 55kw at Mwankoko (1) and Kisaki-Irao (2)	30 <sup>th</sup> June 2021	0	0	

S/N	Condition	Deadline	Achievement during the Year	Compliance (%)	Remarks
15	Procure heavy duty GS pipes (DN125mm, 230 metres); (DN150mm, 120metres) as spare pipes for Mwankoko and Kisaki-Irao boreholes	30 <sup>th</sup> June 2021	0	0	
16	Construction of 600 marker post along distribution network and Transmission main	30 <sup>th</sup> June 2021	117	59	
17	Extension of distribution network by 10km at Uyinga (3.5km, DN90mm, PN10) approx. 200 new customers, Mandewa (2.5km, DN90mm, PN10) approx. 150 new customers, Minga (2km, DN63mm, PN10) and Misuna (2km, DN90mm, PN10) approx. 250 new customers	30 <sup>th</sup> June 2021	14.3	150	
18	Construct 8 surface box chambers per year	30 <sup>th</sup> June 2021	3	100	
19	Procure new one standby generators (15KW) for office use	30 <sup>th</sup> June 2021	1	100	Standby Generator from Mwankoko ward has been shifted to SUWASA headquarter's office and connected for emergence power supply.
20	Construct operators building which include toilet and bathroom at Karakana storage tanks	30 <sup>th</sup> June 2021	0	0	
21	Procure of new office furniture (20 office chairs, 9 office tables)	30 <sup>th</sup> June 2021	750,000	4	
22	Procure 15 desktop/laptop computers, 1 photocopy machine, 1 projector, 4GPS, 2TV sets	30 <sup>th</sup> June 2021	23	96	
23	Procure and install HR software.	30 <sup>th</sup> June 2021	0.5	50	Awaiting for Government Approval for Singida WSSA to be connected Human Resource government administered software
24	Procure 300 smart water meters (prepaid)	30 <sup>th</sup> June 2021	69	69	Implemented
25	Procure and install Smartphone Mobile Meter Reading system installation	30 <sup>th</sup> June 2021	1	100	Unified Billing System installed and in use since April, 2021
26	Acquiring title deed for Utemini yard, Unyakindi, Kititimo, Utemini Wellfield, Burudani and Kindai wellfields	30 <sup>th</sup> June 2021	0	0	Unyakindi and Kindai application has been submitted to Singida Municipality for Title deeds processing
27	Compensate Kisaki/Irao, some parts of Mwankoko and Njuki.	30 <sup>th</sup> June 2021	31,268,750	104	Implemented
	<b>OVERALL COMPLIANCE (%)</b>			66	

**A4.2.xv. Sumbawanga WSSA Tariff Adjustment Order, (Government Notice No. 256 of 03/04/2020)**

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	Sumbawanga WSSA shall ensure it complies with the requirement of remitting regulatory levy	30 <sup>th</sup> June 2021	100	23	23%	Remittance by August 2021 was as 23%
2	Sumbawanga WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;	30 <sup>th</sup> June 2021				
	<b>WATER METERS</b>					
	Water Meters for New Connection	30 <sup>th</sup> June 2021	600	1,208	100%	1,208 new water customers were installed with new water meters
	Prepaid Water Meters	30 <sup>th</sup> June 2021	40	0	0%	Not Implemented
	Water Meters for Replacement	30 <sup>th</sup> June 2021	1,500	689	46%	689 Old water meters were replaced
	Procure and Install 10 Bulk Water meters at Water Sources and major distribution areas	30 <sup>th</sup> June 2021	10	0	0%	Not Implemented
	<b>PIPES</b>			4.5		
	Extension of Distribution Network	30 <sup>th</sup> June 2021	10	34.49	100%	Extension of about 34.49 Km was done at Kashai, Makutano, Kisiwani, Kaloleni
	Rehabilitation of Water Infrastructures	30 <sup>th</sup> June 2021	10	10	100%	Rehabilitation was done at Ndua Intake
	Rehabilitate Mainline and Distribution Network	30 <sup>th</sup> June 2021	5	0.35	7%	Replacement of 0.35 Km Distribution network was done
	<b>BUILDINGS</b>					
	Rehabilitation of Office Buildings	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	Rehabilitation of other store buildings and other W/ Quarters	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	Construction of toilets for watchmen at Boreholes	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	Construction of house for watchmen at Boreholes sites	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	<b>TANKS</b>	30 <sup>th</sup> June 2021				
	Rehabilitate 3 tanks	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	Complete the fencing work for sewerage disposal area – 79 acres	30 <sup>th</sup> June 2021	79	0	0%	Not Implemented
	Complete the fencing work for 7 tanks	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	Fencing work of Makao Makuu tank	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
	Complete the fencing work for Katandala tank	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	<b>PLANT</b>	30 <sup>th</sup> June 2021				
	Procurement of Portable welding generator	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	Optical Time Domain Reflectometer	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	OFC Splicing Machine	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	VFD Starter	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	AC – DC Invertor for media Converter for PLC system	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	<b>MOTOR VEHICLES &amp; CYCLES</b>					
	Procurement of Tricycles (Bajaj)	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	Procurement of Motor Vehicles	30 <sup>th</sup> June 2021	3	0	0%	Not Implemented
	Procurement of One Truck	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	<b>COMPUTERS AND PRINTERS</b>	30 <sup>th</sup> June 2021				
	Procurement of Computers	30 <sup>th</sup> June 2021	2	0	0%	Not Implemented
	Printers	30 <sup>th</sup> June 2021	1	0	0%	Not Implemented
	Increase 605 New Connections (water)	30 <sup>th</sup> June 2021	605	667	100%	667 New waters Customers were connected with the water Network
	Improve Hours of service to 23	30 <sup>th</sup> June 2021	23	20	87%	The average service hours is 20
	Reduce Non Revenue Water to 28%	30 <sup>th</sup> June 2021	28	30	33%	Non-Revenue Water is 30%
	Increase Revenue Collection efficiency (without arrears) to 90%	30 <sup>th</sup> June 2021	90	85	85%	Revenue Collection Efficiency was 85%
	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 2021	1	1	100%	Sumbawanga WSSA submitted annual performance report that includes the implementation status of the tariff order conditions
	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 2021	12	6	50%	The Utility submitted 10 month majlis reports timely, annual technical report as well as Draft Financial statements as required.
	<b>Overall Compliance (%)</b>				<b>25%</b>	

#### A4.2.xvi. Babati WSSA Tariff Adjustment Order, Government Notice No 622 of 6<sup>th</sup> June 2019

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
1	Babati WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs			
	Rehabilitation and Replacement			
1.1	Replace 2000 underregistering water meters from authorized dealers	30 <sup>th</sup> June 2021	100%	2,745 underregistering and aged meters were replaced
1.2	Rehabilitation of Mrara, Old Majengo and Maisaka Water Network, Customer Connections and replacement of water meters	30 <sup>th</sup> June 2021	100%	9.5 km has been rehabilitated at Mrara, 2.8 km at Maisaka and 2.4 km at Old Majengo
1.3	Procure and install 30 bulk meters	30 <sup>th</sup> June 2021	100%	35 Bulk meters were procured and installed at BH No 141, BH No 142, Mrara TP, BH 148/09, Balowa, Maisaka BH 144 and MRARA JUU TP
1.4	Replace 3 pumps and 3 motors annually	30 <sup>th</sup> June 2021	50%	Two Motors has been Replaced at BH 141 and 142 Nangara and One Pump at BH 144 Maisaka, Walau Bashnet and Donya
1.5	Upgrade Billing and Accounting System (SBM and Ourelogic)	30 <sup>th</sup> June 2021	100%	Billing system and accounting system were upgraded
	<b>Sub total</b>			
	New Investment			
1.6	Procure and install meter reading system	30 <sup>th</sup> June 2021	100%	in order to improve meter reading accuracy, custom android meter reading system were procured. The system will be able to take photo of the customer meter during meter reading
1.7	Procure and replace 4 motorcycles for Technicians	30 <sup>th</sup> June 2021	100%	5 Motor cycles were replaced
1.8	Procure and Install call center and toll-free number	30 <sup>th</sup> June 2021	10%	Not implemented though the budget were allocated instead the budget for the activity were realoated to to procure motorcycles
1.9	Procure and install 8 variable speed drivers at 8 boreholes	30 <sup>th</sup> June 2021	50%	Four variable speed drivers has been procured and installed at Maisaka BHs and Nangara BHs
1.1	Procure and Install 2850 new customer meters	30 <sup>th</sup> June 2021	100%	4,743 new customers were connected
1.11	Construction of 5 toilets to 5 different pumping stations at Bagara Ziواني, Maisaka, Nangara, Kiongozi and Bonga	30 <sup>th</sup> June 2021	0%	Constructions of toilets were not implmented, The Budget where relocated to procure motorcyles as well as land compensation for Bagara BH 435

S/N	Condition	Deadline	Compliance	Implementation status as of June 2021
1.12	Establish hygiene education program to residents and stakeholders	30 <sup>th</sup> June 2021	100%	SMS notifications are sent to customers and water connections at selected areas (for hand wash) and environmental and WASH awareness were conducted to public schools (Secondary schools)
1.13	Establish programs for customer awareness on bills payment	30 <sup>th</sup> June 2021	100%	Short Message Services (SMS) notification were established. Further, public meetings were conducted during the year under review.
1.14	Procure 6 motorcycles for sales Assistants	30 <sup>th</sup> June 2021	100%	8 Motor cycles were procured
1.15	Create a program to collect account receivables (by Installation of Prepaid Water Meters for Bad debtors)	30 <sup>th</sup> June 2021	100%	50 Prepaid Meters were procured and intergrated to Billing system and GePG
1.16	Integration of Billing System and GePG	30 <sup>th</sup> June 2021	100%	Intergration with GePG to all collection accounts was implemented.
1.17	Procure and Install computerized Human Resource system	30 <sup>th</sup> June 2021	100%	Human resource system has been procured and installed
1.18	Procure one standby server computer and 10 computers (5 for replacement and 5 new staff)	30 <sup>th</sup> June 2021	100%	7 computer and one new server Computers were procured. two printers and one heavy duty photo copier were procured
1.19	Procure staff working tools and safety gear	30 <sup>th</sup> June 2021	100%	Staff Working tools and Safety Gears were procured
1.2	Develop own water quality testing lab.	30 <sup>th</sup> June 2021	100%	Development if water quality laboratory is in progress
3	Babati WSSA shall attain the Key performance indicators as shown in the Third Schedule of this Order			
3.1	1600 New connection (water) - 100 for FY 2018/19 and 500 for FY 2019/20 and 1000 for 2020/21	30 <sup>th</sup> June 2020	100%	4,256 new customers were connected
3.2	25% Non - Revenue Water	30 <sup>th</sup> June 2020	94%	NRW has been reduced to 30.93 in June 2021 from 43.69% June 2018
3.3	95% Revenue collection efficiency (without arrears)	30 <sup>th</sup> June 2020	100%	Attained 95% revenue collection efficiency.
4	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	100%	A report on implementation of tariff order condition was submitted as required
5	Babati WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Continuous	83%	The utility submitted all Majis reports as required
	<b>Overall Compliance</b>		<b>87%</b>	

#### A4.2.xvii. Lindi WSSA Tariff Adjustment Order, Government Notice No 134)

S/N	Condition	Deadline	Compliance	Remarks	Current Status
1	on or before 30 <sup>th</sup> April 2019, Lindi 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> April 2019	100.00%	Implemented	implemented
2	On or before 31 <sup>st</sup> March 2019, Lindi WSSA shall conclude the process of preparation of Customer Service Charter	31 <sup>st</sup> March 2019	100.00%	Implemented	implemented
3	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 2021	58%	Lindi WSSA has implemented completely only one out of two projects required to be implemented in FY 2019/20	Currently 8 desktop computers and 5 laptops were procured
4	Lindi WSSA shall attain key performance indicators as shown in Third Schedule of this order	30 <sup>th</sup> June 2021	40.71%	During the July 2020-April 2021 period Lindi WSSA has shown improvement on two indicators only which are Water Connection and Revenue Collection Efficiency; however, the WSSA has performed poorly on NRW, Water Quality Compliance ( <i>E. Coli</i> and Turbidity) and Average Service Hours. No change was reported on Proportion of the population living in area with water network as well as Metering Ratio.	
5	On or before 30 <sup>th</sup> June 2020, Lindi WSSA shall undertake valuation of their assets and submit to EWURA an Asset Valuation Report certified by a registered Valuer.	30 <sup>th</sup> June 2020	0.00%	Valuation was not implemented	Request for title deed has been made to Lindi Municipal Director
6	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 2021	100.00%	During the July 2020-April 2021 period, Lindi WSSA has timely submitted all required Majlis monthly reports	reported on time
	<b>OVERALL COMPLIANCE (%)</b>		<b>49.69%</b>		

**A4.2.xviii. Geita WSSA Tariff order conditions (Government Notice No. 186 Published On15/3/2019)**

No	Condition	Dead line date	Target in order	Level of compliance	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	31 <sup>st</sup> Dec 2020	1	1	100	Submitted the report as required
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 2021	1	1	100	Reports on the implementation of each of tariff order condition was included in 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.	On monthly basis	12	12	100	Timely submitted
4.	<b>Replacement of Assets and New Investments</b> (Geita WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
4.1.	Rehabilitation of Kagera B Storage Tank	30 <sup>th</sup> June 2021	1	1	100	Rehabilitation of Kagera B Storage Tank was implemented as required
4.2.	Laying pipes and installation of marker post in the pipeline path at Katoma Storage Tank to Bomani Centre	30 <sup>th</sup> June 2021	1	1	100	Laying pipes and installation of marker post in the pipeline path at Katoma Storage Tank to Bomani Centre was implemented as required



No	Condition	Dead line date	Target in order	Level of compliance	Compliance (%)	Remarks
5.	Procurement of 12 new desktop computers	30th June 2021	4	4	100	Geita WSSA Procured 4 out of 4 new desktop computers required in tariff order for the FY. 2020/21
6.	Replacement of 45Km pipelines (15Km each year	30th June 2021	15km	0.68km	4.53	Geita WSSA replaced 0.68km out of 15km of pipe lines required in tariff order for the FY. 2020/21
7.	Replacement of 6,262 water meters	30th June 2021	2,088	2,190	100	Geita WSSA replaced meters as required
8.	Procurement of 10 motor cycles	30th June 2021	5	0	0	Geita WSSA as not procured 5 motor cycles required in the tariff order for the FY. 2020/21
9.	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
9.1.	New water connections (3,000)	30 <sup>th</sup> June 2021	3,000	1,082	36	Actual implementation was 1,082 out of 3,000 targeted number of customers
9.2.	Non-Revenue Water (20%)	30 <sup>th</sup> June 2021	20	36.27	0	Actual NRW was 36.27% as at 30 <sup>th</sup> June 2021. The performance target was 20%
9.3.	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 2021. The performance target was 100%
9.4.	Revenue Collection efficiency (90%)	30 <sup>th</sup> June 2021	90	98	100	Actual Revenue Collection Efficiency was 98% as at 30 <sup>th</sup> June 2021. Performance target was 90%
	<b>Total</b>	<b>56.92</b>				

**A4.2.xix.Njombe WSSA Tariff Order (Government Notice No . 547 of 26/07/2019)**

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	Njombe WSSA shall ensure universal metering to all customers by June 2021	30 <sup>th</sup> June 2021	100	91	91%	Metering was at 91%
2	Njombe WSSA shall implement the projects as detailed in the Second Schedule to this Order by using funds generated from the approved tariffs;					
	Lunyanywi water intake: extension of the apron, replacement of strainer, construction of manhole chamber for Bulk meter from the water source and replacement of the existing spillway(wooden) with the steel gate	30 <sup>th</sup> June 2021	4	0	0%	Not implemented
	Wikichi water intake: extension of the wing walls, extension of the apron, replacement of the existing 6" Sluice valve and construction of manhole chamber for Bulk meter from the water source	30 <sup>th</sup> June 2021	4	0	0%	Not implemented
	Kibena Howard Pumping Water Source: landscaping and Fencing of the new constructed intake structure	30 <sup>th</sup> June 2021	2	0	0%	Not implemented
	To replace 670 defect meters of ¾" - 270 meters for FY 2019/20	30 <sup>th</sup> June 2021	270	126	47%	126 defect meters were replaced
	To procure nine (9) new motorcycles: 2 in the first year, 3 in the second year and 4 in the third year.	30 <sup>th</sup> June 2021	2	3	100%	Five Motorcycles were procured
	To procure pipes and fittings in order to increase distribution water net work at Kambarage about 8km by June, 2022	30 <sup>th</sup> June 2021	1	1	100%	1km distribution network extended
	To procure pipes and fittings in order to increase distribution water network at airport about 5km by June,2022	30 <sup>th</sup> June 2021	1	0	0%	Not implemented
	To procure pipes and fittings in order to increase distribution water network at Igereke about 5km by June,2022	30 <sup>th</sup> June 2021	3	2	100%	2 km distribution network extended

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
	To procure pipes and fittings in order to increase distribution water network at Kilimani about 7km by June, 2022	30 <sup>th</sup> June 2021	3	1	33%	1 km distribution network extended
	To procure pipes and fittings in order to increase distribution water net work at Kambarage about 8km by June, 2022	30 <sup>th</sup> June 2021	8	2	25%	2 km distribution network extended
	To procure and install 1,200 water meters with size of 3/4" for unmetered customers	30 <sup>th</sup> June 2021	400	591	100%	Implemented
	To purchase 1500 meters for new customers, 500 for each year	30 <sup>th</sup> June 2021	500	700	100%	Implemented
	Procurement and Installation of Chlorine dosing facility at new improved Kibena Howard water supply project	30 <sup>th</sup> June 2021	1	1	100%	1 Dosing Pump at Kibena Howard has already procured
3	Njombe WSSA shall attain key performance indicators as shown in the Third Schedule of this Order	30 <sup>th</sup> June 2021				
	Increase 500 New Connections (water)	30 <sup>th</sup> June 2021	500	368	74%	The Utility increased 368 connections
	Reduce Non Revenue Water to 29%	30 <sup>th</sup> June 2021	29	35	35%	NRW was at 35%
	Increase Revenue Collection efficiency (without arrears) to 90%	30 <sup>th</sup> June 2021	90	100	100%	Collection efficiency was 95% including arrears
	Njombe 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 2021	1	1	100%	implementation status of the tariff order conditions were included in the annual performance report
	Njombe 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 2021	12	11	92%	The Utility submitted 11 month majls reports timely, annual technical report as well as Draft Financial statements as required.
	<b>Overall Compliance (%)</b>				<b>59%</b>	

**A4.2.xx. Vwawa-Mlowo WSSA Tariff Order (Government Notice No. 931.488 of 28/06/2019)**

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1	Vwawa-Mlowo WSSA shall implement the projects as detailed in the Second Schedule to this order by using funds generated from the approved tariffs					
1.1	To rehabilitate Haloli, Mgombezi, Mbozi club and Nalaba intakes	30 <sup>th</sup> June 2021	1	0	0%	Rehabilitation is not implemented, only routine maintenance has been done to the intakes
1.2	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 2021	6	0	0%	Not implemented
1.3	To reserve Nyimbili forests and Longisonte forests	30 <sup>th</sup> June 2021	1	0	0%	Not implemented
1.4	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, Ilolo 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, Ilembo, Hasamba, Majengo Mlowo - 6Km]	30 <sup>th</sup> June 2021	6	0	0%	Not implemented
1.5	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 2021	3	0	0%	Not implemented
1.6	To purchase and install 1300 water customer meter and associated fittings.	30 <sup>th</sup> June 2021	500	438	88%	New water meters were purchased and installed
1.7	To purchase and install 15 prepaid water meters	30 <sup>th</sup> June 2021	5	0	0%	Not implemented

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1.8	To complete office building construction (completion of rooms and finishing, store building construction, waste water system and office fencing)	30 <sup>th</sup> June 2021	1	0	0%	Not implemented
1.9	To rehabilitate 4 staff houses and 4 pump houses	30 <sup>th</sup> June 2021	3	0	0%	Not implemented
1.10	To procure transport facilities (3 motorcycles)	30 <sup>th</sup> June 2021	1	0	0%	Not implemented
1.11	To procure working tools/ equipments	30 <sup>th</sup> June 2021	1	0	0%	Not implemented
1.12	To procure computers and accessories (2 Laptops, 2 Desktop computers and 1 POS machine)	30 <sup>th</sup> June 2021	2	0	0%	Not implemented
2	Vwawa-Mlowo WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order	30 <sup>th</sup> June 2021				
2.1	Increase 300 New Connections (water)	30 <sup>th</sup> June 2021	300	206	69%	The Utility increased 206 water connections
2.2	Reduce Non Revenue Water to 32%	30 <sup>th</sup> June 2021	32	78	0%	NRW was at 78%
2.3	Increase Metering ratio to 100	30 <sup>th</sup> June 2021	100	82	74%	Metering ratio was at 82%
2.4	Increase Revenue Collection efficiency (without arrears) to 94%	30 <sup>th</sup> June 2021	94	93.4	99%	Collection efficiency was 93.4% including arrears
3	Vwawa-Mlowo WSSA shall, on annual basis as part of its performance report, submit to EWURA reports on implementation of each of the Tariff Order condition and each cost item of the revenue requirement	30 <sup>th</sup> June 2021	1	0	0%	Status for implementation of tariff order conditions were not included in the annual performance report
4	Vwawa-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 2021	12	2	17%	The Utility submitted 2 month majls reports timely and Draft Financial statements but did not annual technical report .
	<b>Overall Compliance (%)</b>				<b>19%</b>	

**A4.2.xxi.Mpanda WSSA Tariff Order (Government Notice No. 931 of 29/11/2019)**

S/N	Condition	Deadline	Target for the year (FY 2020/21)	Achievement during the Year	Compliance (%)	Remarks
	Mpanda WSSA shall implement the projects as detailed in Second Schedule to this Order;					
1	Replacement of 1500 old water meters (1000 in the second year and 500 in the thrd year)	30 <sup>th</sup> June 2021	1000	441	44	441 old water meters were replaced in FY 2020/21
2	Purchase 1,200 water meters together with their fittings and connectors for new customers (400 meters each year)	30 <sup>th</sup> June 2021	400	261	65.3	As June 2020/21, 261 customers were connected
	Mpanda WSSA shall attain key performance indicators as shown in Third Schedule of this Order					
3	Increase 400 New Connections (water)	30 <sup>th</sup> June 2021	400	261	65.3	The Utility increased 261 water connections
	Increase Metering ratio to 100	30 <sup>th</sup> June 2021	100	100	100	Metering ratio is 100%
	Reduce Non Revenue Water to 26%	30 <sup>th</sup> June 2021	26	27.5	25.0	NRW was at 27.5%
	Improve Hours of service to 12	30 <sup>th</sup> June 2021	12	7	16.7	Average Hours of service was 7
	Increase Revenue Collection efficiency (without arrears) to 92%	30 <sup>th</sup> June 2021	92	90	66.7	Collection efficiency was 89.9% including arrears
4	Mpanda WSSA shall ensure it continues to comply with the requirement of remitting regulatory levy to EWURA as per section 43 of the EWURA Act and Rule 6 of the EWURA (Fees and Levies Collection Procedure) Rules,2010;	30 <sup>th</sup> June 2021	100	100	100	Implemented

S/N	Condition	Deadline	Target for the year (FY 2020/21)	Achievement during the Year	Compliance (%)	Remarks
5	Mpanda WSSA shall cause their financial reports to be audited by a Controller and Auditor General or any authorized person as per section 33(1) of the Public Audit Act and ensure that it submits copies of the audited financial statements to EWURA;	30 <sup>th</sup> June 2021	1	0	0	Not implemented
6	Mpanda WSSA shall, on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition and each cost item of the revenue requirement as presented in the Fourth Schedule;	30 <sup>th</sup> June 2021	1	1	100	Mpanda WSSA submitted annual performance report that includes the implementation status of the tariff order conditions
7	Mpanda WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA,	30 <sup>th</sup> June 2021	3	2	66.7	The Utility submitted did not submit all 12 monthly majls reports timely, however annual technical report as well as Draft Financial statements were timely submitted as required.
	<b>OVERALL COMPLIANCE (%)</b>				<b>59</b>	

**A4.2.xxii. Kahama Tariff Order (Government Notice No. 15 published on 4/1/2019)**

SN	Condition	Deadline date	Target in order	Level of Completion	Compliance (%)	Remarks
1.	Kahama 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 2021	1	0	0	Report on implementation of each of tariff order condition was not included in Annual Report.
2.	Kahama 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 Kahama 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 Monthly basis	12	10	83.3%	10 out of 12 monthly majls reports were timely submitted
3.	<b>Rehabilitation and Replacement</b>					
3.1.	Rehabilitation of intake structure at Nyihogo dam (TZS 2Mil)	30 <sup>th</sup> June 2021	TZS 2mil	0	0	Rehabilitation of intake structure at Nyihogo dam was not implemented
3.2.	Major rehabilitation of the shallow wells (TZS 20mil)	30 <sup>th</sup> June 2021	TZS 20mil	0	0	Major rehabilitation of the shallow wells was not implemented
3.3.	Removal of mud from Nyihogo dam to increase capacity (TZS 5mil)	30 <sup>th</sup> June 2021	TZS 5mil	0	0	Removal of mud from Nyihogo dam to increase capacity was not implemented
4.	Rehabilitation of the treatment plants at Nyihogo dam (TZS 10mil)	30 <sup>th</sup> June 2021	TZS 10mil	0	0	Rehabilitation of the treatment plants at Nyihogo dam was not implemented



SN	Condition	Deadline date	Target in order	Level of Completion	Compliance (%)	Remarks
4.1.	Replacement of Chlorine analyser (TZS 5mil)	30 <sup>th</sup> June 2021	TZS 5mil	0	0	Replacement of chlorine analyser was not implemented
4.2.	Replacement of PVC Pipe 4" for dam transmission system (TZS 10mil)	30 <sup>th</sup> June 2021	TZS 10mil	0	0	Replacement of PVC Pipe 4" for dam transmission system was not implemented
4.3.	Replacement of 10 Pcs steel pipes (TZS 10mil)	30 <sup>th</sup> June 2021	TZS 10mil	0	0	Replacement of 10 Pcs steel pipes was not implemented
4.4.	Replacement of the DN 110-250 (TZS 30mil)	30 <sup>th</sup> June 2021	TZS 30mil	0	0	Replacement of the DN 110-250 was not implemented
4.5.	Replacement of Roll Poly Pipes Class D DN 1"-3" (TZS 7mil)	30 <sup>th</sup> June 2021	TZS 7mil	0	0	Replacement of Roll Poly Pipes Class D DN 1"-3" was not implemented
4.6.	Procure and installation of 6 new butterfly Valve DN300-750mm (TZS 30mil)	30 <sup>th</sup> June 2021	TZS 30mil	0	0	Procure and installation of 6 new butterfly Valve DN300-750mm was not implemented
4.7.	Procure and replace 22 double collar of DN 110-250mm PN12.5 (TZS 1mil)	30 <sup>th</sup> June 2021	TZS 1mil	0	0	Procure and replace 22 double collar of DN 110-250mm PN12.5 was not implemented
4.8.	Replace prepaid meters (TZS 15mil)	30 <sup>th</sup> June 2021	TZS 15mil	TZS 5mil	33.33	Replacement of pre-paid water meters was partially implemented.
4.9.	Replace all meters with permanent defective by purchasing 250 new water meters of 3/4" (250pcs)	30 <sup>th</sup> June 2021	250pcs	250	100	250pcs new water meters of 3/4" size were replaced
4.10.	Replace all meters with permanent defective by purchasing 50 new water meters of 1"	30 <sup>th</sup> June 2021	50pcs	50	100	50 new water meters of 1" was procured and replaced at all water meters with permanent defective
4.11.	Replace all meters with permanent defective by purchasing 800 new water meters of 1/2"	30 <sup>th</sup> June 2021	800pcs	620	75.50	620pcs out of 800 pcs of new water meters of 3/4" size were replaced
4.12.	Replacement of office tables (TZS 8mil)	30 <sup>th</sup> June 2021	TZS 8mil	0	0	Office tables were not replaced as required
4.13.	Replacement of 8 pieces of stabilizers of different capacity (TZS 1.5mil)	30 <sup>th</sup> June 2021	TZS 1.5mil	0	0	Replacement of 8 pieces of stabilizers of different were not implemented

SN	Condition	Deadline date	Target in order	Level of Completion	Compliance (%)	Remarks
4.14.	Upgrading billing software (TZS 5mil)	30 <sup>th</sup> June 2021	TZS 5mil	TZS 5mil	0	Upgrading of billing software was implemented
5.	<b>New Investment</b>					
5.1.	Procure and installation of 20 new sluice gate DN160	30 <sup>th</sup> June 2021	20pcs	20pcs	100	All 20 DN 160 sluice valves were purchased
5.2.	Procure and installation of 20 new sluice gate DN200	30 <sup>th</sup> June 2021	20pcs	20pcs	100	All 20 DN 200 sluice valves were purchased
5.3.	Procure and installation of 20 new sluice gate DN250	30 <sup>th</sup> June 2021	20pcs	0	0	20pcs of gate valves were not purchased
5.4.	Install 5 pieces of flap valves	30 <sup>th</sup> June 2021	5pcs	0	0	5pcs of flap valves were not purchased
5.5.	Purchase and install 6 electromagnetic flow meters 72	30 <sup>th</sup> June 2021	6pcs	0	0	6pcs of sluice valves were not purchased
6.	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
6.1.	New water connections (1,757)	30 <sup>th</sup> June 2021	1,757	3,014	100	3,014 out of 1,757 targeted number of customers were connected
6.2.	Non-Revenue Water (25%)	30 <sup>th</sup> June 2021	14	25.6	0	As at 30 <sup>th</sup> June Actual NRW was 25.6% 2021. The performance target was 25%
6.3.	Metering Ratio (100%)	30 <sup>th</sup> June 2021	100	100	100	Actual performance in metering ratio is 100% as at 30 <sup>th</sup> June 2021. The performance target was 100%
6.4.	Revenue Collection efficiency (90%)	30 <sup>th</sup> June 2021	90	100	100	Actual Revenue Collection Efficiency was 100% as at 30 <sup>th</sup> June 2021. Performance target was 90%
	<b>COMPLIANCE (%)</b>	27.9				

#### A4.2.xxiii. Bariadi Tariff Order

Condition	Dead line date	Target in order	Level of compliance	Compliance (%)	Implementation status as at 30 <sup>th</sup> June 2020
Bariadi WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Monthly basis	12 monthly reports, 1 annual majls report, 1 Draft financial statement, and 1 annual technical progress report	6 monthly reports, 1 annual majls report, 1 Draft financial statement, and 1 annual technical progress report were timely submitted	87.5	Implemented
<b>Total</b>	<b>100</b>				



## COMPLIANCE WITH TARIFF CONDITIONS - NATIONAL PROJECT WSSAs

**A4.2.i. HTM WSSA Tariff Order (Government Notice No 352), of 26<sup>th</sup> April 2019)**

S/N	Condition	Deadline	Level of Completion	Compliance (%)	Remarks
1	HTM WSSA shall attain key performance indicators as shown below:				
	(i) 70% Non Revenue Water	30 <sup>th</sup> June 2021	The Utility attained 65.5% NRW	100%	
	(ii) 90% Revenue collection efficiency (without arrears)	30 <sup>th</sup> June 2021	The Utility attained 89.4% collection efficiency.	99%	
2	On or before 30 <sup>th</sup> June 2021, HTM WSSA shall ensure that HTM treatment plant is electrified	30 <sup>th</sup> June 2021	Not implemented.	0%	
3	HTM WSSA shall ensure it complies with the requirement of remitting regulatory levy	Ongoing	Out of TZS 21,527,470.59, TZS 5,404,154.54 was remitted	25%	
4	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;	Ongoing	0%	0%	The report on implementation of Tariff order condition was not submitted as part of its annual report.
5	HTM WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Ongoing	3 Out of 12	25%	The utility timely submitted 3 out of 12 monthly Majls reports
	<b>Overall Compliance</b>	<b>41.52%</b>			

**A4.2.ii. KASHWASA (Government Notice No. 17 Published On. 4/1/2019)**

SN	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
1.	KASHWASA shall submit, on 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 Electromagnetic flow meters.	30 <sup>th</sup> June 2021	3	3	100	33 electromagnetic flow meters were replaced

SN	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
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 2021	15	15	100	Implemented
4.3.	Reviving Programmable Logic Controller (PLC)	30 <sup>th</sup> June 2021	1	1	100	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 2021	1	1	100	Implemented
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 2021	3	1	33.33	One out four new post chlorination Systems installed
4.6.	Carry out land survey of the transmission main and acquisition of title deeds	30 <sup>th</sup> June 2021	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 2021	1	0	0	Not implemented
5.	<b>New Investment</b>					
5.1.	Construction of sub - office buildings at Solwa.	30 <sup>th</sup> June 2021	1	0	0	Not implemented
5.2.	Reviving Programmable Logic Controller (PLC).	30 <sup>th</sup> June 2021	1	0	0	Not implemented

SN	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
5.3.	Procure 8 new motor vehicles (3 in the second year and 4 in the third year) and 8 motor cycles (two in the first year and 6 in the third year) new motor cycles.	30 <sup>th</sup> June 2021	16	5	31.25	3 out of 8 motor vehicles and 2 out of 8 new motor cycles were procured.
5.4.	Purchase of basic working tools such as computers, printers and photocopy machines.	30 <sup>th</sup> June 2021	1	0	0	Not implemented
5.5.	Purchase and replace all malfunctioning valves and other fittings such as hydraulic control, butterfly and Needle valves.	30 <sup>th</sup> June 2021	1	0	0	Not implemented
5.6.	Acquiring more land at IWTP by compensating the affected communities	30 <sup>th</sup> June 2021	1	0	0	Not implemented
5.7.	Purchase new post chlorination systems at Old Shinyanga, Kishapu and Ngudu main storage reservoirs and rehabilitation of chlorination system at IWTP	30 <sup>th</sup> June 2021	1	0	0	Not implemented
5.8.	Improving Police Post at IWTP by adding more Policemen and constructing new building with army.	30 <sup>th</sup> June 2021	1	0	0	Not implemented
5.9.	Carry out land survey of the transmission main and acquisition of title deeds.	30 <sup>th</sup> June 2021	1	0	0	Not implemented
5.10.	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 2021	1	0	0	Not implemented
	Integration of SCADA system and billing software.	30 <sup>th</sup> June 2021	1	0	0	Not implemented
	<b>COMPLIANCE (%)</b>	43.23				



**A4.2.iii. Makonde WSSA - Order NO. 2016-007 of 29<sup>th</sup> February 2016**

S/N	Condition	Deadline	Compliance	Remarks
1	Makonde Plateau shall implement projects as detailed in the Second Schedule to this Order using funds generated from the approved tariff	30 <sup>th</sup> June 2021	18.94%	
2	Makonde Plateau shall attain Key Performance Indicators as indicated in the Third Schedule to this Order	30 <sup>th</sup> June 2021	28.47%	
3	Makonde Plateau WSSA shall adhere to the section 43 of EWURA Act, and section 6 of EWURA (Fees and levies collection procedures) Rules, GN no 193 of 2010	Continuous	0%	Not implemented
<b>OVERALL COMPLIANCE (%)</b>			<b>15.80%</b>	

**A4.2.iv. Maswa WSSA tariff order conditions – (Government Notice No. 349 published on 26/4/2019)**

SN	Condition	Dead line	Target in order	Level of Completion	Compliance (%)	Remarks
1.	Maswa WSSA shall ensure it complies with the requirement of remitting regulatory levy	Annually	1	0	0	Not implemented
2.	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
3.	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
4.	<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>					
	<b>To attain the key performance indicator as indicated in the Third Schedule</b>					
	Water Quality (100%)	30 <sup>th</sup> June 2021	100	79.86	79.86	As 30 <sup>th</sup> June 2021 the actual performance was 79.86%. The performance target was 100%
<b>Average Compliance</b>				<b>19.96</b>		

**A4.2.v. Mugango-Kiabakari WSSA tariff order conditions – (Government Notice No. 949 published on 29/11/2019)**

SN	Condition	Dead line date	Target in order	Level of compliance	Compliance (%)	Implementation status as at 30th June 2021
1.	Mugango - Kiabakari 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 2021	1	0	0	Reports on the implementation of each of tariff order condition was not included in Mugango - Kiabakari WSSA Annual Progress Report.
2.	Mugango - Kiabakari WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment	Monthly basis	Timely submission of 12 Majls Monthly repots	12 Majls Monthly repots	100	All monthly majls reports were timely submitted
3.	<b>Replacement of Assets and New Investments</b> (Mugango - Kiabakari WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)					
3.1.	Procure 60 water meters in 2020/21 for replacement	30 <sup>th</sup> June 2021	60	68	100	Mugango Kiabakari WSSA procured 68pcs out of 60 meters required in the tariff order for the FY. 2020/21
3.2.	Rehabilitation and Replacement of 2 km water mainline in 2020/21	30 <sup>th</sup> June 2021	2km	0.5km	25	Mugango Kiabakari WSSA replaced 0.5km out of 2km of water mainlines required in tariff order for the FY. 2020/21
3.3.	Procure water Meters in 2019/2020, New Connections (285)	30th June 2021	285	0	0	Not implemented
3.4.	Procure and install 15 Prepaid Water meters including operating software in 2020/21 and 15 prepaid water meters in 2021/22	30th June 2021	15	0	0	Not implemented

SN	Condition	Dead line date	Target in order	Level of compliance	Compliance (%)	Implementation status as at 30th June 2021
3.5.	Procure 6 Bulk Meters at major distribution areas (Install 6 Bulk Meters for 2020/21 in Mugango centre, yamugabovillage, utiama, Kiabakari Butiama line Madara centre and 1 Bulk Meter for Bisarye line)	30th June 2021	7	0	0	Not implemented
3.6.	Extension of water distribution network (DN 63 & DN 50, PN 16. 22 km for 2020/21 Makole, Buturu, usaraga, Kukiugu, Muryaza and Mwanzaburiga	30th June 2021	16.22km	3km	18.50	Mugango Kiabakari WSSA extended water network by 3km out of 16.22km required during the FY. 2020/21
3.7.	Procurement of 1 motorcycle in 2020/21	30th June 2021	1	3	100	Mugango Kiabakari WSSA procured three (3) motorcycles during the FY. 2020/21
3.8.	Procurement of 1 Computer in 2019/2020, 1 computer in 2020/21 and 1 computer in 2021/22	30th June 2021	1	0	0	Not implemented
3.9.	Procurement of 1 Copy Machine in 2020/21	30th June 2021	1	0	0	Not implemented
4.	To attain the key performance indicator as indicated in the Third Schedule					
4.1.	New water connections (232)	30 <sup>th</sup> June 2021	232	68		Actual implementation was 1741. The performance targeted number of customers were 1,451
4.2.	Non-Revenue Water (47%)	30 <sup>th</sup> June 2021	47	85.20	0	Actual NRW was 85.20% as at 30 <sup>th</sup> June 2021. The performance target was 47%
4.3.	Metering Ratio (100%)	30 <sup>th</sup> June 2021	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 (92%)	30 <sup>th</sup> June 2021	92	95	100	Revenue Collection Efficiency was 95% as at 30 <sup>th</sup> June 2021. Performance target was 92%
	<b>Total</b>	<b>38.80</b>				

**A4.2.vi. Wanging'ombe WSSA tariff order conditions – (Government Notice No. 795 published on 28/12/2018949)**

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 2021				
1.1	Procure of 2 Motor Vehicle Double Cabin and 9 Motor Cycles (San LG 125 cc)	30 <sup>th</sup> June 2021	1	1	100%	6 Motor cycles procured and Motor vehicles are not procured.
1.2	Install 1400 Prepaid Water Meters	30 <sup>th</sup> June 2021	500	55	11%	310 prepaid water meters were procured out of which 55 were installed.
1.3	Procure 5 Laptops and 2 Desktops	30 <sup>th</sup> June 2021	7	7	100%	Implemented as planned
1.4	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 2021	10	0	0%	Not implemented
1.5	Construction of Store Office Block at ILEMBULA -2018/19 main office and Igwachanya sub-office 2019/20	30 <sup>th</sup> June 2021	2	2	100%	Implemented as planned
1.6	Purchase of 1 Fax Machine and 1 Photocopier	30 <sup>th</sup> June 2021	2	0	0%	1 photocopy repaired and fax machine not procured as currently the fax a not in demand.

S/N	Condition	Deadline	Target in the tariff order	Level of completion	Compliance	Remarks
1.7	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 2021	4	4	100%	Rehabilitation of 4km at Igwachanya, 3km at Ilembula, 2km at Mambegu and 4km at Soliwaya to Kijombe of water distribution was implemented
1.8	Procure and installation of 3,000 water meters and fittings for replacement and new connection .	30 <sup>th</sup> June 2021	1,000	467	47%	467 water meter installed
1.9	Replacement and rehabilitation of Office Furnitures	30 <sup>th</sup> June 2021	1	1	100%	Implemented
2	Wanging'ombe WSSA shall attain key performance indicators as shown in Third Schedule of this Order					
2.1	Reduce Non Revenue Water to 40%	30 <sup>th</sup> June 2021	40	69.5	0%	NRW is 69.94%
2.2	Increase Metering Ratio to 100%	30 <sup>th</sup> June 2021	100	95.5	25%	Metering ratio is 94%
2.3	Increase Revenue Collection efficiency (without arrears) to 98%	30 <sup>th</sup> June 2021	98	94	94%	Collection efficiency is 98.8% including arrears
	<b>Overall Compliance (%)</b>				<b>56%</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%
	If fully implemented late	75%

## APPENDIX 5:

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# COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR FY 2019/20

Table A5.1 (a): COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR REGIONAL WSSAs DURING FY 2020/21

NAME OF WSSA	CATEGORY	OPENING BALANCE 01 JULY 2020 (TZS)	ACTUAL INVOICES JULY 2020 TO JUNE 2021 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2021 (TZS)	OUTSTANDING AMOUNT AS OF 30 AUGUST 2021 TZS	COMPLIANCE (%)
Arusha	A	20,452,041.17	188,442,131.92	208,894,173.09	-	100.0
Iringa	A	17,501,820.25	85,080,720.17	102,582,540.42	-	100.0
Kahama	A	-	79,302,058.10	79,302,058.10	-	100.0
Moshi	A	-	104,162,290.88	104,162,290.88	-	100.0
Tanga	A	34,870,904.38	137,338,217.00	147,391,589.88	24,817,531.50	85.6
Dodoma	A	10,748,258.64	186,012,894.53	167,560,392.94	29,200,760.23	85.2
Mbeya	A	74,131,814.34	126,540,702.05	146,873,612.13	53,798,904.26	73.2
Shinyanga	A	63,769,031.97	55,736,734.14	59,513,492.20	59,992,273.91	49.8
Morogoro	A	233,185,533.37	137,598,356.43	166,456,334.87	204,327,554.93	44.9
DAWASA	Not Applicable	1,566,356,727.82	1,267,919,242.24	1,098,027,521.92	1,736,248,448.14	38.7
Mwanza	A	428,520,766.70	248,535,080.16	246,431,063.78	430,624,783.08	36.4
Songea	A	52,855,150.83	29,993,074.82	18,983,432.36	63,864,793.29	22.9
Mtwara	A	101,568,006.31	40,541,778.87	11,325,172.14	130,784,613.04	8.0
Musoma	A	222,355,033.98	48,209,931.79	2,909,019.63	267,655,946.14	1.1
Tabora	A	278,305,355.45	47,377,696.44	3,332,442.84	322,350,609.05	1.0
<b>Sub Total Category A</b>		<b>3,104,620,445.21</b>	<b>2,782,790,909.54</b>	<b>2,563,745,137.18</b>	<b>3,323,666,217.57</b>	<b>43.5</b>
Singida	B	61,853,407.55	33,391,930.49	40,880,381.87	54,364,956.17	42.9
Bukoba	B	16,034,872.37	22,363,518.42	15,229,035.00	23,169,355.79	39.7
Sumbawanga	B	24,834,152.64	14,631,939.87	9,047,054.47	30,419,038.04	22.9
Kigoma	B	169,094,354.91	40,568,472.99	4,683,142.79	204,979,685.11	2.2
Mpanda	C	10,779,591.92	9,041,345.50	19,820,937.42	-	100.0
Njombe	C	2,791,307.91	10,311,310.27	13,102,618.18	-	100.0
Vwawa-Mlowo	C	1,918,977.02	331,510.04	2,250,487.06	-	100.0
Geita	C	8,627,764.49	16,420,799.24	19,007,620.21	6,040,943.52	75.9
Babati	C	-	29,675,721.60	21,760,268.70	7,915,452.90	73.3
Lindi	C	31,516,725.59	6,340,449.82	5,503,853.68	32,353,321.73	14.5
Bariadi	C	2,245,588.51	1,991,480.56	52,248.86	4,184,820.21	1.2
<b>Sub Total Category B and C</b>		<b>329,696,742.91</b>	<b>185,068,478.80</b>	<b>151,337,648.24</b>	<b>363,427,573.47</b>	<b>29.4</b>
<b>GRAND TOTAL</b>		<b>3,434,317,188.12</b>	<b>2,967,859,388.34</b>	<b>2,715,082,785.42</b>	<b>3,687,093,791.04</b>	<b>42.4</b>



**Table A5.1 (b): COMPLIANCE WITH REMITTENCE OF REGULATORY LEVY FOR NP WSSAs DURING FY 2020/2021**

SN	NAME OF WATER UTILITY	OPENING BALANCE AS AT 01 JULY 2020 (TZS)	ACTUAL INVOICES FOR THE YEAR 2020-21 (TZS)	TOTAL AMOUNT RECEIVED FOR THE YEAR 2020/21 AND JULY TO AUGUST 2020 (TZS)	OUTSTANDING AMOUNT (TZS)	COMPLIANCE (%)
1	MANAWASA	20,167,883.27	19,225,821.78	38,000,000.00	1,393,705.05	96
2	KASHWASA	12,256,625.20	(3,306,397.45)	6,957,413.35	1,992,814.40	78
3	Makonde	4,566,486.90	4,830,543.14	2,817,982.32	6,579,047.72	30
4	Wanging'ombe	3,899,548.86	3,693,677.57	2,020,773.84	5,572,452.59	27
5	HTM	6,907,111.05	12,132,372.87	3,131,710.34	15,907,773.58	16
6	Maswa	7,255,213.75	4,395,758.79	1,364,850.00	10,286,122.54	12
7	Mugango-Kiabakari	2,290,895.63	1,713,219.88	-	4,004,115.51	0
	<b>Total</b>	<b>57,343,764.66</b>	<b>42,684,996.58</b>	<b>54,292,729.85</b>	<b>45,736,031.39</b>	<b>54</b>



## APPENDIX 6:

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### SUMMARY OF IMPLEMENTATION OF RECOMMENDATIONS MADE IN FY 2019/20 REPORT

**IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE FY 2019/20 REPORT**

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	IMPLEMENTATION STATUS
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	Among seven Npp WSSAs, KASHWASA, Maswa, HTM, Wanging'ombe and Mugango-Kiabakari prepared strategic long-term plan to increase water production.
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	22 out of 33 RNP WSSAs developed strategies to control NRW towards the service level benchmark. The WSSAs are Arusha, DAWASA, Babati, Moshi, Tanga, Lindi, Musoma, Shinyanga, Kigoma, Bukoba, Kahama, Mwanza, Dodoma, Iringa, Tabora, Singida, Mbeya, Sumbawanga, Songea, Wanging'ombe, HTM and KASHWASA
		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	All RNP WSSAs reported to cooperate with key stakeholders during project implementation.

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	IMPLEMENTATION STATUS
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	During FY 2020/21, DAWASA implemented the City Wide Inclusive Sanitation (CWIS) project. Shinyanga WSSA finalized construction of a sludge digester. Further, Sumbawanga, Tanga, Lindi, Kahama, DAWASA and Dodoma WSSA reported increase in number of cesspit emptiers owned by the utility and private sector. Babati, DAWASA, HTM, Tanga had plans to construct decentralizes sanitation system and wastewater stabilization ponds.
		Inadequate coordination among various 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		DAWASA, Tabora, Dodoma, Sumbawanga, Mbeya, Moshi, Tanga and Arusha either have MoU with LGAs on sanitation activities or have regular inter-meeting. Further all other WSSAs reports to have strengthened collaboration with their respective LGAs.

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	IMPLEMENTATION STATUS
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	Continuous	Managing Directors of Regional and NP WSSAs	The recommendation has been considered in all business plans reviews.
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	Most WSSAs have improved on the quality of data reported in MajiS



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