



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY

ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)



WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FINANCIAL YEAR 2021/22

REGIONAL AND NATIONAL PROJECT WATER UTILITIES



MARCH 2023



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY

ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)



WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FINANCIAL YEAR 2021/22

REGIONAL AND NATIONAL PROJECT WATER UTILITIES

MARCH 2023

A decorative graphic at the bottom of the page showing a splash of water with bubbles, rendered in light blue and white.

TABLE OF CONTENTS

CHAIRMAN'S STATEMENT	viii
FOREWORD	ix
ABBREVIATIONS AND ACRONYMS	x
MEASUREMENT UNITS AND SYMBOLS	xi
DEFINITIONS OF KEY PERFORMANCE INDICATORS	xii
EXECUTIVE SUMMARY	xv
1.0 INTRODUCTION	1
1.1 Description of RNP WSSAs	1
1.2 Methodology	3
PART I: PERFORMANCE REVIEW OF REGIONAL WSSAs	4
2.0 TECHNICAL OPERATIONS	5
2.1 Water Sources and Abstraction	5
2.2 Installed Water Production Capacity	6
2.3 Water Production and Measurement Methodology	7
2.4 Water Demand	9
2.5 Comparison of Water Demand, Installed Capacity and Water Production	9
2.6 Utilisation of Water Supply Networks	10
2.7 Water Mains Rehabilitation	11
2.8 Water Service Connections Rehabilitation	11
2.9 Non-Revenue Water	12
2.10 Adequacy of Water Storage Capacities	15
2.11 Sanitation Services	15
2.12 Water Quality Monitoring	19
2.13 Wastewater Quality Monitoring	23
3.0 BUSINESS AND COMMERCIAL PERFORMANCE	25
3.1 Water connections	25
3.2 Water Kiosk Connections	26
3.3 Metering Ratio	28
3.4 Water Service Coverage	29
3.5 Sewerage Connections	31
3.6 Average Hours of Service	32
3.7 Complaints Handling	33
3.8 Staff Productivity	34
4.0 FINANCIAL PERFORMANCE	35
4.1 Revenue Generation	35
4.2 Revenue Collection Trend and Performance	36
4.3 Expenditure Control	39
4.4 Cost Structure	43
4.5 Cost Recovery	45
4.6 Water Tariff	46

5.0 COMPLIANCE WITH REGULATORY REQUIREMENTS AND DIRECTIVES.....	48
5.1 Tariff Review and Compliance with Tariff Order Conditions.....	48
5.2 Compliance with Report Submission.....	48
5.3 Compliance with Business Plan Targets.....	49
5.4 Implementation of Recommendations of FY 2020/21 Report.....	49
5.5 Customer Service Charter.....	49
5.6 Water Quality Monitoring Programme	49
5.7 Remittance of Regulatory Levy	50
6.0 PERFORMANCE RANKING.....	51
6.1 Overall Ranking.....	51
6.2 Utility Ranking.....	51
6.3 Procedure for Ranking.....	51
6.4 Classification of Performance Scores.....	53
6.5 Results of Performance Ranking.....	53
PART II: PERFORMANCE REVIEW OF NATIONAL PROJECT WSSAs	55
7.0 TECHNICAL OPERATIONS.....	56
7.1 Water Sources and Abstraction.....	56
7.2 Installed Water Production Capacity	57
7.3 Water Production and Measurement Methodology	57
7.4 Water Demand	58
7.5 Comparison of Water Demand, Installed Capacity and Water Production.....	58
7.6 Utilization of Water Supply Network	59
7.7 Performance of Water Supply Network	60
7.8 Water Mains Rehabilitation.....	61
7.9 Non-Revenue Water.....	61
7.10 Adequacy of Water Storage Capacities.....	64
7.11 Water Quality Monitoring	64
8.0 BUSINESS AND COMMERCIAL PERFORMANCE.....	67
8.1 Water Connections.....	67
8.2 Water Kiosk Connections	68
8.3 Metering Ratio	69
8.4 Water Service Coverage	69
8.5 Average Service Hours.....	71
8.6 Staff Adequacy and Qualifications.....	72
9.0 FINANCIAL PERFORMANCE.....	74
9.1 Revenue Generation	74
9.2 Revenue Collection Performance.....	74
9.3 Expenditure Control.....	77
9.4 Cost Recovery	81
9.5 Cost Recovery	82
10.0 COMPLIANCE WITH REGULATORY REQUIREMENTS AND DIRECTIVES.....	84
10.1 Tariff Review and Compliance with Tariff Order Conditions.....	84
10.2 Reporting Obligations.....	84
10.3 Management Working Tools.....	86
10.4 Remittance of Regulatory Levy	86

11.0 PERFORMANCE RANKING	87
11.1 Procedure for Ranking.....	87
11.2 Classification of Performance Scores.....	87
11.3 Results of Performance Ranking.....	88
PART III: IMPLEMENTATION OF RECOMMENDATIONS OF THE PREVIOUS REPORT	90
12.0 IMPLEMENTATION OF RECOMMENDATIONS OF THE PREVIOUS REPORT	91
PART IV: KEY OBSERVATIONS AND RECOMMENDATIONS	92
13.0 KEY OBSERVATIONS AND RECOMMENDATIONS	93
APPENDICES	96
APPENDIX 1: WSSAs PROFILES REGIONAL WSSAs PROFILES	97
CATEGORY A REGIONAL WSSAs PROFILES	99
CATEGORY B and C REGIONAL WSSAs PROFILES	131
NATIONAL PROJECT WSSAs PROFILES	155
APPENDIX 2: THREE YEARS PERFORMANCE DATA FOR REGIONAL WSSAs.....	171
APPENDIX 3: THREE YEARS PERFORMANCE DATA FOR NATIONAL PROJECT WSSAs	197
APPENDIX 4: COMPLIANCE WITH REGULATORY REQUIREMENTS (REPORTING REQUIREMENTS AND TARIFF CONDITIONS)	205
COMPLIANCE WITH TARIFF ORDER CONDITIONS - REGIONAL WSSAs.....	208
COMPLIANCE WITH TARIFF CONDITIONS - NATIONAL PROJECT WSSAs.....	225
APPENDIX 5: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR FY 2021/22	231
APPENDIX 6: SUMMARY OF IMPLEMENTATION OF RECOMMENDATIONS MADE IN FY 2020/21 REPORT	234

LIST OF FIGURES

Figure 1: Water Abstraction	5
Figure 2: Annual Water Production.....	7
Figure 3: Comparison of Water Demand, Installed Capacity and Water Production.....	10
Figure 4: Number of Water Connections per km of Water Distribution Network	10
Figure 5: Water Mains Rehabilitation	11
Figure 6: Water Service Connections Rehabilitation	11
Figure 7: Non-Revenue Water as a Percentage of Water Production.....	12
Figure 8: NRW as Cubic Metre per Kilometre per Day.....	13
Figure 9: NRW as Cubic Metre per Connection per Day.....	14
Figure 10: Storage Capacities.....	15
Figure 11: Number of Sewer Connections per Kilometre of Sewerage Network.....	16
Figure 12: Number of Sewer Blockage per Kilometre of Sewerage Network.....	17
Figure 13: Water Quality Compliance Reported by WSSAs.....	20
Figure 14: Water Quality Compliance Monitoring Conducted by EWURA	22
Figure 15: Total Water Connections	25
Figure 16: Composition of Water Supply Connections in Regional WSSAs	26
Figure 17: Water Kiosk Connections	27
Figure 18: Metering Ratio	28
Figure 19: Proportion of Population Directly Served with Water	29
Figure 20: Proportion of Population Living in Area with Water Network	30
Figure 21: Comparison of Water Service Coverage for Regional WSSAs	31
Figure 22: Sewer Connections	31
Figure 23: Proportion of Population Connected with Sewerage Services	32
Figure 24: Average Service Hours.....	33
Figure 25: Complaints Received by Regional WSSAs.....	33
Figure 26: Number of Staff per 1000 Water and Sewerage Connections	34
Figure 27: Revenue Generation by Regional WSSAs.....	35
Figure 28: Revenue Generation by Sources	35
Figure 29: Revenue Generation for Regional WSSAs	36
Figure 30: Total Revenue Collection.....	36
Figure 31: Revenue Collection Efficiency.....	37
Figure 32: Accounts Receivable Ratio.....	38
Figure 33: Overall Efficiency Indicator.....	38
Figure 34: Total Cost per Unit of Water Produced for Regional WSSAs	39
Figure 35: Energy Cost per Unit of Water Produced for Regional WSSAs	40
Figure 36: Chemical Cost per Cubic Metre for Regional WSSAs.....	40
Figure 37: Personnel Costs per Cubic Metre of Water Produced	41
Figure 38: Personnel Costs as a Percentage of Revenue Collection	42
Figure 39: Administration Costs per Cubic Metre of Water Produced	42
Figure 40: Composition of O&M Costs Excluding Depreciation for Category A WSSAs.....	43
Figure 41: Composition of O&M Costs Excluding Depreciation for Category B and C WSSAs....	44

Figure 42: Composition of O&M costs with depreciation for Category A WSSAs	44
Figure 43: Composition of O&M Costs with Depreciation for Category B & C WSSAs.....	45
Figure 44: Working Ratio for Regional WSSAs	45
Figure 45: Operating Ratio for Regional Water WSSAs	46
Figure 46: Average Tariff in Use for Regional WSSAs	46
Figure 47: Compliance with Tariff Order Conditions for Regional WSSAs	48
Figure 48: Water Sources and Abstraction	56
Figure 49: Annual Water Production.....	58
Figure 50: Comparison of Water Demand, Installed Capacity and Water Production.....	59
Figure 51: Number of Water Connections per Kilometer per Year	60
Figure 52: Number of Pipe Breaks per Kilometer per Year	60
Figure 53: Water Mains Rehabilitation	61
Figure 54: NRW as a Percentage of Water Production	62
Figure 55: NRW as Cubic Meter of Water Loss per Kilometr per Day.....	63
Figure 56: Storage Capacities	64
Figure 57: Water Quality Compliance Reported by NP WSSAs.....	65
Figure 58: Water Quality Compliance as Conducted by EWURA	66
Figure 59: Number of Water Connections	67
Figure 60: Categories of Water Connections in NP WSSAs	68
Figure 61: Number of Water Kiosk Connections	68
Figure 62: Metering Ratio	69
Figure 63: Proportion of Population Directly Served with Water	70
Figure 64: Proportion of Population Living in Area with Water Network	70
Figure 65: Comparison of Water Service Coverage for NP WSSAs	71
Figure 66: The Average Service Hours	72
Figure 67: Total Revenue Generation for NP WSSAs	74
Figure 68: Revenue Collection Efficiency for NP WSSAs	75
Figure 69: Accounts Receivable Collection Periods for NP WSSAs	76
Figure 70: Overall Efficiency Indicator (OEI) for NP WSSAs.....	76
Figure 71: Operating Cost Per Unit of Water Produced for NP WSSAs.....	77
Figure 72: Energy Cost per Unit of Water Produced for NP WSSAs.....	78
Figure 73: Chemical Cost per Cubic Meter of Water Produced for NP WSSAs.....	78
Figure 74: Personnel Costs per Cubic Metre of Water Produced for NP WSSAs.....	79
Figure 75: Personnel Costs as a Percentage of Revenue Collections for NP WSSAs	80
Figure 76: Administration Costs per cubic Meter of Water Produced for NP WSSAs	80
Figure 77: Composition of O&M Cost Excluding Depreciation for NP WSSAs	81
Figure 78: Composition of O&M Costs with Depreciation for NP WSSAs.....	82
Figure 79: Working Ratio for NP WSSAs	82
Figure 80: Operating Ratios for NP WSSAs.....	83
Figure 81: Compliance with NP WSSAs Monthly MajiS Report Submission.	85
Figure 82: Compliance with Reports Submission.....	86
Figure 83: Compliance with Remittance of Regulatory Levy.....	86

LIST OF TABLES

Table 1: WSSAs' Categories, Licence Class and Service Areas.....	2
Table 2: Regional WSSAs with Significant Increases in Water Abstraction.....	5
Table 3: Regional WSSAs with Significant Increase in Installed Water Production Capacity.....	6
Table 4: Regional WSSAs with Significant Increase in Water Production.....	8
Table 5: Water Production Measurement Methods among Regional WSSAs.....	8
Table 6: Methods Used by Regional WSSAs in Determining Water Production	9
Table 7: Regional WSSAs with Significant Increase in Water Demand.....	9
Table 8: NRW Management Performance.....	14
Table 9: Summary of Availability of Sewer Network	16
Table 10: Regional WSSAs with Significant Reduction of Sewer Blockage	17
Table 11: Availability of Wastewater Treatment Facilities in Regional WSSAs.....	18
Table 12: Regional WSSAs with Low Residual Chlorine Compliance.....	22
Table 13: Regional WSSAs with Low Effluent BOD and COD Compliance	24
Table 14: WSSAs with Significant Increase in Water Connections	26
Table 15: Regional WSSAs with Significant Increase in Water Kiosks.....	28
Table 16: Key Performance Indicator Weights	51
Table 17: Assessment Confidence Grading on Data Reliability and Accuracy.....	52
Table 18: Compliance to Regulatory Requirements	53
Table 19: Classification of Overall Scores	53
Table 20: Summary of Regional WSSAs' Ranking in the Provision of Water and Sanitation Services	54
Table 21: NP WSSAs with Significant Increase in Water Abstraction.....	57
Table 22: Water Production Measurement Methodology among NP WSSAs	58
Table 23: Reasons for High NRW for NP WSSAs	62
Table 24: NRW Management Performance.....	63
Table 25: NP WSSAs with Low Residual Chlorine Compliance Level.....	66
Table 26: Staff Adequacy and Qualifications	73
Table 27: Key Performance Indicator Weights	87
Table 28: Compliance to regulatory requirements.....	87
Table 29: Summary of NP WSSAs' Ranking in the Provision of Water Services	89
Table 30: Classification of Overall Scores	59
Table 31: Key Observations and Recommendations	93

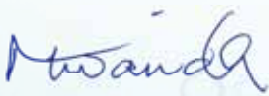
CHAIRMAN'S STATEMENT

I am delighted to present the Water Utilities Performance Review Report for Regional and National Project Water Supply and Sanitation Authorities (RNP WSSAs) for Financial Year (FY) 2021/22 which is the 14th report in a series of annual water sector performance review reports prepared by EWURA. The report has been prepared in compliance with Section 29(2) of the Water Supply and Sanitation Act, 2019 which requires EWURA to, annually, prepare a comparative analysis report on performance of water utilities. This report details the technical, commercial and financial performance of RNP WSSAs for the financial year ended 30th June 2022.

As indicated in the National Five-Year Development Plan – NFYDP (2021/22 -2025/26), Tanzania targets, by 2025/26, to increase access to water services to 95% in regional centres and 85% in district and township centres, reduce NRW to 20% and increase connection to conventional public sewer systems in urban regional centres to 30%. Tanzania is also committed to achieve the water sector performance targets as earmarked in the Tanzania Development Vision (TDV) 2025, Chama cha Mapinduzi (CCM) Election Manifesto of 2020 – 2025, Africa Agenda 2063 and Sustainable Development Goals (SDGs) 2030. Further, FY 2021/22 marks the end of the second phase of the Water Sector Development Programme (WSDP II) which started in July 2016. At the institution level, WSSAs are required to achieve performance targets set in their business plans. This report, therefore, provides pertinent information and data for monitoring and evaluating the progress made towards achieving targets set in the national and international planning frameworks for provision of water and sanitation services. It also provides the baseline data and information which may be used to monitor and evaluate the framework of the recently launched third and last phase of the WSDP (WSDP III) which started from July 2022 to June 2026. The report helps to identify potential areas for intervention as well as providing data and information for proper planning and effective allocation of resources for improving quality, availability, reliability and affordability of water supply and sanitation services.

I acknowledge the invaluable contribution of the Ministry of Water (MoW), Ministry of Health (MoH), Rural Water Supply and Sanitation Agency (RUWASA), Boards and Managements of all RNP WSSAs in facilitating successful preparation of this report. I would also like to register my appreciation to the Government under the good leadership of Her Excellency Dr. Samia Suluhu Hassan, the President of the United Republic of Tanzania, for providing an enabling environment for EWURA to continue performing its regulatory functions. EWURA wishes to affirm its commitment to ensure that regulation of water and sanitation services enhances welfare for all Tanzanians.

Lastly, I congratulate the EWURA Board of Directors, Management and Staff for their hard work during FY 2021/22, which led to successful implementation of EWURA functions in the water sector.



Prof. Mark J. Mwandosya
Board Chairman
March 2023

FOREWORD

The Regional and National Project Water Utilities Performance Review Report for FY 2021/22 provides a comparative analysis of the performance of 26 Regional WSSAs and seven National Project WSSAs in provision of water and sanitation services during FY 2021/22. In the report, key indicators such as service coverage, service hours, metering ratio, staff productivity, non-revenue water and financial ratios were used to evaluate the performance of water utilities. Also, the report includes discussion of on-site sanitation data to showcase progress made in provision of inclusive urban sanitation. Further, the report ranks RNP WSSAs' performances and provides key observations and recommendations for improving services in their respective operational areas.

Performance comparison with FY 2020/21 shows that, generally, during the reporting period Regional WSSAs have improved performance in some of the key indicators such as water production which increased by 1.2% from 322 to 326 million m³/year, number of water connections which increased by 11.8% from 1,046,220 to 1,169,643 connections and sewerage connections which increased by 5% from 52,749 to 55,350 connections. Also, staff productivity expressed as number of staff per 1,000 connections improved from 4.1 to 3.6 and revenue collection increased from TZS 344 to TZS 362 billion, equivalent to a 5% increase. Deterioration in performance for Regional WSSAs has been observed in some key indicators, including the population directly served with water, revenue collection efficiency and cost recovery.

Regarding National Project WSSAs, performance improved in water production from 25.3 to 29.8 million m³/year equivalent to an increase of 20%, metering ratio from 89% to 97%, water connections by 12% from 30,273 to 33,882 connections and revenue collection by 3.8% from TZS 17.27 to TZS 17.93 billion. Deterioration in performance for NP WSSAs has been observed in some key indicators, including revenue collection efficiency, average service hours and cost recovery.

I urge all WSSAs to use this report to evaluate their progress in achieving targets set in their business plans and strategise to improve performance. I congratulate WSSAs that have improved their performance and urge other RNP WSSAs to work hard to improve their performance.



Dr. James A. Mwainyekule
Director General
March 2023

ABBREVIATIONS AND ACRONYMS

BOD ₅	Five Days Biochemical Oxygen Demand
CBWSO	Community Based Water Supply Organisation
COD	Chemical Oxygen Demand
DAWASA	Dar es Salaam Water Supply and Sanitation Authority
DN	Nominal Diameter
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 and Sanitation Authority
MajIS	Water Utilities Information System
MANAWASA	Masasi Nachingwea Water Supply and Sanitation Authority
MoH	Ministry of Health
MoW	Ministry of Water
NA	Not Applicable
NBS	National Bureau of Statistics
NP	National Project
NRW	Non-Revenue Water
pH	Potentiometric Hydrogen ion concentration
TANROADS	Tanzania National Roads Agency
TARURA	Tanzania Rural and Urban Roads Agency
TBS	Tanzania Bureau of Standards
WSSA	Water Supply and Sanitation Authority
WSP	Wastewater Stabilisation Pond

MEASUREMENT UNITS AND SYMBOLS

km	Kilometer
km ²	square kilometer
kWh/m ³	kilowatt hour per cubic meter
m ³	cubic meter
m ³ /hr	cubic meter per hour
m ³ /day	cubic meter per day
nr/km/year	number per kilometer per year
NTU	Nephelometric Turbidity Unit
%	Percentage
TZS	Tanzanian Shillings

DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
WATER SUPPLY			
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 ³ of water produced	Total administration costs (TZS) divided by total amount of water produced (m ³)	TZS/m ³
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 ³ of water produced	Energy consumption during the year divided by Total amount of water produced (m ³)	kWh/m ³
v.	Mains failures	Number of water mains (a pipe of diameter $\geq 2''$) 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 ³ of water produced.	The ratio of total personnel expenditure (TZS) to the total amount of water produced (m ³)	TZS/m ³
xi.	Personnel expenditure	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)	(%)

NO.	INDICATOR	DEFINITION	UNIT
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 1,000 water and sewerage connections. It is calculated as a ratio of total staff to total water and sewerage connections multiplied by 1,000. Best practice is below 5	Staff/ 1,000 Connections
xvi.	Storage capacity	Total capacity of utility's water supply storage tanks divided by average daily demand multiplied by 24 hours	Hours
xvii.	Water mains rehabilitation	Length of mains (a pipe of diameter $\geq 2''$) rehabilitated during the year divided by total length of mains multiplied by 100	(%)
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. It is equal to total number of samples passed divided by total number of samples tested multiplied by 100. Best practice is at least 98%	(%)
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

NO.	INDICATOR	DEFINITION	UNIT
SANITATION			
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 x100	(%)

EXECUTIVE SUMMARY

Introduction

The Water Utilities Performance Review for Regional and National Project Water Supply and Sanitation Authorities (RNP WSSAs) for FY 2021/22 is the 14th report in a series of water sector performance review reports prepared by EWURA. The report presents analysis and performance comparison of 33 WSSAs which include 25 Regional WSSAs, seven National Project WSSAs and Kahama WSSA.

This report provides an overall performance of RNP WSSAs for FY 2021/22 focusing on key performance data and indicators in the provision of water supply and sanitation services. The report also ranks utilities' performance in provision of water supply and sanitation services and provides key observations and recommendations for water supply and sanitation services improvement.

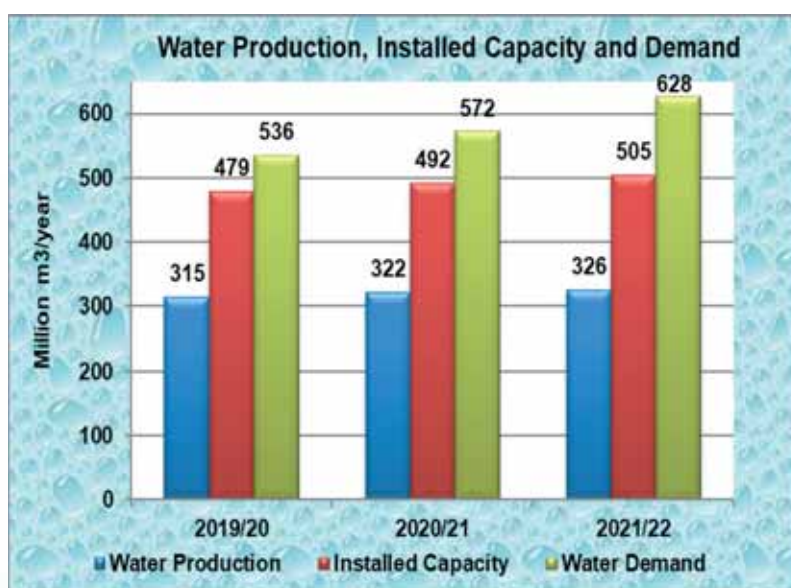
Data and information for preparation of this report were collected from RNP WSSAs through their annual performance reports, MajiS reports, performance monitoring inspection and consultative meetings with the Ministry of Water (MoW), Rural Water Supply and Sanitation Agency (RUWASA) and RNP WSSAs.

Performance Trend for Regional WSSAs

This part provides the performance trends for Regional WSSAs for the past three years from FY 2019/20 to FY 2021/22. The performance trends in selected key data and indicators are highlighted below.

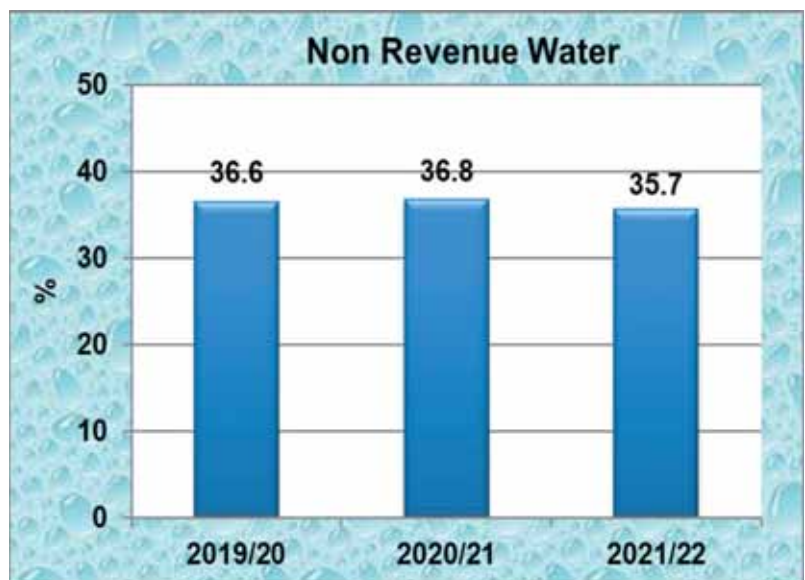
Water Production, Installed Capacity and Water Demand

For the past three years, the overall water production, installed production capacity and water demand have been continuously increasing. During FY 2021/22, water production increased by 1.2% while installed water production capacity increased by 2.6%. On the other hand, water demand increased by 9.8% as compared to FY 2020/21. Despite the increase in water production during FY 2021/22, aggregate water production was only 52% of water demand within Regional WSSAs' service areas. Increase in water demand in areas served by Regional WSSAs is mainly associated with increase in population, following clustering of Regional WSSAs with other WSSAs and normal population growth.



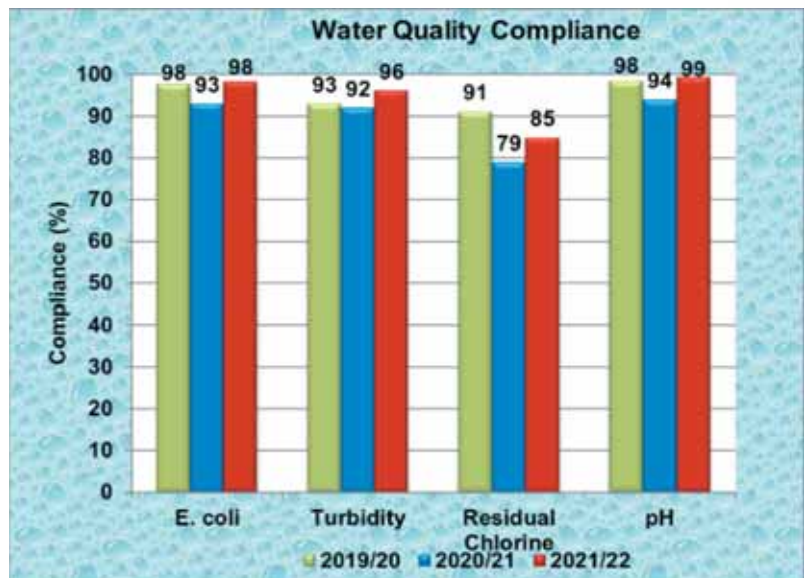
Non-Revenue Water (NRW)

There has been uneven trend in overall NRW performance for Regional WSSAs over the past three years. NRW improved by 1.1% in FY 2021/22 compared to 0.2% decline registered in FY 2020/21. The overall NRW improvement in FY 2021/22 was attributed to the rehabilitation of water supply systems and replacement of under-registering customer water meters.



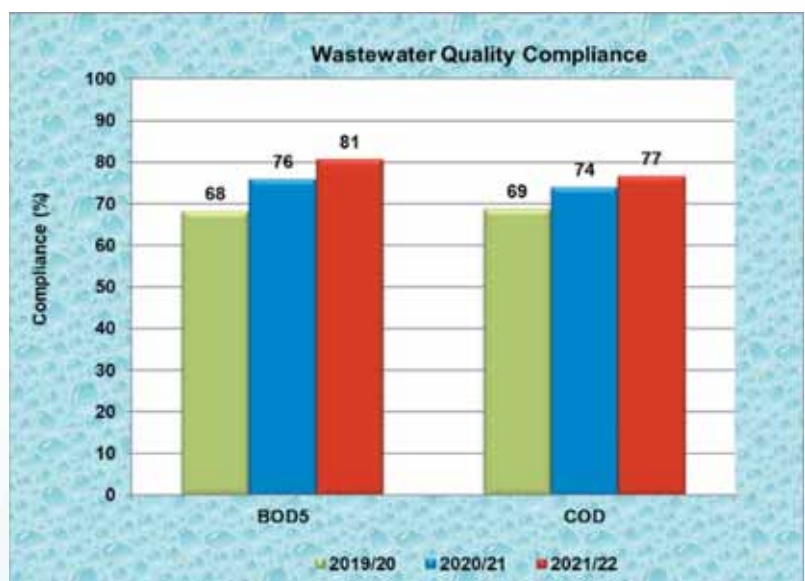
Water Quality Compliance

There has been an uneven trend for water quality compliance in terms of *E. coli*, turbidity, pH and residual chlorine in the past three years. In FY 2021/22, overall compliance increased by 4% and 5% for turbidity and pH, respectively, from the FY 2020/21. *E. coli* compliance increase to 98% in FY 2021/22 from 93% in FY 2020/21. Further, residual chlorine compliance level increased to 85% in FY 2021/22 from 79% in FY 2020/21.



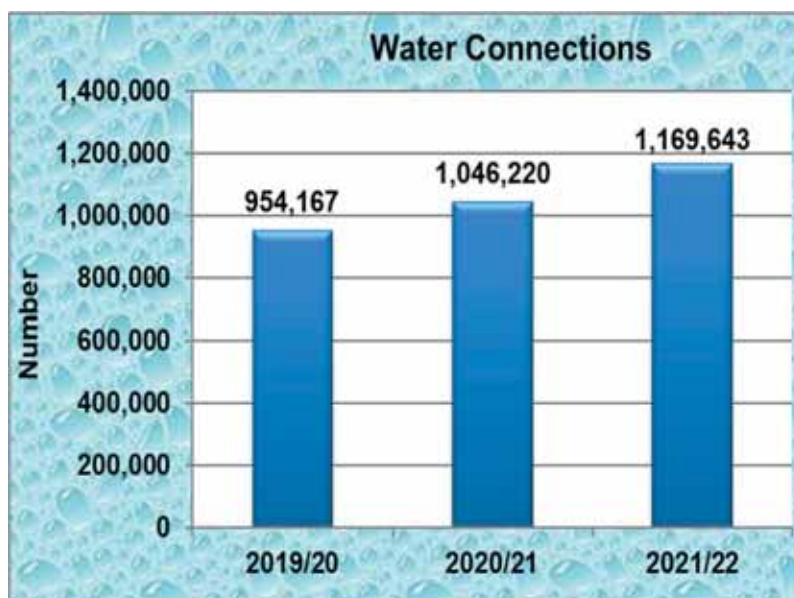
Wastewater Quality Compliance

The overall effluent BOD and COD compliance has been continuously increasing over the past three years. In FY 2021/22, BOD and COD compliance levels improved by 5% and 3%, respectively, from FY 2020/21.



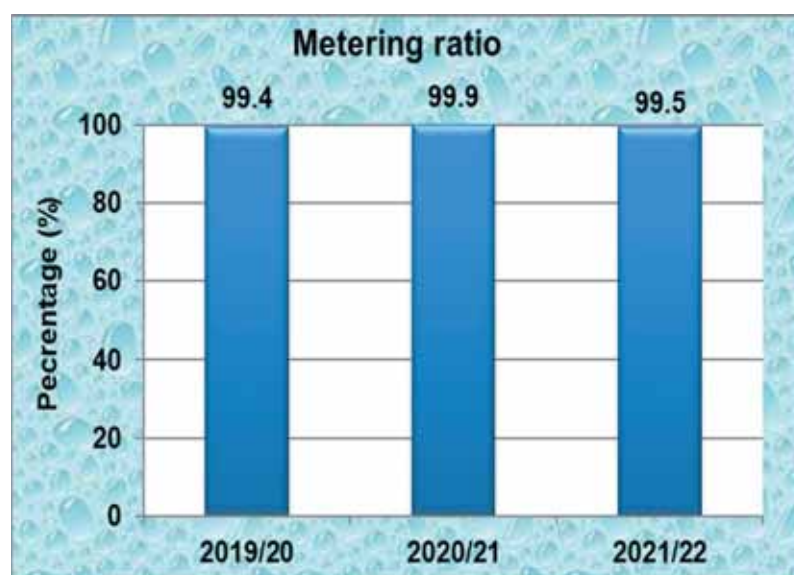
Water Connections

Over the past three years, there has been a continuous increase in number of water connections in service areas of Regional WSSAs. During FY 2021/22, the overall number of water connections increased by 12% as compared to an increase of 10% in FY 2020/21. The significant increase was mainly attributed to expansion of Regional WSSAs' service areas.



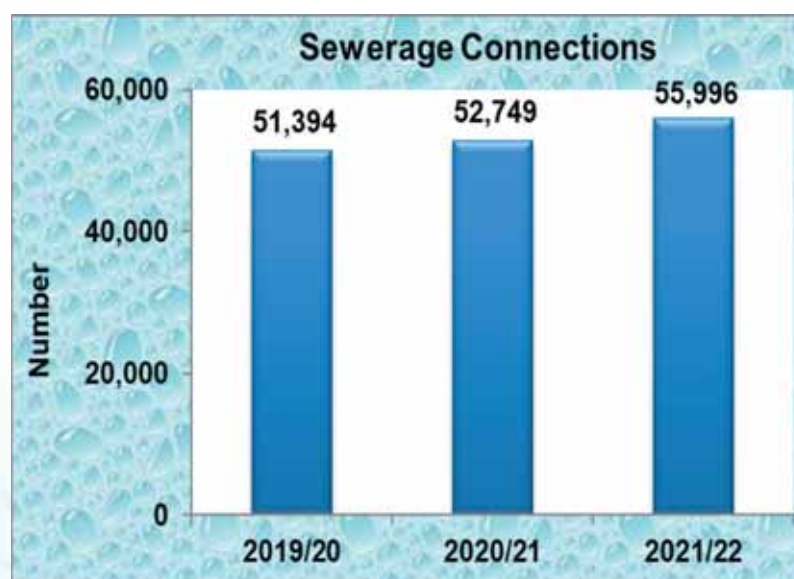
Customer Metering

During the year under review, the metering ratio decreased to 99.5% as compared to 99.9% in FY 2020/21. Over the past three years, the overall metering ratio recorded a performance below the service level benchmark of 100% customer metering.



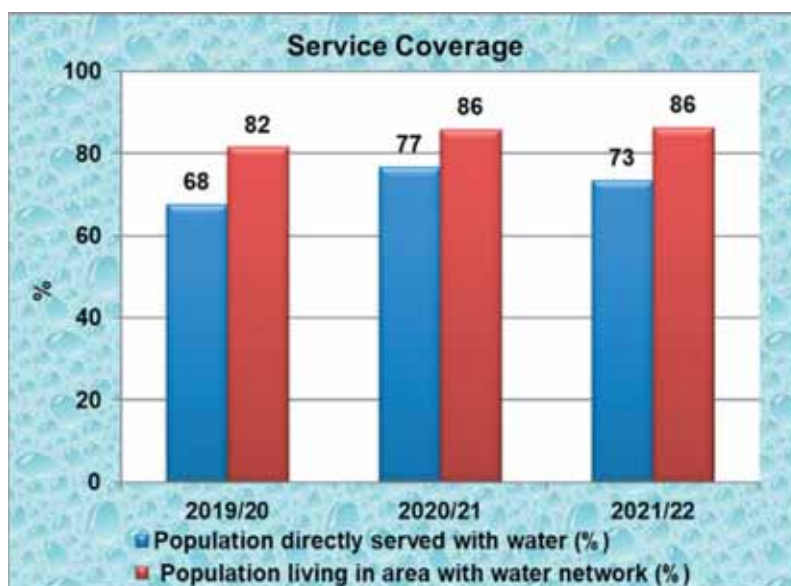
Sewerage Service Connections

Among the 26 Regional WSSAs, only 11 provided sewerage services during FY 2021/22. There has been a continuous increase in the number of sewerage connections among Regional WSSAs, where by the total number of sewerage connections increased by 5% from 52,749 in FY 2020/21 to 55,996 in FY 2021/22.



Water Service Coverage

During the year under review, water service coverage for Regional WSSAs in terms of the population living in an area with water network remained at 86% as compared to an improvement by 4% in FY 2020/21. On the other hand, water service coverage in terms of the population directly served with water declined to 73% from 77% attained in FY 2020/21. The main reason for the observed performance in service coverage was extension of Regional WSSAs' service areas to areas which previously had low coverage.



Service Hours

Over the past three years, average hours of service remained at 18 hours. The attained average hours of service is below the service level benchmark of 24 hours.



Staff Productivity

In the period under review, there has been improvement in the number of staff per 1,000 water and sewerage connections. Staff productivity improved to 3.6 in FY 2021/22 as compared to 4.1 and 4.2 in FY 2020/21 and 2019/20, respectively. Regional WSSAs continuously complied with the acceptable staff productivity service level benchmark of below 5 staff per 1,000 connections



Revenue Collection

Revenue collection continued to increase over the past three years. During FY 2021/22, total revenue collection for Regional WSSAs increased by 5% from FY 2020/21 as compared to a 12% increase from FY 2019/20 to FY 2020/21. The increase was mainly attributed to growth in the customer base.



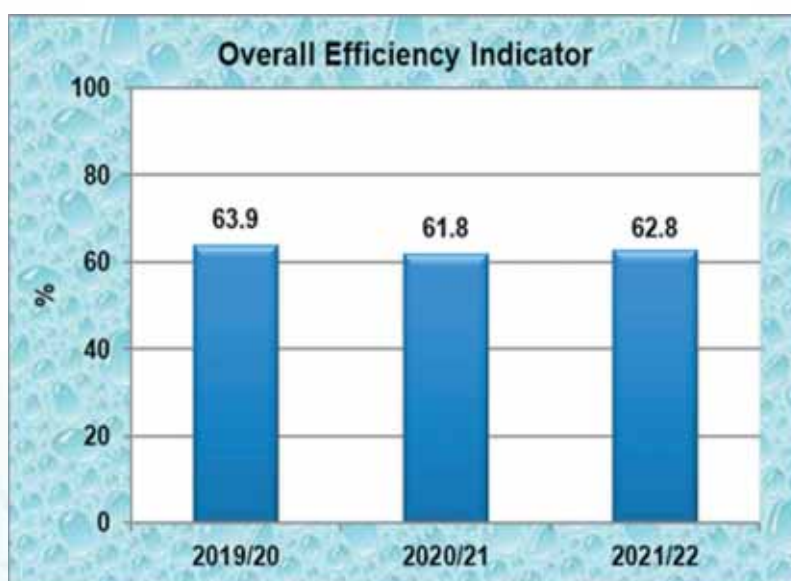
Revenue Collection Efficiency

There has been an uneven trend in revenue collection efficiency over the past three years. In FY 2021/22, overall average revenue collection efficiency for Regional WSSAs dropped by 1.6% as compared to an increase of 1.1% observed in FY 2020/21.



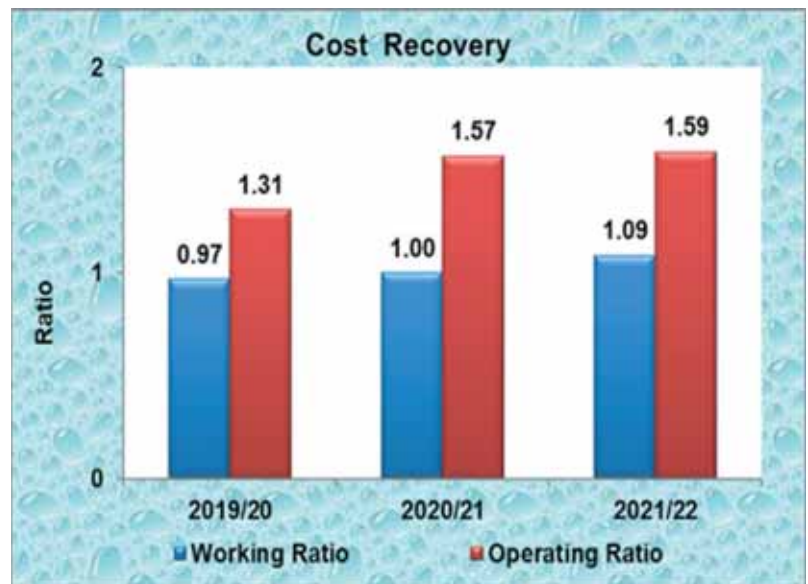
Overall Efficiency Indicator

Over the past three years, there has been an uneven trend in Overall Efficiency Indicator (OEI). In FY 2021/22, Regional WSSAs recorded an overall improvement in the OEI by 1% compared to a drop by 2.1% in FY 2020/21. The acceptable OEI should be more than 76% while considering NRW of not more than 20% with an acceptable collection efficiency of at least 95%. Thus, the attained average OEI does not meet the recommended level.



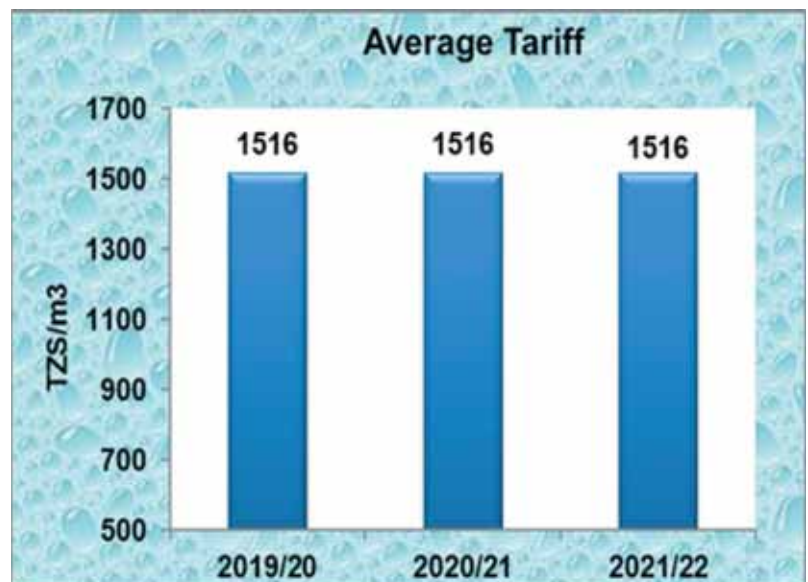
Cost Recovery

During FY 2021/22, average working and operating ratios for Regional WSSAs worsened by 0.09 and 0.02, respectively. Generally, this performance implies that the ability of Regional WSSAs to cover operational costs is at stake. The recommended service level benchmark for operating and working ratios is below 0.8 and 0.67, respectively.



Average Water Tariff

Average tariff for Regional WSSAs remained at TZS 1,516 per cubic meter for three consecutive years. This was due to the fact that approved tariff adjustments were not implemented during the period.



Compliance with Regulatory Directives and Requirements

Implementation of Tariff Order Conditions

The overall compliance with tariff order conditions was 56% in FY 2021/22 as compared to 62.5% and 67.8% in FY 2020/21 and FY 2019/20, respectively.

Description	2019/20	2020/21	2021/22
Compliance with Tariff Order Conditions (%)	67.8	62.5	56.0
WSSAs Fully Complied with Tariff Conditions (No)	1	0	0

Reporting Obligations

In FY 2021/22, DAWASA, Iringa, Lindi, Moshi, Mwanza and Songea WSSAs submitted all the required reports timely. Among them, DAWASA, Iringa, Mwanza and Songea WSSAs managed to timely submit reports for three consecutive years.

Three Years Report Submission Status for Regional WSSAs

Description	Required Number of Reports	Number of Reports Timely Submitted by WSSAs		
		2019/20	2020/21	2021/22
Majlis Monthly Reports	312	192	108	84
Majlis Annual Reports	26	22	19	20
Technical Reports	26	23	24	24
Financial Reports	26	23	25	25

Compliance with Remittance of Regulatory Levy

The overall compliance with remittance of levy improved to 72% from 42.4% in FY 2020/21 and 39.1% in FY 2019/20. The number of Regional WSSAs with full compliance with remittance of regulatory levy decreased to six from seven in FY 2020/21. Regional WSSAs that fully complied with remittance of regulatory levy during the year under review were Babati, DAWASA, Dodoma, Iringa, Mpanda, Moshi and Njombe WSSAs. Regional WSSAs with least compliance were Mtwara (2.6%), Lindi (6.3%), Bukoba (9.8%), Bariadi (10.3%), Kigoma (12%), Tabora (14.8%), Sumbawanga (14.8%) and Songea (18.4%).

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 for Regional WSSAs' performance are as follows:

- Iringa WSSA emerged the overall best utility in the provision water supply and sanitation services while Vwawa-Mlowo WSSA was the overall least performer.
- Dodoma WSSA was the best performer under the category of utility ranking in water supply and sanitation services while Bukoba, Geita, Kigoma, Kahama and Musoma, WSSAs were the least.

A comparison of the overall performance of Regional WSSAs from FY 2019/20 to FY 2021/22 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	2019/20	2020/21	2021/22
Number of Utilities Analysed	26	26	26
Overall Performance in Percentage			
Excellent	4%	0%	0%
Very Good	27%	35%	42%
Good	42%	42%	46%
Fair	19%	15%	8%
Unsatisfactory	4%	8%	4%

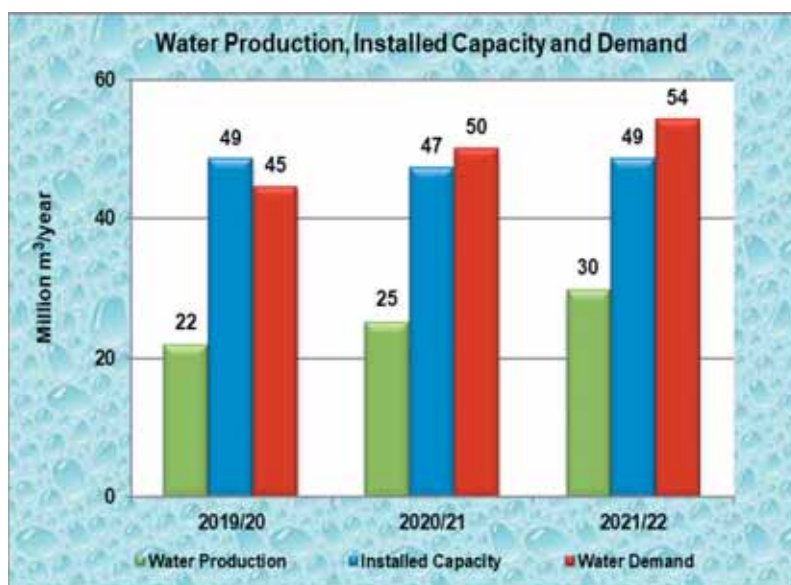
Performance Highlights for National Project WSSAs

Performance of National Project (NP) WSSAs from FY 2019/20 to FY 2021/22 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

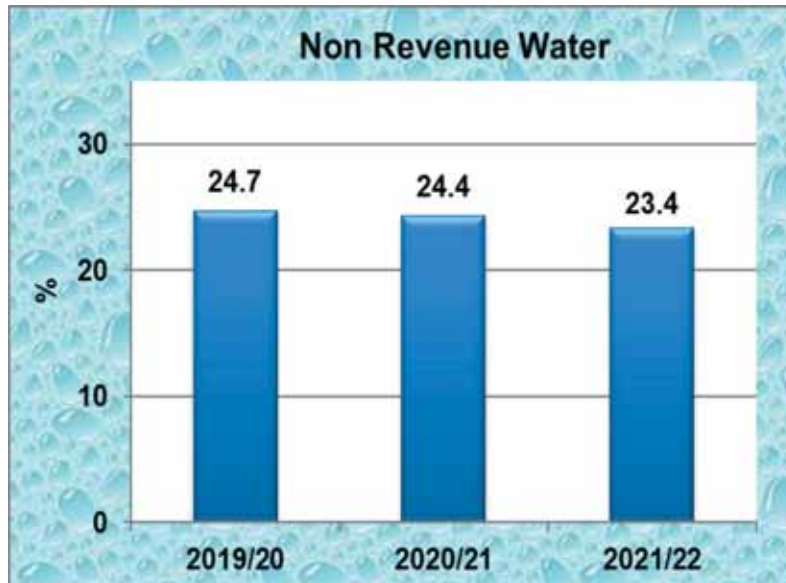
Over the past three years, there has been a continuous improvement trend in the overall water production and water demand among NP WSSAs. On the other hand, NP WSSAs experienced an uneven trend in installed water production capacity over the period.

During FY 2021/22, total water production increased by 20% compared to an increase by 14% in FY 2020/21. Installed water production capacity, which includes standby systems, increased by 4.2% in FY 2021/22 as compared to a decrease by the same magnitude in FY 2020/21. On the other hand, water demand among NP WSSAs increased to 49 million cubic metres.



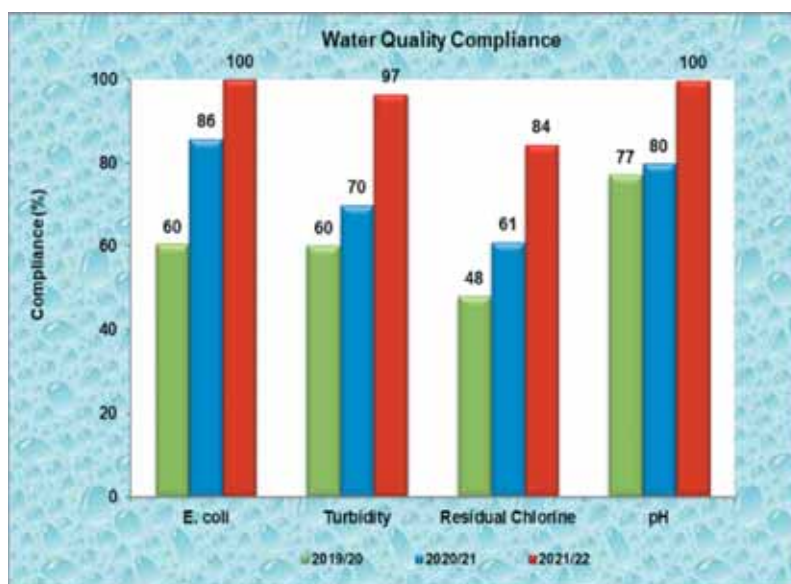
Non-Revenue Water

The overall NRW for NP WSSAs showed continuous improvement in the past three years. In FY 2021/22, NRW improved by 1% as compared to 0.3% in FY 2020/21. However, NP WSSAs have not attained the acceptable service level benchmark of below 20% for overall NRW.



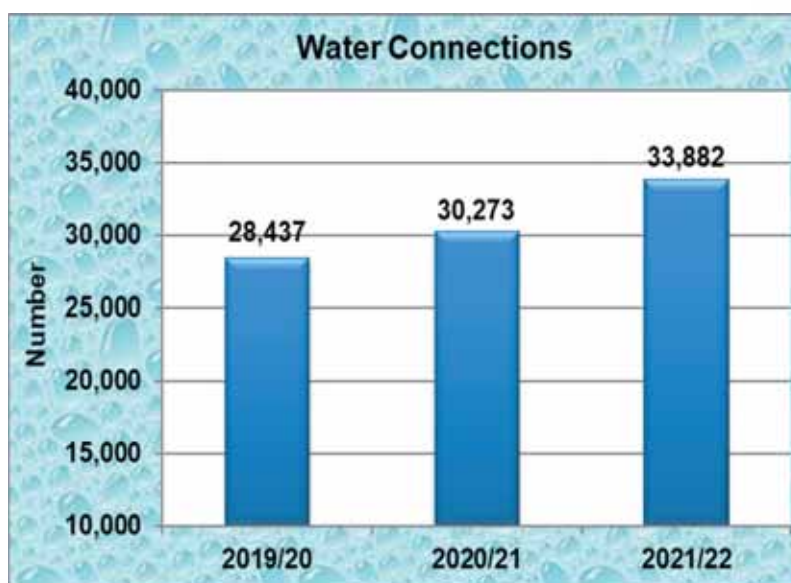
Water Quality Compliance

In FY 2021/22, NP WSSAs registered improvement in water quality compliance as compared to FY 2020/21 performances. The overall compliance level increased to 97% for turbidity and 84% for residual chlorine from 70% and 61%, respectively, recorded in FY 2020/21. Also, *E. coli* and pH compliance improved to 100% in FY 2021/22 being an increase from 86% and 80% respectively, in FY 2020/21.



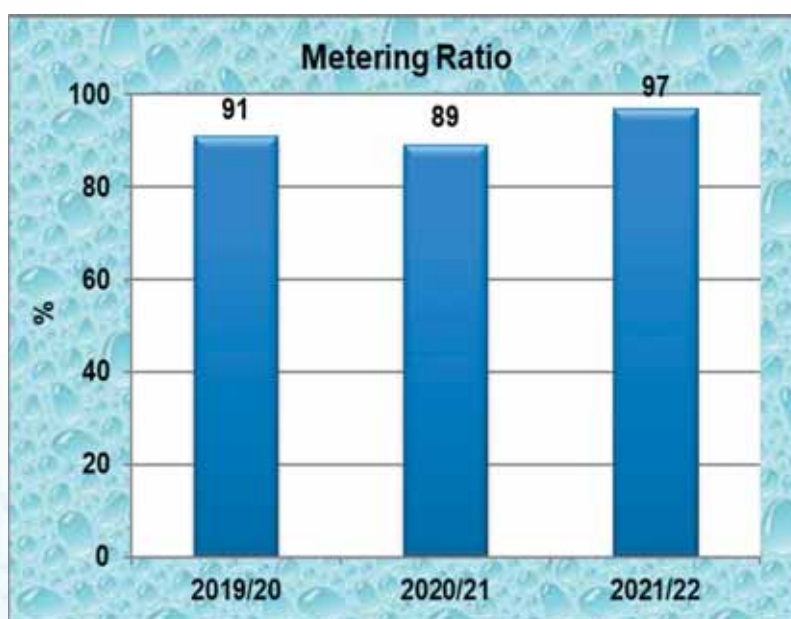
Water Service Connections

Over the past three years, there has been a continuous increase in the number of water connections in service areas of NP WSSAs. During FY 2021/22, the overall number of water connections increased by 12% as compared to an increase of 6% in FY 2020/21. The significant increase was mainly attributed to expansion of NP WSSAs' service areas and extension of water networks.



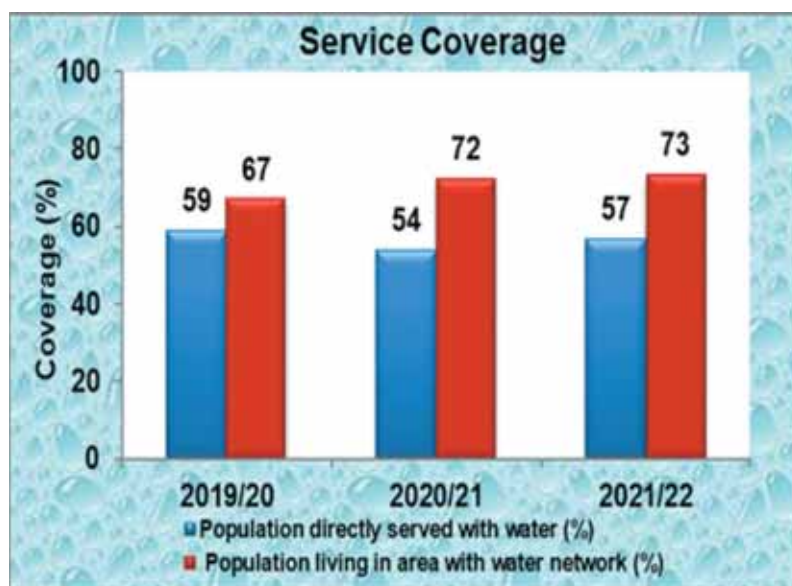
Customer Metering

In FY 2021/22, the average metering improved by 8% as compared to a deterioration by 2% observed in FY 2020/21. The attained ratio does not meet the service level benchmark of 100%.



Water Service Coverage

NP WSSAs have shown improvement in water service coverage during the period under review. Water service coverage in terms of population directly served improved to 57% in 2021/22 from 54% in FY 2020/21. Water service coverage in terms of population living in an area with a water network increased to 73% from 72% in FY 2020/21



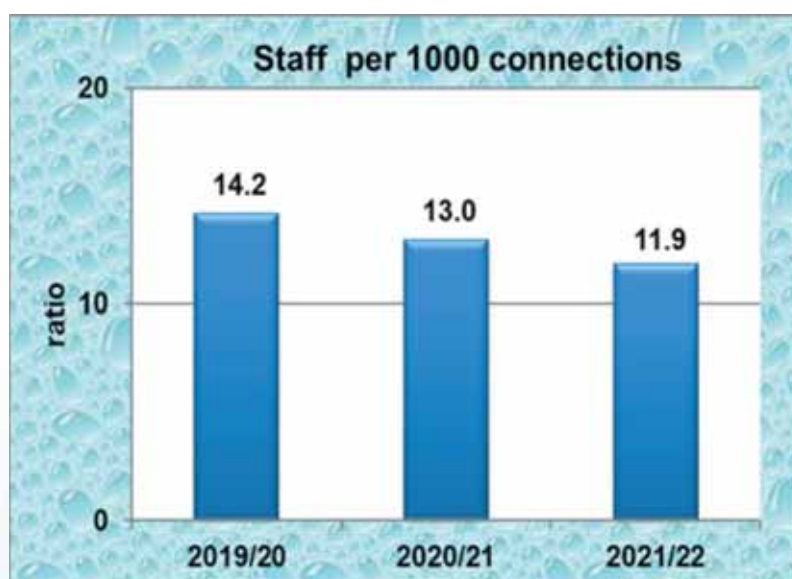
Service Hours

During the period under review, there has been an uneven trend in service hours among NP WSSAs. Service hours declined to 13 in FY 2021/22 as compared to 14 hours in FY 2020/21. Generally, the overall service hours for NP WSSAs did not comply with the service level benchmark, which is 24 hours per day.



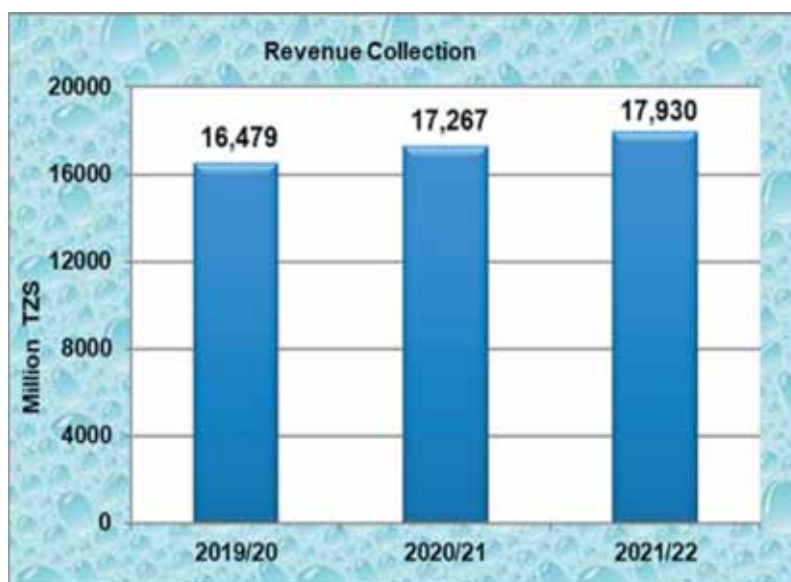
Staff Productivity

NP WSSAs have shown a continuous improvement in the number of staff per 1,000 water and sewerage connections. In FY 2021/22, overall staff per 1,000 connections improved to 11.9 as compared to 13 in FY 2020/21 and 14.2 in FY 2019/20.



Revenue Collection

Overall revenue collection for NP WSSAs maintained an increasing trend over the past three years. During the year under review, total revenue collection increased by 3.8% while the same increased by 4.8% in FY 2020/21. The overall improvement in revenue collection was mainly due to increased number of customers and water production among WSSAs.



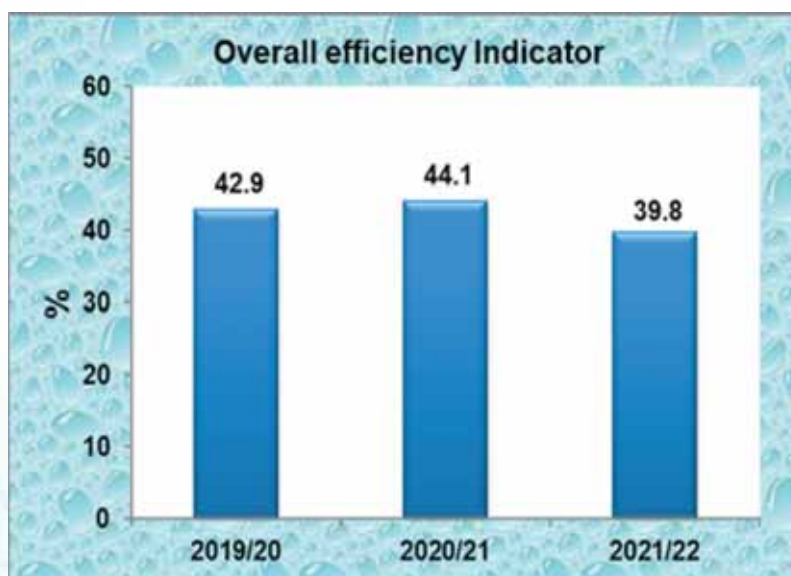
Revenue Collection Efficiency

During FY 2021/22, the average revenue collection efficiency for NP WSSAs decreased by 4.5%. The fall in overall revenue collection efficiency reverses a 3.2% rise in efficiency observed in the previous year.



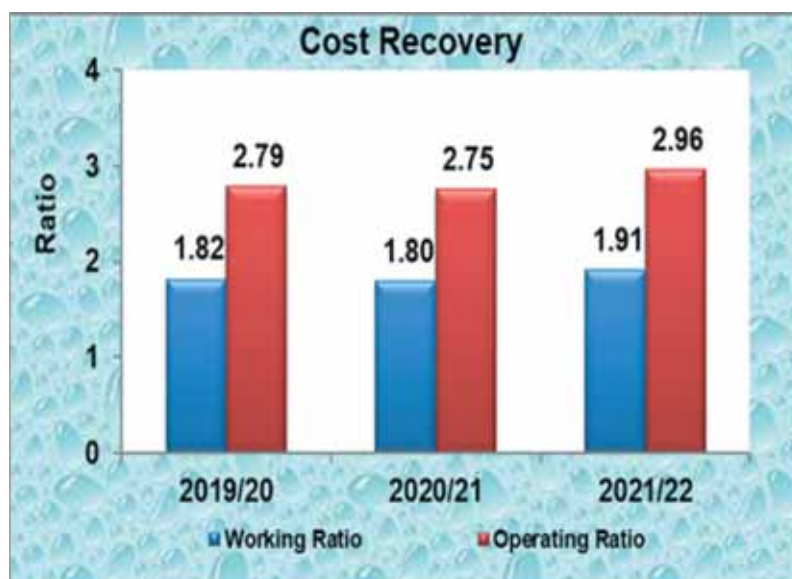
Overall Efficiency Indicator

Overall efficiency among NP WSSAs fell by 4.3% in FY 2021/22 as compared to an increase by 1.2% recorded in FY 2020/21. The fall in overall efficiency is attributable to the decrease in collection efficiency among NP WSSAs. The recommended OEI is at least 76% by considering NRW of not more than 20% and collection efficiency of at least 95%.



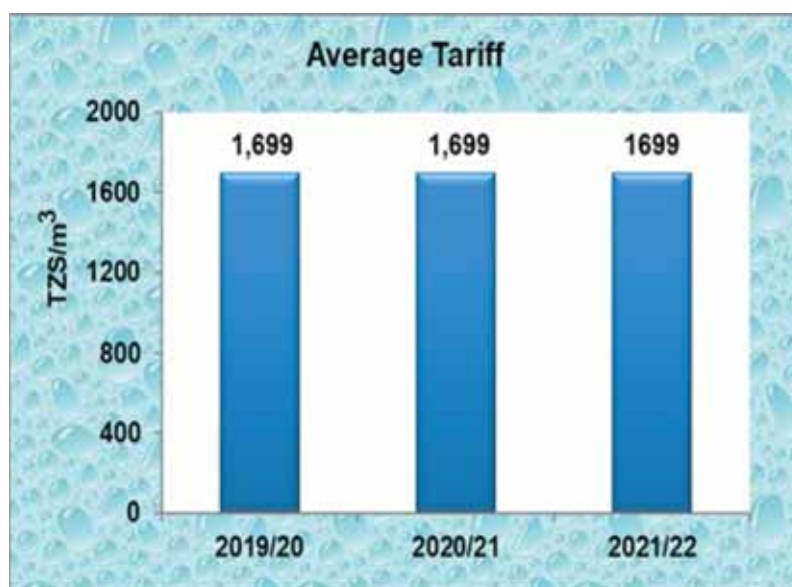
Cost Recovery

During FY 2021/22, average working and operating ratios for NP WSSAs worsened by 0.11 and 0.21, respectively. The worsening of the indicators implies that the ability of NP WSSAs to cover operational costs is at stake. The recommended service level benchmark for operating and working ratios is below 0.8 and 0.67, respectively. In order for NP WSSAs to attain the benchmarks, they are required to increase their current revenues by at least twice.



Average Tariff

Average tariff for NP WSSAs remained at TZS 1,699 per cubic meter for three consecutive years. This was because approved tariff adjustments were not implemented during the period.



Compliance with Regulatory Directives and Requirements

Implementation of Tariff Order Conditions

Overall compliance with tariff conditions among NP WSSAs improved to 45% in FY 2021/22 as compared to 39% in FY 2020/21 while in FY 2019/20 it was 51%. During the year under review, Mugango-Kiabakari and HTM WSSAs had tariff order conditions to fulfil whereby their compliance levels were 46% and 44.66%, respectively.

Reporting Obligations

During the year under review, there was a decrease in compliance with timely submission of reports. A comparison of the required reports against timely submitted reports shows that the percentage of timely submitted reports decreased from 75% in FY 2020/21 to 45% in FY 2021/22. Also, none of the NP WSSAs submitted all of the required reports timely.

Three-Year Report Submission Status for NP WSSAs

Description	Required Number of Reports	Number of Reports Timely Submitted by NP WSSAs		
		2019/20	2020/21	2021/22
MajIS Monthly Reports	84	59	64	34
MajIS Annual Reports	7	4	5	3
Technical Reports	7	1	4	4
Financial Reports	7	3	6	6

Remittance of Regulatory Levy

The overall performance of NP WSSAs in remittance of regulatory levy decreased for three consecutive years from 61% in FY 2019/20 to 54% in FY 2020/21 and 28% in FY 2021/22. During the year under review, none of the NP WSSAs achieved 100% remittance of regulatory levy. KASHWASA attained the highest level (67%), while Wanging'ombe WSSA did not remit regulatory levy during the year under review.

1.0 INTRODUCTION

The Water Utilities Performance Review Report for Regional and National Project WSSAs for FY 2021/22 analyses and compares the performance of 33 RNP WSSAs from FY 2019/20 to FY 2021/22. Among them, 25 are Regional WSSAs, seven are National Project WSSAs and Kahama WSSA which is 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 the 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 2019/20 to FY 2021/22; 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, Majlis reports, inspection reports and consultative meetings with the Ministry of Water (MoW), the Ministry of Health (MoH) 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. A brief description of WSSAs and report preparation methodology is presented in sections 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, Water Authorities 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 a 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, Mbeya and Iringa WSSAs continued to maintain Class II licences. 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
Regional WSSAs									
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 and Karagwe Town
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, Katesh, Bashnet and Magugu towns
8	Moshi	A	I	Moshi Municipality, Himo town and parts of Moshi, Hai and Siha districts	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
13	Songea	A	III	Songea Municipality	26	Vwawa- Mlowo	C	III	Vwawa and Mlowo towns

SN	Name of Utility	Category	Licence Class	Service Area	SN	Name of Utility	Category	Licence Class	Service Area
National Project WSSAs									
1	HTM	C	III	Parts of Handeni and Korogwe districts and Bulk water supplier to Korogwe WSSA,	5	Mugango – Kiabakari	C	III	Butiama Town and part of Musoma Rural districts
2	KASHWASA	B	III	Bulk Water supplier to Shinyanga, Kahama, Tabora, Mwanza, Maganzo, Kishapu, Nzega and Igunga WSSAs and 65 CBWSOs in Shinyanga, 15 in Tabora regions and 5 in Mwanza	6	Wanging'ombe	C	III	Wanging'ombe district
3	Makonde	B	III	Newala, and Tandahimba districts	7	MANAWASA	C	III	Masasi, Nachingwea, Mangaka and eight villages in Ruangwa district (along the main line from Mbwinji intake to Nachingwea Town)
4	Maswa	C	III	Maswa, Lalago, Sangamwalugesha and Malampaka townships					

Key to Category:

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

1.2 Methodology

Preparation of this report involved collection, compilation, analysis and verification of previous utilities performance review reports, technical, commercial and financial data from Regional and National Project WSSAs. Data and information were also obtained from monthly Majlis reports, annual progress reports and financial statements. Validity of data and information used to prepare this report was checked through the following process:

- Verifying received data and information based on inspection reports;
- 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;
- conducting a consultative meeting with managing directors of WSSAs to discuss and confirm the data and information received before publication. The meeting involved representatives from MoW; and
- consultative meeting with MoW and MoH to discuss the draft report.

PART I:

PERFORMANCE REVIEW OF REGIONAL WSSAs

2.0 TECHNICAL OPERATIONS

This section presents analysis of technical operations of Regional WSSAs from FY 2019/20 to FY 2021/22. The analysis is based on 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

Regional WSSAs rely mostly on surface water (rivers, lakes, springs and dams) and, to a lesser extent, groundwater to meet their customer's water consumption needs. Over the past three years, Regional WSSAs continued to rely on rivers as their dominant source of water. During the year under review, the contribution of rivers in water abstraction slightly decreased to 48% compared to 51% in FY 2020/21 and 53% in FY 2019/20. During FY 2021/22 the contribution of rivers in water abstraction was 174.54 million cubic meters out of 360.07 million cubic meters of the total water abstracted. Around 85% of the total amount of water from rivers was abstracted by DAWASA. During the reporting period, the contribution of boreholes in water abstraction increased to 15% from 13% in FY 2020/21 and lakes increased to 18% from 17% in FY 2020/21. Similar to FY 2020/21, dams remained the least type of water source used by Regional WSSAs that contributed 8% of total water abstracted. Figure 1 indicates the overall water abstraction from various water sources while Appendix 2: Table A2.1(a) and A2.1(b) present data for water abstraction and types of water sources used by each WSSA for three consecutive years.

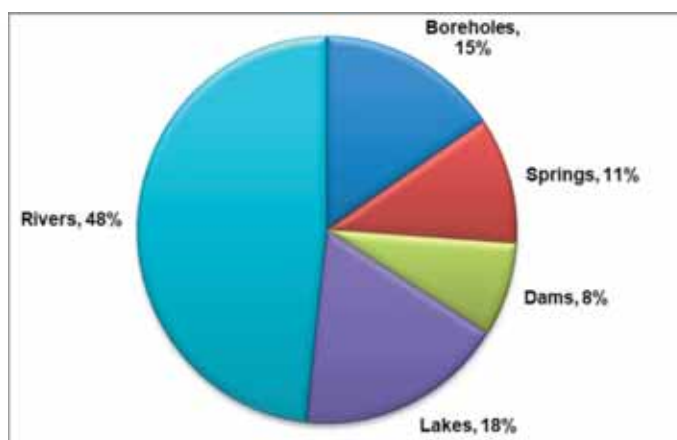


Figure 1: Water Abstraction

During the reporting period, Bukoba, Bariadi, Dodoma, Babati, Moshi, Tabora and Vwawa-Mlowo WSSAs recorded significant increases (more than 10%) in water abstraction. None of Regional WSSAs recorded a significant decrease in water abstraction (more than 10%). Table 2 presents reasons for increase in water production.

Table 2: Regional WSSAs with Significant Increases in Water Abstraction

Utility Name	(%) Increase	Reason (s)
Bukoba	53	Addition of water sources acquired from extended areas of Kyaka, Mutukula and Karagwe with total installed capacity of 2,160 m ³ /day
Bariadi	37	Addition of two boreholes located at Nyamhimi and Izunya with total capacity of 25m ³ /hr. Further, supply of electricity at Mahina borehole which previously used solar power resulted in increased water production to 144m ³ from 50m ³ per day

Utility Name	(%) Increase	Reason (s)
Dodoma	28	Addition of eight boreholes, two boreholes located at Ihumwa each with capacity 64m ³ /hr each, two boreholes located at Nala each with a capacity 7.5m ³ /hr, two boreholes located at Ntyuka each with a capacity 8.5m ³ /hr and two boreholes located at Bahi each with capacity 20.5m ³ /hr
Babati	24	Addition of two new spring water sources, namely Balowa and Mutuka, with a total capacity of 1,400m ³ /day and acquisition of Himiti spring with a capacity of 1,800m ³ /day from clustered area of former Katesh WSSA. Further, addition of six boreholes of which one is newly-constructed and located at Haraa, with a capacity of 216m ³ /day and five boreholes located at Endagikoti, Qatabradick and three located at Mogitu with combined average production of 560m ³ /day that were acquired from clustered areas of former Dareda and Katesh WSSAs
Moshi	19	Addition of six water sources, namely Saika spring, Mrusunga river, Kikarara spring, Mabungo borehole, Kilemapofu borehole and Wona-Wasi spring, with a total average water production of 3,981m ³ /day acquired from extended areas of Himo, Old Moshi and Marangu
Tabora	11	Increase in bulk water purchase from KASHWASA following extension of water supply network at Tabora Municipality and acquisition of water sources from clustered areas of Sikonge and Urambo
Vwawa-Mlowo	11	Addition of one borehole located at Selewa with a capacity 9m ³ /h and rehabilitation of a gravity main from the Nalaba water source

2.2 Installed Water Production Capacity

During the year under review, installed water production capacity among Regional WSSAs increased by 2.6% from 492.14 to 504.98 million cubic meters in FY 2021/22 as compared to an increase by 3% in FY 2020/21. Table A2.2 of Appendix 2 presents a summary of installed water production over the last three years. During the reporting period, Bariadi, Tabora, Babati, Bukoba and Mbeya WSSAs recorded a significant increase (more than 10%) in water production capacity due to reasons provided in Table 3.

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

Utility Name	(%) Increase	Reason(s)
Bariadi	134	Addition of two boreholes located at Nyamhimi and Izunya with a total capacity of 25m ³ /hr
Tabora	77	Extension of Lake Victoria water supply pipeline to Tabora added an installed capacity of 27,000m ³ per day
Babati	38	Addition of nine water sources with a total capacity of 8,124m ³ /day. Three were new water sources, namely Balowa spring, Haraa borehole and Mutuka spring, and six water sources comprising Endagikoti borehole, Qatabradick borehole, three boreholes located at Mogitu and Himiti spring that were acquired from clustered areas of former Dareda and Katesh WSSAs

Utility Name	(%) Increase	Reason(s)
Bukoba	12	Addition of water sources acquired from extended areas of Kyaka, Mutukula and Karagwe with total installed capacity of 2,160 m ³ /day
Mbeya	12	Addition of three spring water sources, namely Nzovwe-Isyesye spring with a capacity of 4,000m ³ /day, Mwashali spring with a capacity of 1,054m ³ /day and Ntangano spring with a capacity of 2,000m ³ /day

2.3 Water Production and Measurement Methodology

The amount of water produced by Regional WSSAs increased by 1.2% from 321.82 million cubic meters in FY 2020/21 to 326.08 million cubic meters in FY 2021/22. Water production trend for Regional WSSAs is shown in Figure 2 and detailed in Appendix 2 Table A2.2.

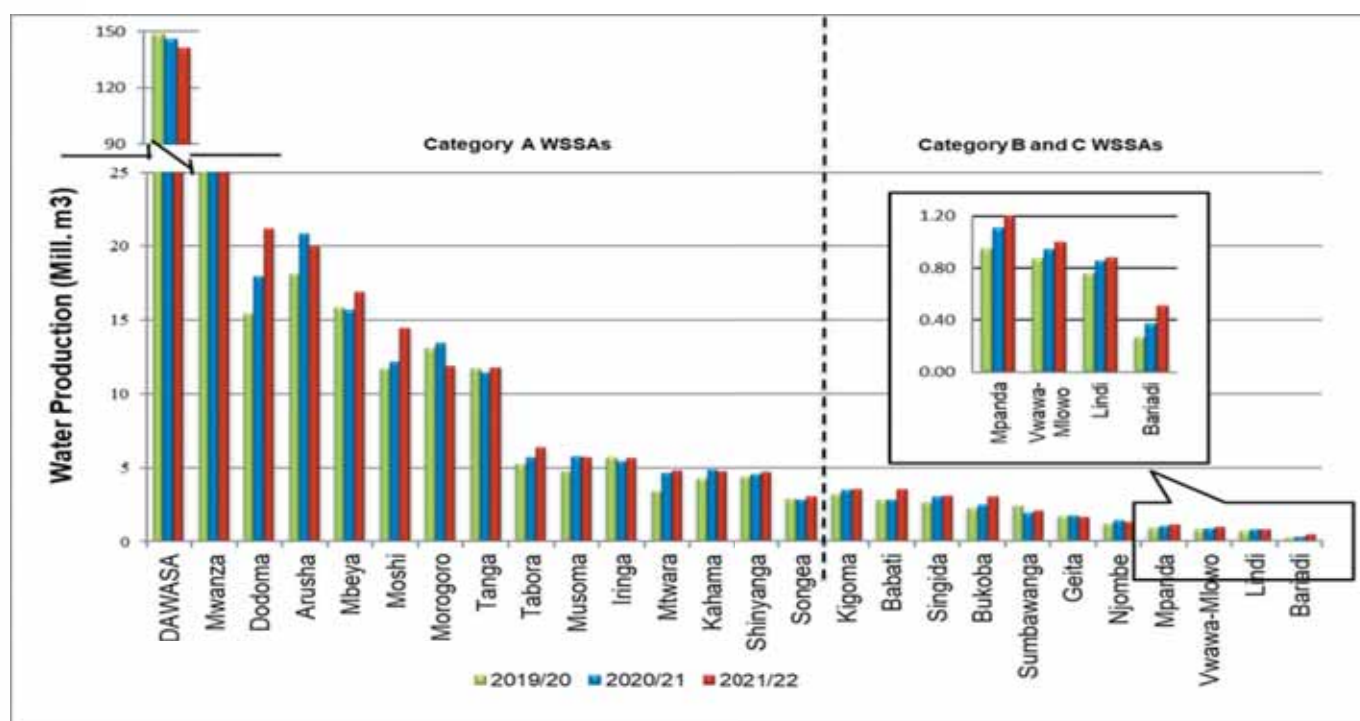


Figure 2: Annual Water Production

During FY 2021/22, Bariadi, Babati, Bukoba, Moshi, Dodoma and Tabora 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 4. Further, during the review period, Morogoro WSSA reported a decrease in water production of 11.7% that was attributed to one-month operations shutdown due to a fire incident at a power substation. Other reasons include prolonged drought and frequent power interruptions from January to March 2022.

Table 4: Regional WSSAs with Significant Increase in Water Production

Utility Name	(%) Increase	Reason(s)
Bariadi	36.84	Addition of two boreholes located at Nyamhimi and Izunya with a total capacity of 25m ³ /hr
Babati	23.95	Addition of nine water sources with a total capacity of 8,124m ³ /day. Three were new water sources, namely Balowa spring, Haraa borehole and Mutuka spring, and six water sources comprising Endagikoti borehole, Qatabradick borehole, three boreholes located at Mogitu and Himiti spring that were acquired from clustered areas of former Dareda and Katesh WSSAs
Bukoba	23.03	Addition of water sources acquired from extended areas of Kyaka, Mutukula and Karagwe, with total installed capacity of 2,160 m ³ /day
Moshi	18.73	Addition of six water sources, namely Saika spring, Mrusunga river, Kikarara spring, Mabungo borehole, Kilemapofu borehole and Wona - Wasi spring with a total average water production of 3,981m ³ /day acquired from extended areas of Himo, Old Moshi and Marangu
Dodoma	17.95	Addition of 8 boreholes - two boreholes located at Ihumwa, each with a capacity of 64m ³ /hr, two boreholes located at Nala, each with a capacity of 7.5m ³ /hr, two boreholes located at Ntyuka, each with a capacity of 8.5m ³ /hr and two boreholes located at Bahi, each with capacity of 20.5m ³ /hr
Tabora	11.25	Increase in bulk water purchase from KASHWASA following extension of water supply network at Tabora Municipality and acquisition of water sources at clustered areas of Sikonge and Urambo

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 meters or combination of bulk water meters and estimates. During FY 2021/22, out of 26 Regional WSSAs, 15 used bulk water meters and the remaining 11 used both bulk water meters and estimates for measuring water produced. The number of WSSAs using bulk water meters decreased to 15 from 18 reported in FY 2020/21, mainly due to some of WSSAs acquiring new water sources without bulk water meters in the clustered areas. During the year, none of the WSSAs purely estimated amount of water produced. The number of Regional WSSAs and methods for determining amount of water produced is shown in Table 5, whereas a list of WSSAs and methods used to determine water production in FY 2021/22 is presented in Table 6.

Table 5: Water Production Measurement Methods among Regional WSSAs

Description of Method	Number of Utilities		
	2019/20	2020/21	2021/22
Bulk water meters	20	18	15
Bulk meters and estimates	6	8	11
Total	26	26	26

Table 6: Methods Used by Regional WSSAs in Determining Water Production

Measurement Method	Utility Names	Number of Utilities
Bulk water meters	Tanga, DAWASA, Dodoma, Iringa, Mbeya, Singida, Songea, Sumbawanga, Kahama, Mwanza, Shinyanga, Geita, Lindi, Mtwara and Kigoma.	15
Bulk water meters and estimates	Arusha, Moshi, Babati, Njombe, Mpanda, Bukoba, Musoma, Bariadi, Morogoro, Tabora and Vwawa-Mlowo.	11

2.4 Water Demand

The total water demand in areas of service of Regional WSSAs increased by 9.8% from 572.24 million cubic meters to 627.88 million cubic meters in FY 2021/22. During the reporting period, Moshi, Dodoma, Babati, Tabora, Mwanza, Songea and Bukoba WSSAs reported the highest increase in water demand (more than 10%) due to reasons presented in Table 7. Water demand for Regional WSSAs is presented in Table A2.2 of Appendix 2.

Table 7: Regional WSSAs with Significant Increase in Water Demand

Utility Name	(%) Increase	Reason (s)
Moshi	33.95	Inclusion of population from the extended service area covering 12 wards within Moshi Rural and Hai Districts
Dodoma	29.18	Continued increase in population after the Government moved to Dodoma City.
Babati	26.63	Inclusion of 4,658m ³ /day of water demand from clustered areas of Katesh and Dareda Townships.
Tabora	20.54	Inclusion of population from the clustered areas of Sikonge, Urambo and Isikizya townships
Mwanza	14.29	Water demand revised to include population from peri-urban areas of Igombe, Kabangaja, Bugogwa, Sangabuye, Kayenze, Nyafula, Igogwe, Isela, Nyamadoke, Lukobe, Kabusungu, Ilalila, Kahama, Lwanima and Fumagila which were previously served by RUWASA
Songea	13.63	Water demand was revised to include population of peripheral wards of Subira, Tanga, Ndilimalitembo, Lilambo and Mwengemshindo which were previously served by RUWASA
Bukoba	11.02	Inclusion of population from extended service areas of Mutukula and Karagwe towns previously not included in calculation of water demand

2.5 Comparison of Water Demand, Installed Capacity and Water Production

During the reporting period, water production in Regional WSSAs' service areas was almost half of water demand. The ratio of water production to demand has been deteriorating continuously from 59% in FY 2019/20 to 56% in FY 2020/21 and 52% in FY 2021/22. The deterioration in the ratio was mainly due to inclusion of population in areas clustered to Babati, Bukoba and Tabora WSSAs. Clustered areas had limited water production facilities. During the year under review, Bariadi WSSA had the lowest ratio of water production to demand (23%), while the highest ratio was recorded by Kahama WSSA (77%). Comparison of water production to the installed water production capacity indicates that over the last three years, the ratio stagnated at 65%. Figure 3 shows a comparison of water demand, installed capacity and water production for FY 2021/22.

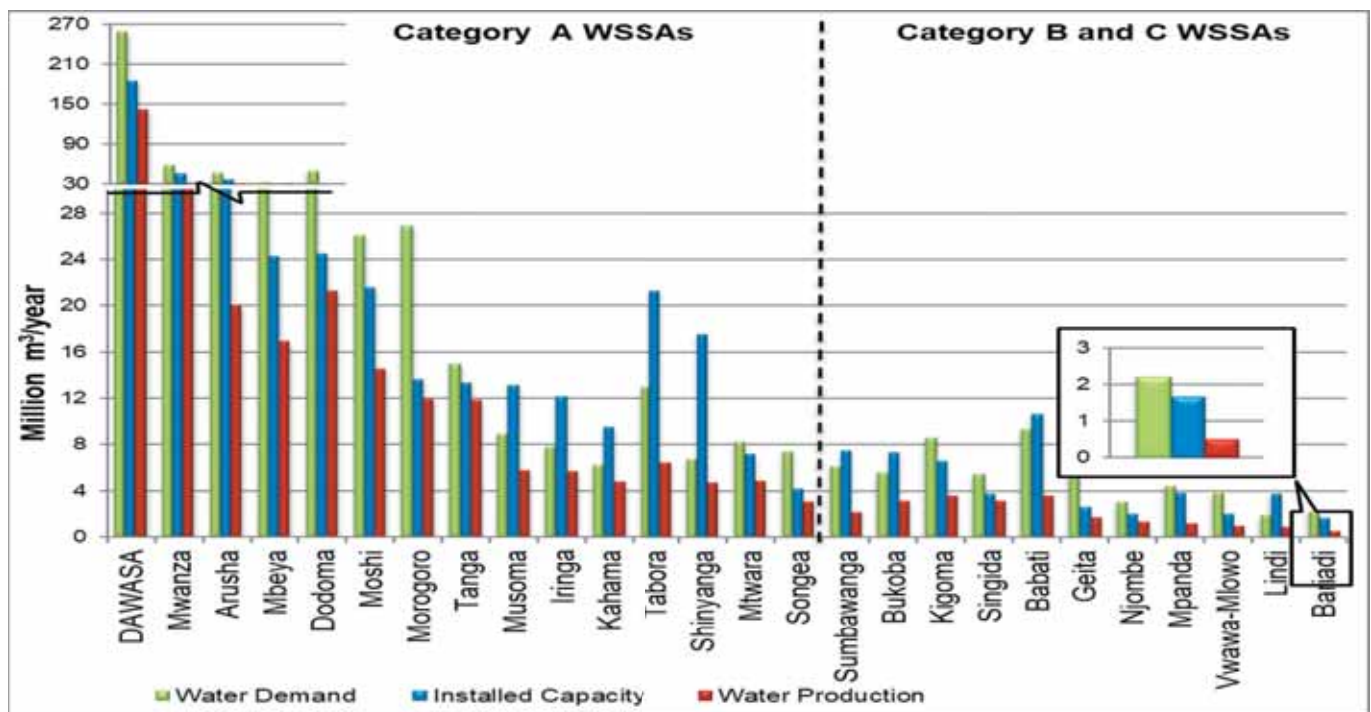


Figure 3: Comparison of Water Demand, Installed Capacity and Water Production

2.6 Utilization of Water Supply Networks

Utilization of water supply networks was assessed based on the number of connections per kilometer of a network. The overall utilization of water supply network remained at 47 connections per kilometer in FY 2021/22 and FY 2020/21, while, in FY 2019/20, it stood at 46. 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.

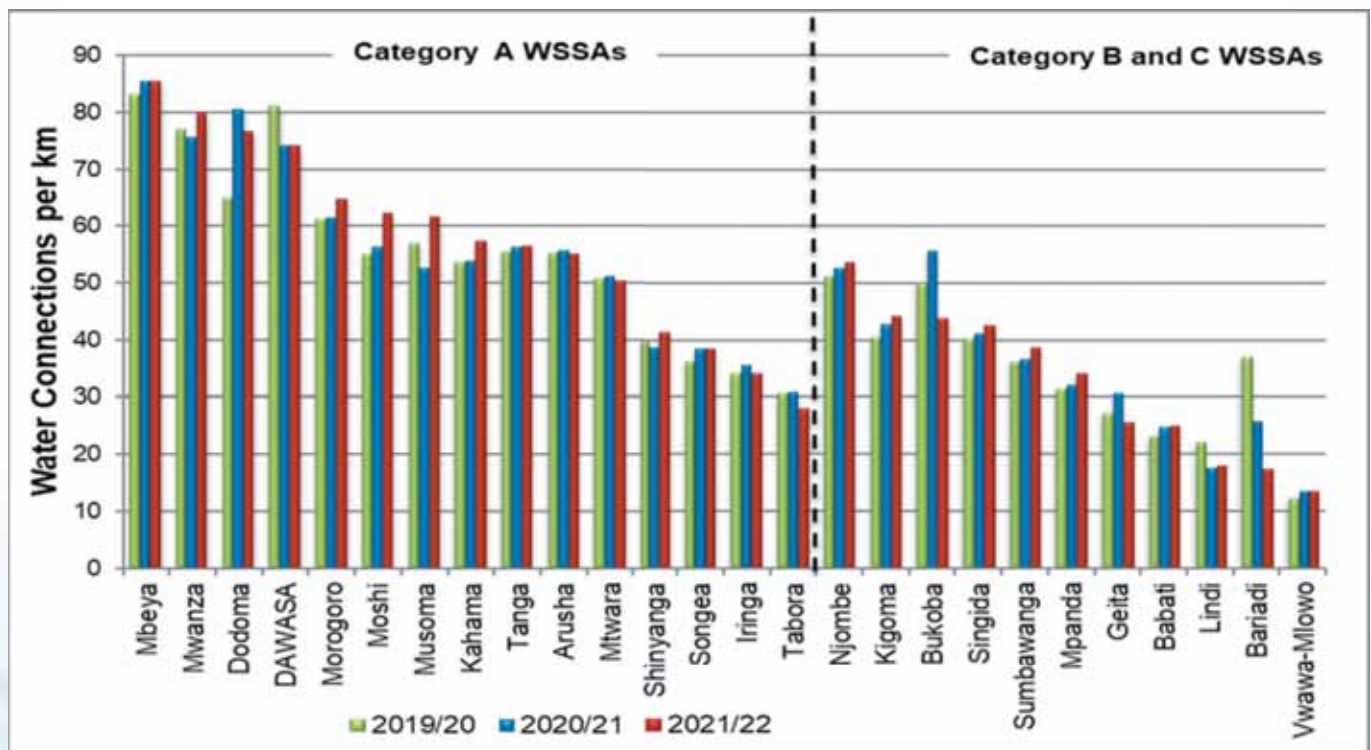


Figure 4: Number of Water Connections per km of Water Distribution Network

2.7 Water Mains Rehabilitation

Overall water mains rehabilitation improved to 1.7% in FY 2021/22 from 1.6% in FY 2020/21. There were no Regional WSSAs that reported significant increase in water mains rehabilitation. The detailed trends of the water mains rehabilitation for Regional WSSAs are illustrated in Figure 5.

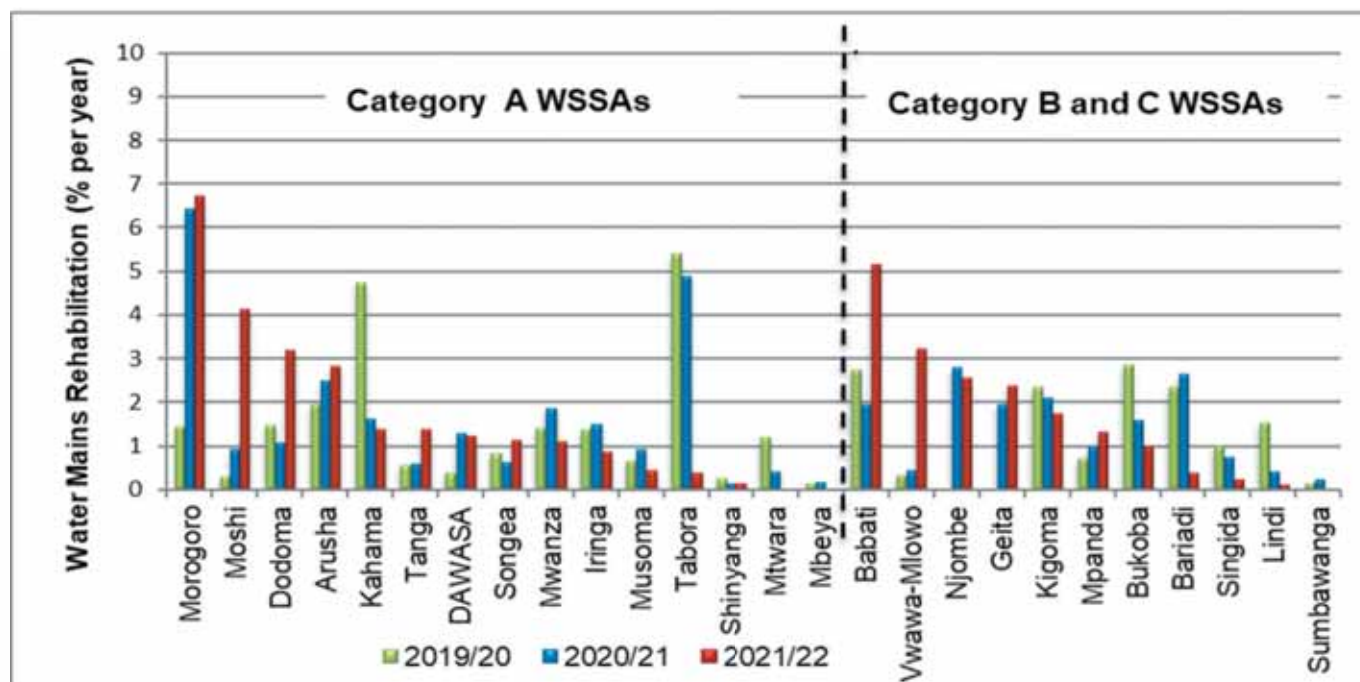


Figure 5: Water Mains Rehabilitation

2.8 Water Service Connections Rehabilitation

During the year under review, water service connections rehabilitation improved to 10.1% from 9.8% in FY 2020/21. However, this is a decline when compared to 12% reported in FY 2019/20. The detailed trend of water service connections rehabilitation for Regional WSSAs is illustrated in Figure 6.

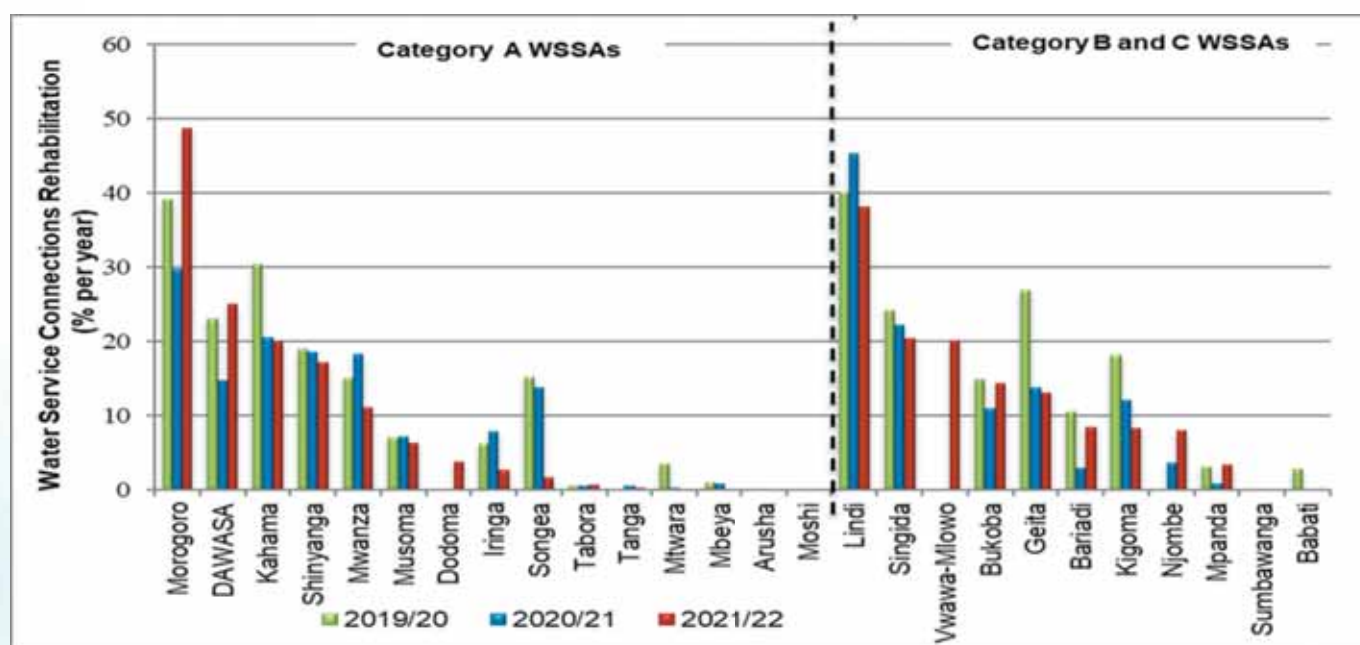


Figure 6: Water Service Connections Rehabilitation

During the year under review, Regional WSSAs that rehabilitated a significant number of service connections of more than 20% were Morogoro WSSA (48.8%), DAWASA (25.1%) and Vwawa-Mlowo WSSA (20.1%). The increase in rehabilitation for Morogoro WSSA was mainly due to implementation of the utility's plan to curb NRW through rectification of service connections. Rehabilitations conducted by DAWASA were due to the need to reposition customer meters to comply with best practices in water meter installation. On the other hand, Arusha, Babati, Mbeya, Moshi, Songea and Sumbawanga WSSAs did not rehabilitate their water service connections.

2.9 Non-Revenue Water

Evaluation of WSSAs performance on NRW was based on water loss as a 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 improvement in the trend of overall performance of NRW as a percentage of water production. Regional WSSAs' performance improved by 1.1% in FY 2021/22 compared to decline by 0.2% in FY 2020/21 mainly due to rehabilitation of dilapidated water supply systems and replacement of under-registering customer water meters. NRW as a percentage of total water produced is presented in Figure 7.

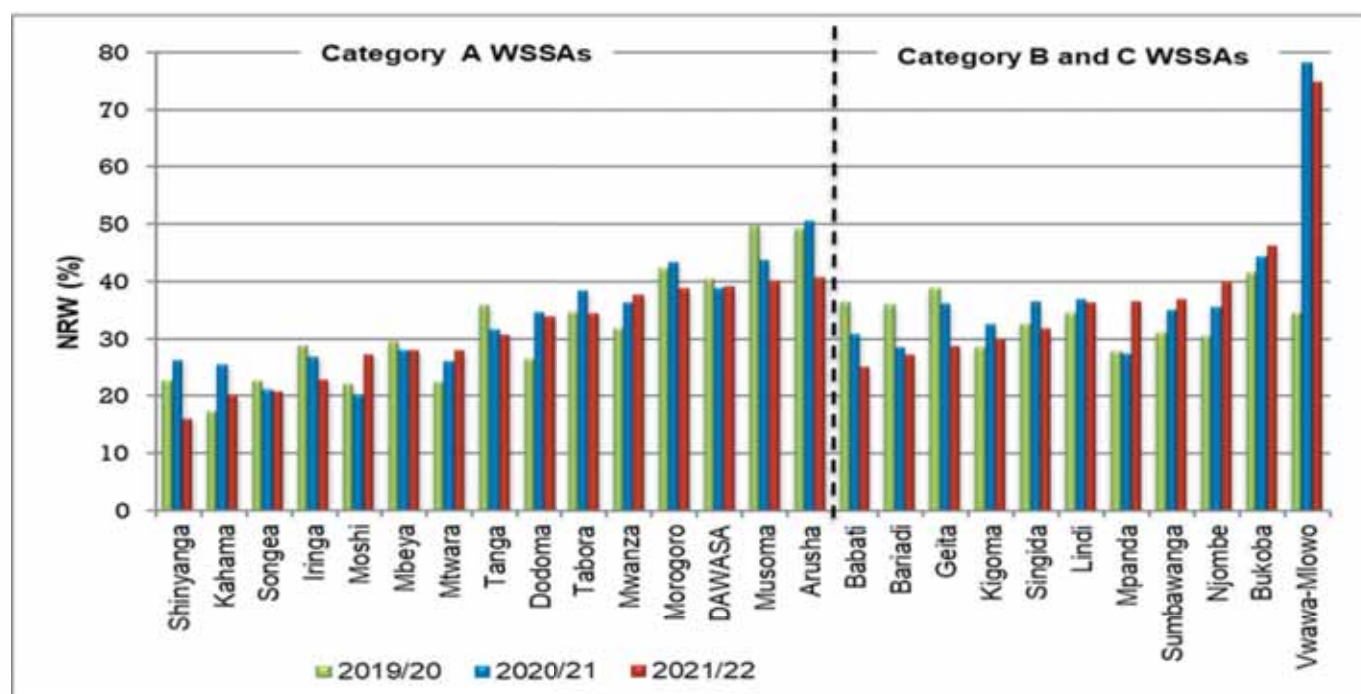


Figure 7: Non-Revenue Water as a Percentage of Water Production

An improvement of more than 5% for NRW (expressed as percentage of water production) was attained by Arusha WSSA (from 50.5% in FY 2020/21 to 40.7% in FY 2021/22), Shinyanga WSSA (from 26.4% in FY 2020/21 to 16.1% in FY 2021/22), Geita WSSA (from 36.3% in FY 2020/21 to 28.8% in FY 2021/22), Kahama WSSA (from 25.6% in FY 2020/21 to 20.3% in FY 2021/22), Moshi WSSA (from 25.6% in FY 2020/21 to 20.3% in FY 2021/22) and Babati WSSA (from 30.9% in FY 2020/21 to 25.2% in FY 2021/22).

In the year under review, Shinyanga, Kahama and Songea WSSAs recorded the lowest NRW as percentage of water production of 16.1%, 20.3% and 20.83%, respectively. On the other hand, WSSAs that registered the highest NRW were Vwawa-Mlowo (74.7%), Bukoba (46.3%), Arusha (40.7%), Musoma (40.2%) and Njombe WSSAs (40.1%). High NRW for Vwawa-Mlowo WSSA was mainly due to unmetered customer connections, delay in attending to leakages and dilapidated water networks.

Mpanda WSSA recorded the highest deterioration in terms of NRW as a percentage of water production from 27.5% in FY 2020/21 to 36.6% in FY 2021/22. Water meter inaccuracies, delay in attending to leakages and the use of ultrasonic potable flow meter to measure water production were reported to be the main reasons for increase in NRW for the utility.

Accuracy in measuring NRW depends on availability of operating bulk water meters at all water production points, district metering and customer metering. Moshi, Tanga, Kigoma, Singida, Babati, Bukoba, Bariadi, Mpanda, Njombe and Vwawa-Mlowo WSSAs did not attain universal metering during the year, thus reducing the reliability of their NRW data.

2.9.2 NRW as Cubic Meter per Kilometer per Day

NRW per kilometer per day improved to 15.59 m³/km/day in FY 2021/22 as compared to 17.81 m³/km/day in FY 2020/21 and 19.3 m³/km/day in FY 2019/20.

During FY 2021/22, Lindi, Bariadi and Babati WSSAs recorded the lowest NRW per km per day, with less than 3 m³/km/day. WSSAs that registered the highest NRW per km per day were DAWASA, Mwanza, Dodoma and Morogoro WSSAs which registered NRW of 30.33, 23.22, 22.96 and 20.26 m³/km/day, respectively. The NRW of each Regional WSSA is shown in Appendix 2: Table A2.4 and illustrated in Figure 8.

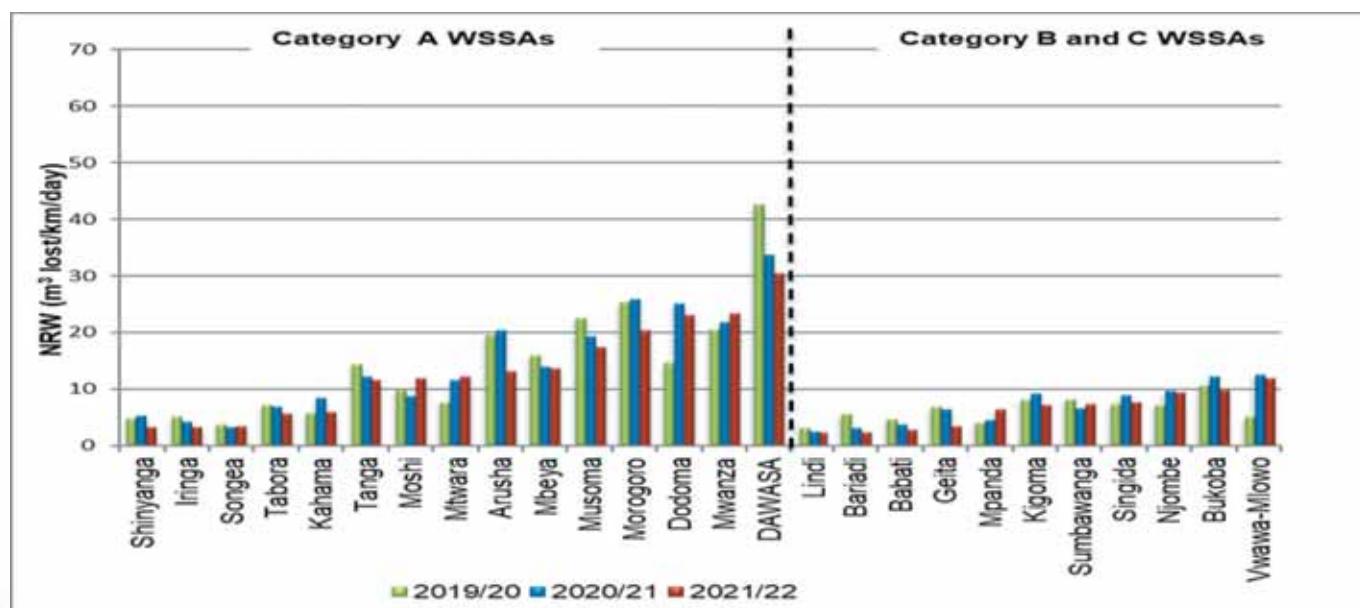


Figure 8: NRW as Cubic Meter per Kilometer per Day

2.9.3 NRW as Cubic Meter per Connection per Day

Average NRW as cubic meter per connection per day for Regional WSSAs has been improving over the past three years. In FY 2021/22, average NRW per connection per day for Regional WSSAs was 0.27 m³ as compared to 0.31 m³ and 0.33 m³ reported in FY 2020/21 and FY 2019/20, 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.

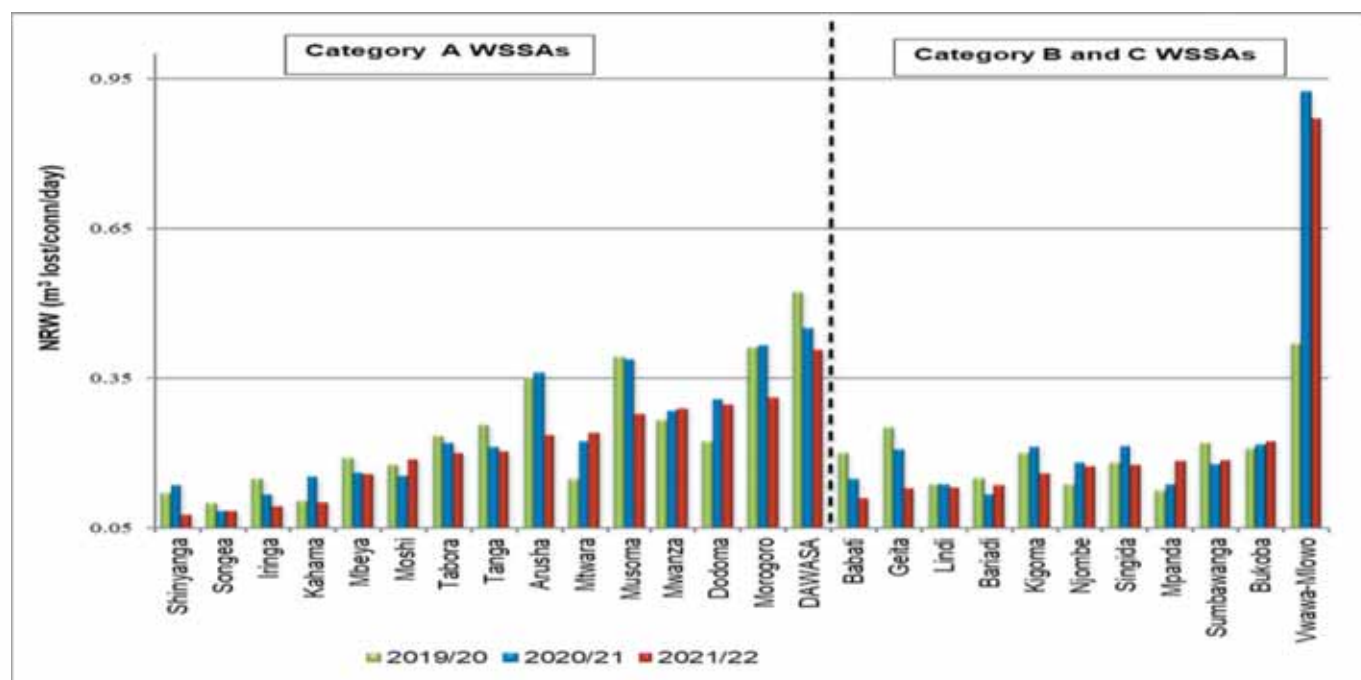


Figure 9: NRW as Cubic Meter per Connection per Day

Figure 9 shows the following:

- During FY 2021/22, the lowest NRW in terms of cubic meter per connection per day were 0.08 for Shinyanga, 0.09 for Songea and 0.10 for Kahama and Iringa WSSAs.
- Vwawa-Mlowo WSSA, DAWASA, and Morogoro WSSA registered highest NRW in cubic meter per connection per day. The values attained were 0.87, 0.41 and 0.31 m³/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 performance in NRW as a percentage of total water supplied, NRW per kilometer per day and NRW per connection per day. During FY 2021/22, the overall good performers in NRW management were Shinyanga, Songea and Iringa WSSAs. On the other hand, DAWASA, Vwawa-Mlowo WSSA and Morogoro WSSA were the least performers in overall NRW management. Results of the analysis are summarised in Table 8.

Table 8: NRW Management Performance

Good Performers				Least Performers			
Name of WSSA	NRW (%)	NRW (m ³ /km/day)	NRW (m ³ /connection/day)	Name of WSSA	NRW (%)	NRW (m ³ loss/km/day)	NRW (m ³ loss/connection/day)
Shinyanga	16.12	3.25	0.08	DAWASA	38.33	30.33	0.41
Songea	20.83	3.35	0.09	Vwawa-Mlowo	74.72	11.19	0.87
Iringa	23.00	3.26	0.10	Morogoro	38.8	20.26	0.31

Generally, NRW had significant impact on utilities' revenue generation capacity during the year. In FY 2021/22, Regional WSSAs lost a total of 51.77 million cubic meters as non-revenue water. Considering the lowest domestic water tariff applicable in each Regional WSSAs and the NRW of 20%, the utilities lost a total of TZS 76.14 billion in revenue. During the year, DAWASA lost TZS 45.09 billion in non-revenue water, which is 59% of the total revenue loss for Regional WSSAs.

2.10 Adequacy of Water Storage Capacities

During the year under review, average water storage capacity for Regional WSSAs decreased to 8.1 hours from 8.4 hours observed in FY 2020/21. Adequate water storage is imperative for ensuring reliability of water supply and maintaining water pressure. The recommended minimum water storage capacity for a water utility is 7 hours of daily demand. Figure 10 shows that 15 out of 26 WSSAs had storage hours within the recommended level.

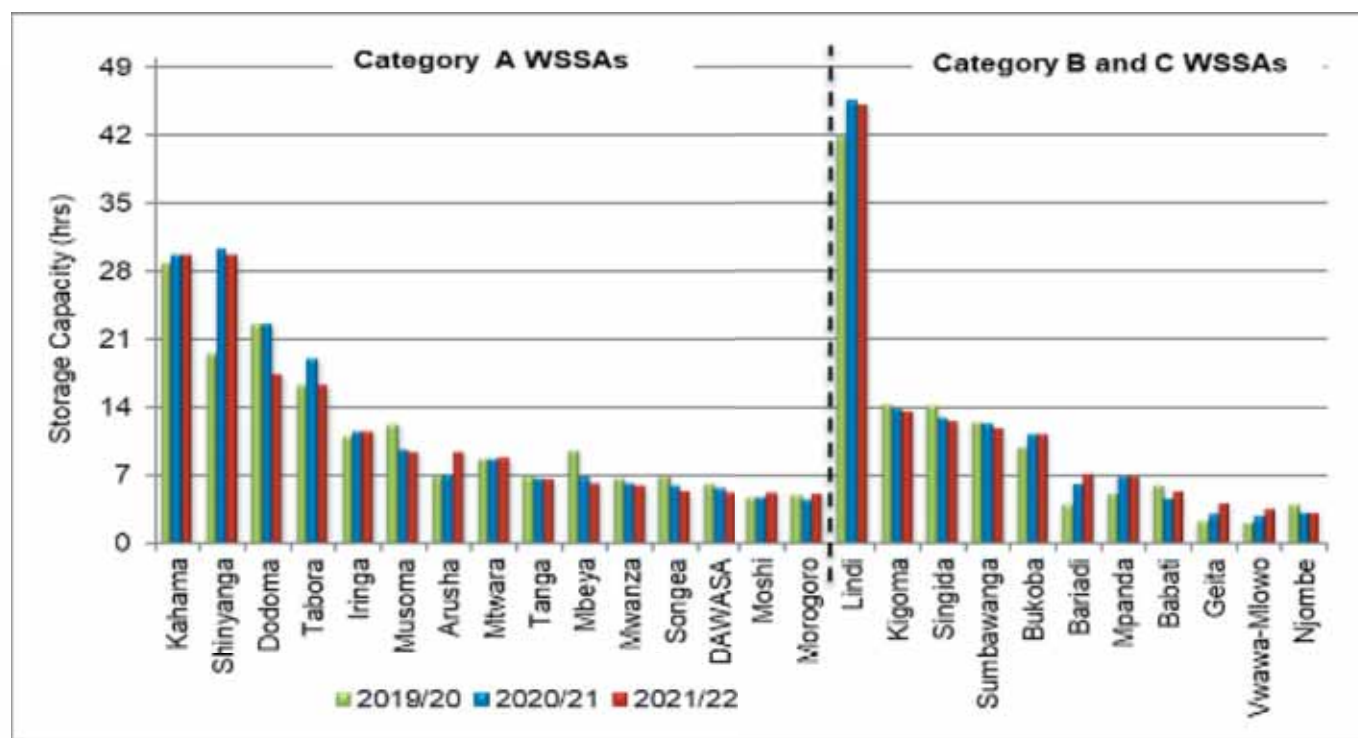


Figure 10: Storage Capacities

Data on the trend of storage capacities for Regional WSSAs is provided in Table A2.3 of Appendix 2. Analysis of the data showed the following:

- (i) In FY 2021/22, Shinyanga, Kahama, Dodoma, Tabora, Iringa, Musoma, Mtwara, Arusha, Lindi, Kigoma, Singida, Sumbawanga, Bukoba, Mpanda and Bariadi WSSAs had their storage capacities within the recommended level of at least 7 hours; and
- (ii) The least performer in storage capacity was Njombe WSSA.

2.11 Sanitation Services

This section discusses the performance of WSSAs in provision of sewerage and non-sewered sanitation services in terms of utilisation of sewerage network, sewage treatment and disposal, containment of faecal sludge, emptying facilities and transportation of faecal sludge in Regional WSSAs' service areas.

2.11.1 Sewered Sanitation

Provision of sewerage sanitation services was analysed based on two indicators which are (i) performance and utilization of sewerage network and (ii) sewage treatment and disposal. Utilization of sewerage network was analysed in terms of the number of connections per kilometer of sewer and the performance of sewerage network in terms of the number of sewer blockages. The analysis was conducted to 11 Regional WSSAs which provide sewerage services in their service areas. Mwanza WSSA and DAWASA, besides operating conventional sewerage systems

(centralized), the utilities also operate decentralized sewerage systems which are meant to improve sanitation services in unplanned settlements. Table 9 provides a list of Regional WSSAs with and without sewerage networks.

Table 9: Summary of Availability of Sewer Networks

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

(a) Utilisation of Sewer Networks

Overall performance of sewer networks in terms of number of connections per kilometer of a sewer network continued to decline to 41 in FY 2021/22 from 48 in FY 2020/21 and 54 in FY 2019/20. The decline was driven by a significant increase in the length of sewer networks reported by Arusha and Mwanza WSSAs. During the reporting period, Arusha WSSA extended 207.32km of sewerage network under the Arusha Sustainable Urban Water and Sanitation Delivery Project. Mwanza WSSA extended its sewer network by 18km. Despite a significant increase in the length of sewer network, there was no corresponding increase in sewer utilisation, as only 3,247 new connections were made and 801 sewer connections were removed from the DAWASA customer base due to demolition of premises and erroneous double counting. Appendix 2: Table A2.5 provides a detailed trend of utilisation of sewer networks over the past three years for Regional WSSAs and is illustrated in Figure 11.

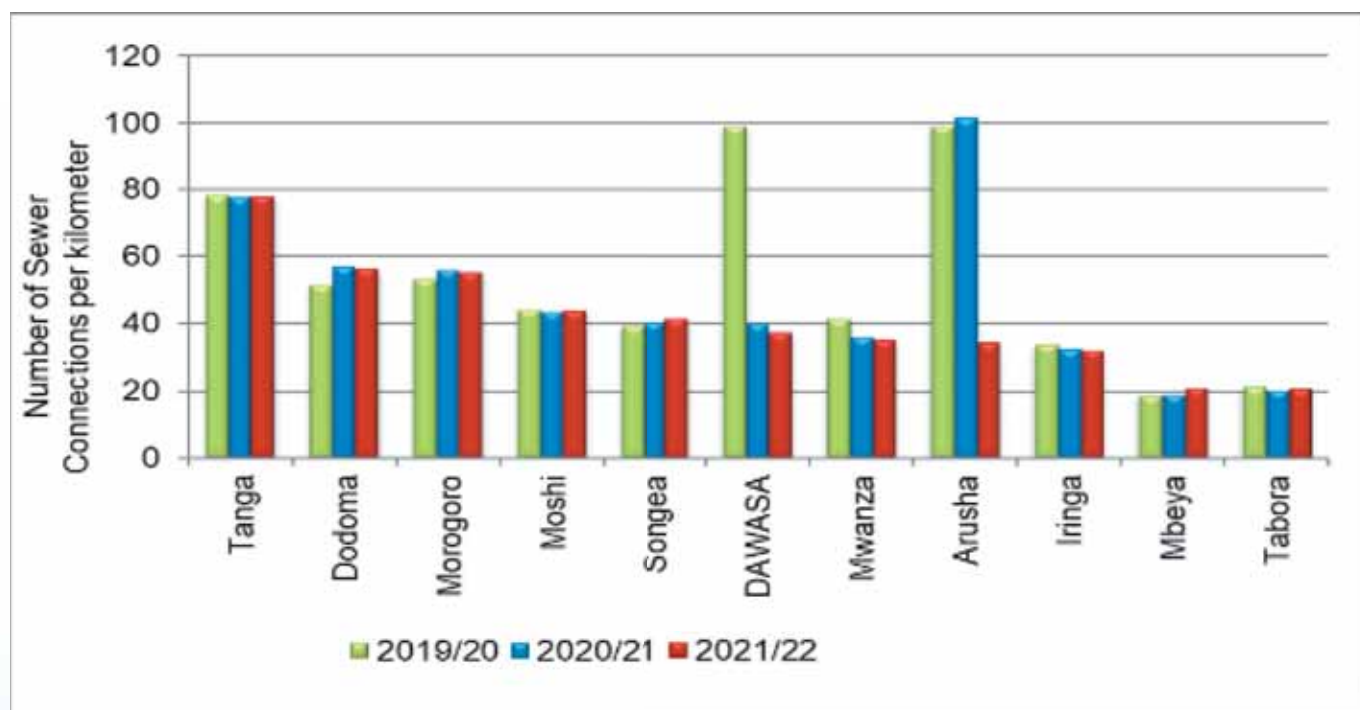


Figure 11: Number of Sewer Connections per Kilometre of Sewerage Network

(b) Performance of Sewer Networks

Performance of sewer network in terms of sewer blockages per kilometer of sewerage network during the year under review improved to an average of 11.95 blockages/km/year compared to 15.18 blockages/km/year recorded in the FY 2020/21 and 17.30 blockages/km/year recorded in the FY 2019/20.

Regional WSSAs that recorded significant improvement in number of sewer blockages per kilometre per year of at least 20% during the year under review were Tabora WSSA (89.2%), Arusha WSSA (82.9%), Iringa WSSA (37.7%) and DAWASA (33.4%). The improvement was mainly due to upsizing of lateral and main sewers, frequent flushing and cleaning of sewers and awareness of proper use of sewerage system as indicated in Table 10. Tanga WSSA reported the highest deterioration in the performance of sewerage networks as compared to its performance in FY 2020/21 by recording an increase of 48.8% in blockages per kilometre per year due to dilapidated and aged condition of the existing sewerage network of about 10km. Appendix 2: Table A2.5 provides a detailed trend of this indicator for the past three years for Regional WSSAs with centralised sewerage systems and illustrated in Figure 12.

Table 10: Regional WSSAs with Significant Reduction of Sewer Blockage

Utility Name	Change (%)	Reason (s)
Tabora	89.2	Awareness to customers on the proper use of sewerage system as well as routine maintenance and flushing of the sewer network.
Arusha	82.9	Upsizing of 27.47km of sewer networks implemented through Arusha Sustainable Urban Water and Sanitation Delivery Project and awareness on proper use of sewerage infrastructure
Iringa	37.7	Awareness to customers on the proper use of sewerage system as well as routine maintenance and flushing of the sewer network.
DAWASA	33.4	Routine maintenance of sewerage infrastructure coupled with awareness of the proper use of sewerage system

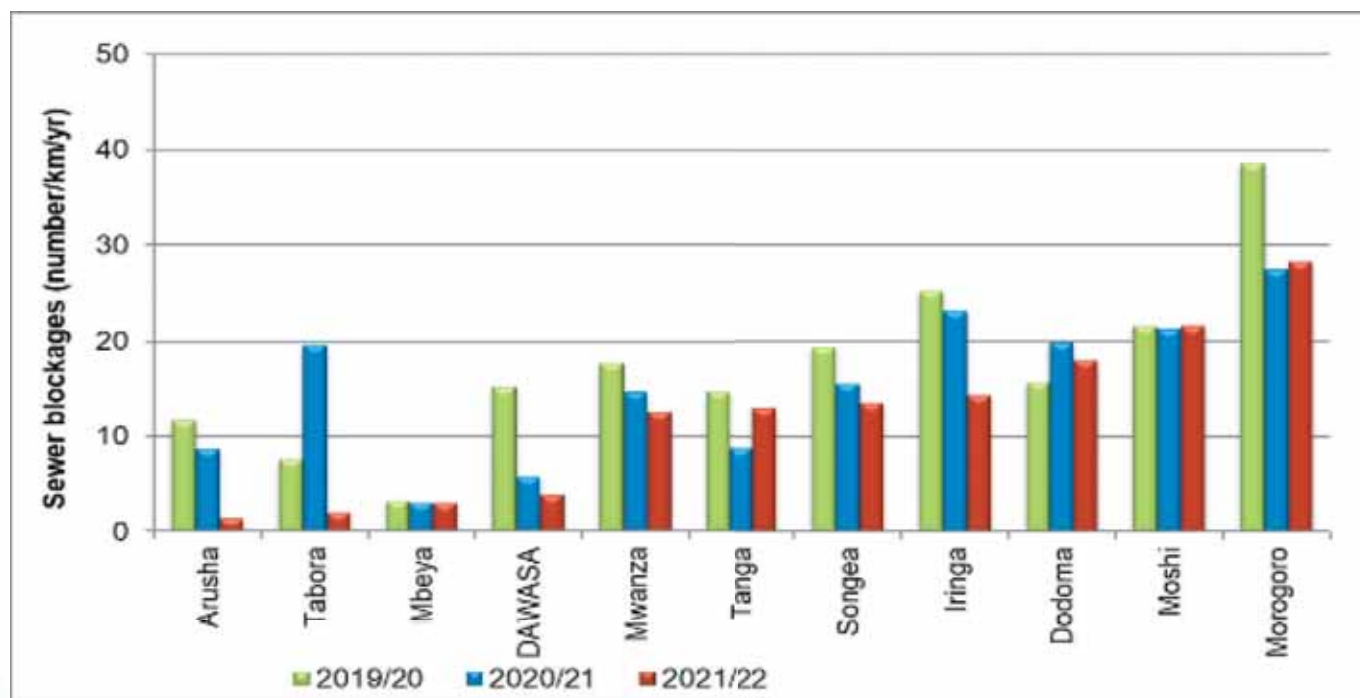


Figure 12: Number of Sewer Blockage per Kilometre of Sewerage Network

(c) Sewage Treatment and Disposal

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

- (i) During the year under review, 18 out of 26 Regional WSSAs had sewage and faecal sludge treatment facilities. This was an increase compared to 17 WSSAs recorded in FY 2020/21. The number increased after Shinyanga WSSA's sludge digester started operating during the year under review.

Among Regional WSSAs with sewage and faecal treatment facilities, 10 had wastewater stabilisation ponds while eight had sludge digesters. Mwanza WSSA and DAWASA operate both wastewater stabilisation ponds and faecal sludge digesters in their service areas.

- (ii) Tanga WSSA has a sewer network that discharges untreated sewage directly to the Indian Ocean through a sea outfall. The utility has land for construction of wastewater treatment facilities and during the year under review, designing of wastewater treatment plant was going on.
- (iii) Construction of faecal sludge digesters was going on at Muheza and Pangani towns, which are clustered areas of Tanga WSSA, while in Musoma and Bukoba towns, construction of centralised sewerage systems was in progress.
- (iv) During the year under review, six Regional WSSAs, namely DAWASA, Tanga, Babati, Shinyanga, Bukoba and Musoma, had already acquired land for the construction of wastewater treatment facilities and they were still soliciting funds for the construction. The land acquired by DAWASA was for construction of additional wastewater treatment plants.
- (v) It was revealed during FY 2020/21 that Bariadi, Mtwara, Mpanda, Singida, Njombe and Vwawa-Mlowo WSSAs had neither wastewater treatment facilities nor acquired land for construction of such facilities.

Table 11 summarises the status of sewage treatment facilities in Regional WSSAs.

Table 11: Availability of Wastewater 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 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 Shinyanga and Lindi	DAWASA, Bukoba and Musoma (construction of additional wastewater treatment plant), Tanga, Babati and Shinyanga.	Vwawa-Mlowo, Singida, Bariadi Mpanda, Mtwara and Njombe

*Part of utility's sewer network discharges untreated sewage directly to the Indian Ocean through a sea outfall

2.11.2 Non-Sewered Sanitation

During the year under review, Regional WSSAs in collaboration with Local Government Authorities continued to update and improve onsite sanitation data. This section analyses basic onsite sanitation data that appear to be consistent and reliable regarding non-sewered sanitation conditions in Regional WSSAs' service areas. The data were 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 on containment showed that the proportion of households that used latrines declined to 49.05% from 58.11% in FY 2020/21 while households using septic tanks improved to 48.93% from 40.03% in FY 2020/21. Further analysis of data shows that the proportion of households connected to sewer networks improved to 1.79% from 1.61% in FY 2020/21 while households without any sanitation facility declined to 0.23% from 0.25% in FY 2020/21. Furthermore, total emptiable latrines increased slightly to 1,327,209 equivalent to 41% of total households from 1,322,757 emptiable latrines equivalent to 39.1% of total households reported in FY 2020/21 in Regional WSSAs' service areas.

Analysis of reported sanitation data showed that during the year under review, the total volume of faecal sludge generated in the Regional WSSAs' service areas increased to 43,648,129.69 m³ equivalent to 119,583.92 m³/day from 42,191,495 m³ equivalent to 115,593.1m³/day in FY 2020/21. However, this data was reported by 11 out of 26 Regional WSSAs which have sewerage systems.

Emptying Facilities and Transportation

Analysis of data on faecal sludge emptying facilities showed that the total number of cesspit emptier trucks operating in the Regional WSSAs' service areas in FY 2021/22 decreased to 322 from 421 reported in FY 2020/21. The decrease was mainly attributed to a significant decrease in the number of privately-owned cesspit emptiers registered by DAWASA from 236 in FY 2020/21 to 128 in FY 2021/22. Most private owners withdrew from the business after DAWASA commenced operating its seven cesspit emptier trucks in FY 2021/22. Out of the reported total, 34 were owned and operated by WSSAs, 18 are owned by the Local Government Authorities (LGAs) and 270 were privately owned. Appendix 2: Table A2.21 provides detailed numbers of cesspit emptier trucks owned by WSSAs, LGAs and Private Operators.

During the year under review, Regional WSSAs that owned cesspit emptier trucks were DAWASA (7), Mwanza (6), Arusha (5), Iringa (3), Kahama (2) and Sumbawanga (2). Other WSSAs were Dodoma, Moshi, Musoma, Songea, Tanga, Bukoba, Lindi, Kigoma and Geita with one truck each. It should be noted that faecal sludge emptying services in the Regional WSSAs service areas are also done by 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

For FY 2021/22 and FY 2020/21, 18 out of 26 Regional WSSAs had faecal sludge treatment facilities. The WSSAs that had the facilities are Arusha, DAWASA, Dodoma, Iringa, Kahama, Mbeya, Morogoro, Moshi, Musoma, Mwanza, Shinyanga, Songea, Tabora, Bukoba, Kigoma, Sumbawanga, Lindi and Geita. Data analysis showed that the available total capacity of sludge treatment facilities in 18 WSSA remained at 123,672 m³/day reported in FY 2020/21. Further, the volume of faecal sludge dumped at sludge treatment facilities increased to 2,924,200m³ in FY 2021/22 from 1,007,574m³ reported in FY 2020/21. 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

The quality of water supplied by Regional WSSAs was analysed to assess compliance with Tanzania Standard Portable Water Specification (TZS 789:2018-EAS12:2018) for *E. coli*, turbidity, residual chlorine and pH. EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2018 set forth the acceptable boundary for turbidity, residual chlorine and pH as 95% to 98% whereas for *E. coli* is 100%. This section presents findings from water quality monitoring conducted by both Regional WSSAs and EWURA.

(a) Water Quality Monitoring Conducted by Regional WSSAs

Regional WSSAs conducted water quality monitoring and submitted results to EWURA in accordance with Water and Wastewater Quality Monitoring Guidelines for WSSAs, 2020. The mostly tested parameters were *E. coli*, Turbidity, Residual Chlorine and pH which revealed an overall compliance of 98%, 95%, 83% and 99%, respectively. Table A2.6 (a) of Appendix 2 presents the average water quality compliance for each tested parameter.

Analysis of test results showed an uneven trend in water quality compliance levels for turbidity, residual chlorine, pH and *E. coli* over the past three years. In FY 2021/22, *E. coli* compliance improved to 98% which is similar to FY 2019/20 whilst the level dropped to 93% in FY 2020/21. Turbidity compliance level increased to 95% in FY 2021/22 as compared to 92% in FY 2020/21 and 93% in FY 2019/20. Residual chlorine compliance level improved to 83% in FY 2021/22 as compared to 79% in FY 2020/21. Compliance with pH improved to 99% as compared to 94% and 98% recorded in FY 2020/21 and FY 2019/20, respectively. Water quality compliance for tested parameters for each WSSA in FY 2021/22 is as shown in Figure 13.

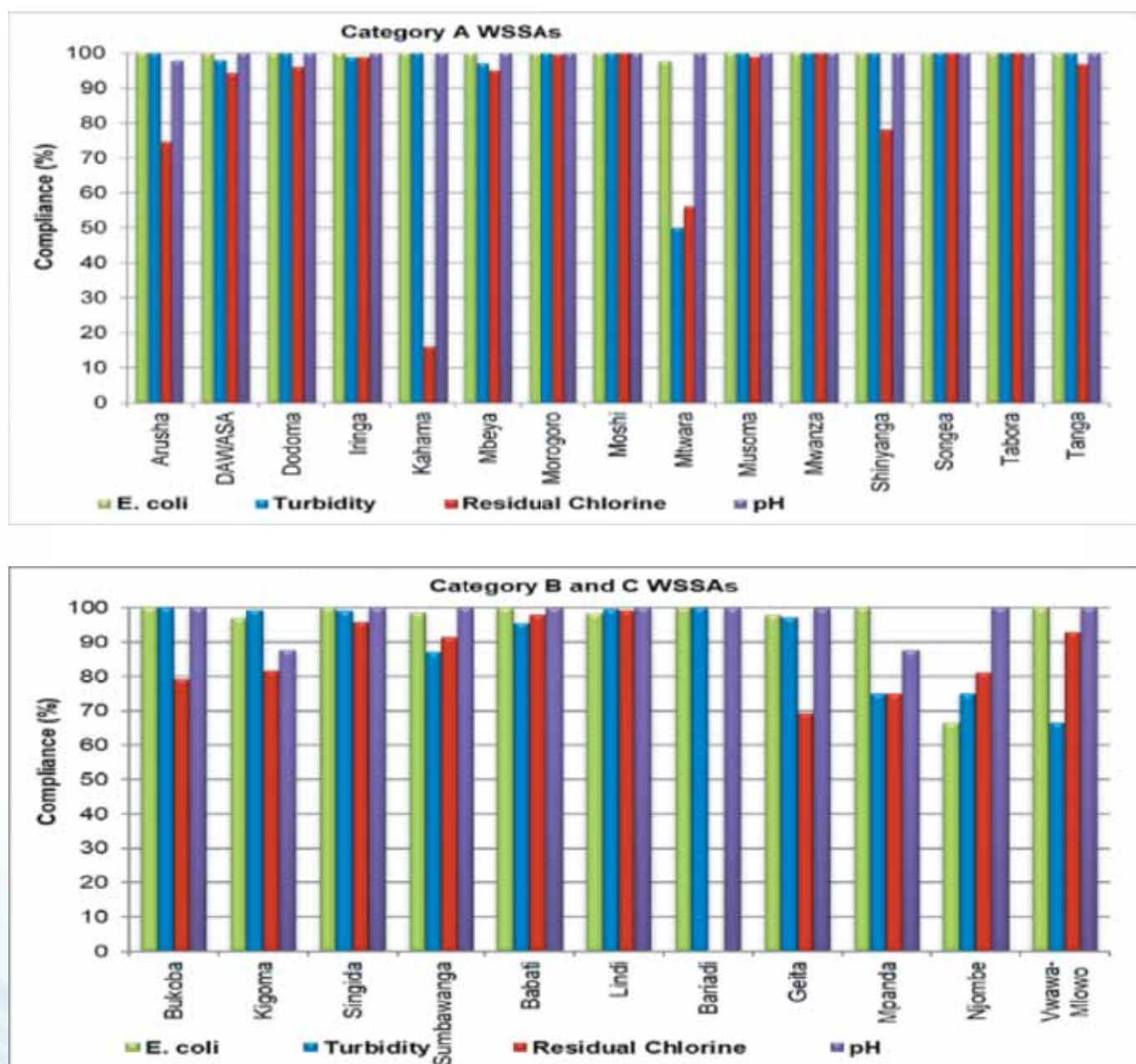
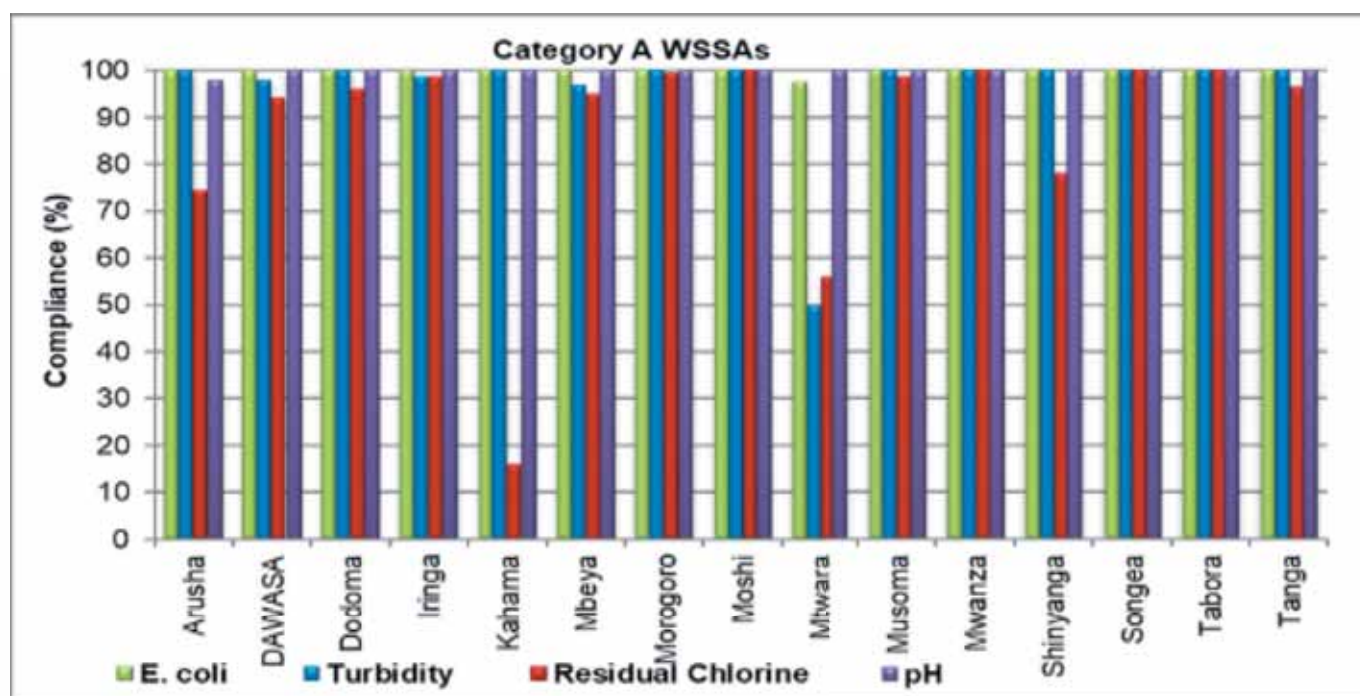


Figure 13: Water Quality Compliance Reported by WSSAs

(b) Water Quality Monitoring Conducted by EWURA

During FY 2021/22, EWURA conducted water quality monitoring to all Regional WSSAs. A total of 630 water samples were collected and tested for pH, turbidity, *E. coli* and residual chlorine. The overall compliance was 93% for *E. coli*, 84% for turbidity, 35% for residual chlorine and 96% for pH. A comparison of water quality compliance monitoring results by WSSAs and EWURA during FY 2021/22 is presented in Table A2 (6b) of Appendix 2.

The overall compliance level indicated improvement in terms of turbidity and pH level, whereas, residual chlorine and *E. coli* experienced continuous deterioration in the past three years. In FY 2021/22, overall compliance increased to 96% for pH as compared to 94% and 86% in FY 2020/21 and FY 2019/20, respectively. Turbidity compliance level remained at 84% in FY 2021/22 and FY 2020/21 being an increase from 83% registered in FY 2019/20. The *E. coli* compliance level deteriorated to 93% in FY 2021/22 as compared to 94% and 95% recorded in FY 2020/21 and FY 2019/20, respectively. Further, residual chlorine compliance level worsened to 35% in FY 2021/22 as compared to 48% and 52% attained in FY 2020/21 and FY 2019/20, respectively. The worsening of residual chlorine compliance level had been attributed to non-adherence to standard operating procedures for disinfection process including lack of control point for chlorination, use of uncalibrated testing kits and unskilled personnel. Water quality compliance for tested parameters in FY 2021/22 for each regional WSSA is as shown in Figure 14.



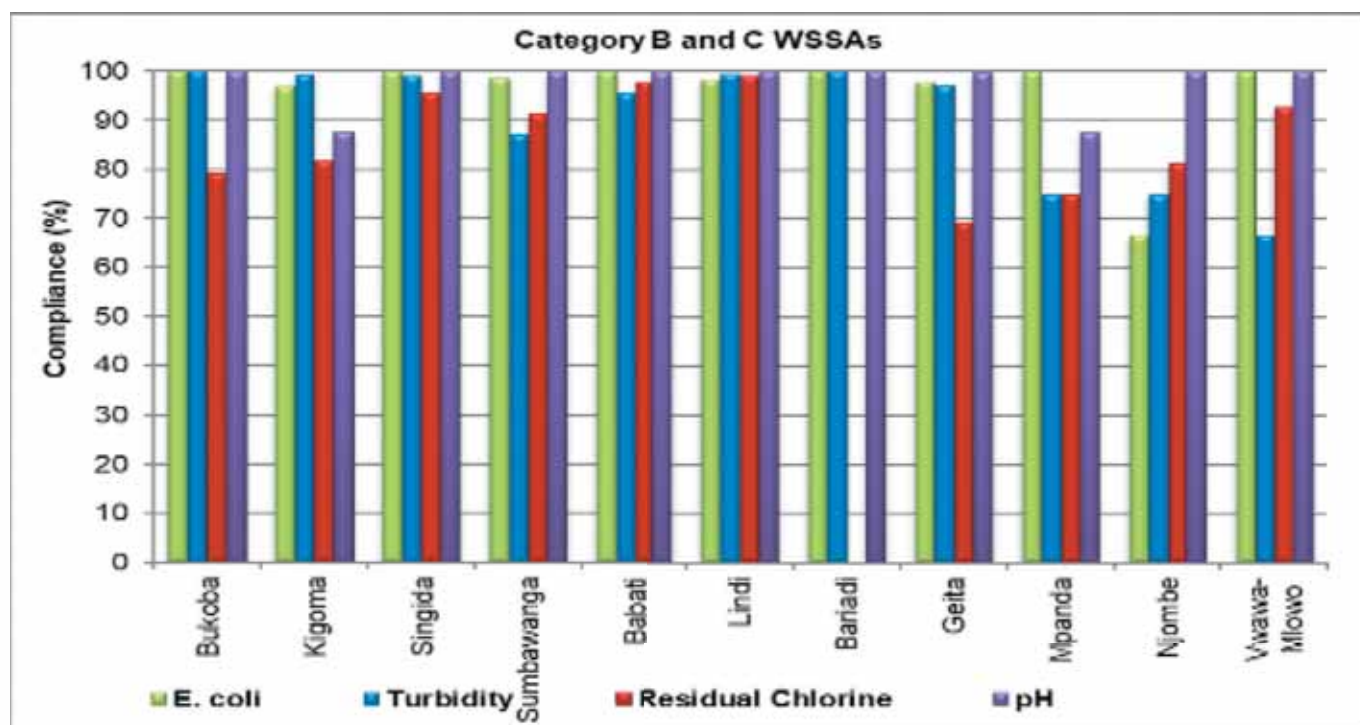


Figure 14: Water Quality Compliance Monitoring Conducted by EWURA

Comparison between EWURA and Regional WSSAs water quality tests revealed that there had been a continuous water quality improvement in terms of pH and turbidity. Residual chlorine compliance level was unsatisfactory in most Regional WSSAs. Reasons for low compliance and recommendations for improvement are provided in Table 12.

Table 12: Regional WSSAs with Low Residual Chlorine Compliance

WSSA	Reason(s)	Recommended Actions
Tanga, Arusha, Kigoma, Mbeya, Sumbawanga, Musoma Shinyanga, Moshi, Kigoma Iringa, Lindi, Mwanza and DAWASA	(i) Quality variation for input water (raw water quality) (ii) Improper chlorine dosing (iii) Absence of post chlorination points (iv) Use of irregularly calibrated residual chlorine testing kits (v) Absence of chlorine control points at the treatment unit, (vi) Presence of unattended dead ends and dead zones in distribution network and storage tanks, respectively	(i) Frequent monitoring of raw water and establishing relevant chlorine demand (ii) Establish post chlorination points (iii) Ensure regular calibration of residual chlorine testing kit (iv) Ensure proper dosing mechanism (v) Ensure regular water quality monitoring (vi) Make provision for residual chlorine testing for process control (vii) Ensure proper management of dead ends and dead zone along the water supply chain

WSSA	Reason(s)	Recommended Actions
Bariadi and Vwawa-Mlowo	(i) Lack of water quality professionals (use of unskilled personnel in chlorination process) (ii) Quality variation for input water (raw water) (iii) Improper chlorine dosing (iv) Absence of chlorine testing Kit (v) Infrequent water quality monitoring	(i) Employing skilled personnel (water laboratory technicians) (ii) Frequent monitoring of raw water and establishing relevant chlorine demand (iii) Establish post chlorination points (iv) Ensure proper dosing mechanism (v) Purchase and ensure regular calibration of residual chlorine testing kit (vi) Frequent water quality monitoring

2.13 Wastewater Quality Monitoring

(a) Wastewater Quality Monitoring Conducted by Regional WSSAs

Nine Regional WSSAs conducted effluent BOD and COD analysis to establish compliance with Tanzania Standard Municipal and industrial wastewaters — General tolerance limits (TZS 860:2019). Overall effluent BOD compliance level improved to 81% in FY 2021/22 as compared to 76% and 68% in FY 2020/21 and FY 2019/20, respectively. Effluent COD compliance increased to 77% as compared to 74% and 69% in FY 2020/21 and FY 2019/20, respectively. Further, Arusha, Moshi, Morogoro, Mbeya, Songea and Mwanza WSSAs reported 100% BOD and COD compliance in FY 2021/22 while Dodoma WSSA has continued to register zero compliance in FY 2021/22.

(b) Wastewater Quality Monitoring Conducted by EWURA

EWURA conducted wastewater quality monitoring to 12 Regional WSSAs with wastewater and faecal sludge treatment facilities to check for effluent BOD and COD compliance. Test results revealed a continuous increase in the overall BOD and COD compliance level to 46% in FY 2021/22 as compared to 43% in FY 2020/21. Songea, Kahama, Morogoro, Mbeya, Arusha and Moshi WSSAs had 100% effluent BOD and COD compliance with TBS (TZS 860:2019) requirements. On the other hand, Dodoma and Arusha WSSA 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 since the utility discharges sewage directly into the Indian Ocean.

Both EWURA and Regional WSSAs wastewater quality test results show a slight improvement in BOD and COD compliance. However, low BOD and COD compliance levels as revealed in both EWURA and WSSAs monitoring results suggests for implementation of wastewater and faecal sludge management measures including rehabilitation and expansion of existing wastewater treatment facilities to cope with increasing wastewater generation and enforcement of pre-treatment requirements. Table 13 provides reasons for low BOD and COD compliance and EWURA recommendations for improvement.

Table 13: Regional WSSAs with Low Effluent BOD and COD Compliance

Utility Names	Treatment Facilities	Reason(s)	Recommended Actions
DAWASA	Kurasini WSPs	<ul style="list-style-type: none"> ■ Overloaded; operating beyond the design capacity. ■ Discharging of industrial wastewater without pre-treatment 	<ul style="list-style-type: none"> ■ Regular maintenance ■ Rehabilitation ■ Review facilities design
	Vingunguti WSPs	<ul style="list-style-type: none"> ■ Overloaded; operating beyond the design capacity ■ Discharging of industrial wastewater with no pre-treatment 	<ul style="list-style-type: none"> ■ Regular maintenance ■ Rehabilitation ■ Expansion
	Mabibo WSPs	<ul style="list-style-type: none"> ■ No regular maintenance including scheduled desludging 	Regular maintenance of the ponds
Dodoma	Swaswa WSPs	<ul style="list-style-type: none"> ■ Overloaded; operating beyond design capacity ■ No regular maintenance 	<ul style="list-style-type: none"> ■ Rehabilitation, ■ Expansion/ construction of new treatment facilities
Iringa	Don Bosco WSPs	<ul style="list-style-type: none"> ■ Irregular maintenance including un-scheduled desludging 	Regular maintenance
Tabora	Mirambo Barracks WSPs	Receives low sewage load	Connect new customers Rehabilitation of ponds

3.0 BUSINESS AND COMMERCIAL PERFORMANCE

During the period under review, business and commercial performance of Regional WSSAs was analysed based on the number of water and sewerage connections, water and sanitation coverage, metering ratio, average service hours, staff productivity and handling of customer complaints.

3.1 Water Connections

During the reporting period, total water connections in Regional WSSAs increased to 1,169,643 as compared to 1,046,220 and 954,167 in FY 2020/21 and FY 2019/20, respectively. About 95% of water connections were for domestic customers. The observed increase in water connections resulted from extension of water supply network and extension of service areas for some Regional WSSAs. Figure 15 shows water connection trends while Figure 16 shows composition of water connections among Regional WSSAs. Details of water connections are provided in Appendix 2-Table A2.8.

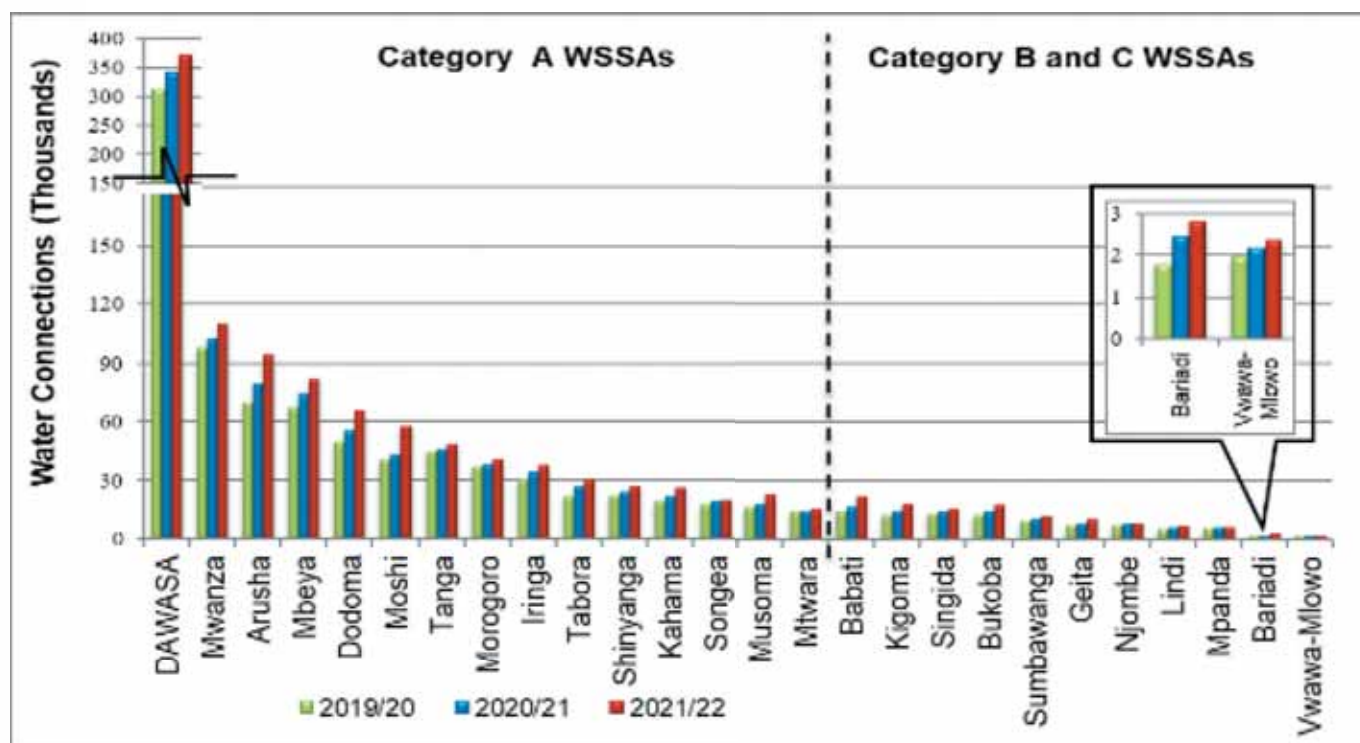
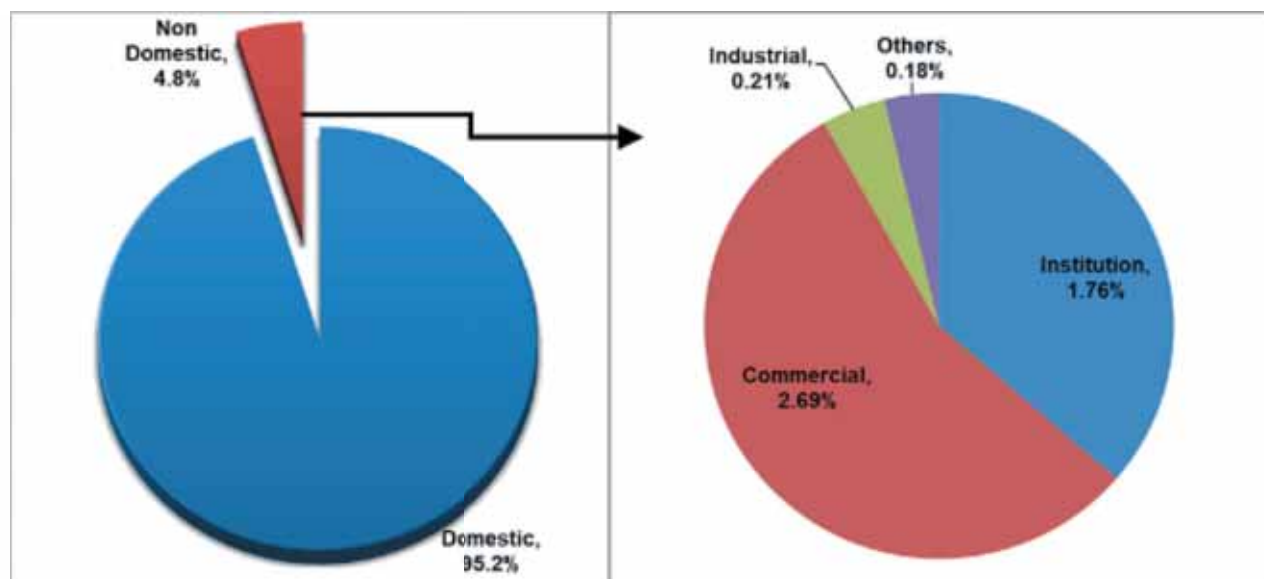


Figure 15: Total Water Connections

Regional WSSAs that recorded a significant increase in water connections of at least 5,000 new connections were DAWASA, Arusha, Moshi, Dodoma, Mwanza, Mbeya, and Babati. 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 Water Utility	Increase in Number of Connections (No)	Reasons
DAWASA	27,891	Water network extension in 23 DAWASA operation regions for total of 376km.
Arusha	14,119	Customer connections in new (205.5km) and existing water network. The distribution of new connections was 12,053 in Arusha city, 1,616 in Ngaramtoni, 203 in Usa River, 139 in Monduli and 108 in Longido.
Moshi	13,928	Acquisition of 9,918 connections from extended areas in Moshi and Hai districts and 4,010 were new water connections.
Dodoma	10,566	Water connections increase was mainly attributed by demand driven water network extension within Dodoma City for a total of 173km.
Mwanza	7,781	Extension of 24km of water network in Buswelu, Kisesa, Nyamhongoro, Buhongwa, Magu and Misungwi.
Mbeya	7,405	Extension of distribution network by 116km in developed areas of Mbeya City and Mbalizi Town.
Babati	5,885	Acquisition of 2,967 connections from extended areas of Dareda and Katesh and 2,918 were new water connections.

**Figure 16: Composition of Water Supply Connections in Regional WSSAs**

3.2 Water Kiosk Connections

The total number of water kiosks connections increased to 6,493 in FY 2021/22 from 5,810 and 5,766 in FY 2020/21 and FY 2019/20, respectively. During FY 2021/22 number of operating kiosks was 5,148 as compared to 4,784 in FY 2020/21 and 4,924 in FY 2019/20. The WSSAs that recorded a significant increase in water kiosks by at least 10% were Singida (230%), Geita (98%), Musoma (86%), Bukoba (84%), Mwanza (40%), Kigoma (36%), Bariadi (16%), Tabora (16%), Shinyanga (11%) and Kahama (10%). Figure 17 shows three years' trend on the number of water kiosks while details of the same are in Appendix 2 Table A2.8.

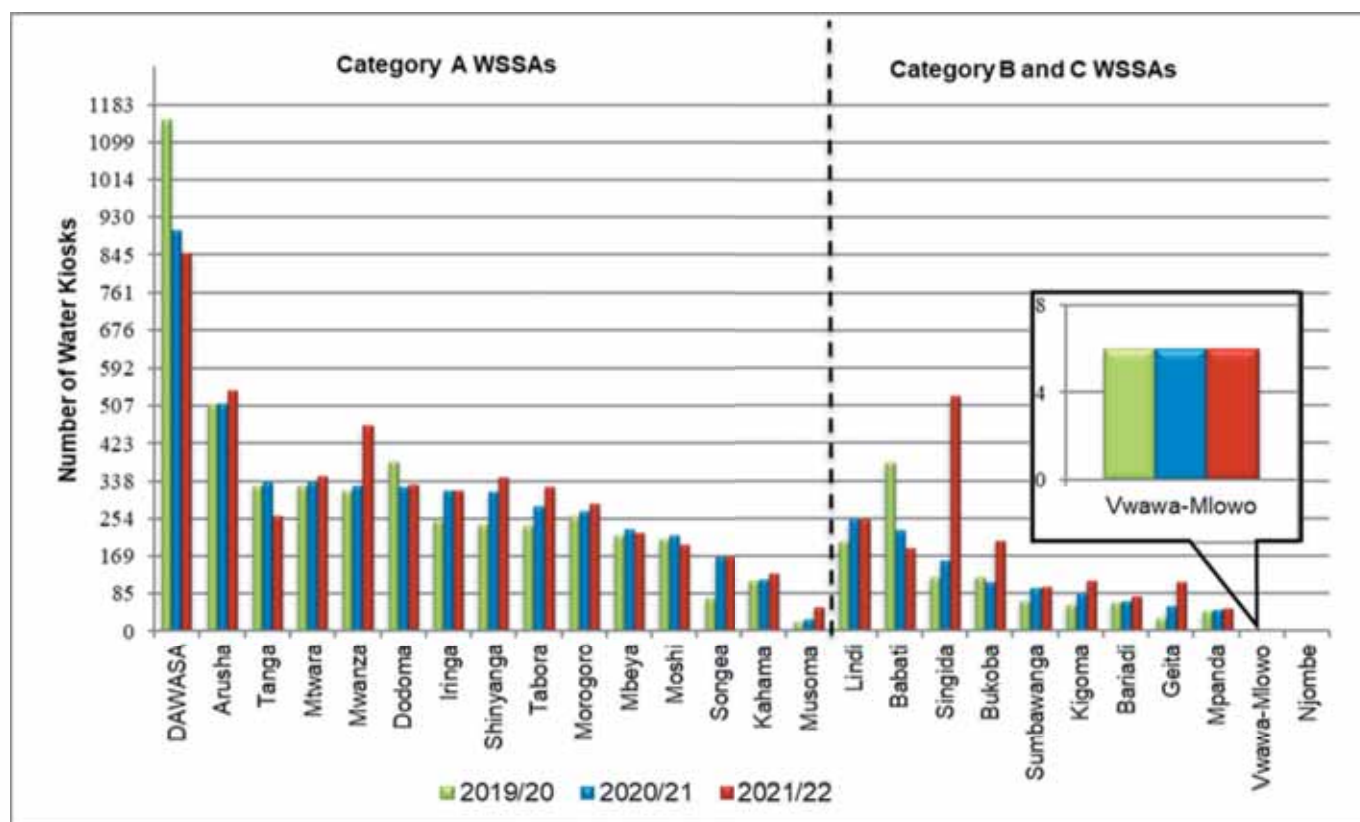


Figure 17: Water Kiosk Connections

From Figure 17, the analysis of number of water kiosks shows that:

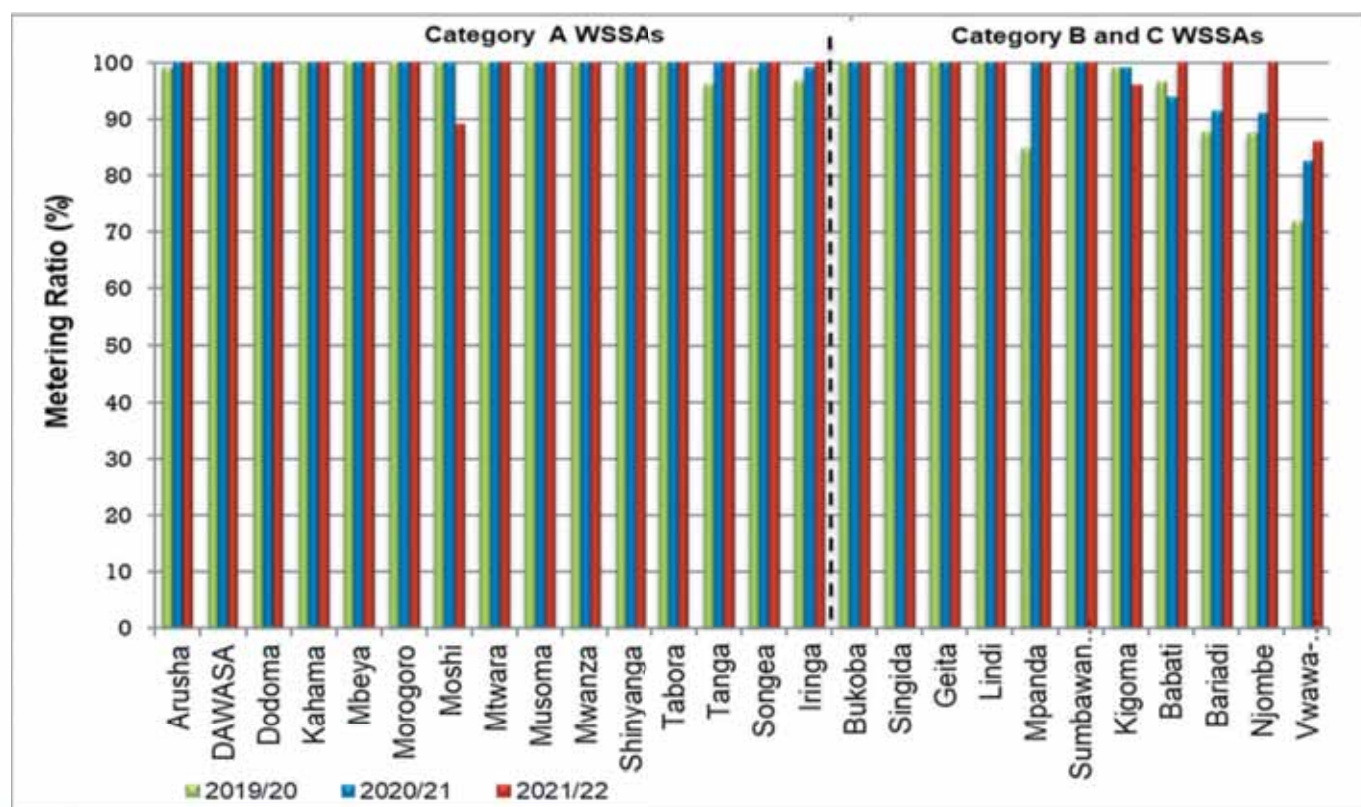
- During FY 2021/22, DAWASA had the highest number of water kiosks, followed by Arusha and Mwanza WSSAs.
- WSSAs with the highest increase in number of water kiosks in FY 2021/22 were Singida (230%), Geita (98%) and Musoma (86%). Reasons for increase in number of water kiosk are provided in Table 15.
- During the reporting period, WSSAs of Tanga, Babati, Moshi, DAWASA and Mbeya registered a decrease in number of water kiosks by 22%, 18%, 10%, 6% and 3% respectively. Reasons for decrease in number of water kiosk is the increase in number of domestic connections compared to the area with water kiosks.
- For three consecutive years, Njombe WSSA had neither operated nor constructed water kiosks.

Table 15: Regional WSSAs with Significant Increase in Water Kiosks

Utility Name	Increased Water Kiosks (No.)	Reason(s)
Singida	368	Extension of service to peri-urban areas of Kisaki, Mungumaji, Mtamaa, Mwankoko, Mtipa, Uhamaka, Unywambwa with a total of 266 water kiosks
Geita	56	Extension of service to Mbogwe Ward which added 72 Domestic points. Also, eight domestic points were connected after completion of Kasamwa-Kanyala water project and water project at Ishinde, Igembesabho and Buhalahala areas
Musoma	10	Extension of water distribution network by 2.3 km to Rwamlimi and Etaro areas and acquisition of Shirati service area

3.3 Metering Ratio

During FY 2021/22, overall metering ratio for Regional WSSAs decreased to 99.5% from 99.9% in FY 2020/21. Table A2.9 in Appendix 2, and Figure 18 provides details of the three years' trend of metering ratio.

**Figure 18: Metering Ratio**

Analysis of customer metering ratio for the period under review shows that:

- 23 out of 26 Regional WSSAs had 100% metering ratio.
- Moshi WSSA recorded a higher decrease in metering ratio of 11% in FY 2021/22 as compared to the performance in FY 2020/21. This was due to inclusion of 5,988 unmetered customers from extended service areas in 12 wards within Moshi and Hai districts which were previously operated under CBWSOs.

3.4 Water Service Coverage

Water service coverage was analysed in terms of population directly served with water and population living in an area with water network. The analysis considered population projection from the 2012 Population and Housing Census.

3.4.1 Proportion of Population Directly Served with Water

Proportion of population directly served with water in Regional WSSAs' service areas was 73% in FY 2021/22 as compared to 77% in FY 2020/21 and 68% in FY 2019/20. The main reason for the decrease in proportion of population directly served was extension of Regional WSSAs' service areas to areas which had low service coverage. Regional WSSAs with significant decrease in proportion of population directly served with water were Moshi, Dodoma, Mwanza, Bukoba and Shinyanga. On the other hand, Arusha and Mbeya WSSAs had significant increase in service coverage as a result of implementation of Arusha Sustainable Water Supply and Sanitation Project and extension of water supply network within the service area of Mbeya WSSA, respectively. Figure 19 and Appendix 2: Table A2.10 provide details of proportion of population served with water over the past three years.

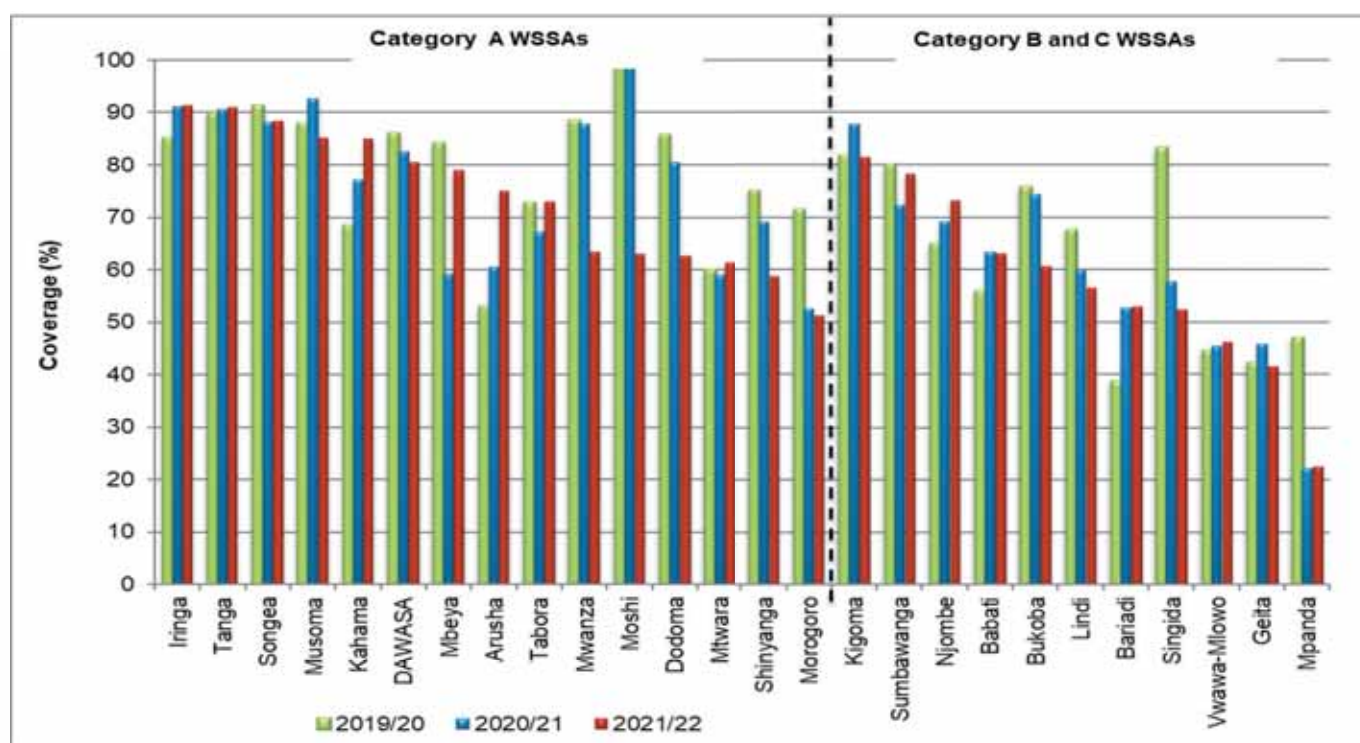


Figure 19: Proportion of Population Directly Served with Water

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

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

3.4.2 Proportion of Population Living in Area with Water Network

In FY 2021/22, proportion of population living in area with water network remained at 86% as compared to an improvement by 4% 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 20.

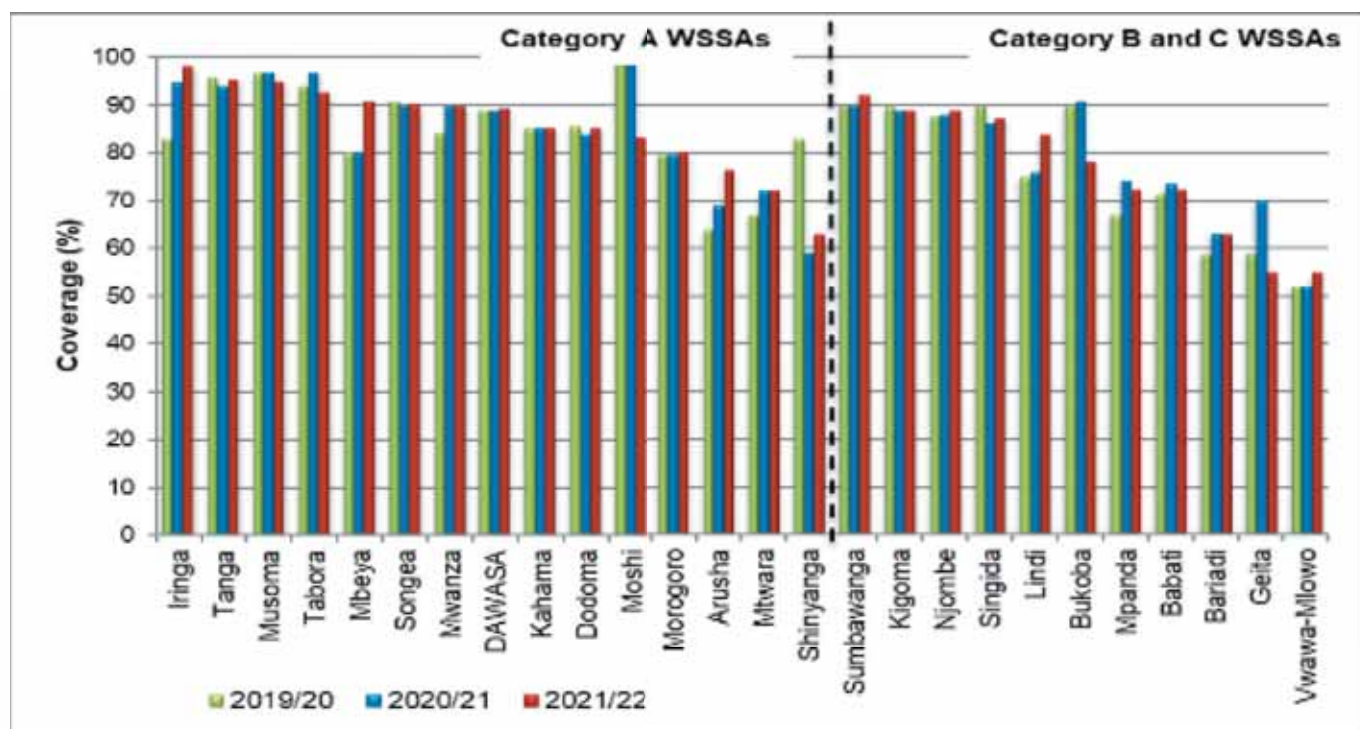


Figure 20: Proportion of Population Living in Area with Water Network

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

- Iringa, Tanga, Musoma, Tabora, Mbeya, Songea, Sumbawanga and Mwanza WSSAs reported the highest water network coverage of at least 90%.
- Moshi, Geita and Bukoba WSSAs have reported a significant decrease in the proportion of population living in area with a water network by more than 10% as a result of extension of service areas to cover areas with low network coverage.
- Bariadi, Geita and Vwawa-Mlowo WSSAs registered a service coverage below 70% for three consecutive years.

3.4.3 Comparison of Indicators for Water Service Coverage

The comparison of the proportion of population directly served and population living in areas with water networks revealed a potential for improving the proportion of population directly served by using existing infrastructure in Tabora, Mbeya, Songea, Mwanza, DAWASA, Kahama, Dodoma, Moshi, Morogoro, Arusha, Mtwara, Shinyanga, Sumbawanga, Kigoma, Njombe, Singida, Lindi, Bukoba, Mpanda, Babati, Bariadi, Vwawa-Mlowo and Geita WSSAs. Presentation of the two indicators is provided in Figure 21.

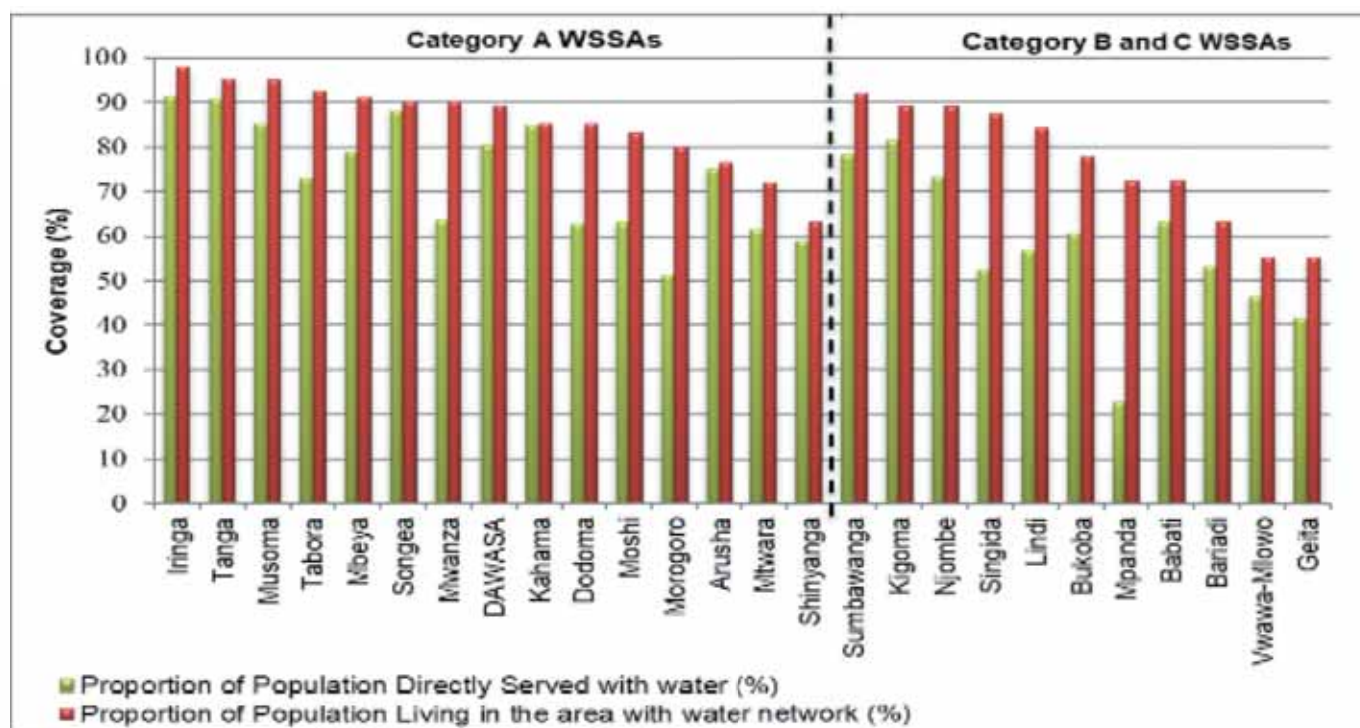


Figure 21: Comparison of Water Service Coverage for Regional WSSAs

3.5 Sewerage Connections

Total number of sewerage connections increased to 55,996 in FY 2021/22 as compared to 52,749 in FY 2020/21 and 51,394 in FY 2019/20. The increase in connections in FY 2021/22 was attributed to 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 22.

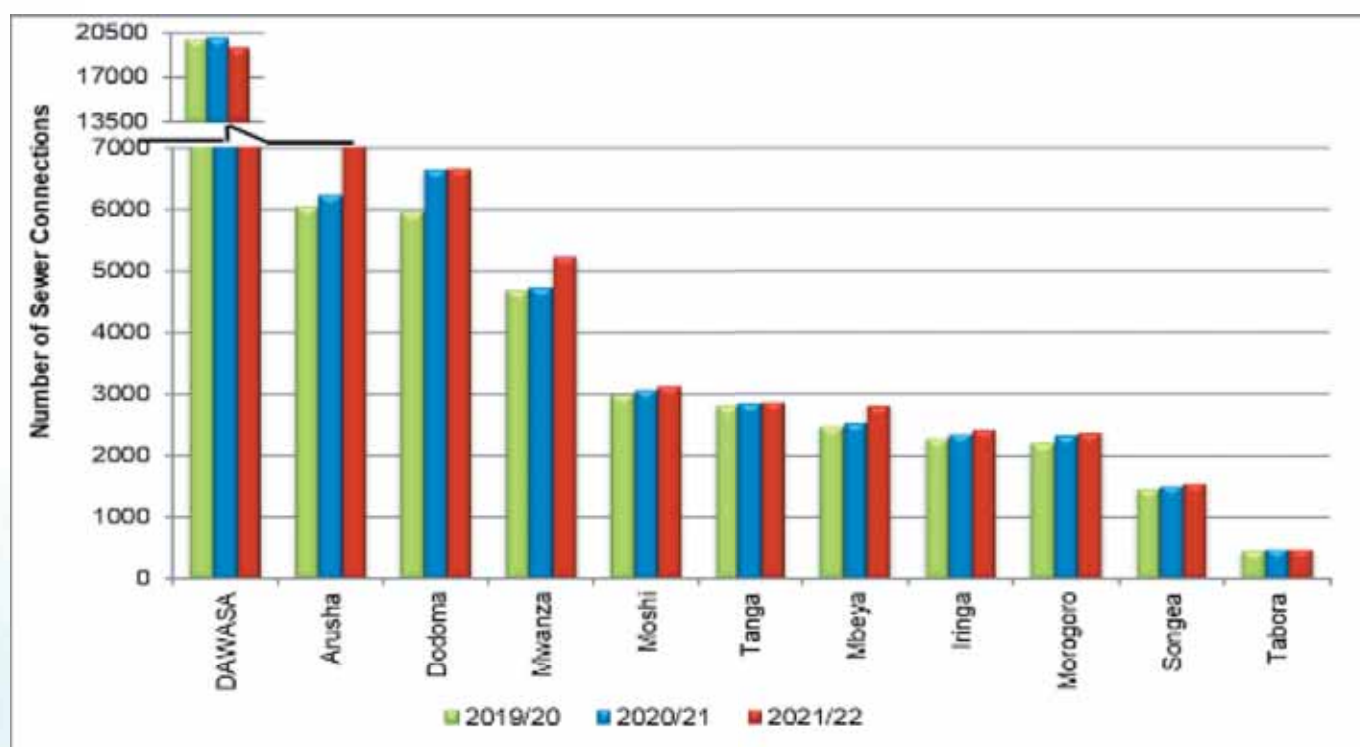


Figure 22: Sewer Connections

During the year under review, Regional WSSAs that recorded a notable increase in sewer connections above 100 were Arusha (3,013), Mwanza (506) and Mbeya (285).

Overall sewerage coverage among Regional WSSAs remained at an average of 13% for three consecutive years. The overall performance indicates that sewerage coverage among Regional WSSAs remains unsatisfactory. The overall sewerage coverage is shown in Figure 23.

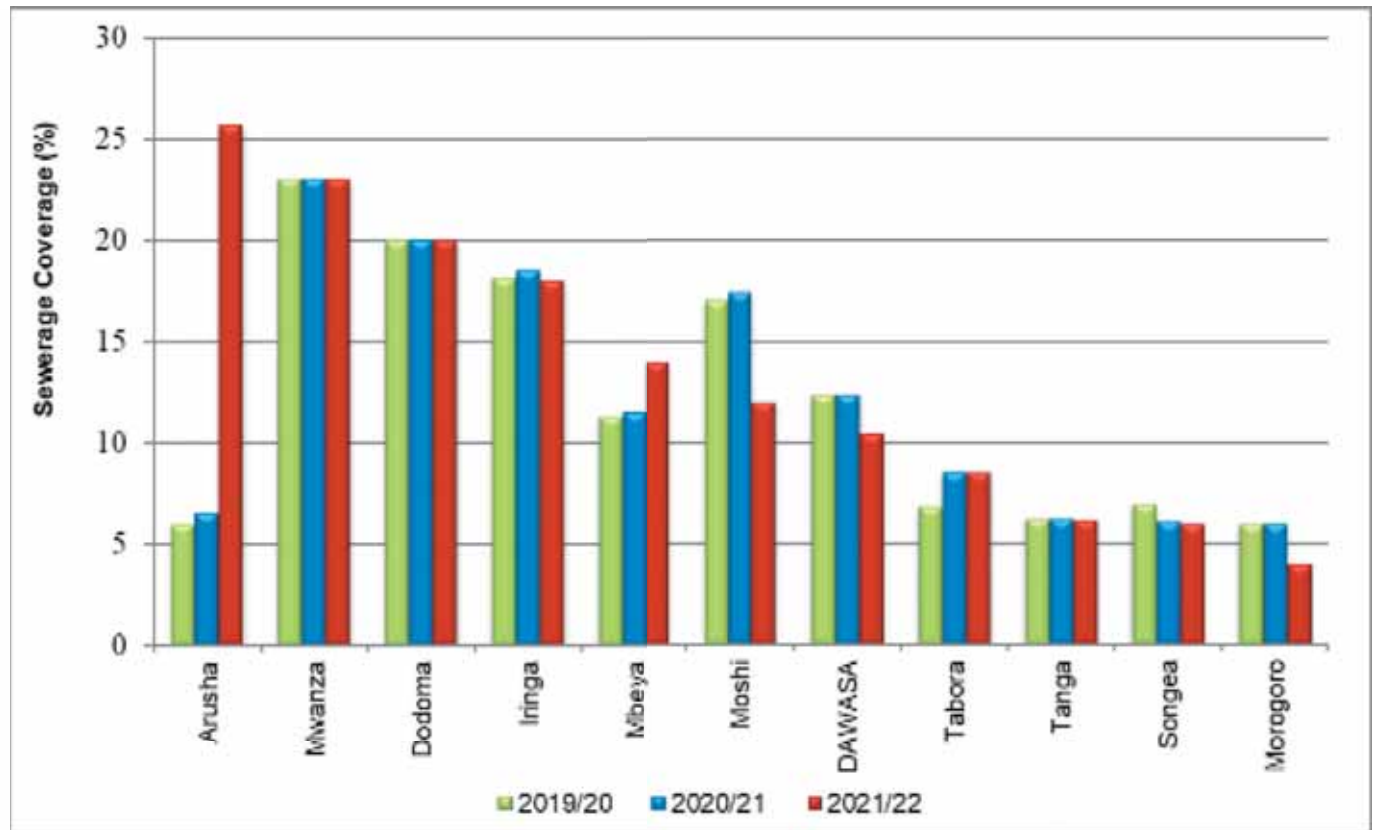


Figure 23: Proportion of the Population Connected with Sewerage Services

Arusha WSSA had the highest sewerage coverage of 26%, followed by Mwanza WSSA with sewerage coverage of 23%. Over the past three years, Morogoro WSSA continued to register the lowest sewerage coverage among Regional WSSAs.

3.6 Average Hours of Service

Overall average hours of service for Regional WSSAs remained at 18 for three consecutive years. Figure 24 and Appendix 2 - Table A2.12 provide a detailed overview of average service hours.

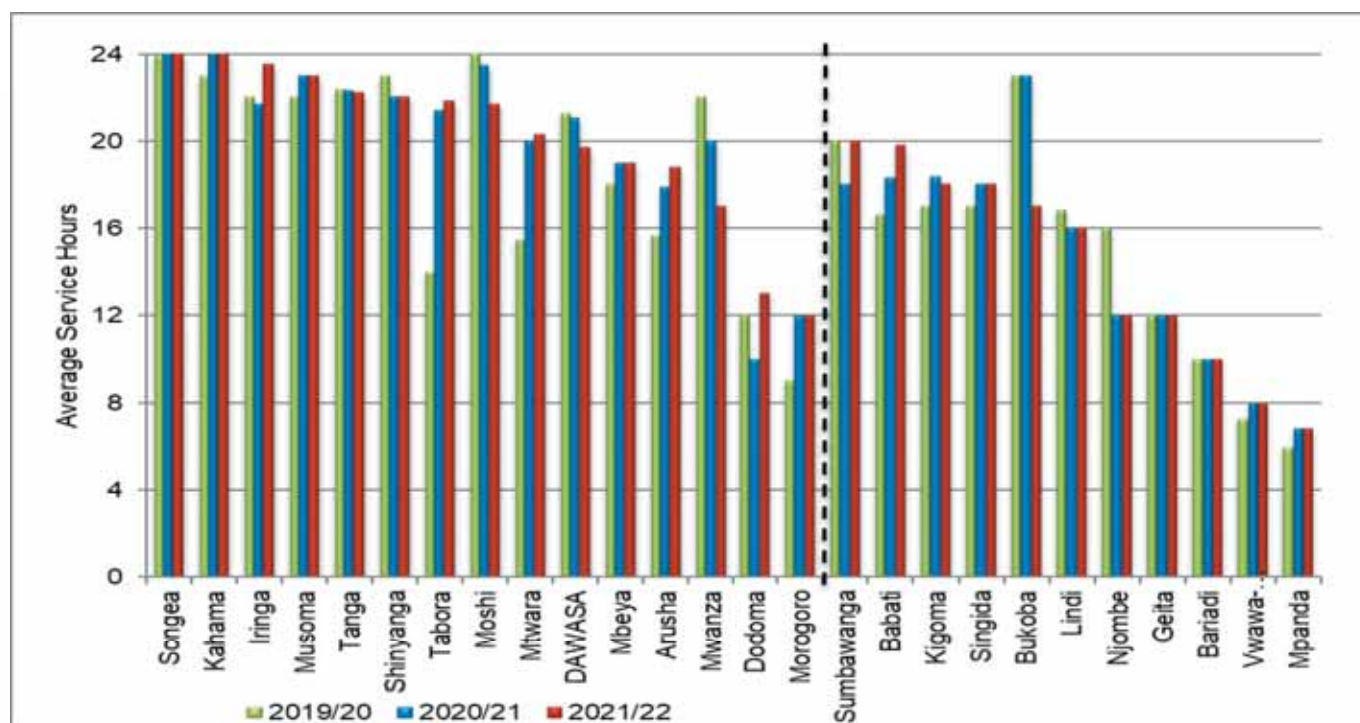


Figure 24: Average Service Hours

Observation from figure 24 shows that, Songea, Kahama, Iringa, Musoma, Tanga, Shinyanga, Tabora, Moshi, Mtwara and Sumbawanga WSSAs reported availability of water services to their customers for at least 20 hours per day. The least performers in average service hours were Vwawa-Mlowo WSSA (8 hours) and Mpanda WSSA (7 hours).

3.7 Complaints Handling

Complaints handled by Regional WSSAs during the year under review were grouped as meter reading, billing, connection charges, water quality, lack of water/low water pressure, sewerage issues, leakage and other issues. Distribution of complaints received for each Regional WSSA is shown in Figure 25.

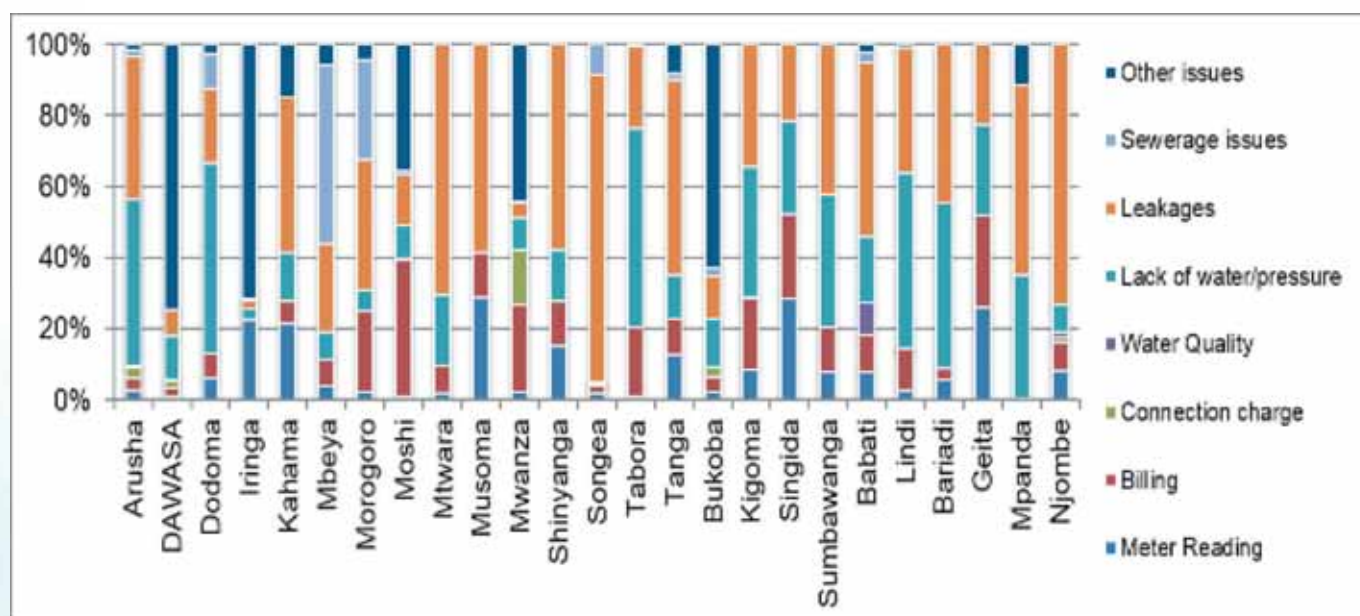


Figure 25: Complaints Received by Regional WSSAs

During FY 2021/22, Regional WSSAs received a total of 391,255 complaints, with complaints related to lack of water or low pressure forming the highest proportional of complaints.

3.8 Staff Productivity

Staff productivity expressed as staff per 1,000 connections improved to an overall average of 3.6 in FY 2021/22 as compared to 4.1 and 4.2 in FY 2020/21 and 2019/20, respectively, 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 26.

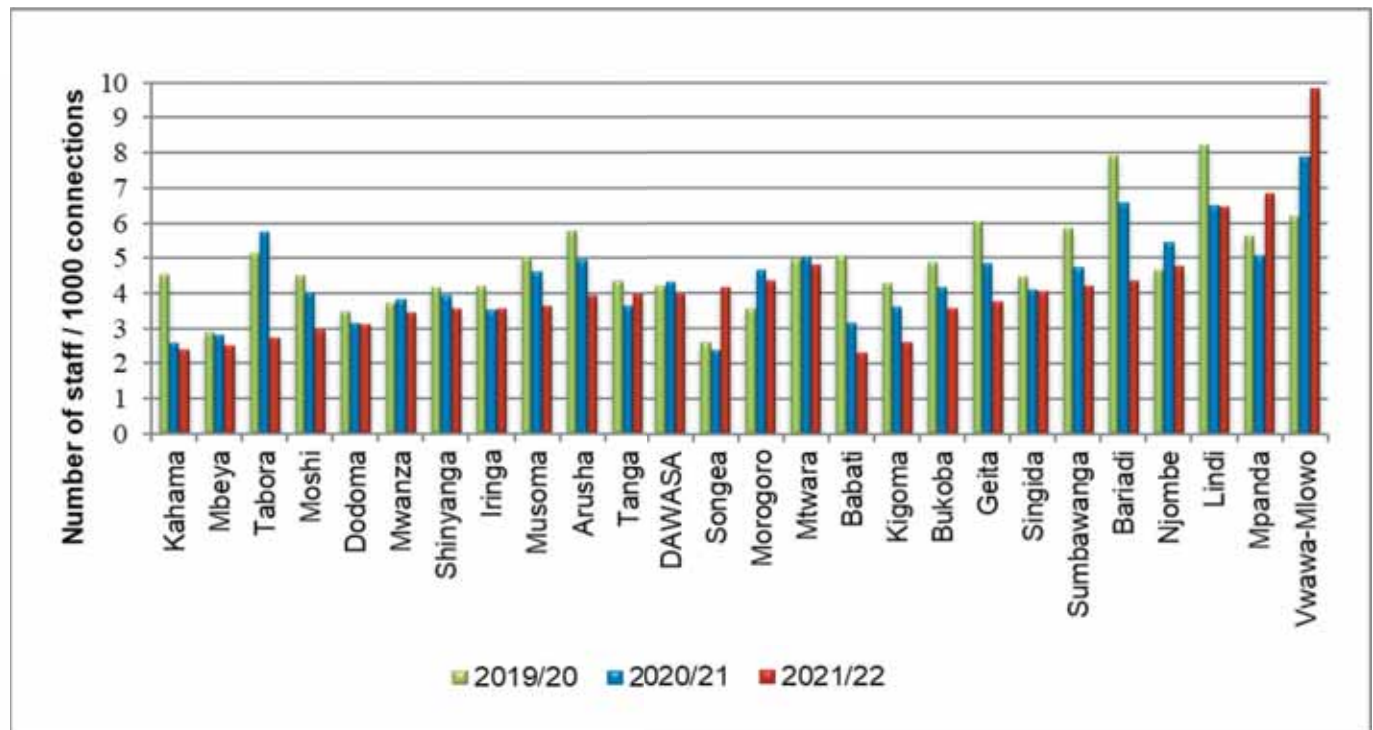


Figure 26: Number of Staff per 1000 Water and Sewerage Connections

In FY 2021/22, 23 out of 26 Regional WSSAs attained service level benchmark for staff productivity. Mpanda, Lindi and Vwawa-Mlowo WSSAs did not attain the benchmark of less than 5.

4.0 FINANCIAL PERFORMANCE

Financial performance of Regional WSSAs 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 the year under review, total revenue generation in Regional WSSAs increased by 8% to TZS 350.25 billion from TZS 323.07 billion as compared to a decrease of 1% observed in FY 2020/21. Figure 27 shows a three-year trend of revenue generation by WSSAs.

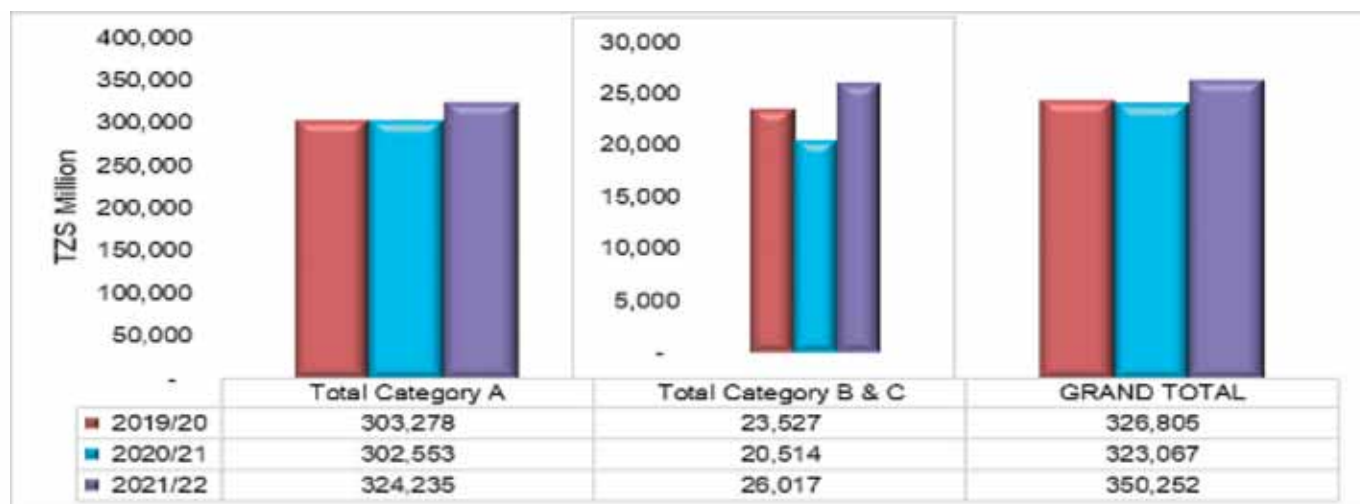


Figure 27: Revenue Generation by Regional WSSAs

Total revenue from water billing for Regional WSSAs increased by 7% while revenue from sanitation billing decreased by 2% and other operations increased by 30%. Furthermore, 85% of revenue generated was from water billing, 6% from sanitation services and 9% from other operations. Figure 28 shows a three-year trend of revenue generation (in million TZS) from water sales, sanitation and other operations.



Figure 28: Revenue Generation by Sources

DAWASA registered the highest revenue generation of TZS 146.40 billion in FY 2021/22 as depicted in Figure 29. Vwawa-Mlowo WSSA generated the least revenue of TZS 203.1 million. Appendix 2: Table A2.14 shows a detailed three years' trend of billing composition and domestic billing for Regional WSSAs.

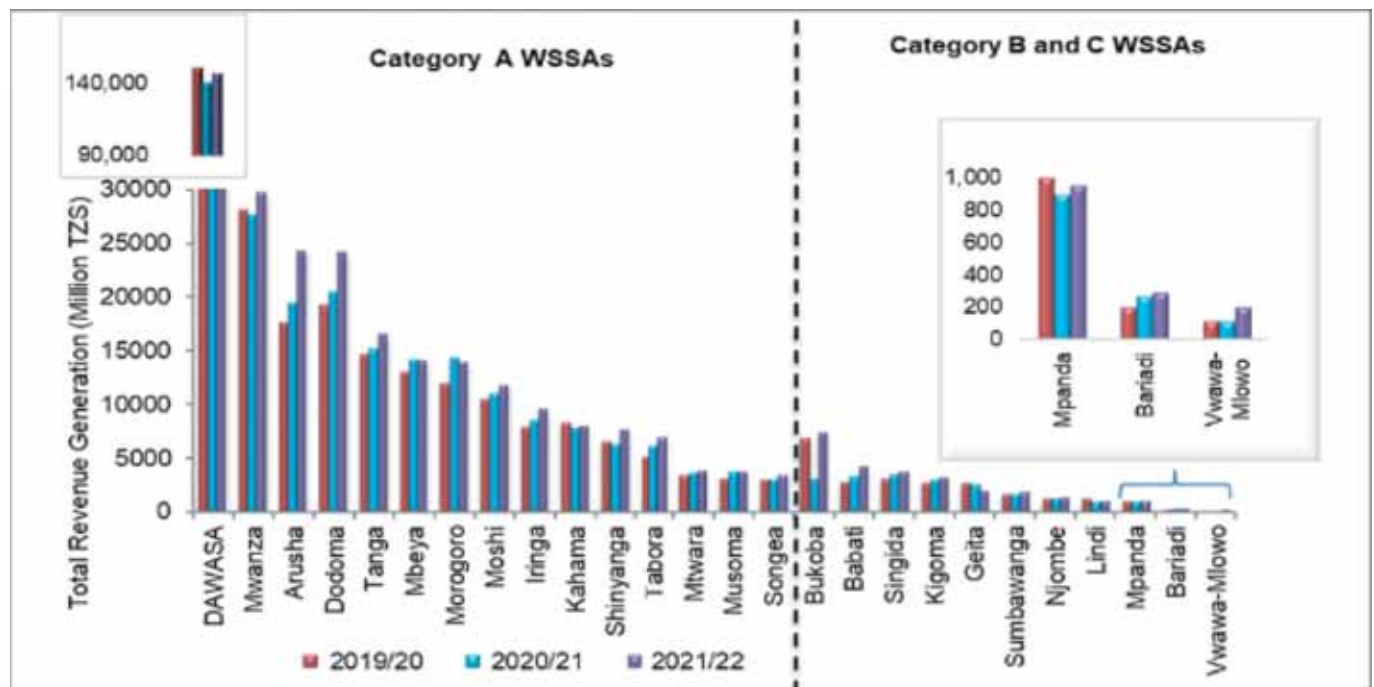


Figure 29: Revenue Generation for Regional WSSAs

4.2 Revenue Collection Trend and Performance

4.2.1 Revenue Collection Trend

In FY 2021/22, total revenue collection increased by 5% to TZS 362.26 billion from TZS 343.63 billion registered in 2020/21. Revenue collection in FY 2020/21 increased by 12% as compared to FY 2019/20. Figure 30 presents Regional WSSAs' performance in revenue collection from FY 2019/20 to FY 2021/22.

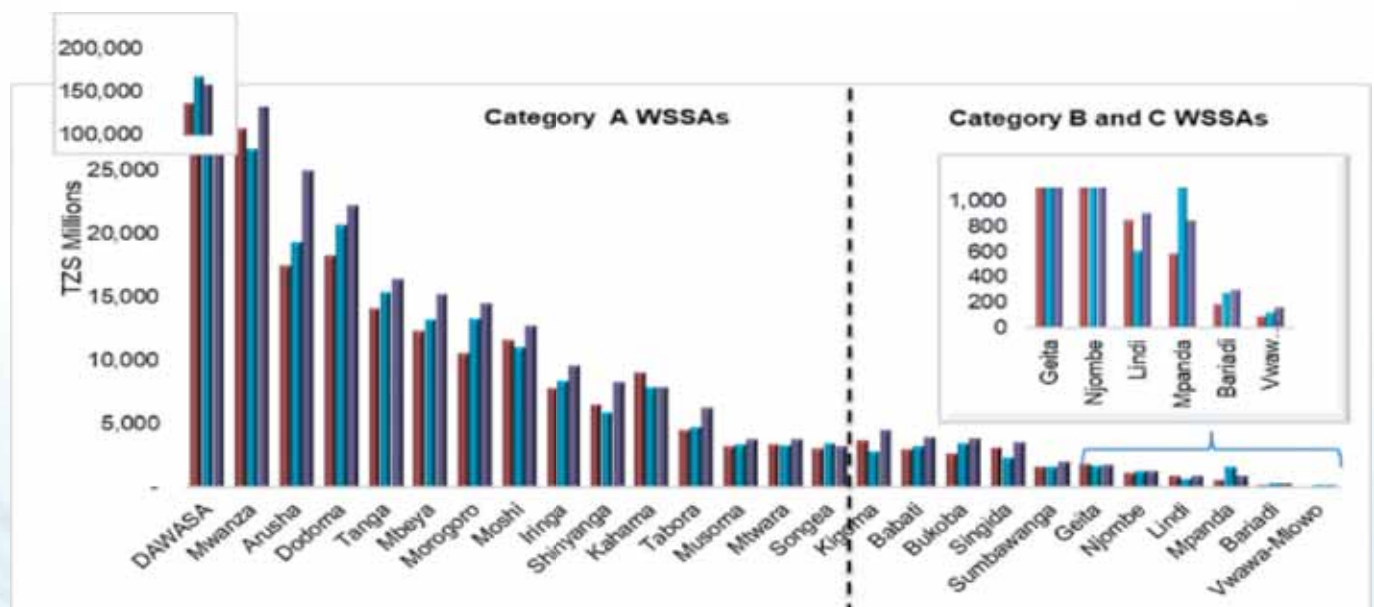


Figure 30: Total Revenue Collection

Despite the overall increase in revenue collection, performance for DAWASA, Songea and Mpanda 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 declined to 94.2% in FY 2021/22 compared to 95.8% recorded in FY 2020/21. Figure 31 presents WSSAs collection efficiencies from FY 2019/20 to FY 2021/22.

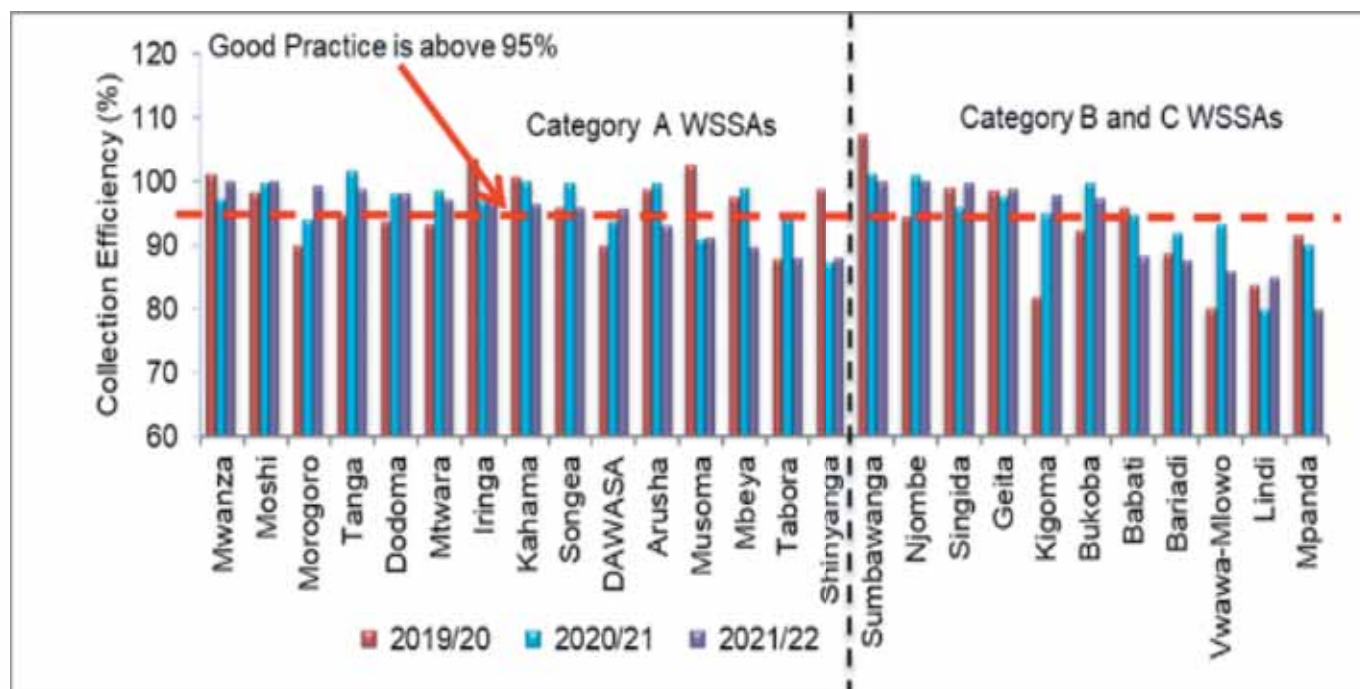


Figure 31: Revenue Collection Efficiency

Most Regional WSSAs are unable to separate current year collection and collection from arrears, resulting in unrealistically high collection efficiencies that may sometimes be above 100%. Mwanza, Moshi, Sumbawanga and Njombe WSSAs recorded collection efficiencies of 100% and above. Mpanda WSSA achieved the least collection efficiency of 80%. Table A2.13 shows trends of revenue collection efficiency, accounts receivables and overall efficiency indicator from FY 2019/20 to FY 2021/22.

4.2.2.2 Accounts Receivable

On average, accounts receivable performance improved from 3.7 months in 2020/21 to 3.5 in FY 2021/22. However, in FY 2019/20, the average collection period stood at 4.3 months. Babati, Geita, Iringa, Kahama and Mwanza WSSAs were the best performers in FY 2021/22 after recording the ratio of less than two months with Lindi WSSA being the least performer, recording an accounts receivable ratio of 7.7 months. Figure 32 shows account receivable ratios.

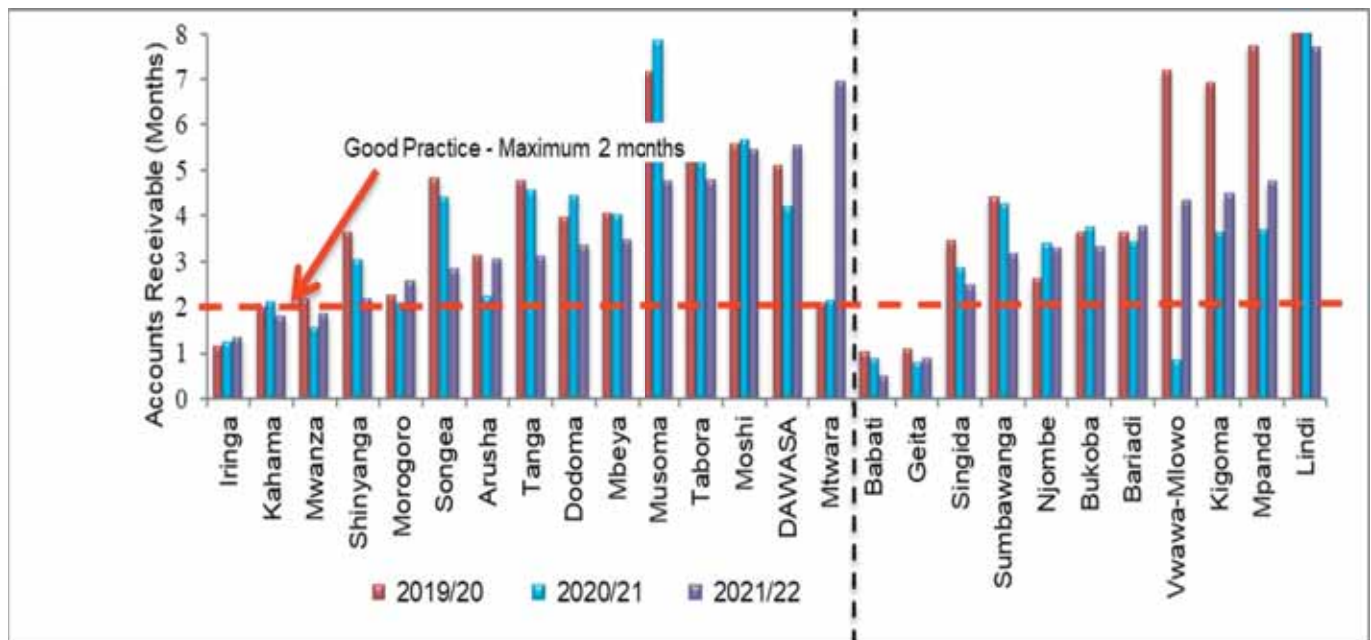


Figure 32: Accounts Receivable Ratio

4.2.2.3 Overall Efficiency Indicator (OEI)

During FY 2021/22, average OEI increased to 62.8% from 61.8% in FY 2020/21 compared to 63.9% registered in FY 2019/20. During the year under review, the OEI among Regional WSSAs ranged between 21.5% and 77.2%. Regional WSSAs with highest OEI in FY 2021/22 were Kahama WSSA (77.2%), Songea WSSA (76.0%), Iringa WSSA (74.7%), Shinyanga WSSA (73.9%), Moshi WSSA (72.6%) and Geita WSSA (70.4). On the other hand, Vwawa-Mlowo WSSA recorded the lowest overall efficiency indicator of 21.5%.

Despite good performance recorded by Songea and Moshi WSSAs in FY 2021/22, the utilities could not achieve the performance levels they recorded in FY 2020/21. There was an improvement for Kahama, Iringa, Shinyanga, Geita, Kigoma, Tanga, Singida, Babati, Dodoma, Mwanza, Tabora, Morogoro, DAWASA, Arusha, Musoma, Bukoba, Lindi and Vwawa-Mlowo WSSAs compared to the achievement in FY 2020/21. Figure 33 illustrates the overall efficiency indicator.

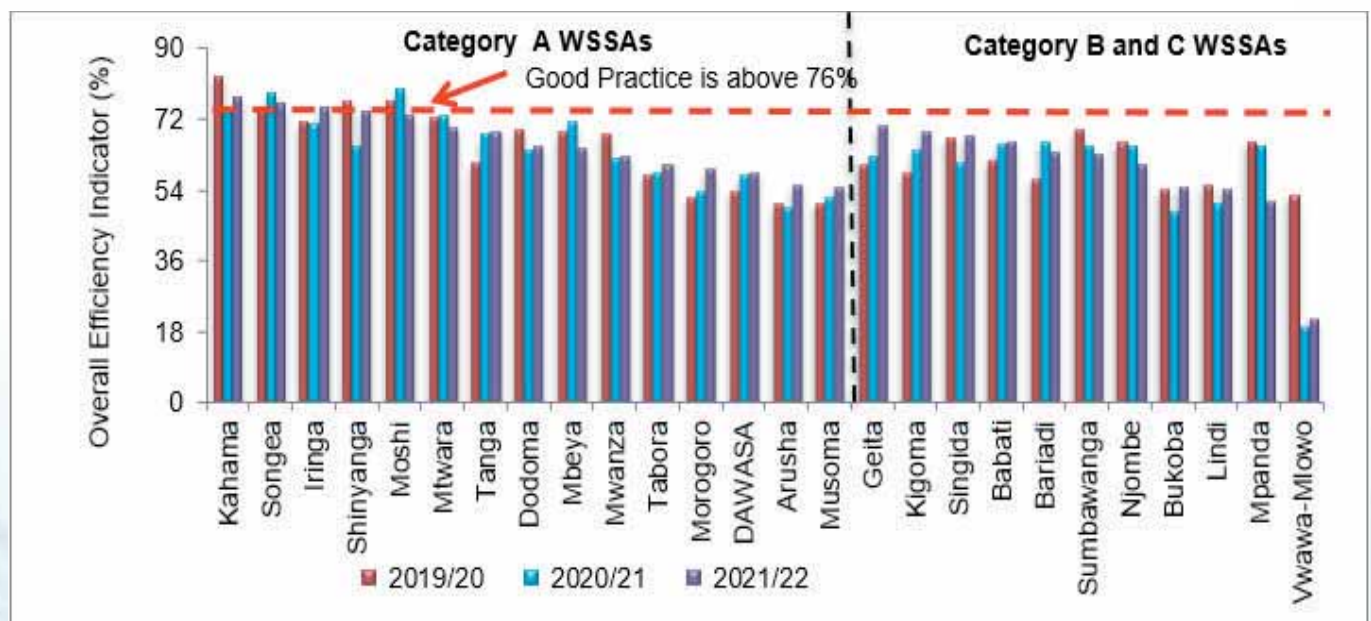


Figure 33: Overall Efficiency Indicator

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 2021/22, on average, total cost per unit of water produced increased by 14.0% to TZS 1,126.7 from TZS 988.3 in FY 2020/21 due to increase in chemical, administration and energy costs. Figure 34 shows total cost per unit of water produced for Regional WSSAs.

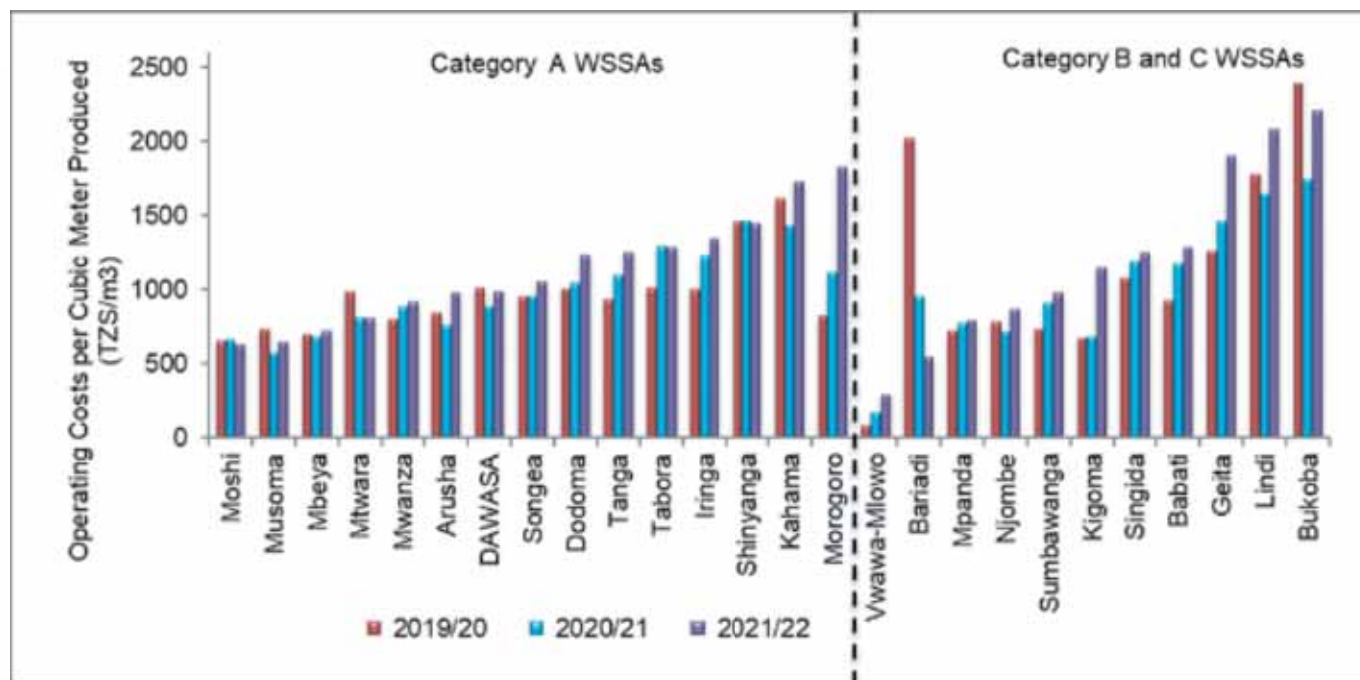


Figure 34: Total Cost per Unit of Water Produced for Regional WSSAs

During FY 2021/22, five WSSAs recorded the lowest per unit cost of water production. The WSSAs included Vwawa-Mlowo (TZS 299.8), Bariadi (TZS 549.8), Moshi (TZS 639.3), Musoma (TZS 655.6) and Mbeya (TZS 731.3) whilst, Bukoba (TZS 2,213.9), Lindi (TZS 2,089.1), Geita (TZS 1,905.1), Morogoro (TZS 1,834.4) and Kahama (TZS 1,734.9) WSSAs recorded the highest cost per unit of water production.

Several factors such as quality of water, pumping hours, service area coverage influence unit cost of production borne by utilities, hence, the 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 2019/20 to FY 2021/22.

4.3.2 Water Production Cost

The major components of water production cost considered in this section 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 increased by 5% to TZS 175.4 in FY 2021/22 from TZS 166.9 in FY 2020/21. Also, in FY 2020/21, overall average energy costs for all Regional WSSAs decreased by 3% from TZS 172.4 /m³ in FY 2019/20. During the period under review, energy costs per unit of water produced for Regional WSSAs ranged from TZS 5.2 to TZS 580.3 per m³. Figure 35 shows energy costs per unit of water produced for Regional WSSAs.

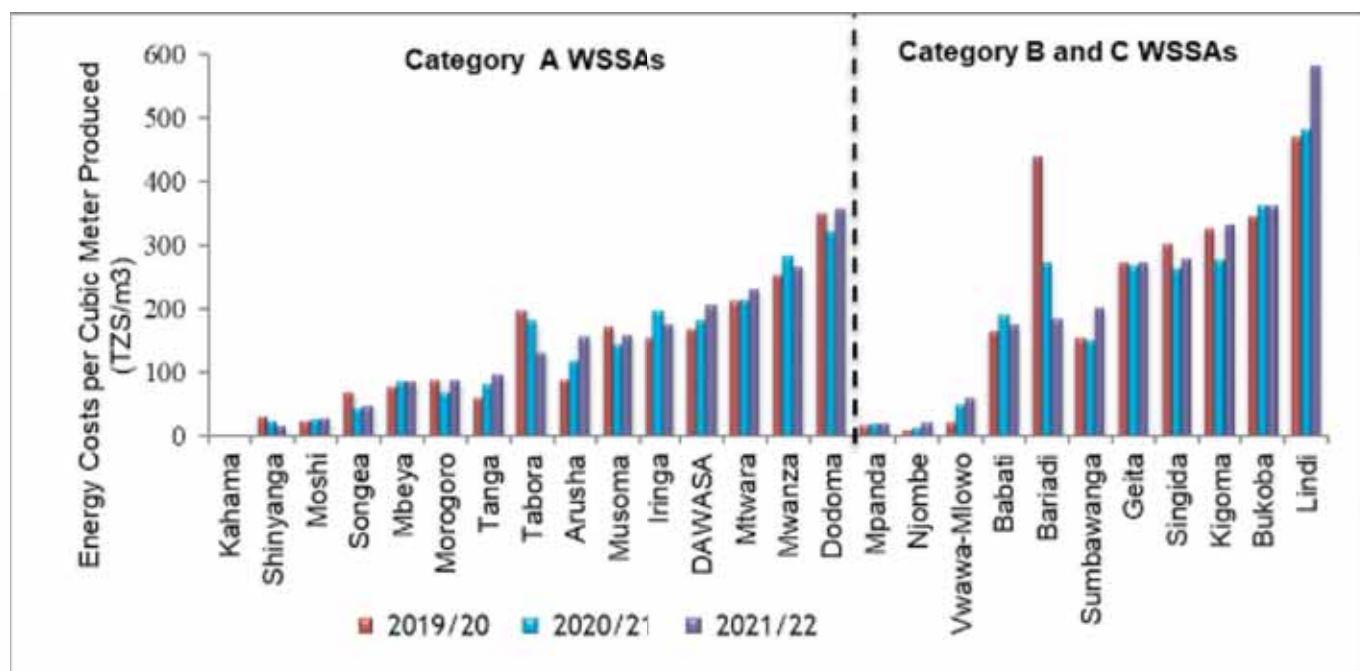


Figure 35: Energy Cost per Unit of Water Produced for Regional WSSAs

In FY 2021/22, Kahama, Shinyanga, Mpanda, Njombe and Moshi WSSAs recorded the lowest energy costs per unit of water produced. Whilst, Lindi, Bukoba, Dodoma, Kigoma, Singida and Mwanza WSSAs recorded higher energy costs per unit of water produced. Energy costs per unit of water production for Lindi, Bukoba, Mtwara, DAWASA, Arusha, Tanga, Mbeya, Vwawa-Mlowo, Moshi, Njombe and Mpanda 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 2021/22, on average, unit chemical costs for Regional WSSAs increased by 10% to TZS 39.7 from TZS 36.1 in FY 2020/21 as compared to a decrease by 17% from TZS 43.5 in FY 2019/20. Figure 36 shows chemical costs per cubic meter for Regional WSSAs.

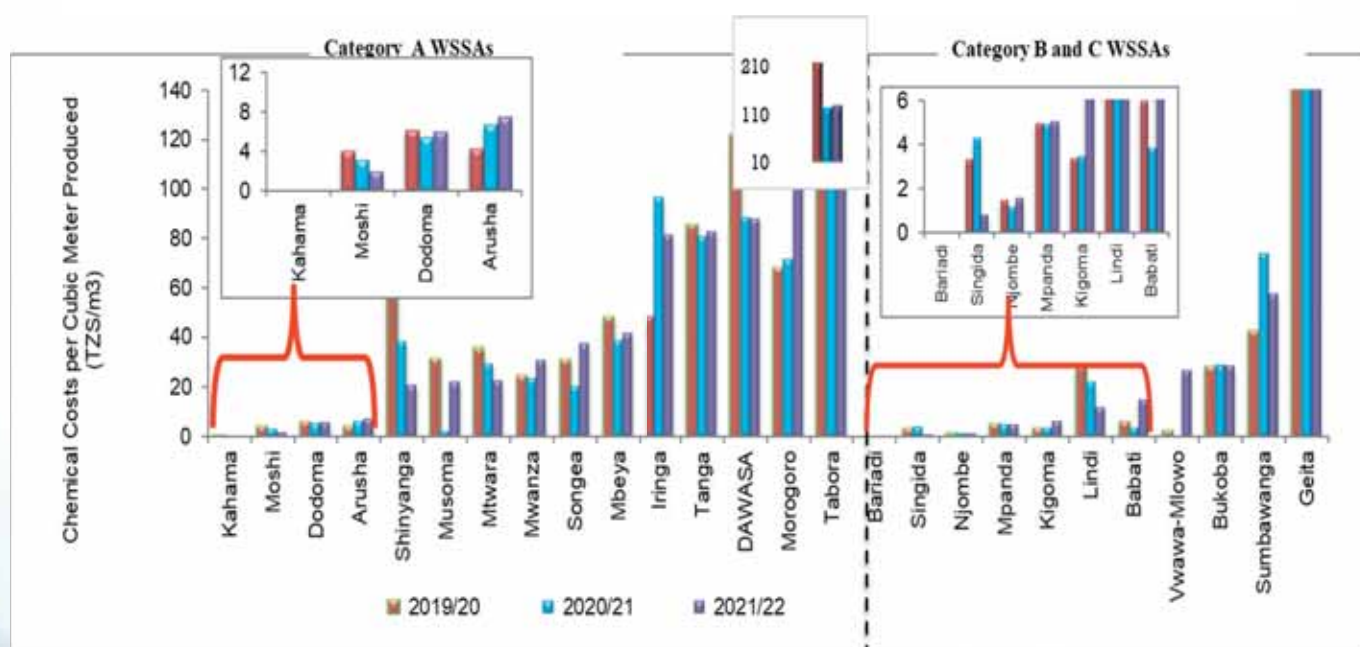


Figure 36: Chemical Cost per Cubic Meter for Regional WSSAs

In FY 2021/22, Geita, Tabora, Morogoro, DAWASA, and Tanga WSSAs registered higher chemical costs per cubic meter of water produced while Musoma, Shinyanga, Babati, Lindi, Arusha, Kigoma, Dodoma, Mpanda, Moshi, Njombe, Singida, Kahama and Bariadi WSSAs registered lowest chemical costs per cubic meter of water produced. Chemical cost per cubic meter of water produced for Morogoro, Arusha and Kigoma WSSAs have been high and ever-increasing since FY 2019/20. Table A2.17 shows the trend of energy and chemical costs for regional WSSAs from FY 2019/20 to FY 2021/22.

4.3.3 Personnel Costs

Impact of personnel costs on the 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 2021/22, unit personnel cost among Regional WSSAs ranged from TZS 107.0 to TZS 635.8 per cubic meter of water produced. The personnel cost for all Regional WSSAs increased by 1% to TZS 349.5 in FY 2021/22 from TZS 344.9 in FY 2020/21. In the preceding FY, the overall average unit personnel cost increased by 2%.

During FY 2021/22, Category B and C WSSAs recorded an average personnel cost of TZS 369.9 per cubic meter of water produced, compared to TZS 334.6 recorded by Category A WSSAs. Figure 37 shows personnel costs per cubic meter of water produced. Table A2.16 shows the trend of personnel costs and other costs for Regional WSSAs from FY 2019/20 to FY 2021/22.

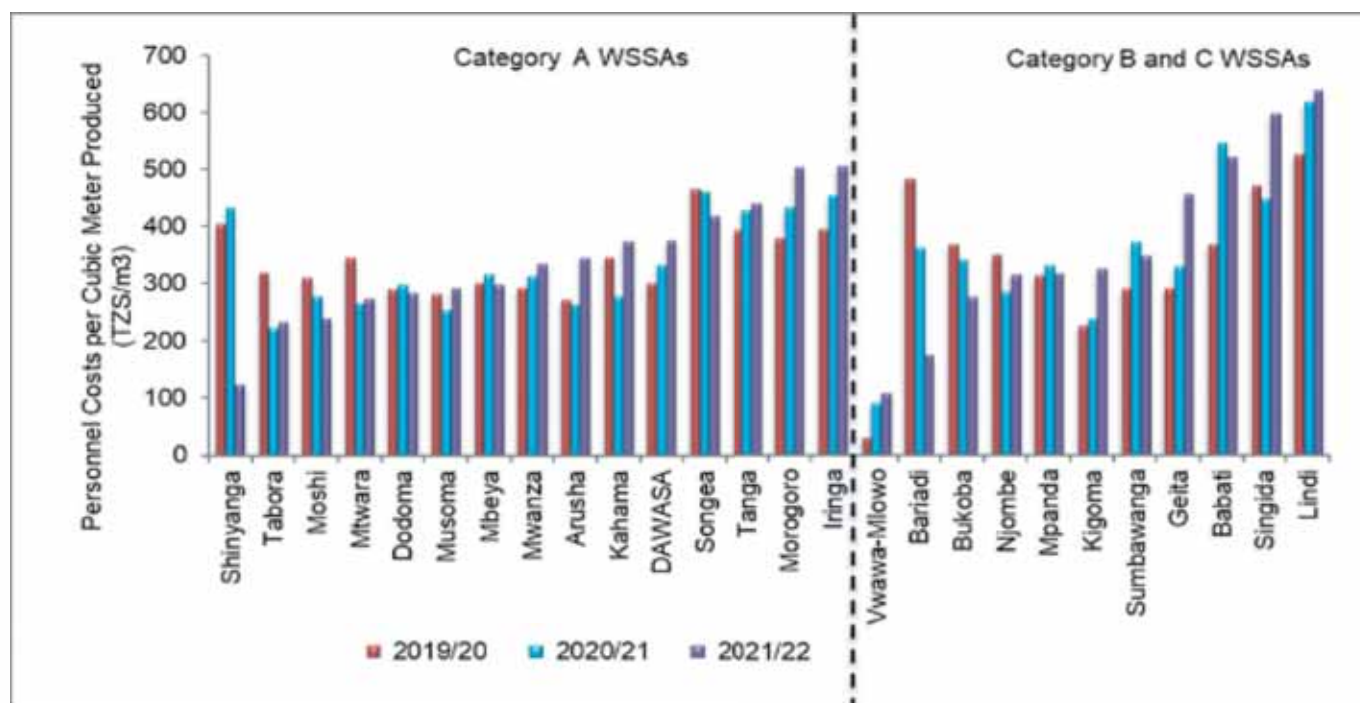


Figure 37: Personnel Costs per Cubic Meter of Water Produced

4.3.3.2 Personnel Costs as a Percentage of Revenue Collection

Personnel costs as a percentage of revenue collection represent the proportion of total revenue collections spent to cover personnel expenditures. During FY 2021/22, personnel costs as a percentage of revenue collections ranged between 22.4% and 65.8%. Overall personnel cost as a percentage of revenue collection improved from 37.6% in FY 2020/21 to 36% in FY 2021/22. In FY 2019/20, the overall average personnel costs as a percentage of revenue collections was 35.9%. Figure 38 shows personnel costs as a percentage of revenue collection.

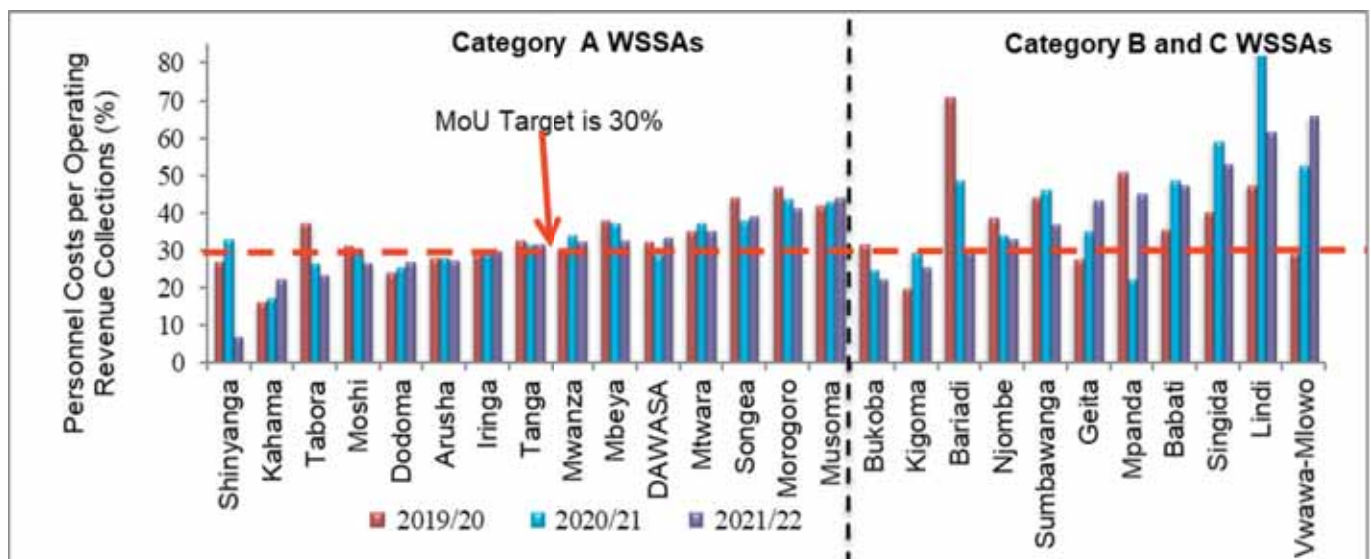


Figure 38: Personnel Costs as a Percentage of Revenue Collection

In FY 2021/22, eight 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 Kahama, Tabora, Shinyanga, Moshi, Dodoma, Arusha, Bukoba and Kigoma. Further, during the year under review, three Regional WSSAs namely Shinyanga, Moshi and Bariadi improved their personnel costs as a percentage of revenue collections and complied with requirement.

4.3.4 Administrative Costs

Administration costs are indirect costs, as they are not directly associated with water production and sanitation services. During FY 2021/22, average administration costs per unit of water produced for Regional WSSAs ranged between TZS 15.5/m³ and TZS 448.8/m³. On average, administration costs per unit of water production for Regional WSSAs increased by 9% from TZS 214.7/m³ in FY 2020/21 to TZS 234.5/m³ in FY 2021/22. However, in FY 2020/21 the average administration costs per unit of water produced decreased by 2% as compared to FY 2019/20 whereby, the average administration costs per unit of water production for Regional WSSAs was TZS 219.5/m³. Figure 39 shows administration costs per cubic meter of water produced.

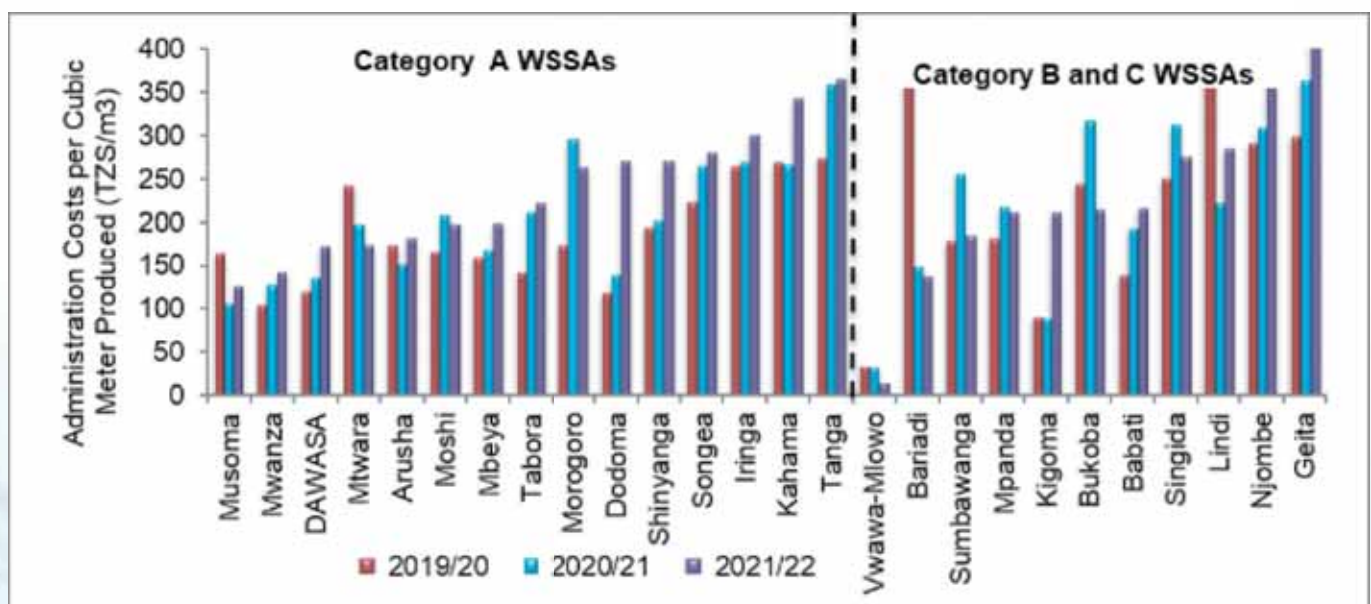


Figure 39: Administration Costs per Cubic Meter of Water Produced

In FY 2021/22, lower administrative costs per unit of water produced were registered by six Regional WSSAs, namely Mtwara WSSA (TZS 174.9), DAWASA WSSA (TZS 172.2), Mwanza WSSA (TZS 143.8), Bariadi WSSA (TZS 138.0), Musoma WSSA (TZS 127.7) and Vwawa-Mlowo WSSA (TZS 15.5), while higher administration costs per unit of water produced were registered by Geita WSSA (TZS 448.8), Tanga WSSA (TZS 366.6), Njombe WSSA (TZS 364.4), Kahama WSSA (TZS 344.3) and Iringa WSSA (TZS 302.0).

4.4 Cost Structure

4.4.1 Composition of O&M Costs Excluding Depreciation

During FY 2021/22, on average, water production, distribution, maintenance and repair costs comprised 40.5% of O&M costs incurred by Regional WSSAs. Administration costs, personnel costs and other costs made 20.9%, 32.1% and 6.5%, respectively. For Category A WSSAs, on average, 43.0% of O&M costs was production, distribution, maintenance and repair costs, 21.4% was administration costs, 31.6% was personnel cost while other costs constituted 4.0%. Figure 40 shows composition of O&M costs (excluding depreciation) for category A WSSAs.

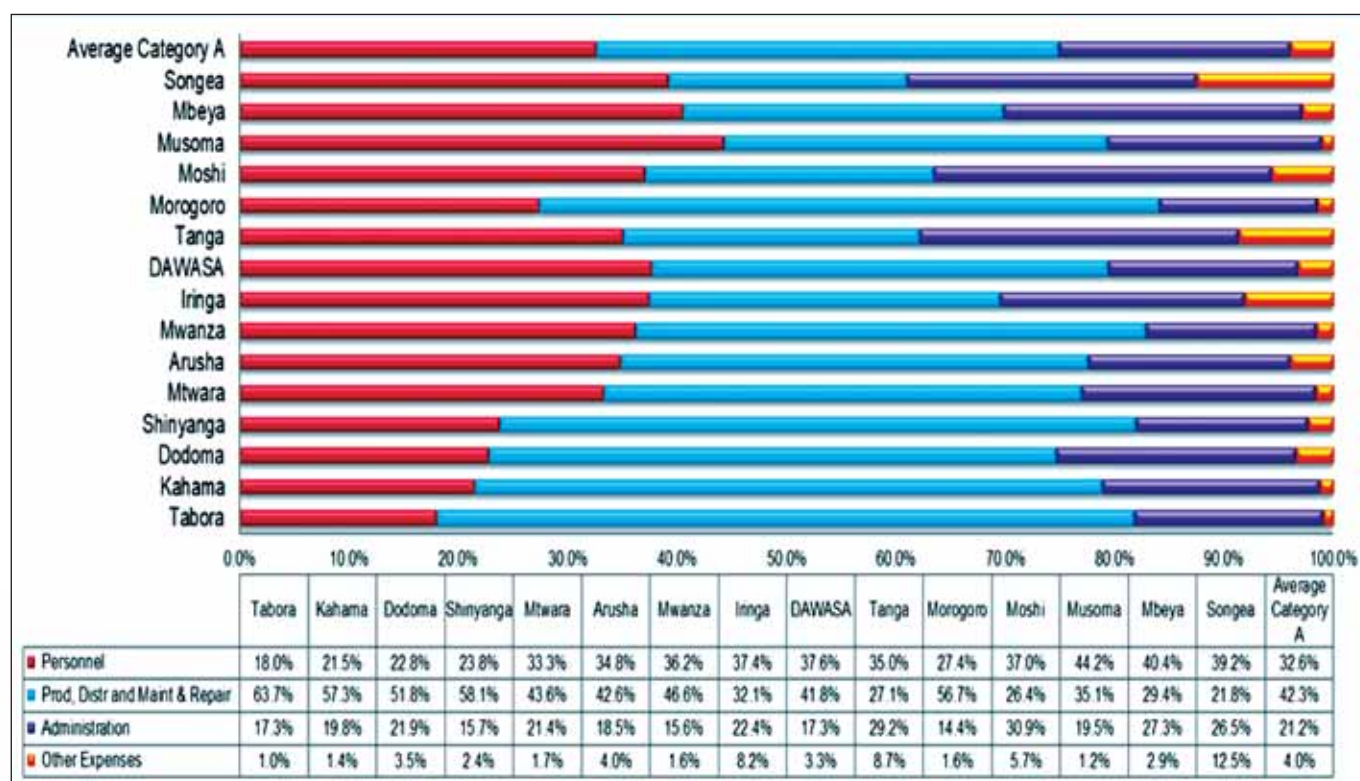


Figure 40: Composition of O&M Costs Excluding Depreciation for Category A WSSAs

For Category B and C WSSAs, on average, 37.1% of O&M costs was production, distribution, maintenance and repair costs, 20.2% was administration costs, 32.8% was personnel cost while other costs constituted 9.9% of total costs. Figure 41 shows composition of O&M costs excluding depreciation for Category B and C WSSAs.



Figure 41: 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 2021/22, on average, Regional WSSAs depreciation costs accounted for 23.7% of total operating costs, while other operation and maintenance costs accounted for 76.3%. For Category A WSSAs, on average, depreciation costs accounted for 16.0%, while other operating costs averaged at 84.0%. Figure 42 shows composition of operation and maintenance costs with depreciation for Category A WSSAs.



Figure 42: Composition of O&M costs with depreciation for Category A WSSAs.

For Category B and C WSSAs, on average, depreciation costs accounted for 34.2%, while other operating costs averaged at 65.8%. Figure 43 shows composition of O and M costs with depreciation for category B and C WSSAs.

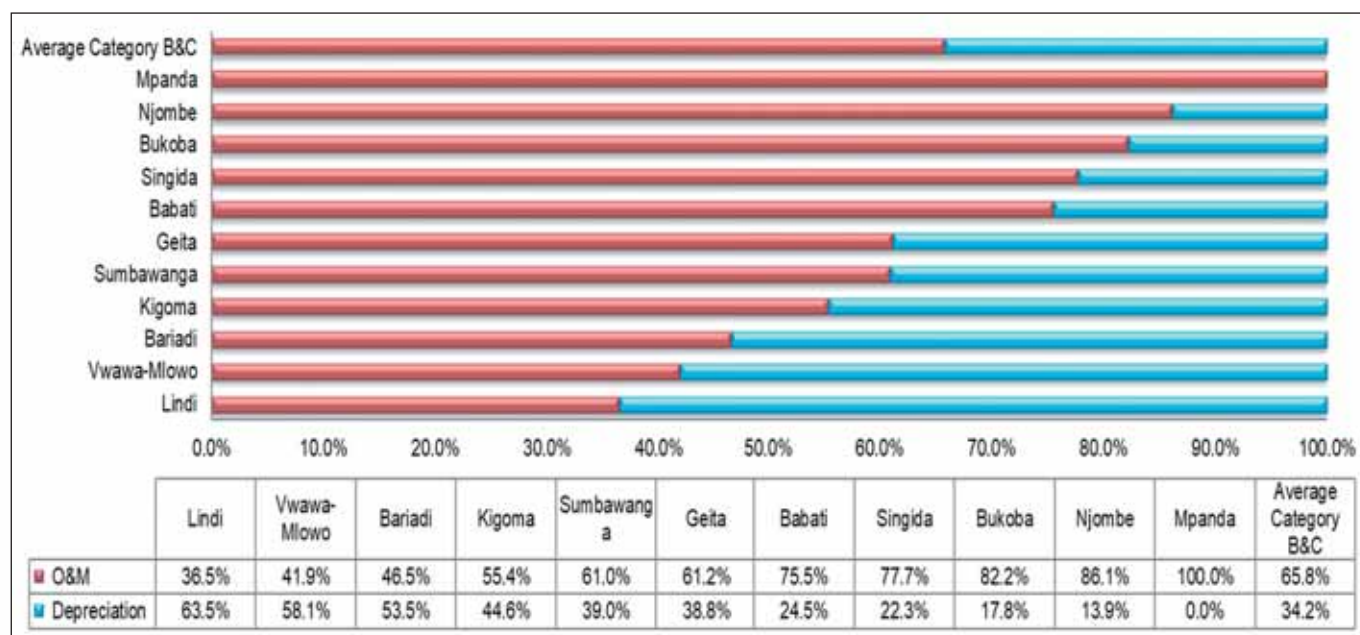


Figure 43: Composition of O&M Costs with Depreciation for Category B & C WSSAs

4.5 Cost Recovery

The ability of WSSAs to recover their operational costs from their revenues was analysed based on working and operating ratios. The recommended ratio is less than 0.67 and 0.8 for working and operating ratios, respectively.

4.5.1 Working Ratio

In FY 2021/22, average working ratio for Regional WSSAs deteriorated to 1.09 as compared to 1.00 and 0.97 achieved in FY 2020/21 and FY 2019/20, respectively. The observed ratio implies that some Regional WSSAs cannot cover operational costs from their operating revenues. Figure 44 shows working ratio for Regional WSSAs.

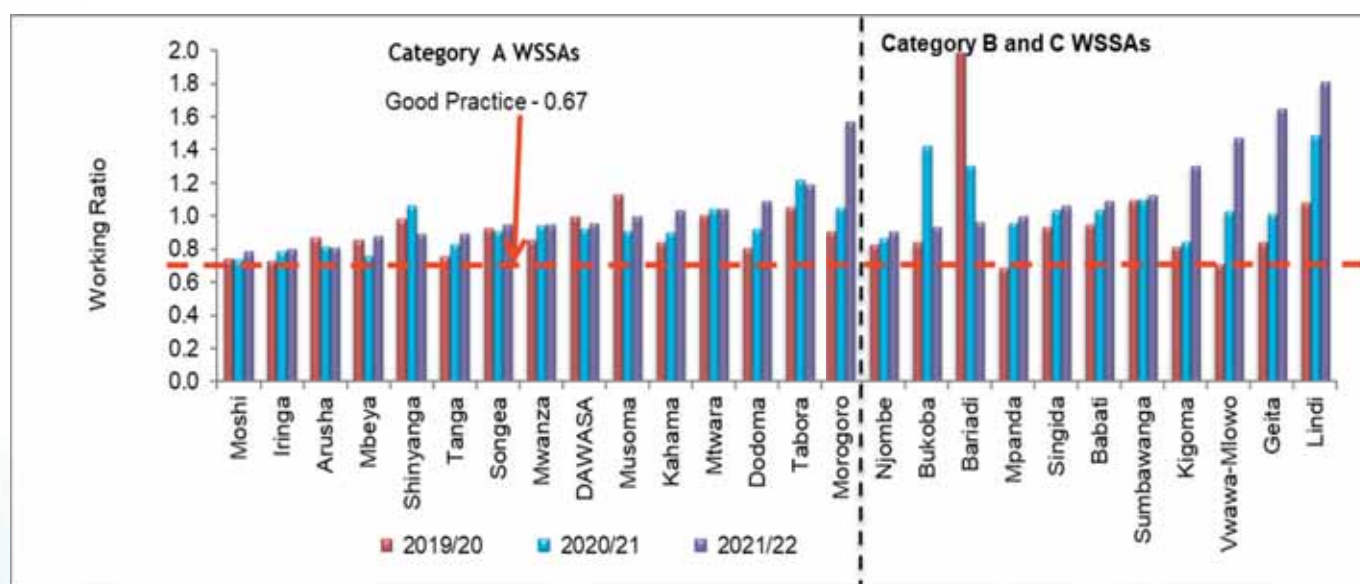


Figure 44: Working Ratio for Regional WSSAs

During FY 2021/22, Moshi WSSA was the best performer in the indicator with a ratio of 0.79 while Lindi WSSA was the least performer, registering the highest working ratio of 1.81. Appendix 2-Table A2.18 shows detailed three years working ratio for Regional WSSAs.

4.5.2 Operating Ratio

In FY 2021/22, on average, operating ratio for Regional WSSAs declined from 1.57 recorded in FY 2020/21 to 1.59 in FY 2021/22. In FY 2019/20 the average was 1.31. Generally, the performance implies that the ability of Regional WSSAs to cover operational costs is at stake. Figure 45 below shows operating ratio for Regional WSSAs.

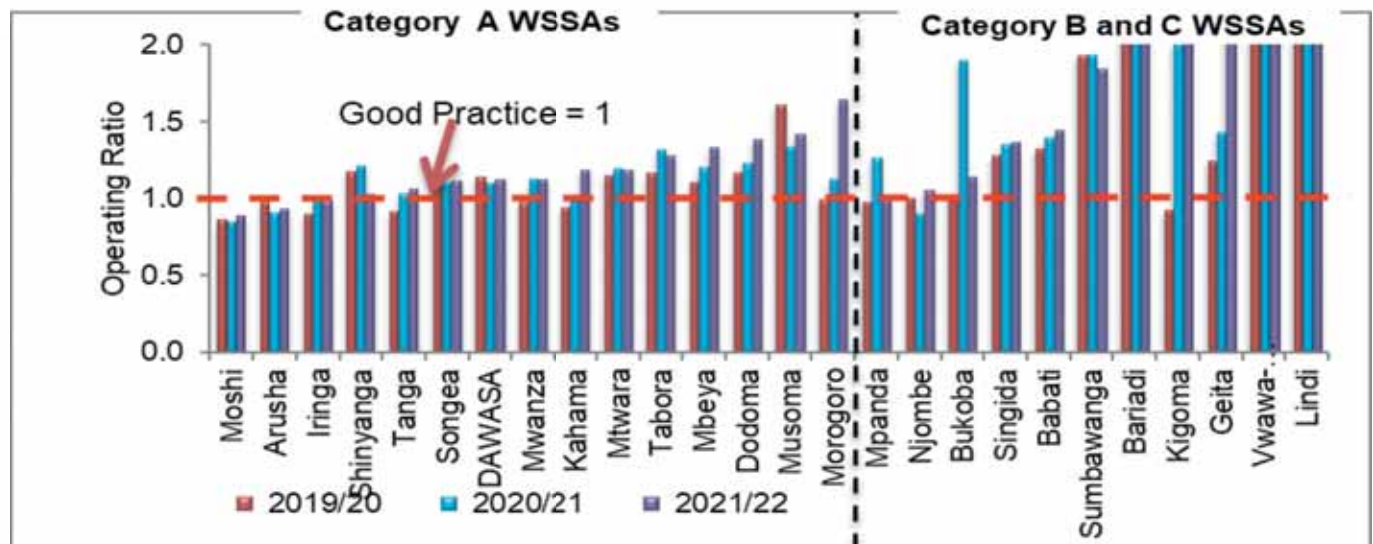


Figure 45: Operating Ratio for Regional Water WSSAs

In FY 2021/22, Moshi WSSA recorded the lowest operating ratio of 0.89 while Lindi WSSA recorded the highest ratio of 4.97. In addition, Mpanda, Iringa, Arusha 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

Average water tariff in use is the average of individual tariff for all customer categories weighted by their respective consumption levels. Tariffs approved by EWURA that were applicable among Regional WSSAs as of 30th June 2022 are shown in Figure 46.

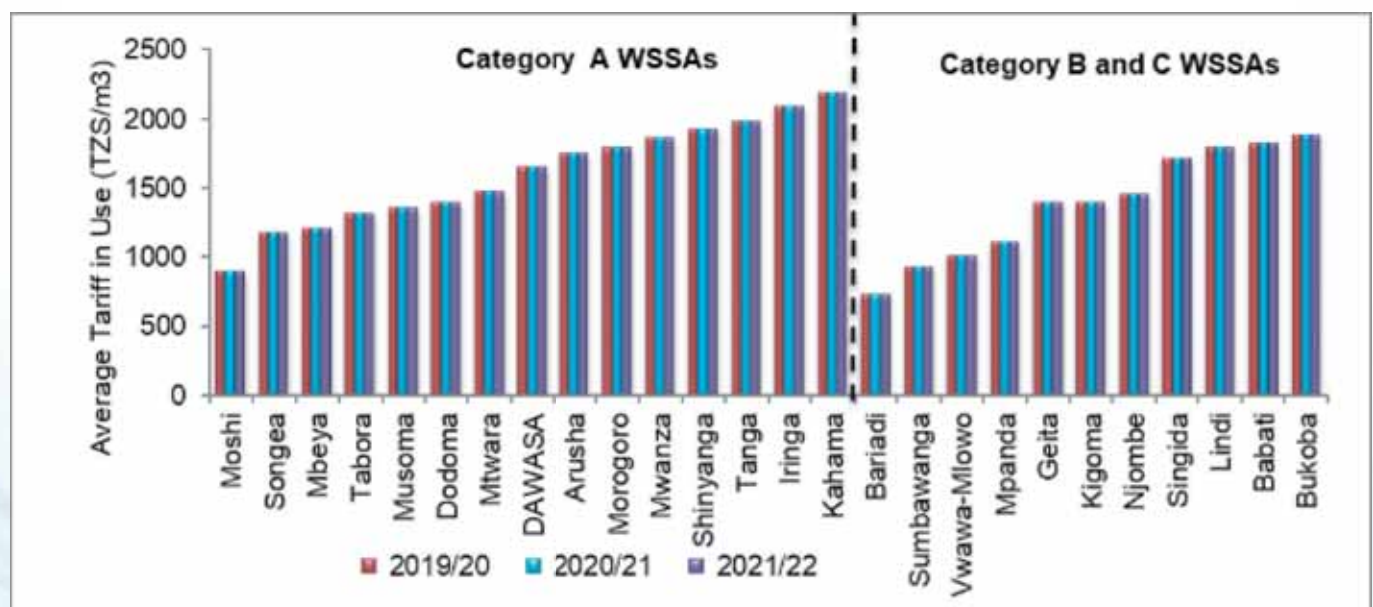


Figure 46: Average Tariff in Use for Regional WSSAs

The average tariff of TZS 1,516 per m³ for regional WSSAs has not changed for three consecutive years since the approved tariff adjustments were not implemented during the period. Kahama had the highest average tariff of TZS 2,192 per m³ while Bariadi WSSA had least tariff of TZS 730 per m³. Generally, the difference in tariffs was due to variations in costs attributed to methods employed in water abstraction, treatment and distribution. Appendix 2-Table A2.18 shows average tariff in use for Regional WSSAs from FY 2019/20 to FY 2021/22.

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, availability of approved business plan and customer service charter and implementation of recommendations of the Water Utilities Performance Review Report for the FY 2020/21.

5.1 Tariff Review and Compliance with Tariff Order Conditions

During FY 2021/22, seven Regional WSSAs, namely Morogoro, Njombe, Moshi, Mwanza, Mpanda, Sumbawanga, and Vwawa-Mlowo, had tariff conditions to fulfil. Overall average compliance with implementation of tariff order conditions for the seven WSSAs was 56%. Comparison with previous years shows a compliance level of 62.5% complied by 23 WSSAs in FY 2020/21 and 67.8% complied by 26 WSSAs in FY 2019/20. Figure 47 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.

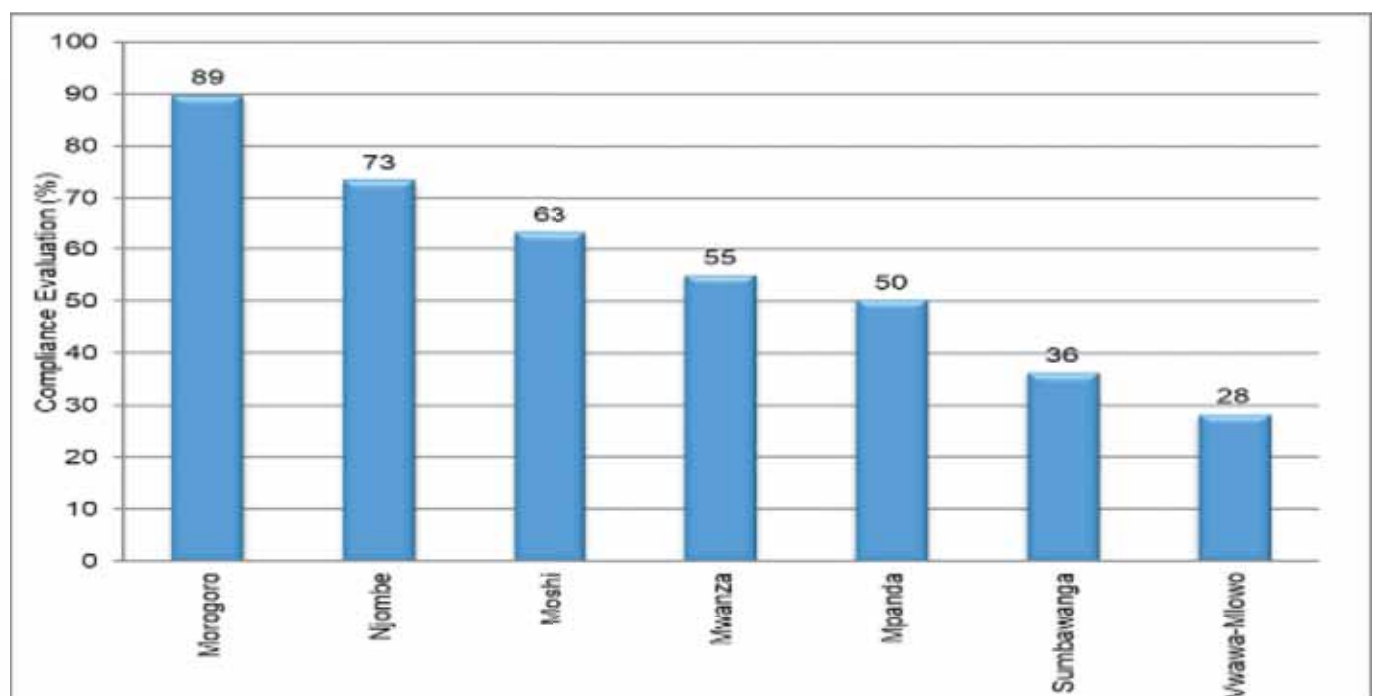


Figure 47: Compliance with Tariff Order Conditions for Regional WSSAs

5.2 Compliance with Report Submission

Compliance with reporting requirements considered submission of technical, financial and Majlis reports to EWURA. In FY 2021/22, DAWASA, Iringa, Lindi, Moshi, Mwanza and Songea WSSAs submitted all the required reports timely. Among the WSSAs, DAWASA, Iringa, Mwanza and Songea WSSAs managed to timely submit their reports for three consecutive years. Appendix 4: Table 4.1 presents details of reports submission among the Regional WSSAs during FY 2021/22.

5.2.1 Annual Technical Reports

During the year under review, 24 out of 26 Regional WSSAs timely submitted their annual technical reports before 30th September 2022 as compared to 24 and 23 WSSAs during FY 2020/21 and FY 2019/20, respectively. Further, Mbeya and Sumbawanga WSSAs submitted their annual technical reports late.

5.2.2 Financial Reports

During FY 2020/21, 25 out of 26 Regional WSSAs timely submitted their draft financial reports before 30th September 2022, compared to 25 and 23 WSSAs during FY 2020/21 and FY 2019/20, respectively. Sumbawanga WSSA submitted its 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 the 14th day of every month, the Annual MajiS report is required to be submitted by the 30th September of each year. The submission status is discussed below.

a) Submission of Monthly MajiS Reports

During FY 2021/22, all Regional WSSAs submitted monthly MajiS reports. However, 7 out of 26 Regional WSSAs timely submitted all 12 monthly MajiS reports compared to 9 and 16 WSSAs in FY 2020/21 and FY 2019/20, respectively. WSSAs which timely submitted all monthly MajiS reports were DAWASA, Iringa, Lindi, Moshi, Mwanza, Njombe and Songea WSSAs

b) Submission of Annual MajiS Reports

During FY 2021/22, 20 out of 26 Regional WSSAs timely submitted annual MajiS reports by 30th September. The timely submission status of annual MajiS reports has improved as compared to 19 and 22 WSSAs in the FY 2020/21 and FY 2019/20, respectively. Bariadi, Njombe, Singida, Shinyanga and Vwawa-Mlowo WSSAs did not submit annual MajiS reports.

5.3 Compliance with Business Plan Targets

During the year under review, with exception of Bukoba, Geita, Kigoma, Kahama and Musoma WSSAs, 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. The analysed key performance indicators are presented in Table 16 of this report.

5.4 Implementation of Recommendations of FY 2020/21 Report

Generally, implementation of recommendations issued by EWURA through the Water Utilities Performance Review Report for the FY 2020/21 was satisfactory as presented in Appendix 6 of this report.

5.5 Customer Service Charter

The Water Supply and Sanitation Act 2019, requires WSSAs to operate with approved customer service charters. During FY 2021/22, all Regional WSSAs operated with approved customer service charters.

5.6 Water Quality Monitoring Programme

Rule 27 of the Water Supply and Sanitation Services (Licensing and Quality of Service) Rules (2020), requires WSSAs to operate with an approved water and wastewater quality monitoring programme. During the year under review, with exception of Vwawa-Mlowo WSSA, all other Regional WSSAs had water and wastewater quality monitoring programmes.

5.7 Remittance of Regulatory Levy

WSSAs are required to remit regulatory levy not exceeding one per cent of the gross operating revenue from the regulated goods and services. During FY 2021/22, total amount of levy due for remittance by Regional WSSAs was TZS 7,515,571,618.94 of which a total of TZS 5,409,311,397.98, equivalent to 72% of total remittable amount was collected. During the year under review, Babati, DAWASA, Dodoma, Iringa, Mpanda, Moshi and Njombe WSSAs remitted all invoiced amounts of regulatory levy. Contrariwise, Regional WSSAs with least compliance to remittance of regulatory levy were Mtwara (2.6%), Lindi (6.3%), Bukoba (9.8%), Bariadi (10.3%), Kigoma (12%), Tabora (14.8%), Sumbawanga (14.8%) and Songea (18.4%). A list of Regional WSSAs 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 a business plan, the WSSA 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 16.

Table 16: Key Performance Indicator Weights

Indicator No.	Performance Indicators	Service level Benchmark	Weight
KPI 1	Proportion of the population served with water (%)	100	9%
KPI 2	Average hours of supply (hrs.)	24	9%
KPI 3	Water quality compliance		
	<i>E.coli</i>	100	14%
	Turbidity	100	9%
KPI 4	Metering ratio (%)	100	9%
KPI 5	Non-Revenue Water – NRW (%)	≤ 20	9%
KPI 6	Revenue collection efficiency (%)	≥ 95	14%
KPI 8	Operating ratio (ratio)	<0.8	5%
KPI 9	Personnel/1,000 (W&S) connections (ratio)	≤ 5	5%
KPI 10	Wastewater quality compliance -COD and BOD (%)	100	9%
KPI 11	Proportion of population receiving WSSAs regulated sanitation services (%)	100	8%

(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 17.

Table 17: 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 18.

Table 18: Compliance to Regulatory Requirements

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






6.3.2 Utility Ranking Procedure

Utility ranking is determined by summing up the scores for attainment of performance targets for each indicator as presented in Table 18. A 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 19.

Table 19: 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, Iringa WSSA emerged the overall best utility in the provision of water supply and sanitation services with a score of 83.7, 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 26 ranked as Unsatisfactory.

6.5.2 Utility Ranking Results

Based on the criteria for utility ranking, Dodoma WSSA was the best performer in water services while Bukoba, Geita, Kahama, Kigoma and Musoma WSSAs were the least performer. Generally, the utility ranking results show that the performance of Regional WSSAs in attaining performance targets indicated in their respective business plans is unsatisfactory.

Table 20 summarises results of performance ranking for Regional WSSAs in provision of water supply and sanitation services.

Table 20: Summary of Regional WSSAs' Ranking in the Provision of Water and Sanitation Services

SN	Utility Name	Total Weighted Score Based on KPIs	Overall Ranking				Utility Ranking Score				Utility Ranking Score		
			Compliance to Regulatory Requirements Score	Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2021/22)	Ranking (FY 2020/21)	Ranking (FY 2019/20)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2021/22)
1	Arusha	53.5	27.4	80.8	B	Very Good	3	12	9	58.5	C	Good	12
2	Dodoma	52.1	27.3	79.4	B	Very Good	6	7	5	82.0	B	Very Good	1
3	Iringa	53.7	30.0	83.7	B	Very Good	1	3	2	62.6	C	Good	9
4	Mbeya	50.8	26.1	77.0	B	Very Good	9	8	6	54.0	D	Fair	14
5	Morogoro	51.0	21.3	72.3	B	Very Good	11	16	21	64.0	C	Good	7
6	Moshi	54.5	27.6	82.1	B	Very Good	2	1	1	59.6	C	Good	11
7	Mtwara	41.7	19.2	60.9	C	Good	20	21	22	56.3	C	Good	13
8	Musoma	42.4	18.9	61.3	C	Good	17	11	17	0.0	E	Unsatisfactory	22
9	Mwanza	55.7	22.5	78.2	B	Very Good	8	6	3	63.7	C	Good	8
10	Shinyanga	43.9	18.3	62.2	C	Good	16	22	13	45.0	D	Fair	16
11	Songea	57.5	22.5	80.0	B	Very Good	5	5	4	81.2	B	Very Good	2
12	Tabora	47.1	21.3	68.4	C	Good	12	14	16	70.1	B	Very Good	5
13	Tanga	55.3	25.1	80.4	B	Very Good	4	4	8	64.6	C	Good	6
14	Bukoba	41.7	14.7	56.4	C	Good	23	15	7	0.0	E	Unsatisfactory	22
15	Kigoma	39.4	19.2	58.6	C	Good	22	10	18	0.0	E	Unsatisfactory	22
16	Singida	47.4	15.6	63.0	C	Good	15	13	10	46.0	D	Fair	15
17	Sumbawanga	47.2	16.8	64.0	C	Good	14	18	15	75.0	B	Very Good	3
18	Babati	40.2	27.6	67.8	C	Good	13	20	11	41.0	D	Fair	17
19	Lindi	38.6	22.5	61.1	C	Good	18	24	20	71.9	B	Very Good	4
20	Bariadi	31.1	16.2	47.3	D	Fair	25	25	26	32.0	E	Unsatisfactory	19
21	Geita	34.8	26.2	61.0	C	Good	19	17	23	0.0	E	Unsatisfactory	22
22	Mpanda	24.8	22.8	47.6	D	Fair	24	23	24	28.1	E	Unsatisfactory	20
23	Njombe	34.9	24.3	59.2	C	Good	21	19	19	60.0	C	Good	10
24	Kahama	49.2	23.5	72.7	B	Very Good	10	2	12	0.0	E	Unsatisfactory	22
25	DAWASA	48.6	29.9	78.5	B	Very Good	7	9	14	40.1	D	Fair	18
26	Mlowo	6.8	15.6	22.4	E	Unsatisfactory	26	26	25	24.4	E	Unsatisfactory	21

PART II:

PERFORMANCE REVIEW OF NATIONAL PROJECT WSSAs

7.0 TECHNICAL OPERATIONS

Technical operations of NP WSSAs are discussed in terms of (i) water sources and abstraction, (ii) installed water production capacity, (iii) water production and measurement methodology, (iv) water demand, (v) comparison of water demand, installed capacity and water production, (vi) utilisation of water supply network, (vii) performance of water supply network, (viii) water mains rehabilitation, (ix) Non Revenue Water, (x) adequacy of water storage capacity and (xi) water quality monitoring. The details of each item is presented in subsection 7.1 to 7.11.

7.1 Water Sources and Abstraction

Overall water abstraction increased from 23.42 million m³ in FY 2019/20 to 31.51 million m³ in FY 2021/22 equivalent to an overall increase by 35%. Water abstraction trend shows that for the past three years, Lake Victoria continued to contribute the largest proportion of water abstracted by NP WSSAs. The large proportion of water abstracted from Lake Victoria is mainly used by KASHWASA to supply bulk water to Tabora, Kahama, Mwanza (Ngudu service area), Nzega, Maganzo and Igunga WSSAs and CBWSOs along the truck main. Other water sources utilised by NP WSSAs and their percentage contribution to the total water abstracted by NP WSSAs are springs (9%), rivers (6%), dams (5%) and boreholes (3%) as shown in Figure 48.

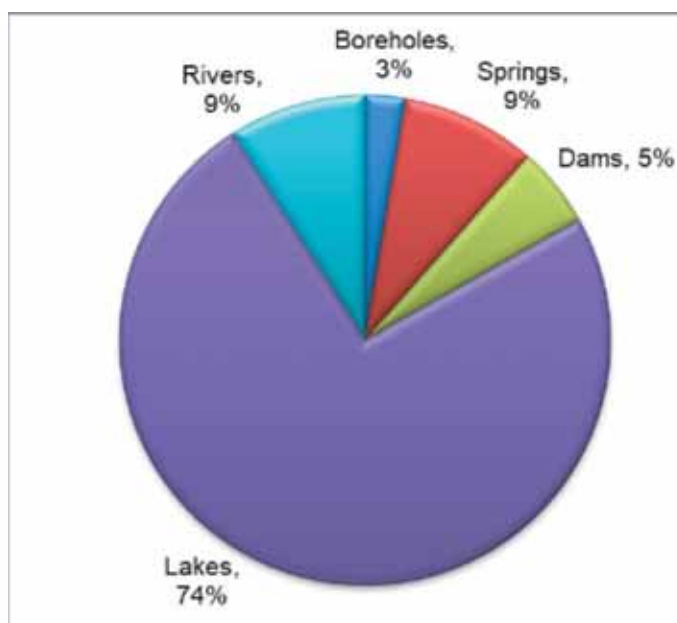


Figure 48: Water Sources and Abstraction

A significant increase in water abstraction (more than 10%) was recorded by HTM (55%), Mugango-Kibakari (34%) and KASHWASA (19%). Reasons for major increase in water abstraction are summarised in Table 21.

Further, Maswa WSSA had significant decrease in water abstraction (11%) due to poor supply of electricity for the period of June 2021 and August 2021. Furthermore, there was no production during month of December 2021 as the dam level decreased below the minimum abstraction level. A detailed water abstraction trend for NP WSSAs is shown in Table A3.1 (a) and Table A3.1 (b) in Appendix 3.

Table 21: NP WSSAs with Significant Increase in Water Abstraction

Utility Name	Increase (%)	Reason(s)
HTM	55	Addition of four water sources acquired from former Handeni WSSA. Among the acquired sources, three are boreholes which are Nderema, Mnazini and Soko la Zamani. The utility also acquired the Bwawani Dam. The total average water production capacity of the acquired sources is 938m ³ /day.
Mugango-Kiabakari	34	Increase of water production to meet demand following extension of water network (33 km) to unserved areas at Mugango zone and Butiama District under the project of rehabilitation of Mugango-Kiabakari Water Supply Project
KASHWASA	19	Supplied water for the whole year to Tabora, Igunga, Nzega, Tinde and Mwakitolyo and increase of water purchased by Williamson Diamond Mine from an average of 50,064m ³ /month by July 2021 to 239,211m ³ /month by June 2022

7.2 Installed Water Production Capacity

The overall installed water capacity among NP WSSAs shows uneven trend over the past three years. The installed water production capacity decreased from 48.57 million m³ in FY 2019/20 to 47.37 million m³ in FY 2020/21 and thereafter improved to 48.65 million m³ in FY 2021/22 as presented in Table A3.2- Appendix 3. With an exception of Mugango-Kiabakari and HTM WSSAs, which recorded an increase of installed water production capacity of 47% and 21%, respectively, all other NP WSSAs had no change in installed water production capacity. The change for HTM was due to acquisition of water sources from the former Handeni WSSA as explained in section 7.1. The increase for Mugango-Kiabakari WSSA was due to replacement of the dilapidated DN 300mm suction pipeline 150m long at Mugango intake as part of improvement of water supply services in the area under the ongoing project for rehabilitation of Mugango-Kiabakari water supply project.

7.3 Water Production and Measurement Methodology

The overall water production for NP WSSAs has been increasing continuously for the last three years. During the year under review, the overall water production increased by 18% as compared to a 14% increase during FY 2020/21. An increase in water production by 10% or more was attained by the WSSAs of HTM (61%), Mugango-Kiabakari (34%) and KASHWASA (22%). Reasons for the significant increase in respective WSSAs are the same as the reasons provided in Table 22 of subsection 7.1 of this report. During the year under review, none of the NP WSSAs recorded a significant decrease in water production. However, Maswa, Makonde and Wangingo'mbe WSSAs had a slight drop in water production in FY 2021/22 as compared to FY 2020/21. Appendix 3: Table A3.2 and Figure 49 present details of water production for NP WSSAs.

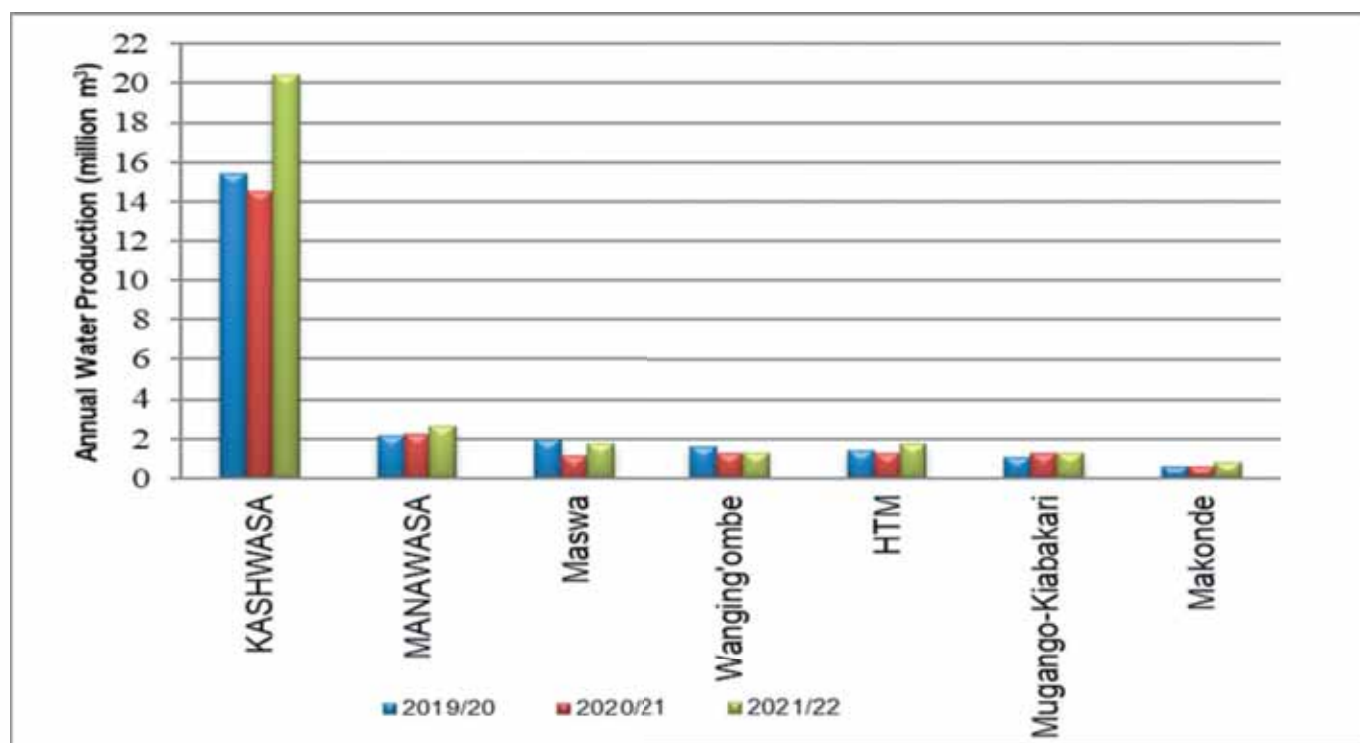


Figure 49: Annual Water Production

NP WSSAs were also assessed in terms of water production measurement methodology. Among seven NP WSSAs, four WSSAs used bulk water meters, two used both bulk water meter and estimate and Wanging'ombe WSSA is the only NP WSSA that estimated the amount of water produced during the year. Methods for determining amount of water produced among NP WSSAs are shown in Table 22.

Table 22: Water Production Measurement Methodology among NP WSSAs

Description of the Method	Utility Names	Number of Utilities
Bulk Water Meters	Maswa, KASHWASA, MANAWASA and Mugango-Kiabakari	4
Bulk water meters and Estimate	HTM and Makonde	2
Estimates	Wanging'ombe	1

7.4 Water Demand

The overall increase in water demand among NP WSSAs over the past three years was 9%. Water demand increased to 54.35 million m³ in FY 2021/22 from 50.08 million m³ in FY 2020/21 and 44.63 million m³ in FY 2019/20. The highest increase was recorded by HTM WSSA (58%) and was mainly due to acquisition of the service area that was previously served by the former Handeni WSSA. Water demand data for NP WSSAs are presented in Appendix 3: Table A3.2.

7.5 Comparison of Water Demand, Installed Capacity and Water Production

Water demand for NP WSSAs continued to surpass water production and installed water production capacity for the past three financial years. The ratios of water production to water demand were 49%, 50% and 55% for FY 2019/20, FY 2020/21 and FY 2021/22, respectively, which shows an improving trend. Further, the ratio of water production to installed capacity improved to 61% from

53% in FY 2020/21 and 46% in FY2019/20. A comparison of water demand, installed capacity and water production for FY 2021/22 is shown in Figure 50.

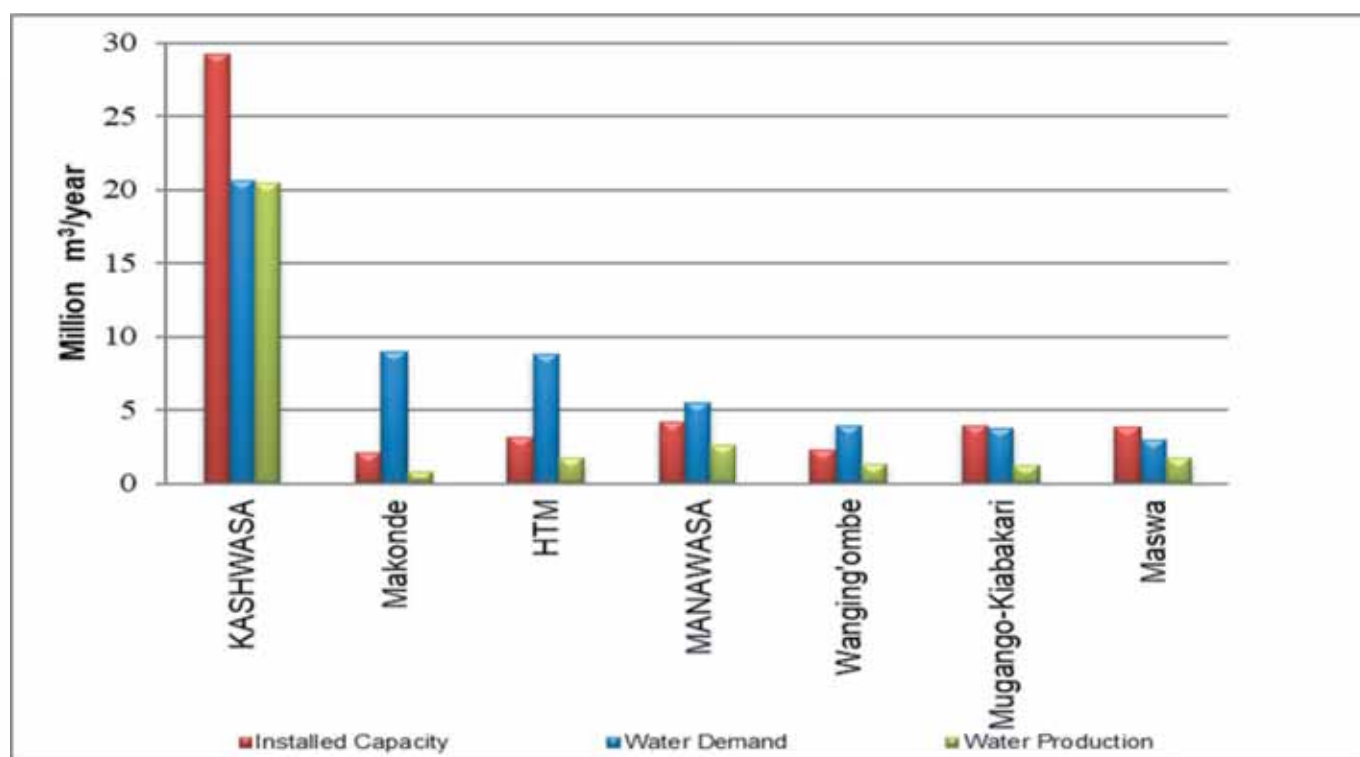


Figure 50: Comparison of Water Demand, Installed Capacity and Water Production

7.6 Utilisation of Water Supply Network

Utilisation of water networks among NP WSSAs shows uneven trend from 13 connections per kilometer network in FY 2019/20 to 12 connections per kilometer of network in FY 2020/21 and 13 connections per kilometer in FY 2021/22. During FY 2021/22, MANAWASA was the NP WSSA with the highest utilisation of water supply network with an average of 23 connections per kilometer of the network. KASHWASA is a bulk water supplier to WSSAs and CBWSOs in Mwanza, Shinyanga and Tabora Regions with a total of 95 connections, thus its water network utilisation is not expected to be on the higher side (an average of 2 connections per kilometer length of water supply network). Data for water connections per kilometer of water network for NP WSSAs are presented in Table A3.3 of Appendix 3 and illustrated in Figure 51.

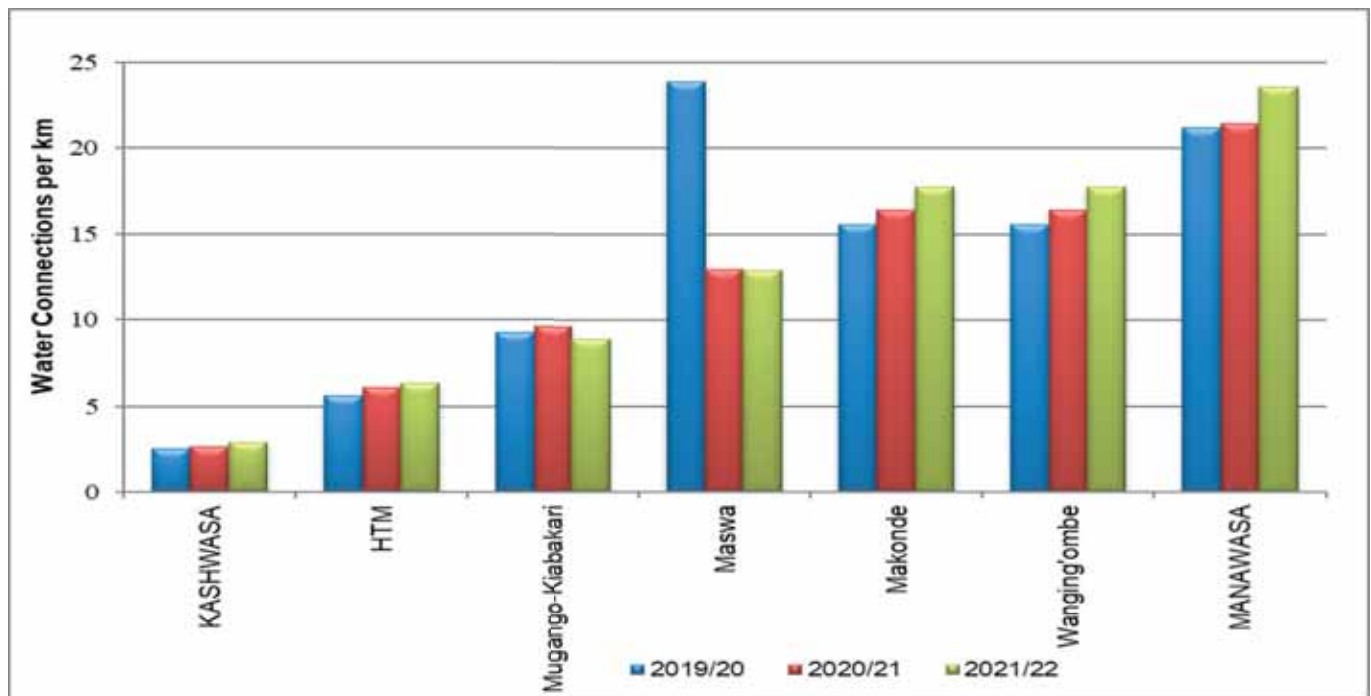


Figure 51: Number of Water Connections per Kilometer per Year

7.7 Performance of Water Supply Network

The analysis of performance of water supply network for NP WSSAs was done by comparing the number of pipe breaks per kilometer per year. The number of pipe breaks per km per year increased from 0.49 in FY 2019/20 to 0.76 in FY 2020/21 and thereafter decreased to 0.61 in FY 2021/22. During the reporting year, the highest number of pipe breaks per kilometer in a year was recorded by Mugango–Kiabakari WSSA (2.1) followed by Maswa WSSA (0.9) and Makonde WSSA (0.57). The high number of pipe breaks for Mugango–Kiabakari WSSA was due to installation of the new water production pumps with capacity 600m³/hr compared to the old pumps that had 300m³/hr and thus pumping more water into the dilapidated water distribution network. For Maswa and Makonde WSSAs, despite recording a high number of pipe breaks, this was an improvement compared to the previous year performance. The performance of water supply network for NP WSSAs is shown in Figure 52 and Table A3.4 of Appendix 3.

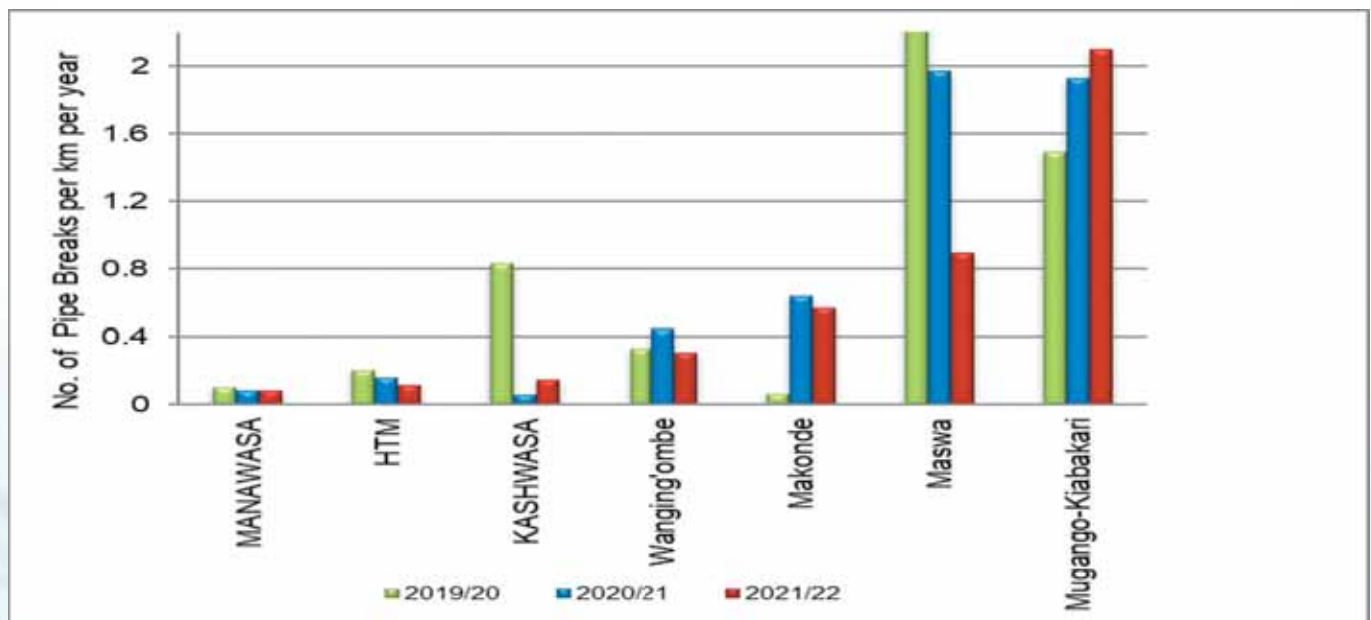


Figure 52: Number of Pipe Breaks per Kilometer per Year

7.8 Water Mains Rehabilitation

There has been uneven trend in the percentage of water mains rehabilitations over the past three years. The percentage of water mains rehabilitated decreased to 6.65% in FY 2021/22 as compared to 9.22% in FY 2020/21 and 0.86% in FY 2019/20. Over the reporting period, KASHWASA rehabilitated the smallest part of water mains due to the fact that its infrastructure were generally in good condition. The percentage of water mains rehabilitated in FY 2021/22 is presented in Figure 53 and detailed in Appendix 3: Table A3.4.

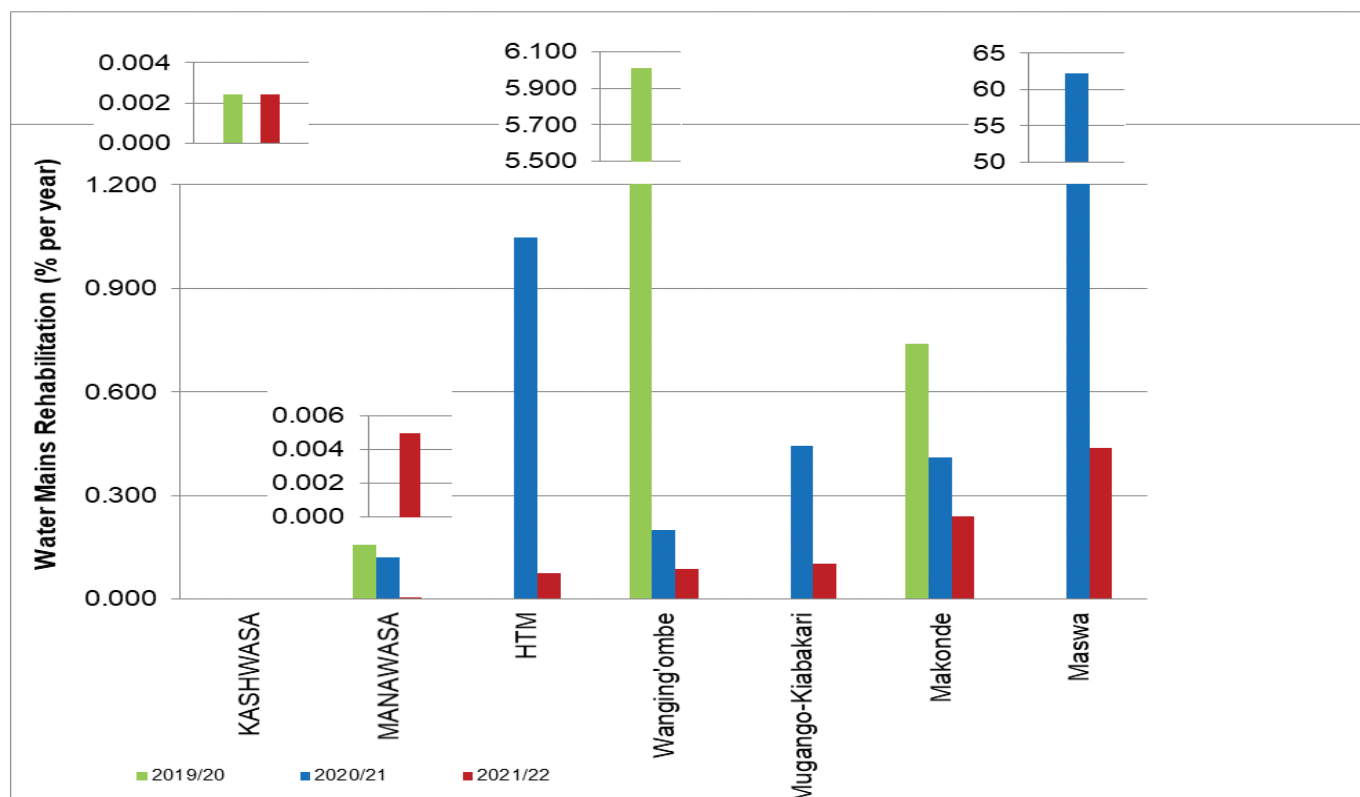


Figure 53: Water Mains Rehabilitation

7.9 Non-Revenue Water

Performance of NP WSSAs in managing NRW was evaluated based on water loss as a percentage of water production and volume of water lost per kilometre of pipe network per day. The indicator computation results are presented in Appendix 3: Table A3.5

(a) NRW as a Percentage of Water Production

There has been a continuous improvement in NRW performance for NP WSSAs for the past three years. In FY 2021/22, the average NRW improved to 23.4% from 24.7% registered in FY 2019/20. Figure 54 illustrates the trend of NRW for NP WSSAs.

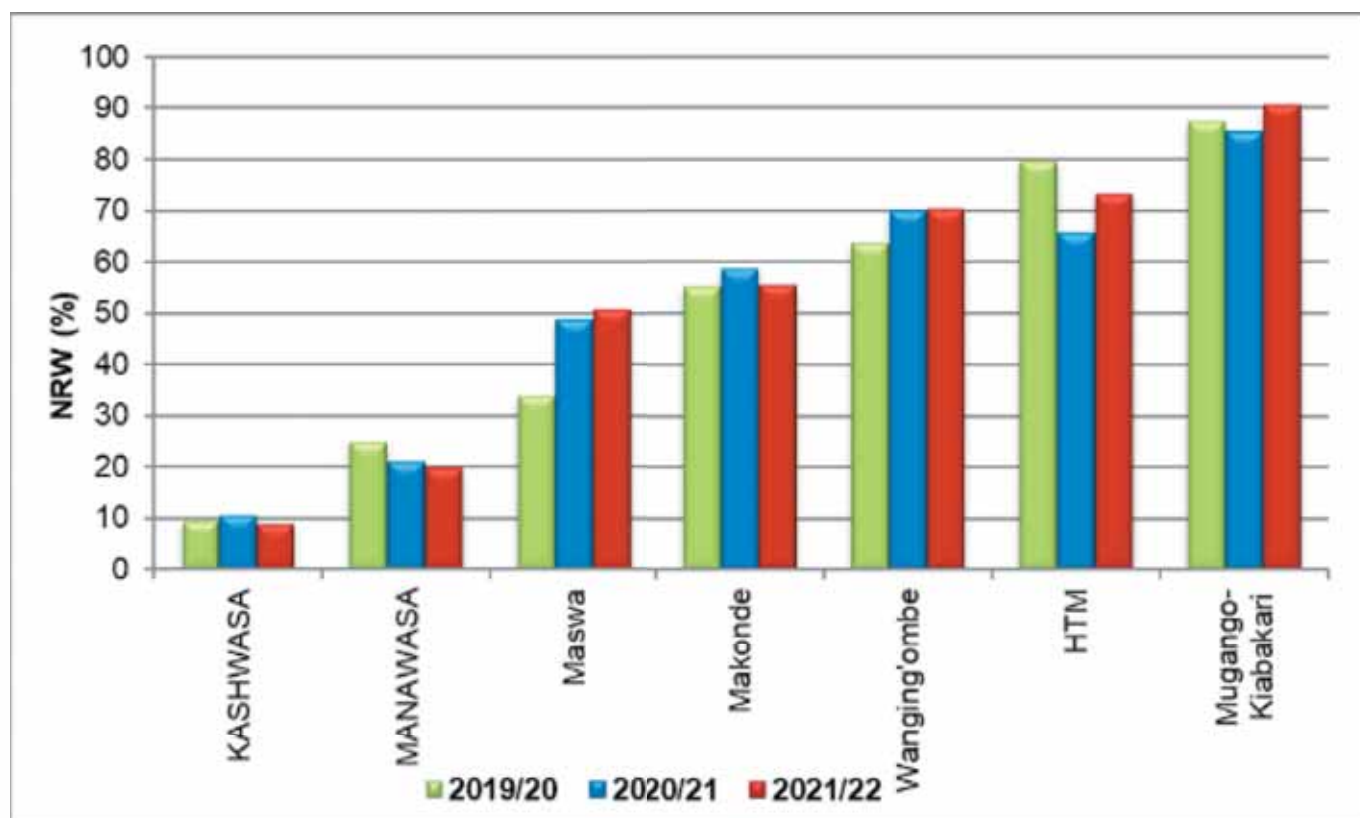


Figure 54: NRW as a Percentage of Water Production

Over the past three years, KASHWASA continued to register acceptable NRW levels, with 9.1% in FY 2021/22 which is within the service level benchmark of 20%. The performance has been realised through leaks management. However, KASHWASA by design is expected to have low NRW as it operates as a bulk supplier of water.

On the other hand, Mugango – Kiabakari, HTM, Wanging'ombe and Makonde WSSAs continued to register high NRW above 50%. Major causes of high NRW in Mugango – Kiabakari, HTM, Wanging'ombe and Makonde WSSAs are provided in Table 23.

Table 23: Reasons for High NRW for NP WSSAs

Utility Name	NRW (%)	Major Cause(s)
Mugango-Kiabakari	90.4	Old and dilapidated rising main, tank over flow, delay in attending leakages, vandalism, meter under-registration due to high water turbidity
HTM	73.1	Old and dilapidated water infrastructure, tank over flow, meter under-registration due to high water turbidity
Wanging'ombe	70.1	Unmetered water production, leakage on water mains and meter under-registration due to high water turbidity
Makonde	55.3	Old and dilapidated water infrastructure, tank over flow, unauthorized consumptions and customer meter inaccuracies
Maswa	50.6	Unmetered customers (current metering ratio is 64%), over flow and leakages at storage tanks, inaccurate customer meter reading due to aged water meters and leakages along distribution mains

(b) NRW as Cubic Meter per Kilometer per Day

The volume of water loss in a kilometer of distribution network has been continuously deteriorating. In FY 2021/22, it worsened to 6.1 as compared to 5.85 and 4.11 m³/km/day in FY 2020/21 and FY 2019/20, respectively, as presented in Appendix 3: Table A3.5 and illustrated in Figure 55.

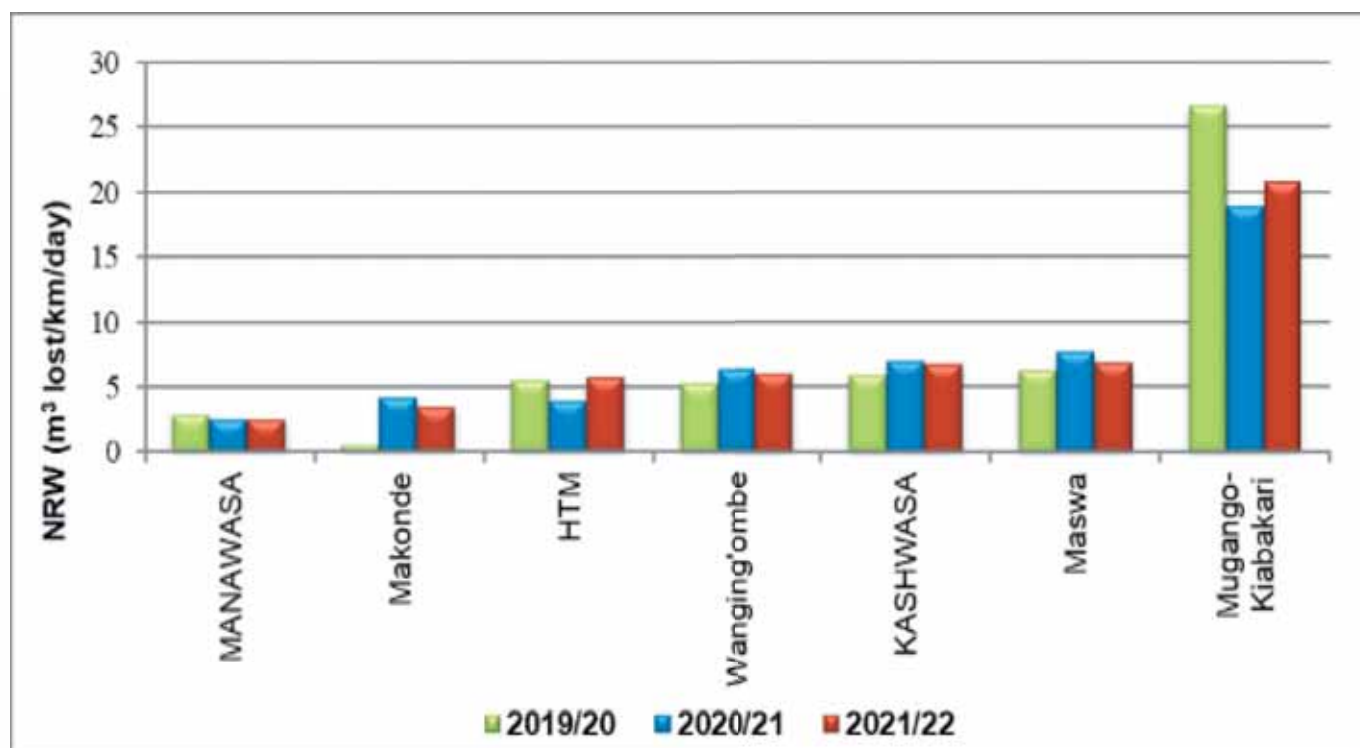


Figure 55: NRW as Cubic Meter of Water Loss per Kilometer per Day

(c) Overall Performance in NRW Management

NRW as a percentage of total water supplied and NRW per km per day were used to establish the overall best performers in NRW management. During FY 2021/22, overall good performers in NRW management were KASHWASA and MANAWASA. Mugango-Kiabakari and HTM WSSAs were the least performers in NRW management. Results of the analysis of performance in NRW management are summarised in Table 24.

Table 24: NRW Management Performance

Good Performers			Least Performers		
Name of WSSA	NRW (%)	NRW (m ³ / km/day)	Name of WSSA	NRW (%)	NRW (m ³ loss/km/day)
KASHWASA	9.1	6.8	Mugango-Kiabakari	90.4	20.8
MANAWASA	20.1	2.6	HTM	73.1	5.8

Overall, high NRW significantly impacted on NP WSSAs' revenue generation during the year. In FY 2021/22, the WSSAs lost a total of 3.22 million cubic metres as NRW. Apart from KASHWASA with NRW below 20%, the remaining NP WSSAs lost a total of TZS 5.14 billion in revenue from the computation that considers NRW of 20% and lowest domestic tariff in each NP WSSA. This is nearly 50% loss in revenue from water sales. HTM WSSA accounted for 44% of the total revenue loss.

7.10 Adequacy of Water Storage Capacities

Adequacy of water storage capacities was assessed based on the duration (in hours) in which existing water storage will satisfy the prevailing daily water demand in NP WSSAs. In FY 2021/22, the average water storage capacity deteriorated to 14.4 as compared to 17.2 hours recorded in FY 2020/21 and FY 2019/20. A detailed trend on storage capacities for NP WSSAs is presented in Appendix 3: Table A3.3 and illustrated in Figure 56.

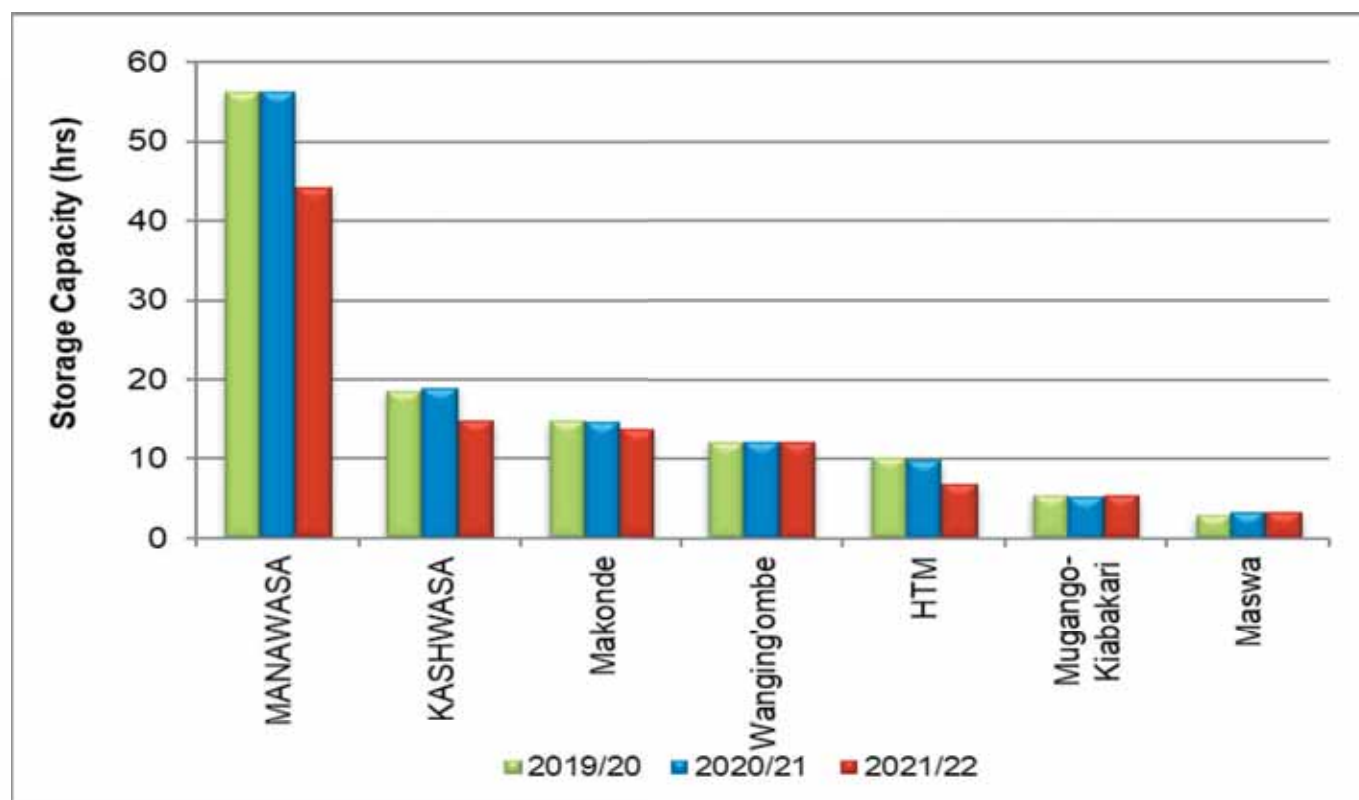


Figure 56: Storage Capacities

MANAWASA has continued to register the highest storage capacity among NP WSSAs with 44.2 hours, being a decrease from 56.3 hours. Maswa WSSA continued to record the lowest storage capacity with 3.3 hours. Further, Maswa, Mugango-Kiabakari and HTM WSSAs had storage capacities below the minimum recommended storage capacity of at least 7 hours.

7.11 Water Quality Monitoring

(a) Water Quality Monitoring Conducted by NP WSSAs

NP WSSAs submitted water quality test results to EWURA for assessing their compliance with Tanzania Standard Portable Water Specification (TZS 789:2018-EAS 12:2018). Review of results submitted by NP WSSAs for FY 2021/22 revealed an overall compliance of 100% for *E. coli* and pH, 97% for turbidity and 84% for residual chlorine.

In FY 2021/22, NP WSSAs registered an improvement on water quality compliance as compared to FYs 2020/21 and 2019/20 performances. The overall compliance level increased to 73% for turbidity and 53% for residual chlorine from 68% and 46%, respectively, recorded in FY 2020/21. Also, *E. coli* compliance improved to 86% in FY 2021/22 compared to 80% in FY 2020/21 and 76% in FY 2019/20. The pH compliance level was 100% in FY 2021/22 as compared to 93% in FY 2020/21 and 100% in FY 2019/20. The percentage of water quality compliance in FY 2021/22 on the tested parameters from each NP WSSA is shown in Figure 57.

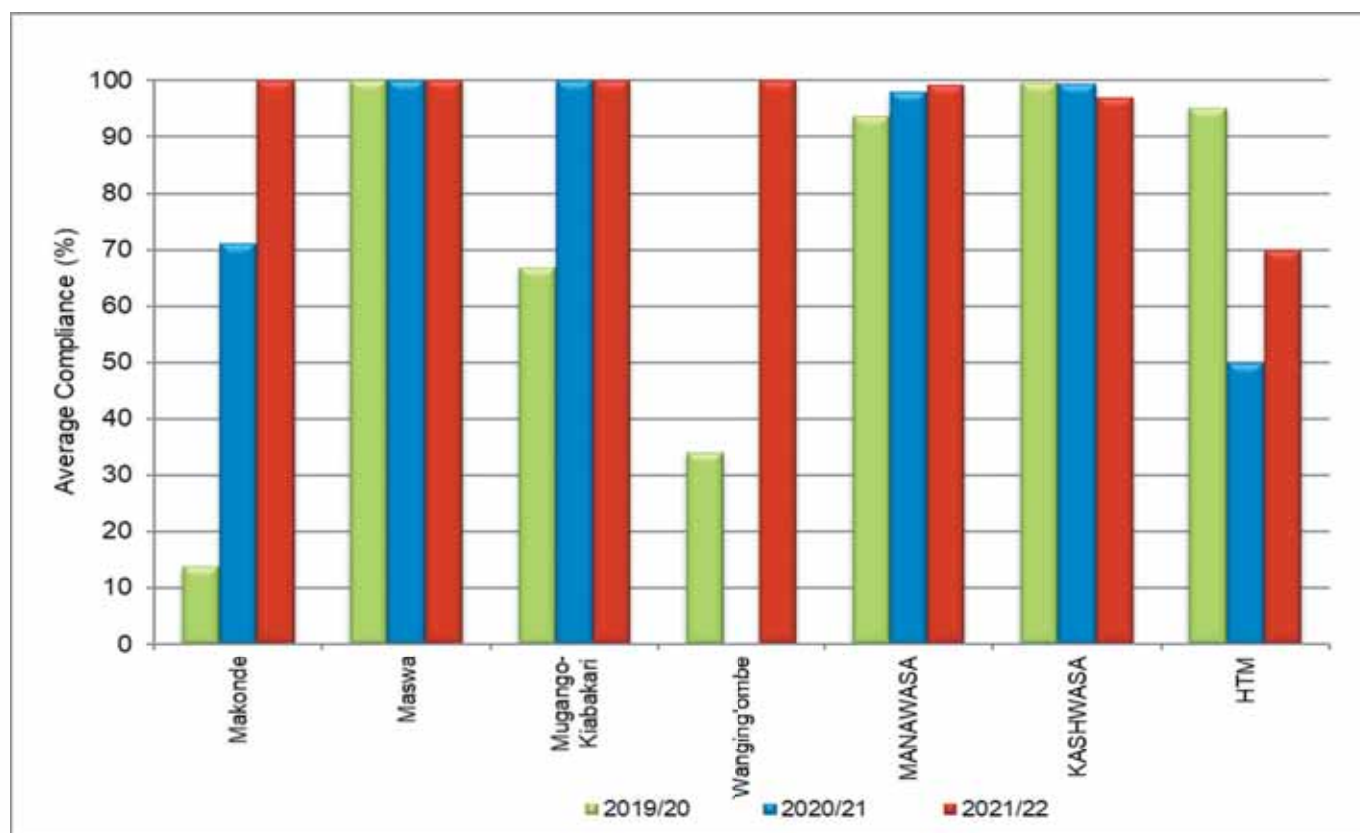


Figure 57: Water Quality Compliance Reported by NP WSSAs

(b) Water Quality Monitoring Conducted by EWURA

During FY 2021/22, EWURA conducted water quality monitoring to all NP WSSAs. A total of 82 samples were collected and analysed for pH, turbidity, *E. coli* and residual chlorine. Monitoring results revealed an overall compliance of 67% for *E. coli*, 82% for turbidity, 3% for residual chlorine and 95% for the pH.

There has been a deterioration in *E. coli* and residual chlorine compliance. In FY 2021/22, NP WSSAs attained 67% *E. coli* compliance as compared to 83% registered in FY 2020/21 and 79% in FY 2019/20. There has been an uneven trend on compliance levels for residual chlorine, with a significant deterioration to 3% in FY 2021/22 as compared to 27% and 14% in FY 2020/21 and FY 2019/20, respectively. Furthermore, the pH compliance level was 95% in FY 2021/22 as compared to 97% in FY 2020/21 and 94% in FY 2019/20. Turbidity compliance improved to 82% in FY 2021/22 from 60% and 50% in FY 2019/20 and FY 2020/21, respectively. Water quality compliance for tested parameters in FY 2021/22 for each NP WSSA is as shown Figure 58.

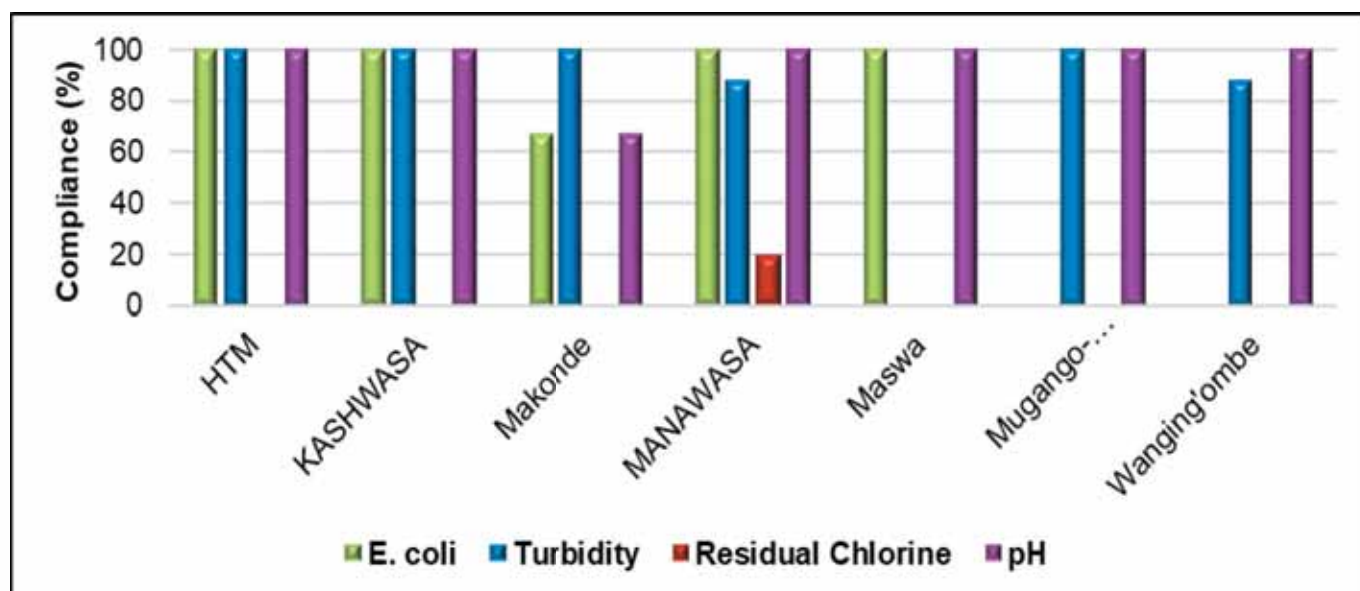


Figure 58: Water Quality Compliance as Conducted by EWURA

In FY 2021/22, both EWURA and NP WSSAs water quality test results illustrate that there has been a continuous water quality improvement in terms of turbidity, pH and *E. coli* compliance levels. However, residual chlorine compliance level is unsatisfactory in most NP WSSAs. Reasons for low compliance and EWURA recommendations for improvement are provided in Table 25.

Table 25: NP WSSAs with Low Residual Chlorine Compliance Level

Name of WSSA	Reason(s)	Recommended Actions
Maswa, Makonde, Wanging'ombe, Mugango-Kiabakari HTM	(i) Lack of water quality professionals (use of unskilled personnel in chlorination process) (ii) Improper Chlorine dosing (iii) Absence of Chlorine testing Kit (iv) Non-compliance with required number of samples	(i) Employ skilled personnel (Water Laboratory Technicians) (ii) Frequent monitoring of raw water and establish relevant chlorine demand (iii) Establish post chlorination points (iv) Ensure proper dosing mechanism (v) Purchase and ensure regular calibration of residual chlorine testing kit (vi) Frequent water quality monitoring

(c) Water Treatment Facilities

In FY 2021/22, all NP WSSAs had water treatment facilities ranging from conventional to non-conventional treatment plants. KASHWASA, Maswa, HTM and MANAWASA had conventional treatment units, however, out of seven water sources for HTM, only water from Mandela source is treated at a conventional treatment plant. Makonde, Wanging'ombe and Mugango-Kiabakari treated water by disinfection only. Further, Mugango-Kiabakari had an ongoing project for the construction of a conventional water treatment plant at Mugango intake. Despite the existing treatment facilities, most NP WSSAs had no water quality testing kits for quality and treatment operations monitoring.

8.0 BUSINESS AND COMMERCIAL PERFORMANCE

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

8.1 Water Connections

During the year under review, total water connections for NP WSSAs increased by 12% to 33,882 from 30,273 in FY 2020/21. The percentage increase doubled compared to 6% registered in FY 2020/21. During FY 2021/22, MANAWASA, Mugango Kiabakari WSSA and HTM WSSA recorded a significant increase (more than 10%) in water connections of 11%, 19% and 27%, respectively, as shown in Figure 59 and Appendix 3-Table A3.7. The significant increase recorded by HTM WSSA was attributed to acquisition of 508 water connections from a clustered area of former Handeni WSSA. Also, HTM WSSA during the same period connected 293 new customers. The increase for Mugango-Kiabakari WSSA was due to connection of new customers following extension of water network (33 km) to unserved areas of Mugango zone and Butiama. MANAWASA reported the increase to be due to normal increase of new customers to the existing network.

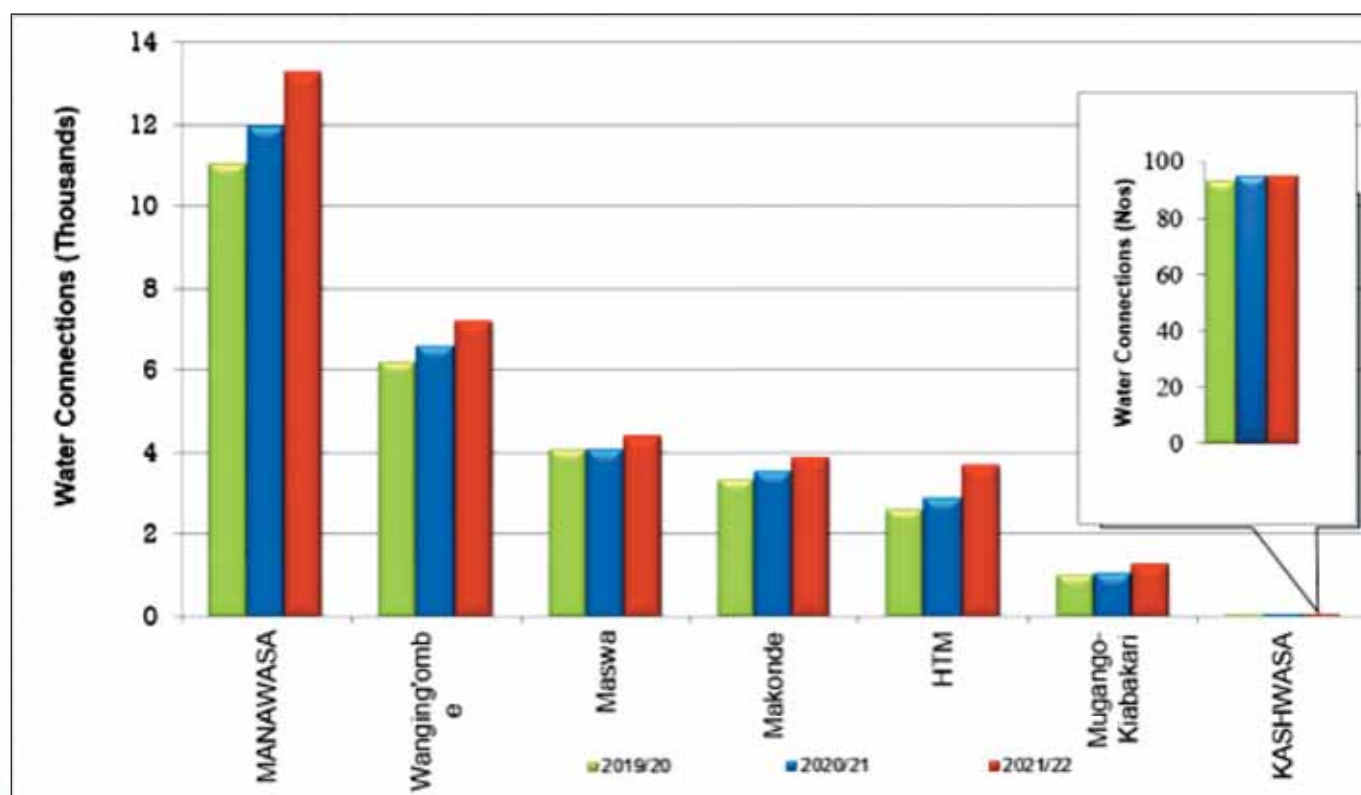


Figure 59: Number of Water Connections

During the year under review, the proportion of domestic connections for NP WSSAs remained at 87.2% similar to FY 2020/21 and FY 2019/20. Other categories of connections constituted 12.8% of the total connections as indicated in Figure 60.

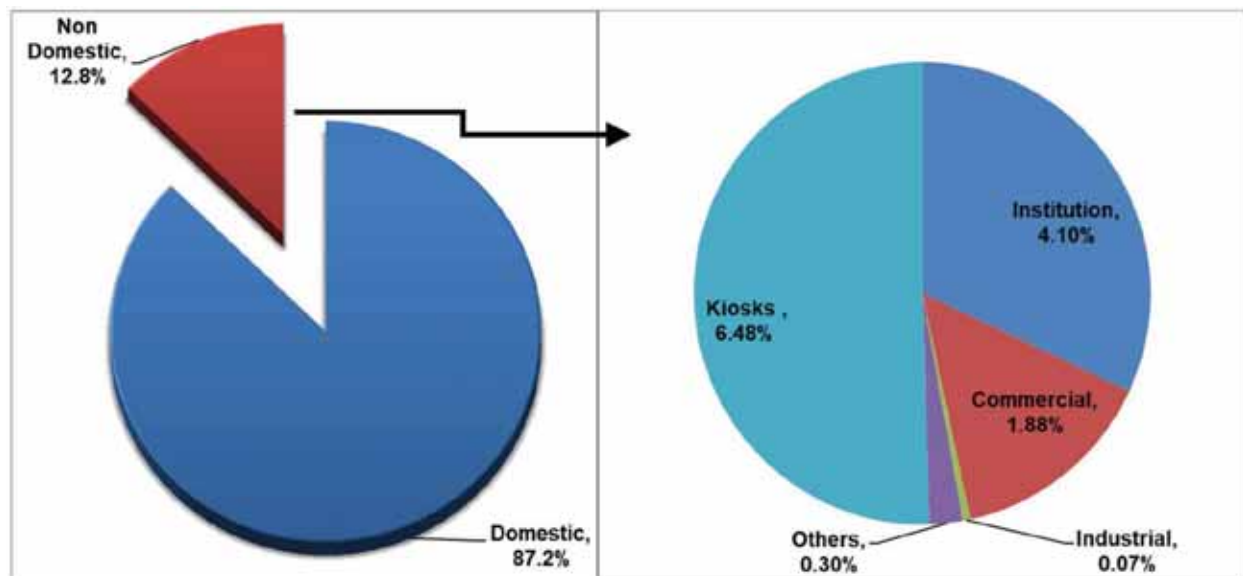


Figure 60: Categories of Water Connections in NP WSSAs

8.2 Water Kiosk Connections

Total number of water kiosks for NP WSSAs increased by 8% to 2,190 for FY 2021/22 from 2,037 in FY 2020/21 while the number of operating water kiosks increased by 4% from 1,879 in FY 2020/21 to 1,963 in FY 2021/22. During the reporting period, Makonde and HTM WSSAs recorded a significant increase (more than 10%) in water kiosks of 11% and 40%, respectively. Makonde WSSA acquired new water kiosks constructed by RUWASA in the utility service area while HTM WSSA acquired water kiosks from a clustered area of former Handeni WSSA. A three-year trend is illustrated in Figure 61 and Appendix 3 Table A3.7.

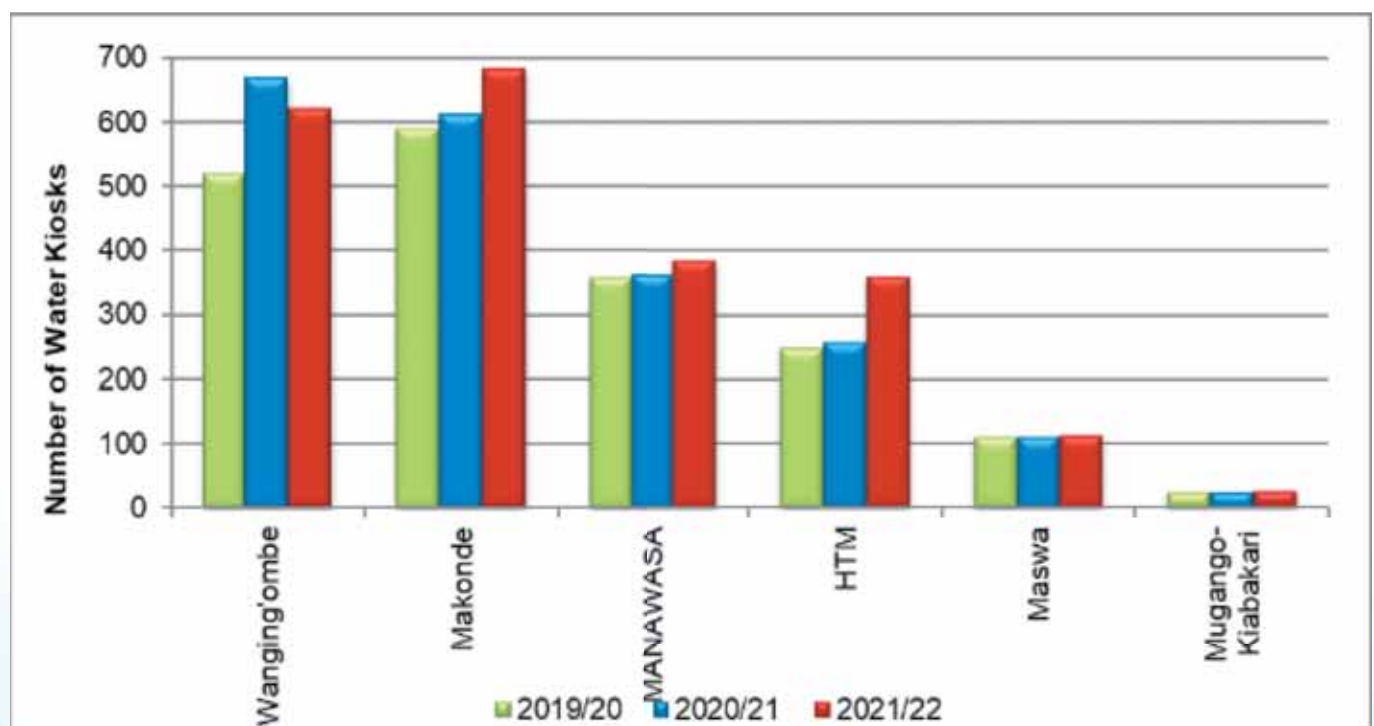


Figure 61: Number of Water Kiosk Connections

8.3 Metering Ratio

During the year under review, the overall metering ratio for NP WSSAs was 97% as compared to 89% in FY 2020/21 and 91% in FY 2019/20. HTM, KASHWASA, MANAWASA, and Mugango-Kiabakari WSSAs continued to maintain a metering ratio of 100% over the past three years. Maswa WSSA reported a significant increase in metering ratio by 51% from 47% attained in FY 2020/21 to 98% in FY 2021/22. The increase was due to installation of water meters to unmetered customers after the utility received financial support from the Government to procure 3,000 water meters. Table A3.8 in Appendix 3 and Figure 62 illustrates the metering ratio.

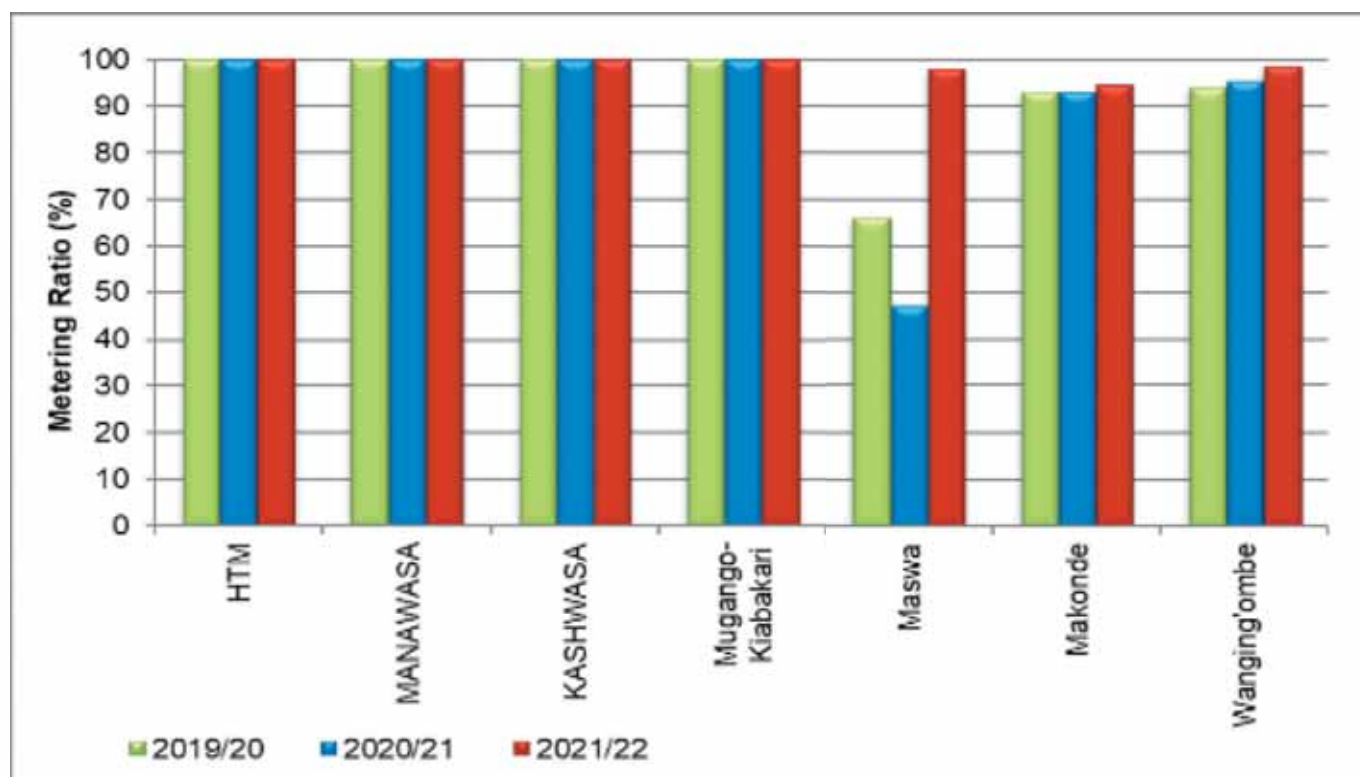


Figure 62: Metering Ratio

8.4 Water Service Coverage

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

8.4.1 Proportion of Population Directly Served with Water

Proportion of population directly served with water by NP WSSAs improved to 57% in FY 2021/22 as compared to 54% in FY 2020/21. The improvement was attributed to increased water connections by MANAWASA, Makonde and HTM WSSAs (See Figure 63 and Appendix 3: Table A3.9). Similar to FY 2020/21, Wanging'ombe WSSA and MANAWASA continued to have the highest proportion of population directly served with water of 63.6% and 62.5%, respectively, while Mugango-Kiabakari WSSA had the lowest (35.2%).

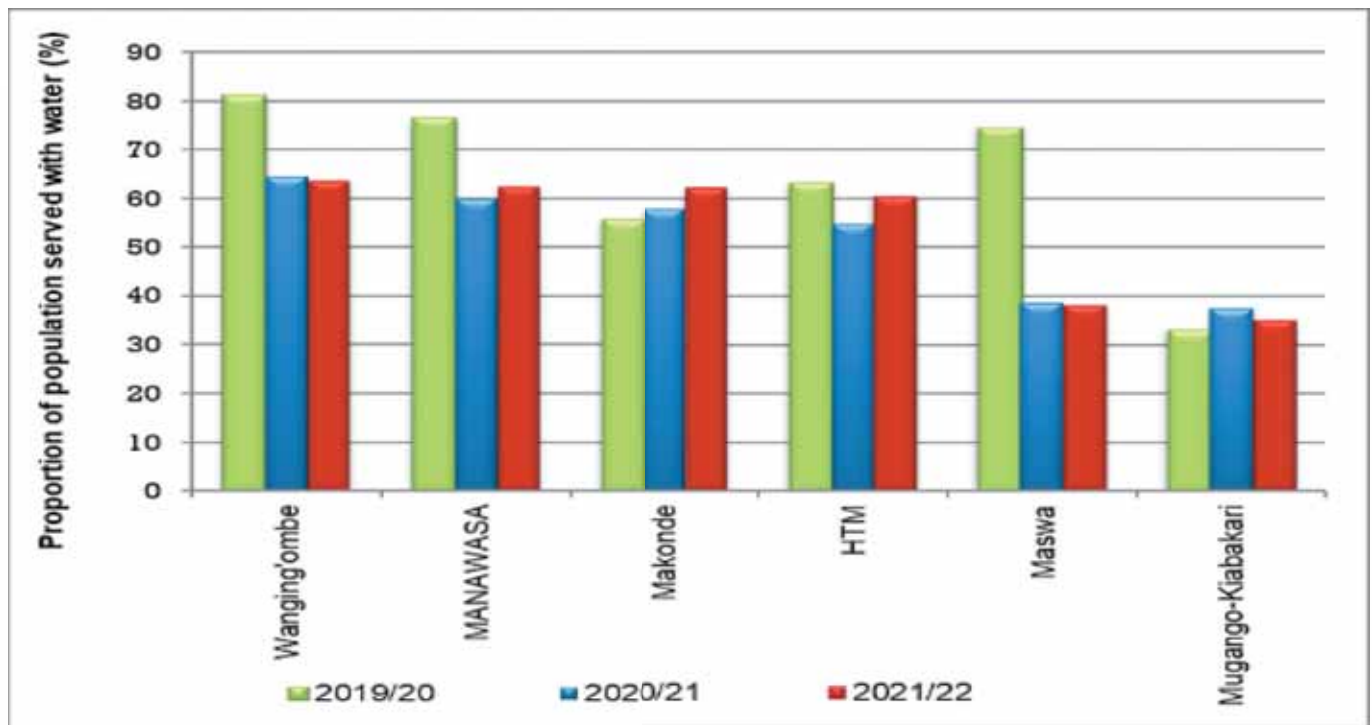


Figure 63: Proportion of Population Directly Served with Water

8.4.2 Proportion of Population Living in Area with Water Network

The overall proportion of population living in areas with water networks served by NP WSSAs slightly improved to 73% in FY 2021/22 as compared with 72% in FY 2020/21 and 67% in FY 2019/20 (See Appendix 3 Table A3.9 and Figure 64). Similar to FY 2020/21, Wanging'ombe and Makonde WSSAs reported the highest proportion of population living in service areas covered by water networks at 84.7% and 80% respectively, while Mugango-Kiabakari WSSA had 52.3%, which is the lowest among the NP WSSAs.

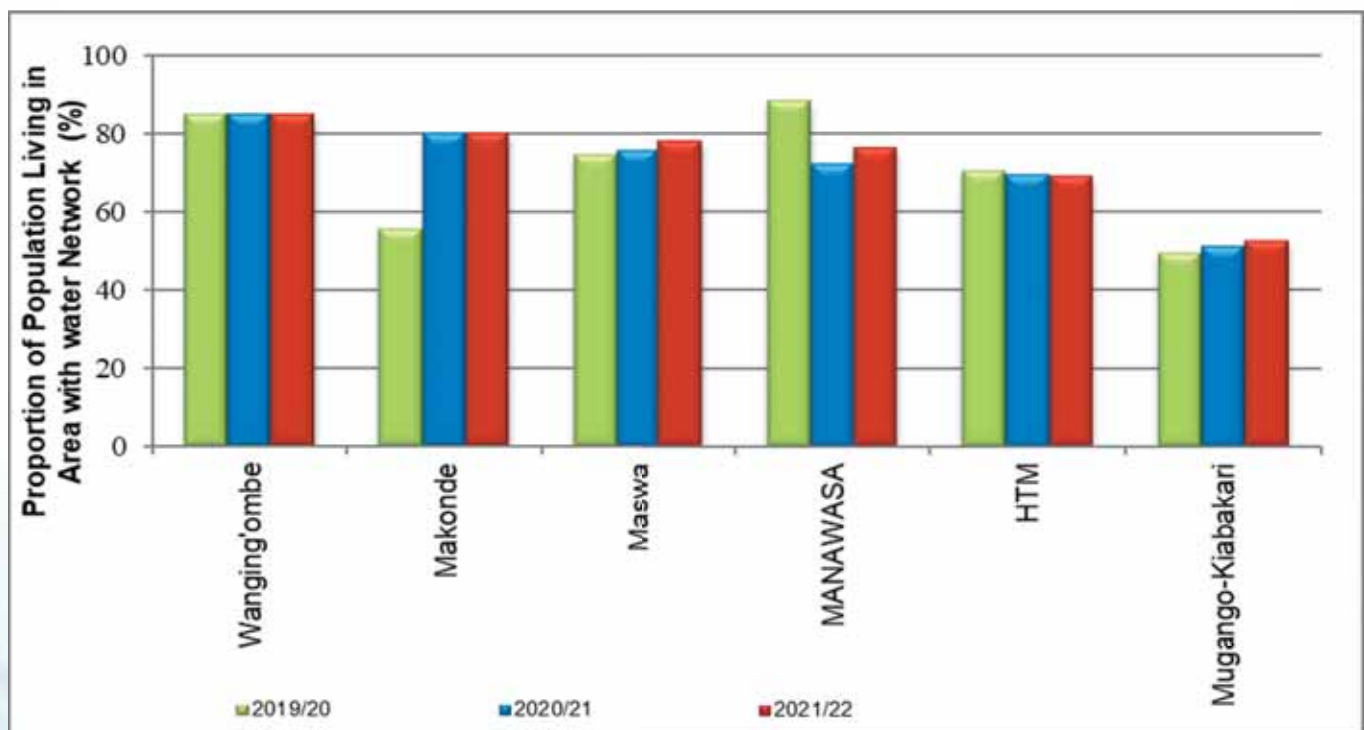


Figure 64: Proportion of Population Living in Area with Water Network

A comparison of the two service coverage indicators discussed above reveals the available potential for NP WSSAs to increase their customer base. Figure 65 presents a comparison of the two indicators.

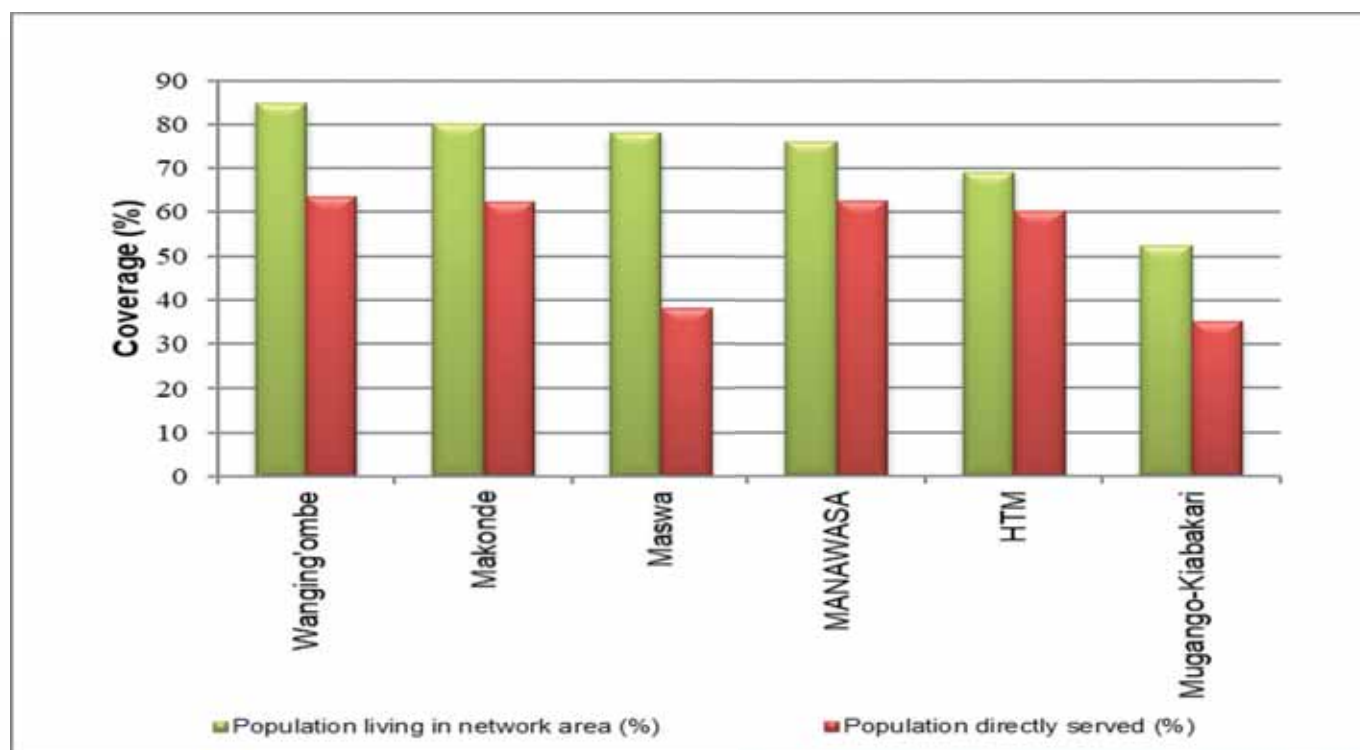


Figure 65: Comparison of Water Service Coverage for NP WSSAs

NP WSSAs have not managed to connect all the population living in areas with water networks. This implies that NP WSSAs have the potential to increase the population served with water in their service areas as well as increase their revenue base using existing networks. Maswa WSSA has the highest gap between proportion of population living in areas with water networks and the population directly served at 39.9% followed by Wanging'ombe WSSA at 21.2%.

8.5 Average Service Hours

During the year under review, average service hours decreased to 13 as compared to 14 in FY 2020/21. Further, the proportion of population with 24 hours of service deteriorated to 8% in FY 2021/22 from 12% in FY 2020/21. During the reporting period, Wanging'ombe WSSA reported a significant decrease in average service hours (33%) followed by Makonde WSSA (25%) due to a decrease in water production as shown in Section 7.1. Figure 66 and Appendix 3–Table A3.10 give a detailed overview of average service hours.

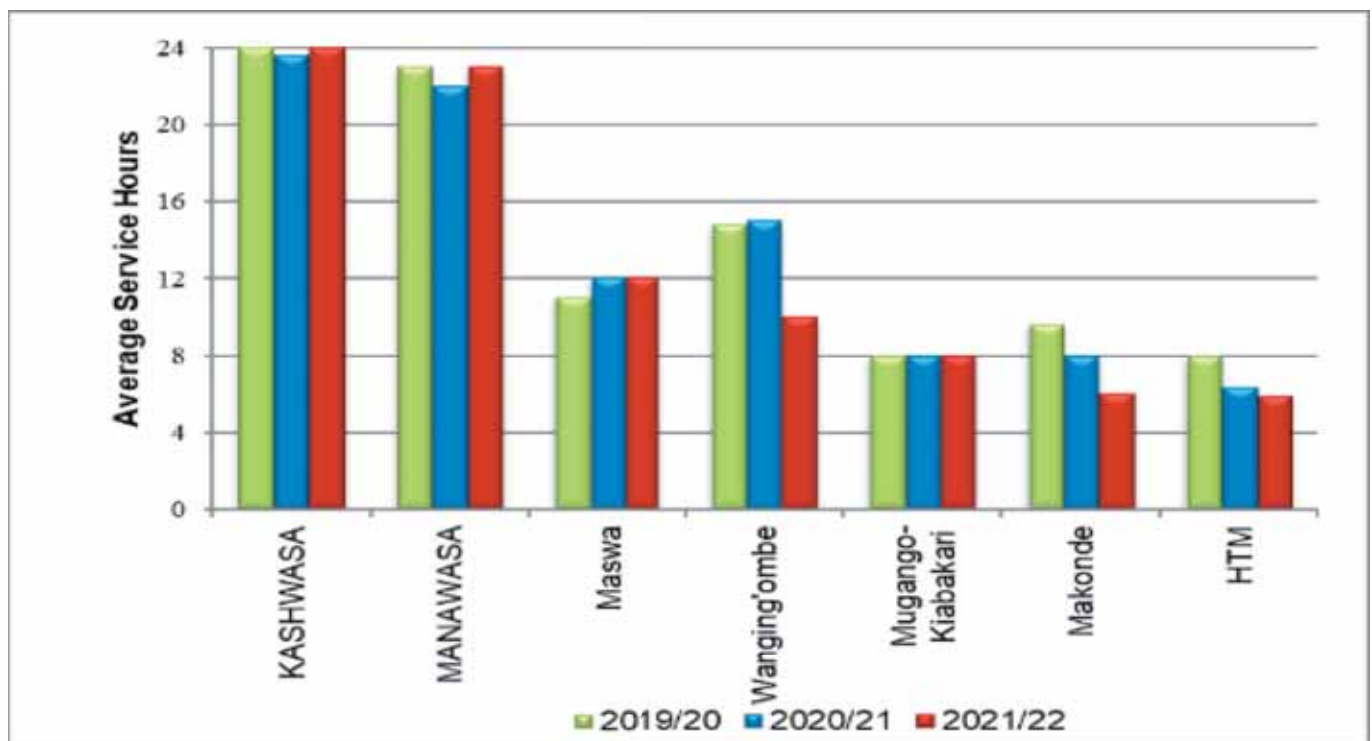


Figure 66: The Average Service Hours

As per Figure 65, and similar to FY 2020/21, KASHWASA and MANAWASA reported average daily service hours above 20 while Maswa, HTM, Makonde and Mugango-Kiabakari WSSAs had an average hours of service below the acceptable boundary of 15-20 hours per day. The WSSAs' service areas had low average hours of service due to low water production compared to water demand.

8.6 Staff Adequacy and Qualifications

Performance of NP WSSAs is significantly influenced by the availability and qualification of required staff. Due to their set-up and nature of their areas of operation, NP WSSAs had been negatively affected by the unavailability in number and qualification of required staff. The status of staff in terms of number and qualification is presented in Table 26. NP WSSAs' total staff deficit increased to 155 in FY 2021/22 from 146 in FY 2020/21, mainly due to a change of their organisational structures to comply with Government directives, which created new posts that need to be filled.

Table 26: Staff Adequacy and Qualifications

S/No	Utility's Name	Total Staff Required	Available Staff (No)	Deficit (No)	Vacant Positions
1.	Makonde	141	65	76	Legal Officer, Public Relations Officer, Engineers, Internal Auditor, Accountants, IT expert, Meter readers, Technicians, Pump operators, Plumbers, electrician, Laboratory Technician and Drivers
2.	MANAWASA	85	71	14	Engineers, Database and Programing Officer, Credit Control Officer, Head of Zones, Drivers, Records Management Officer, and Assistant Technicians
3.	KASHWASA	112	98	14	Head of Legal Unit, Head of PMU, Human Resource Manager, Billing customer relation officer, Transmission Engineer, Meter Readers, Customer Relations Officer, Accountants, Accounts Assistant, Production Engineer Planning and Construction Engineer, Water Supply Technicians and Drivers
4.	Maswa	32	20	12	Human Resource Manager, Finance manager, water production engineer, Internal Auditor, Public Relations Officer, technicians, meter readers and plumbers
5.	Mugango – Kiabakari	32	20	12	Human Resource Manager, Internal Auditor, Water production engineer, Procurement Officer, Public Relations Officer, Water and laboratory Technicians, meter readers and plumbers
6.	HTM WSSA	92	80	12	Human Resource Manager, Manager for Internal Audit and Assistant Technicians
7.	Wanging'ombe	63	48	15	Head of ICT, Head of Legal Unit, Accounts Officer II, Artisan II, Technician, Assistant Customer Services, Driver
TOTAL		557	402	155	

9.0 FINANCIAL PERFORMANCE

Financial performance for NP WSSAs was analysed basing 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, total revenue increased by 24.7% to TZS 23,906 million from TZS 19,176 million in FY 2020/21 as compared to an increase of 9.3% from FY 2019/20 to FY 2020/21. During FY 2021/22, KASHWASA, MANAWASA, HTM, Makonde and Maswa WSSAs recorded an increase in revenue generation. The increase in revenue for the WSSA was associated with increase in water production and decrease in non-revenue water. On the other hand, Mugango-Kiabakari and Wanging'ombe WSSA recorded decreases in revenue due to a rise in non-revenue water. KASHWASA remained the highest earner among NP WSSAs with an annual revenue of TZS 17,344.8 million in FY 2021/22. Figure 67 depicts the revenue generation trend for NP WSSAs.

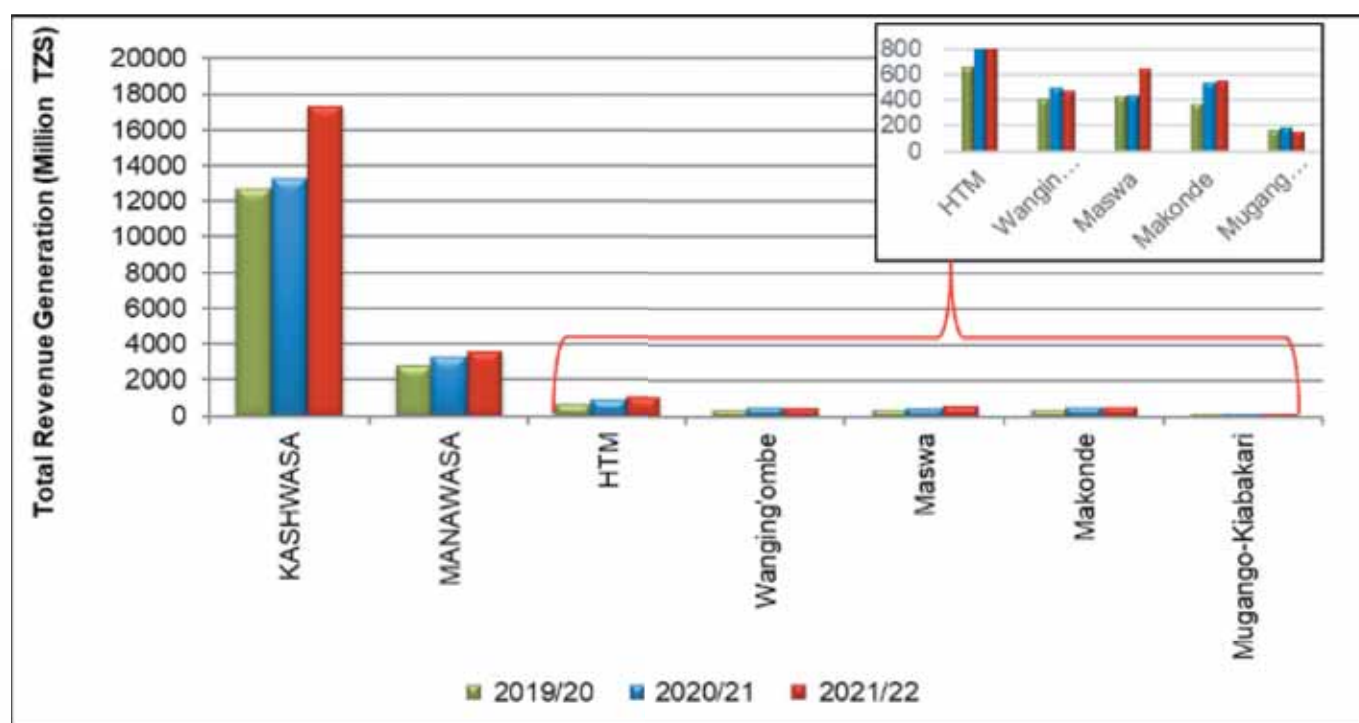


Figure 67: Total Revenue Generation for NP WSSAs

Among the seven NP WSSAs, Maswa WSSA recorded the highest increase in revenue of 49.3% in FY 2021/22 due to improvement in customer billing as a result of an increase in customer metering. Other NP WSSAs that recorded a high increase in revenue generation were KASHWASA (30.6%) and HTM WSSA (19.4%). Mugango-Kiabakari WSSA had the highest decrease in revenue during the year under review (14%) mainly due to a rise in non-revenue water from 85% in FY 2020/21 to 90% in FY 2021/22.

9.2 Revenue Collection Performance

Performance in revenue collection was analysed in terms of collection efficiency, accounts receivable period and overall efficiency indicator.

9.2.1 Revenue Collection Efficiency

During the year under review, the overall revenue collection efficiency for NP WSSAs deteriorated to 85.6% from 90.1% recorded in FY 2020/21. During the year, revenue collection efficiency showed varied trends among NP WSSAs. While Makonde, Mugango-Kiabakari and HTM WSSAs improved in revenue collection, KASHWASA, MANAWASA, Wanging'ombe and Maswa WSSA had their revenue collection efficiency decline in FY 2021/22.

During the year, KASHWASA recorded the most deterioration in revenue collection efficiency to 68.5% from 81.7% observed in the preceding year. On the other hand, Mugango-Kiabakari WSSA recorded the most improvement in revenue collection from 77.6% in FY 2020/21 to 83.4% in FY 2021/22. In FY 2021/22, none of the NP WSSAs achieved a service level benchmark for revenue collection of at least 95% of billings. Figure 68 shows revenue collection efficiency for NP WSSAs for FY 2019/20 to FY 2021/22.

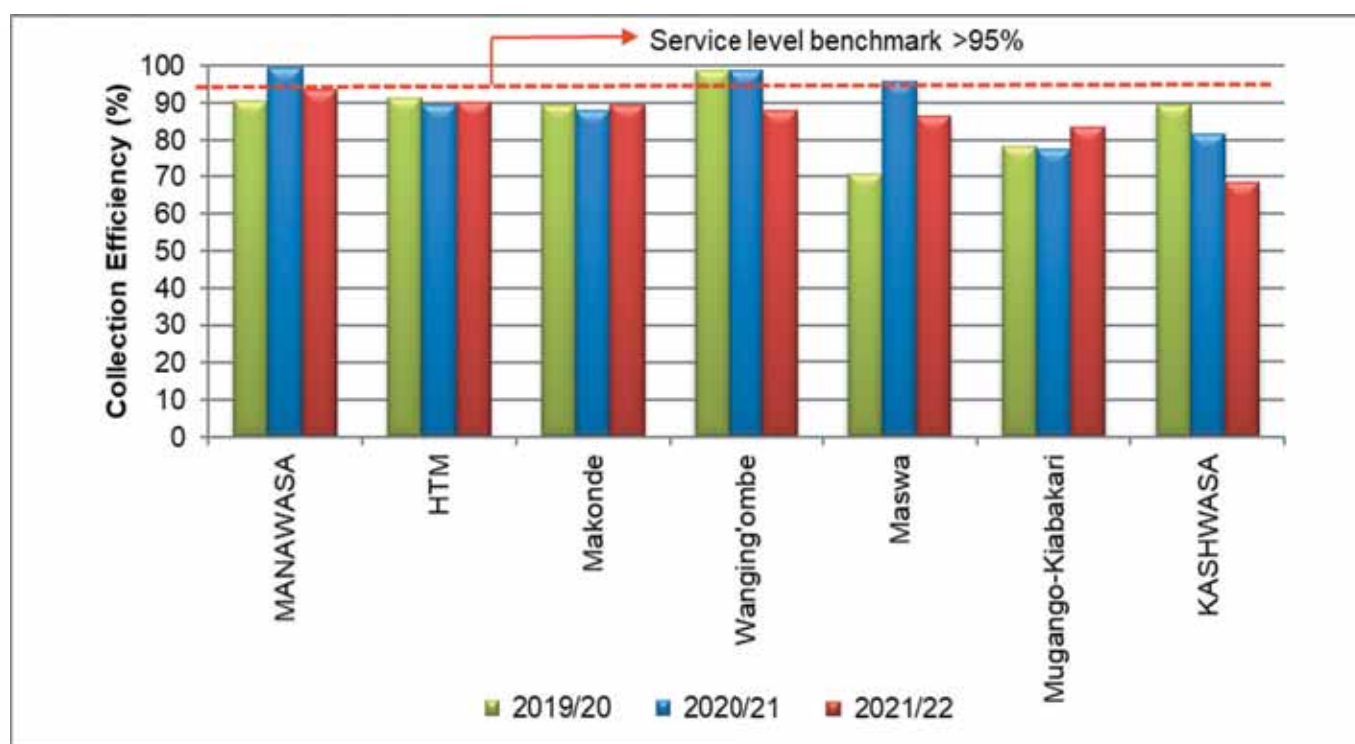


Figure 68: Revenue Collection Efficiency for NP WSSAs

9.2.2 Accounts Receivable

During the year under review, the overall accounts receivable collection period for NP WSSAs increased to 7.5 months from 7 observed in FY 2020/21. The deterioration in the overall ratio was attributed to increases in receivables recorded by Mugango-Kiabakari WSSA, KASHWASA and MANAWASA during the year. HTM, Makonde, Maswa and Wanging'ombe WSSAs recorded decreases in accounts receivable collection period in FY 2021/22. Generally, none of the NP WSSAs managed to attain the best practice period of a maximum of 2 months. Figure 69 shows accounts receivable collection periods for NP WSSAs for FY 2019/20 to FY 2021/22.

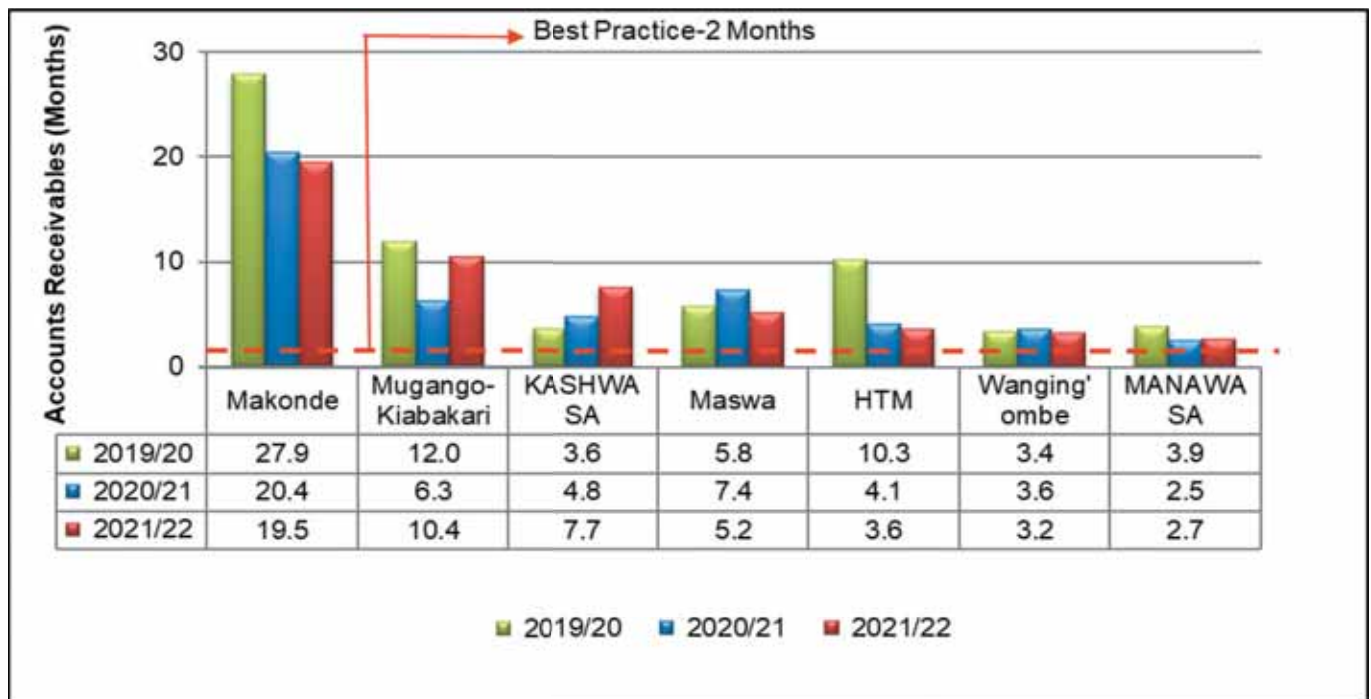


Figure 69: Accounts Receivable Collection Periods for NP WSSAs

9.2.3 Overall Efficiency Indicator

The average Overall Efficiency Indicator (OEI) for NP WSSAs fell to 39.8% in FY 2021/22 from 44.1% observed in FY2020/21. With an exception of Maswa WSSA, all NP WSSAs recorded decreases in OEI during the year under review. This was associated with revision of the method for measuring revenue collection efficiency. Mugango-Kiabakari WSSA had the lowest overall efficiency during the year due to high non-revenue water. Figure 70 presents OEIs for NP WSSAs for the period from FY 2019/20 to FY 2021/22.

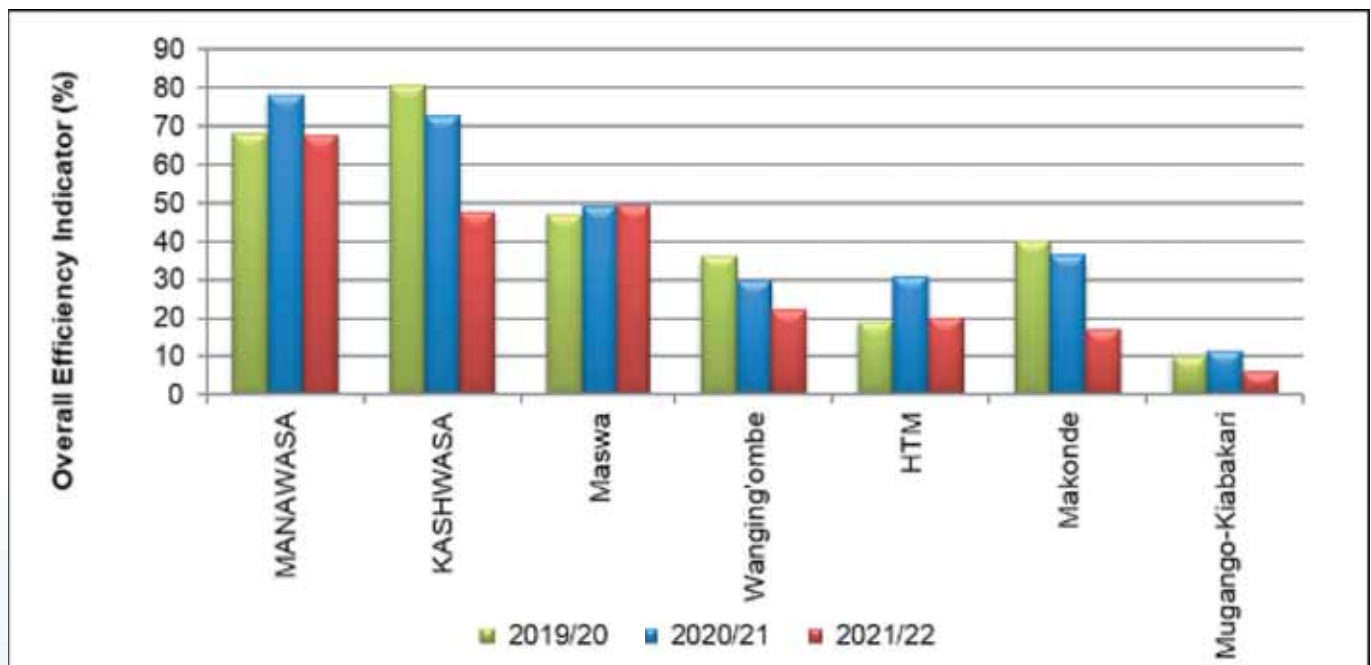


Figure 70: Overall Efficiency Indicator (OEI) for NP WSSAs

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 954.2 per cubic meter in FY 2020/21 to TZS 977.4 per cubic meter in FY 2021/22, which is equivalent to 2.4%. The increase in per unit cost was mainly contributed by an increase in operating costs experienced by all NP WSSAs. Figure 71 shows a trend of unit operating costs for NP WSSAs from FY 2019/20 to FY 2021/22.

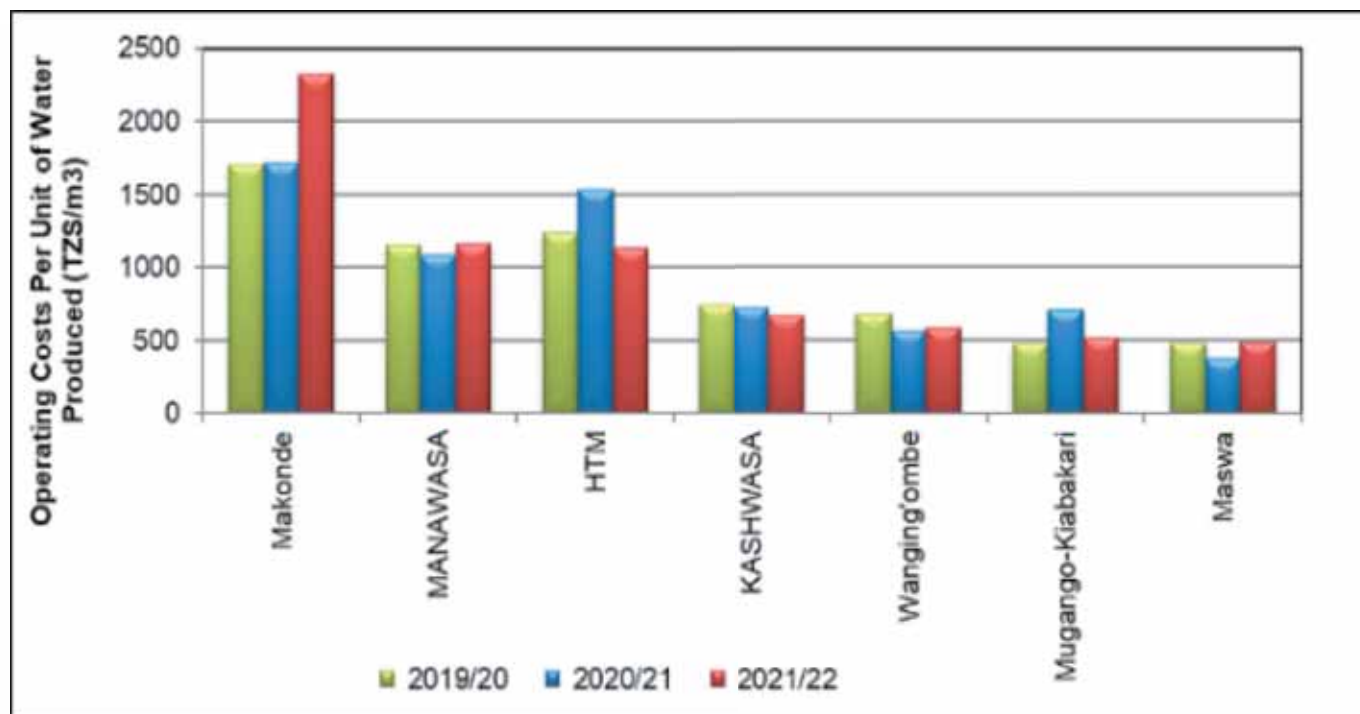


Figure 71: Operating Cost Per Unit of Water Produced for NP WSSAs

NP WSSAs that experienced increases in unit operating cost were Makonde WSSA (35.8%), Maswa WSSA (28.2%), MANAWASA (7.3%) and Wanging'ombe WSSA (3.3%). The increases were mainly due to a rise in water distribution, repair and maintenance and administration costs during the year. On the other hand, Mugango-Kiabakari WSSA, KASHWASA and HTM WSSA recorded decreases in per unit operating cost.

9.3.2 Energy Cost per Unit of Water Produced

During the year under review, the overall energy cost per cubic meter for NP WSSAs decreased to TZS 416.9 per cubic meter from TZS 425.9 observed in FY 2020/21. The decrease in the per unit cost was mainly attributed to significant decreases in electricity cost incurred by HTM WSSA (71%), Mugango-Kiabakari WSSA (29%) and Maswa WSSAs (23%). The increase in energy cost for HTM WSSA was due to acquisition of water sources with pumping system from the former Handeni WSSA that increased water production with relatively low energy costs.

During the year, Makonde WSSA and MANAWASA experienced an increase in the per unit energy cost. Wanging'ombe WSSA, on the other hand, did not incur energy cost during the year since they relied on gravity water sources in their production system. Figure 72 shows a trend of Energy Cost per Unit of Water Produced for NP WSSAs for NP WSSAs from FY 2019/20 to FY 2021/22.

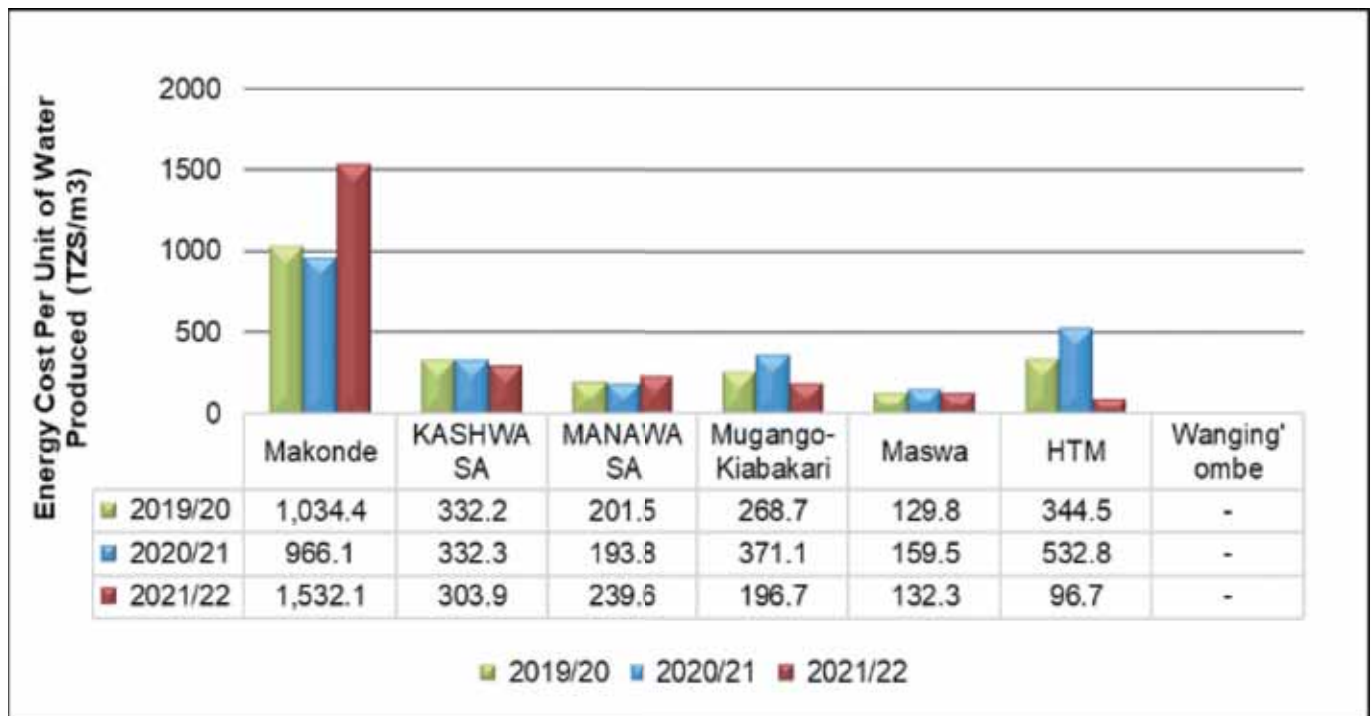


Figure 72: Energy Cost per Unit of Water Produced for NP WSSAs

9.3.3 Chemical Costs per Unit of Water Produced

During the year under review, the average unit chemical cost for NP WSSAs decreased to TZS 20.0 per cubic meter from TZS 22.7 per cubic meter observed in FY 2020/21. The decrease in average unit costs in FY 2021/22 was attributable to decreases in chemical costs incurred by HTM WSSA (87%) and Makonde WSSA (70%). Wanging'ombe and Mugango-Kiabakari WSSAs did not conduct water treatment during the year. Figure 73 illustrates the unit cost of chemicals for seven NP WSSAs over a period of three financial years.

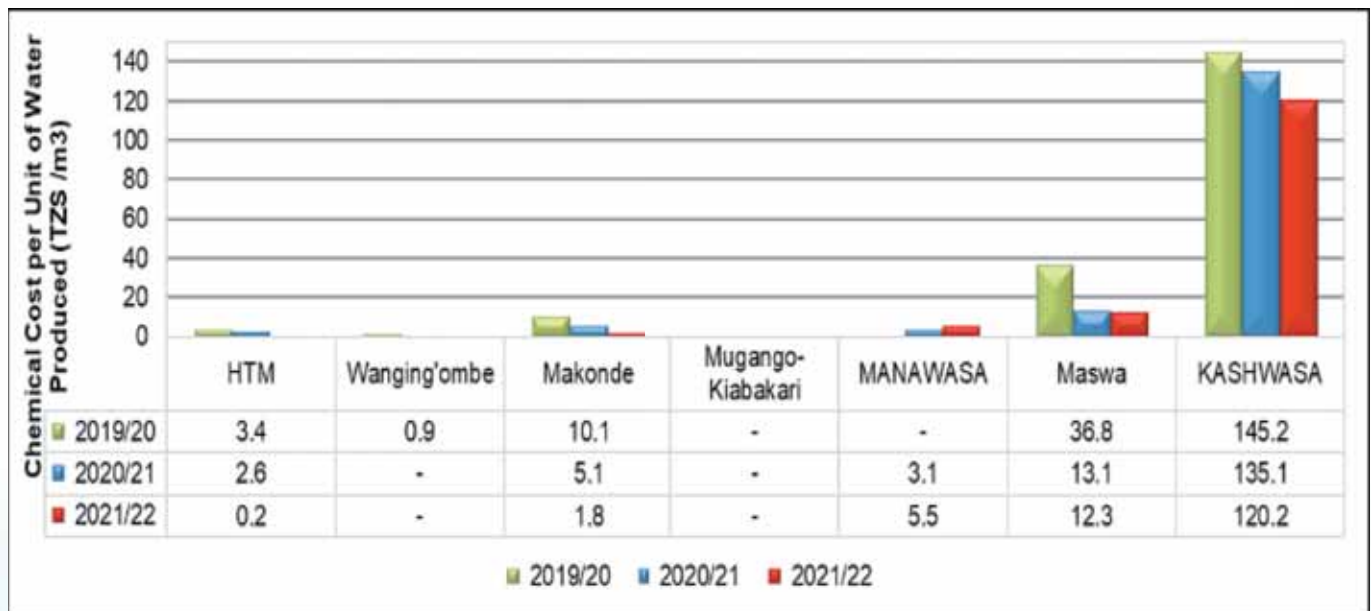


Figure 73: Chemical Cost per Cubic Meter of Water Produced for NP WSSAs

9.3.4 Personnel Cost Per Unit of Water Produced

The overall personnel cost per unit of water produced for NP WSSAs decreased to TZS 228.6 per cubic meter in FY 2021/22 from TZS 271.4 per cubic meter observed in FY 2020/21. As shown in Figure 74, the per unit personnel cost varied widely among NP WSSAs. Mugango-Kiabakari, KASHWASA, HTM, MANAWASA and Makonde WSSAs recorded decreases in per unit personnel cost during the year while Maswa and Wanging'ombe WSSAs had per unit personnel costs increased during the year. The lowest personnel costs per unit of water produced in FY 2021/22 were borne by Mugango-Kiabakari WSSA (TZS 50.6/m³), Maswa WSSA (TZS 68.3/m³) and KASHWASA (TZS 94.1/m³).

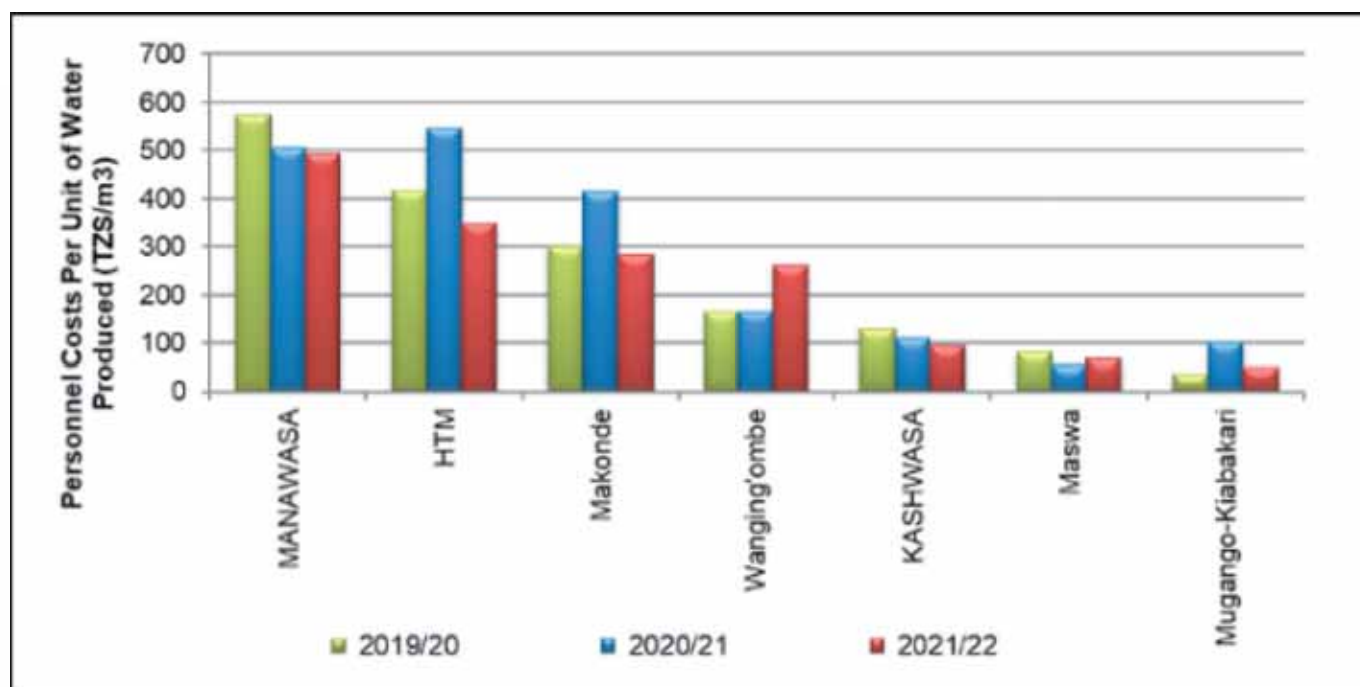


Figure 74: Personnel Costs per Cubic Meter of Water Produced for NP WSSAs

The most decrease in per unit personnel cost during the year was recorded by Mugango- Kiabakari WSSA whose personnel cost per unit of water produced fell by 51%, from TZS 101.6 per cubic meter in FY 2020/21 to TZS 50.6 per cubic meter in FY 2021/22. On the other hand, Wanging'ombe WSSA recorded the most increase in per unit personnel cost from TZS 164.1 per cubic meter in FY 2020/21 to TZS 262.2 per meter cubic in FY 2021/22, (i.e., 60%) increase. The main reasons for the sharp increase in per unit personnel cost for Wanging'ombe WSSA during the year under review was due to compliance to remittance of employee social security contributions that resulted in a rise in the total personnel costs and the decrease in water production by 5%.

9.3.5 Personnel Costs as a Percentage of Revenue Collection

The overall ratio of personnel expenses to revenue collection for NP WSSAs improved to 43.4% in FY 2021/22 from 45.1% in FY 2020/21. The best practice requires personnel expenditure as a percentage of revenue collection from water and sanitation services not to exceed 30%. During the year under review, KASHWASA and Maswa WSSA 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 the lowest ratio of 16.2%. 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 75.

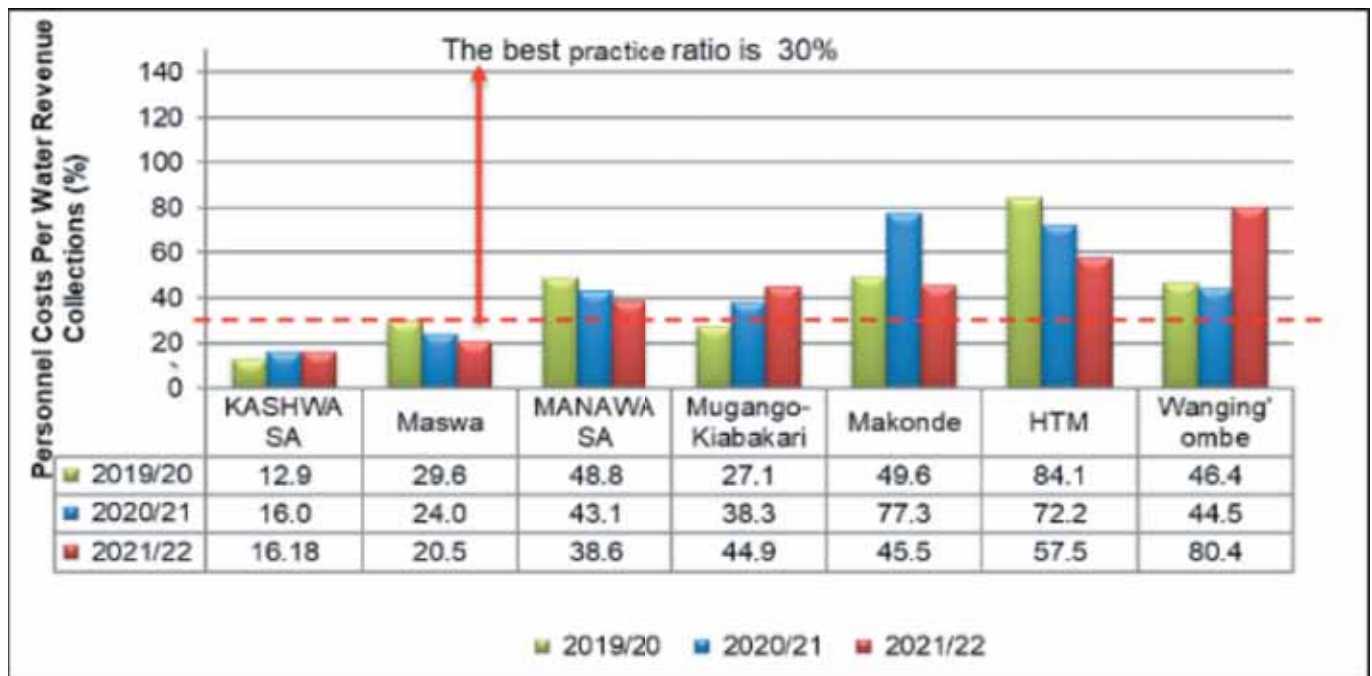


Figure 75: Personnel Costs as a Percentage of Revenue Collections for NP WSSAs

Wanging'ombe WSSA recorded the highest increase in the ratio of personnel costs to revenue ratio from 44.5% in FY 2020/21 to 80.4% in FY 2021/22 mainly due to 51% increase in personnel costs and a 19% decrease in revenue collection.

9.3.6 Administrative Costs Per Cubic Meter of Water Produced

The overall administrative cost for NP WSSAs increased to TZS 178.5/m³ from TZS 120.4/m³ observed in FY 2020/21. As shown in Figure 76, all NP WSSAs recorded increases in administrative cost in FY 2021/22, with Wanging'ombe WSSA recording the highest increase.

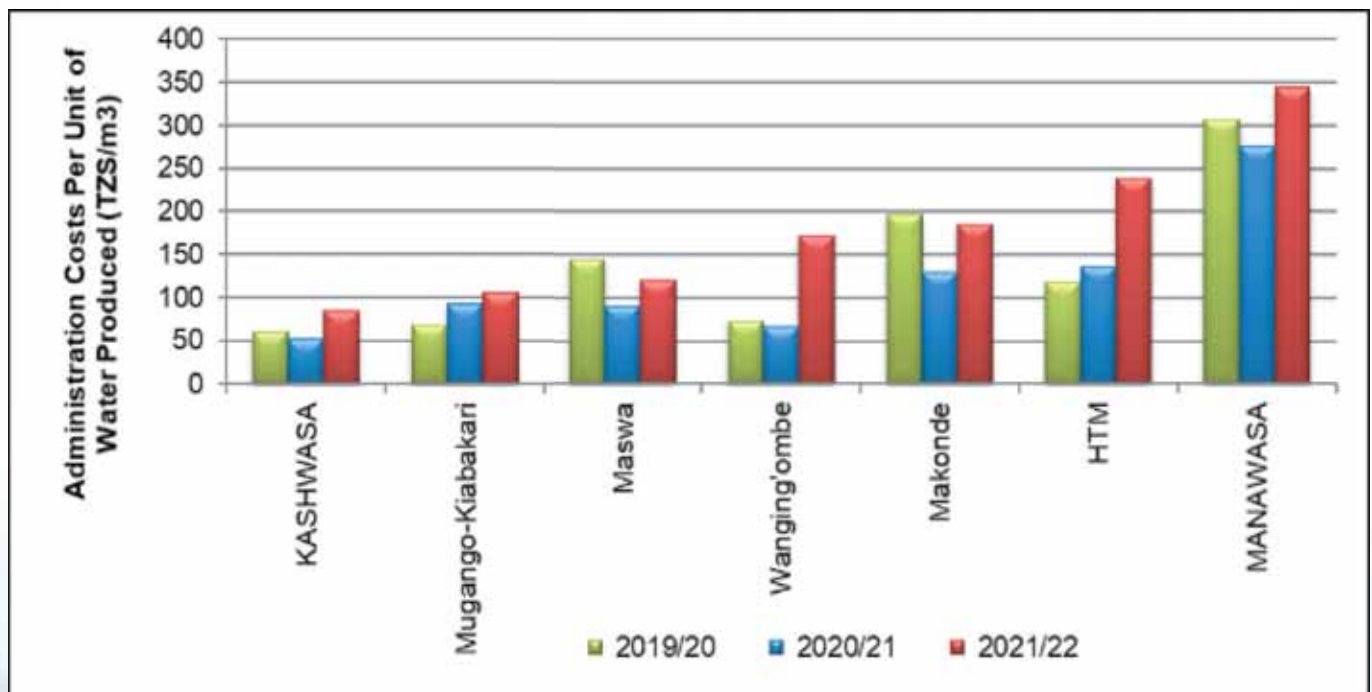


Figure 76: Administration Costs per cubic Meter of Water Produced for NP WSSAs

9.4 Cost Recovery

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 77, on average, 53% of operations costs incurred by NP WSSAs was production, distribution, maintenance, and repair expenses, 24% was personnel costs and 22% was administration and other expenses. Table A3.14 Appendix 3 details cost composition for each NP WSSA.

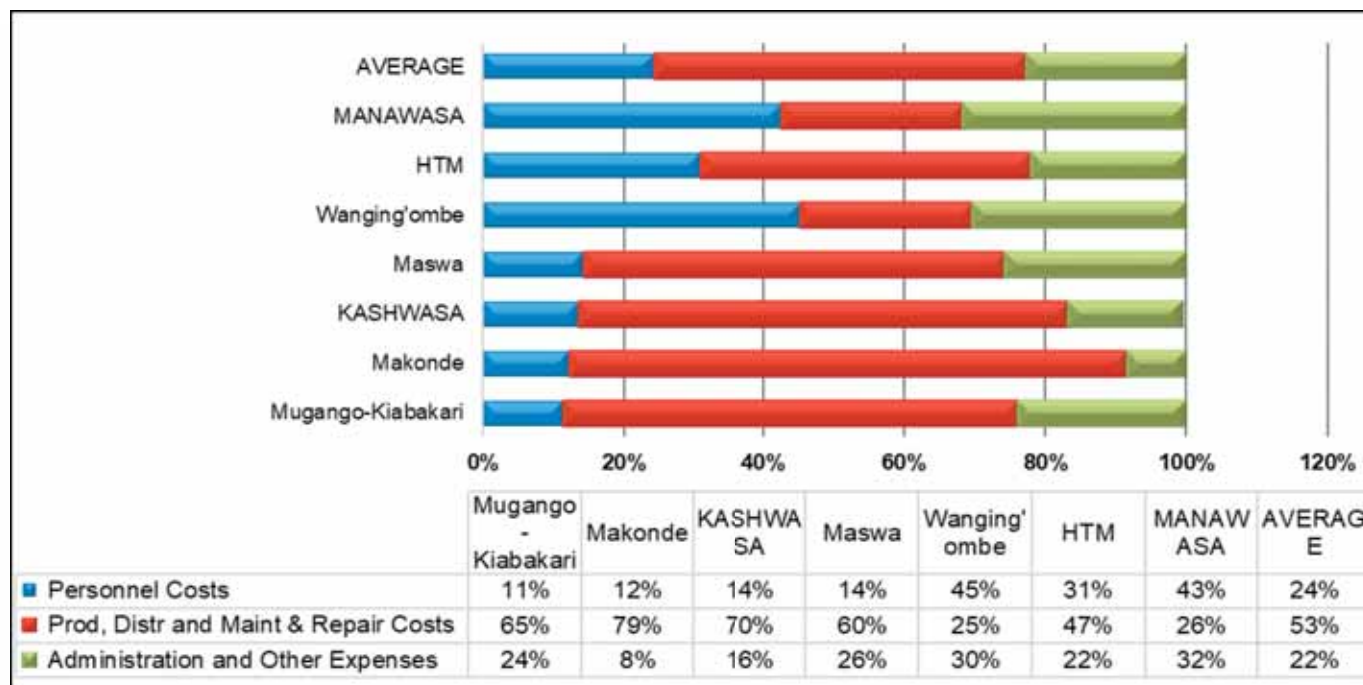


Figure 77: Composition of O&M Cost Excluding Depreciation for NP WSSAs

9.4.2 Depreciation versus Other O&M Costs

Depreciation charges represent an allowance for wear and tear of plant, property and equipment; and amortization of intangible assets. As indicated in Figure 78, on average 26% of operation and maintenance costs incurred by NP WSSAs during FY2021/22 was depreciation expenses. Mugango-Kiabakari WSSA had the highest share of depreciation expenses in its annual expenditure of 56%, whereas Makonde WSSA allowed only 7% of operating expenditure for wear and tear of fixed assets. The share of depreciation charges varied among WSSAs due to differences in asset base and cost structures as shown in Table A3.15 of Appendix 3.

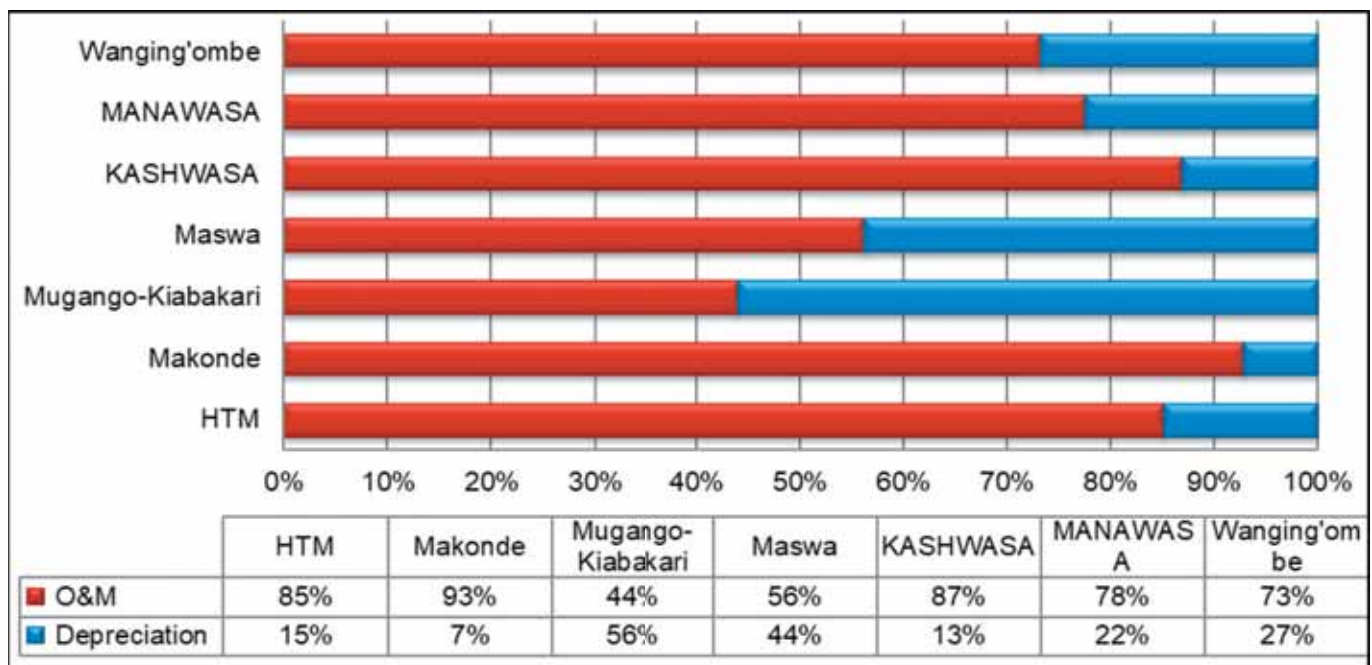


Figure 78: Composition of O&M Costs with Depreciation for NP WSSAs

9.5 Cost Recovery

This section evaluates the extent to which NP WSSAs covered O&M expenses of which two indicators analysed were Working Ratio and Operating Ratio.

9.5.1 Working Ratio

During FY 2021/22, the overall working ratio deteriorated to 1.91 from 1.80 recorded in the previous year. As shown in Figure 79, MANAWASA and KASHWASA had working ratios below 1 in the FY 2021/22. Nonetheless, none of NP WSSAs managed to lower its working ratio below the service level benchmark of 0.67. Maswa WSSA managed to significantly lower its working ratios from 1.6 in FY 2020/21 to 1.1 in FY 2021/22. Makonde WSSA was the least performer of all NP WSSAs with working ratio rising from 2.7 to 3.4 during the year. A worsening working ratio implies inability of the utility to cover operations expenses with operating revenues.

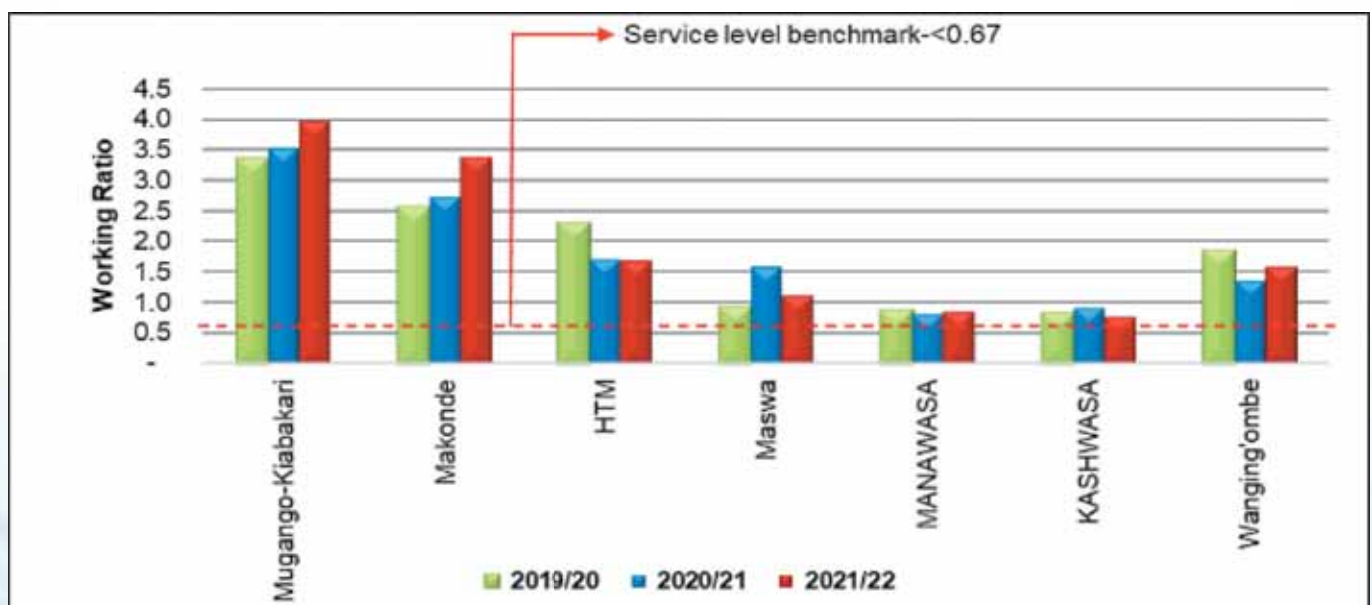


Figure 79: Working Ratio for NP WSSAs

9.5.2 Operating Ratio

During FY 2021/22, overall operating ratio for NP WSSAs increased to 2.96 from 2.75 observed in FY 2020/21. Such a ratio implies that, on average, in the year 2021/22, NP WSSAs could cover only a third of operating costs using operating revenues. None of NP WSSAs managed to reduce operating ratio below the service level benchmark of 0.8. KASHWASA had the best ratio of 0.89 while Mugango-Kiabakari WSSA recorded the worst ratio of 9.0. Figure 80 shows operating ratios for NP WSSAs over the past three years.

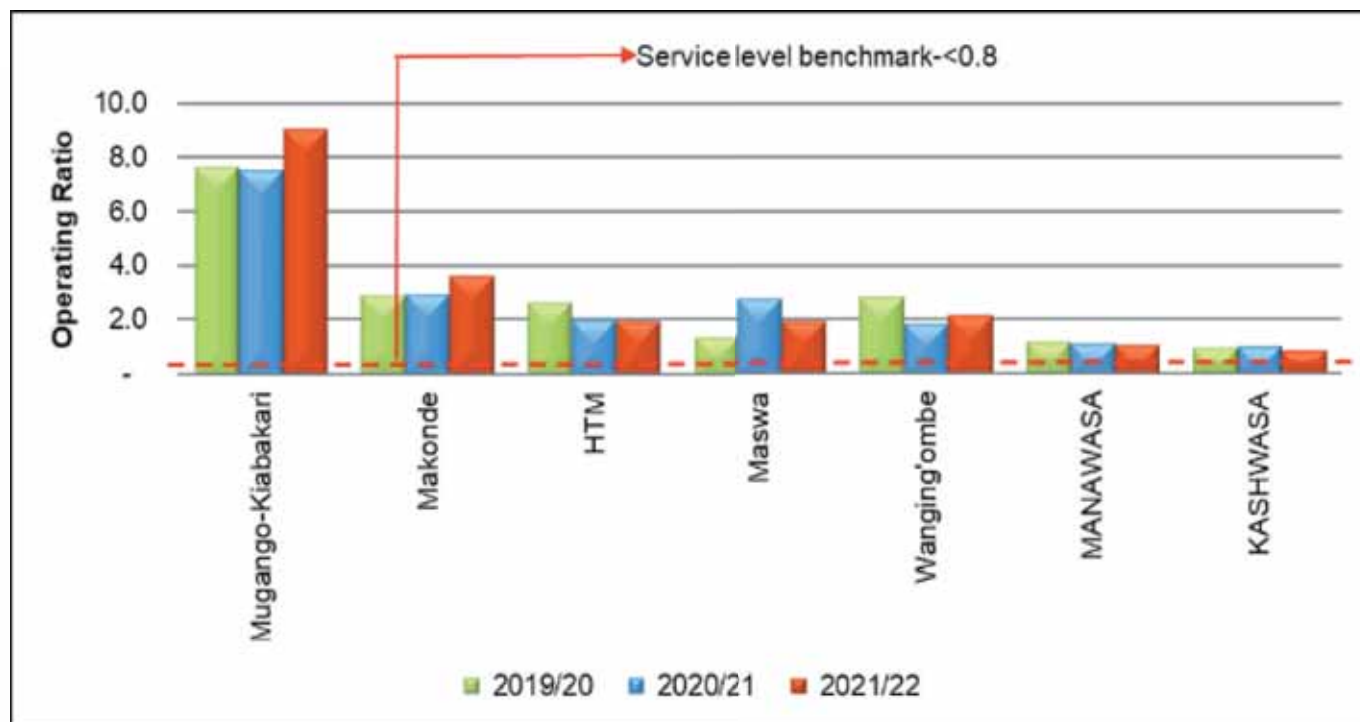


Figure 80: Operating Ratios for NP WSSAs

Generally, as reflected by working and operating ratios, NP WSSAs remained unable to cover operating costs from own revenues. The utilities rely on Government subsidies to settle their dues, especially, payment of electricity bills. Large areas of service and dilapidated infrastructure generally increase costs of service provision while high non-revenue water hampers the ability to generate sufficient revenues. An intensive investment in water infrastructure in areas served by NP WSSAs is required to enhance self-sufficiency among the utilities. Further, there is an apparent need for revision of their modus operandi so as to determine an optimum business model for NP WSSAs.

10.0 COMPLIANCE WITH REGULATORY REQUIREMENTS AND DIRECTIVES

Compliance with regulatory requirements and directives during FY 2021/22 was analysed in terms of implementation of tariff order conditions, regular reporting, remittance of regulatory levy, availability of approved business plan and customer service charter and implementation of the recommendations of Water Utilities Performance Review Report for FY 2020/21.

10.1 Tariff Review and Compliance with Tariff Order Conditions

Overall compliance with tariff conditions among NP WSSAs improved to 45% in FY 2021/22 as compared to 39% in FY 2020/21 and 51% in FY 2019/20. During the year under review, Mugango-Kiabakari and HTM WSSAs had tariff order conditions to fulfil, whereby their compliance levels were 46% and 44.6%, respectively. Details of implementation of tariff order conditions for each NP WSSAs are shown in Appendix 4: Table A4.2.

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. Also, WSSAs are required to submit annual financial and technical reports before 30th September of each year. During FY 2021/22, there was no improvement in the submission of reports, whereas none of the seven NP WSSAs submitted all the required reports timely similar to the FY 2020/21. Appendix 4 presents details on report submission status among the NP WSSAs during FY 2021/22. The status of compliance on reporting requirements for NP WSSAs is analysed from section 10.2.1 to section 10.2.3.

10.2.1 MajiS Reports

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

a) Submission of Monthly MajiS Reports

During the year under review, none of the NP WSSAs submitted all monthly MajiS reports timely as compared to four NP WSSAs in FY 2020/21. Figure 81 presents the overall compliance with NP WSSAs monthly MajiS report submission.

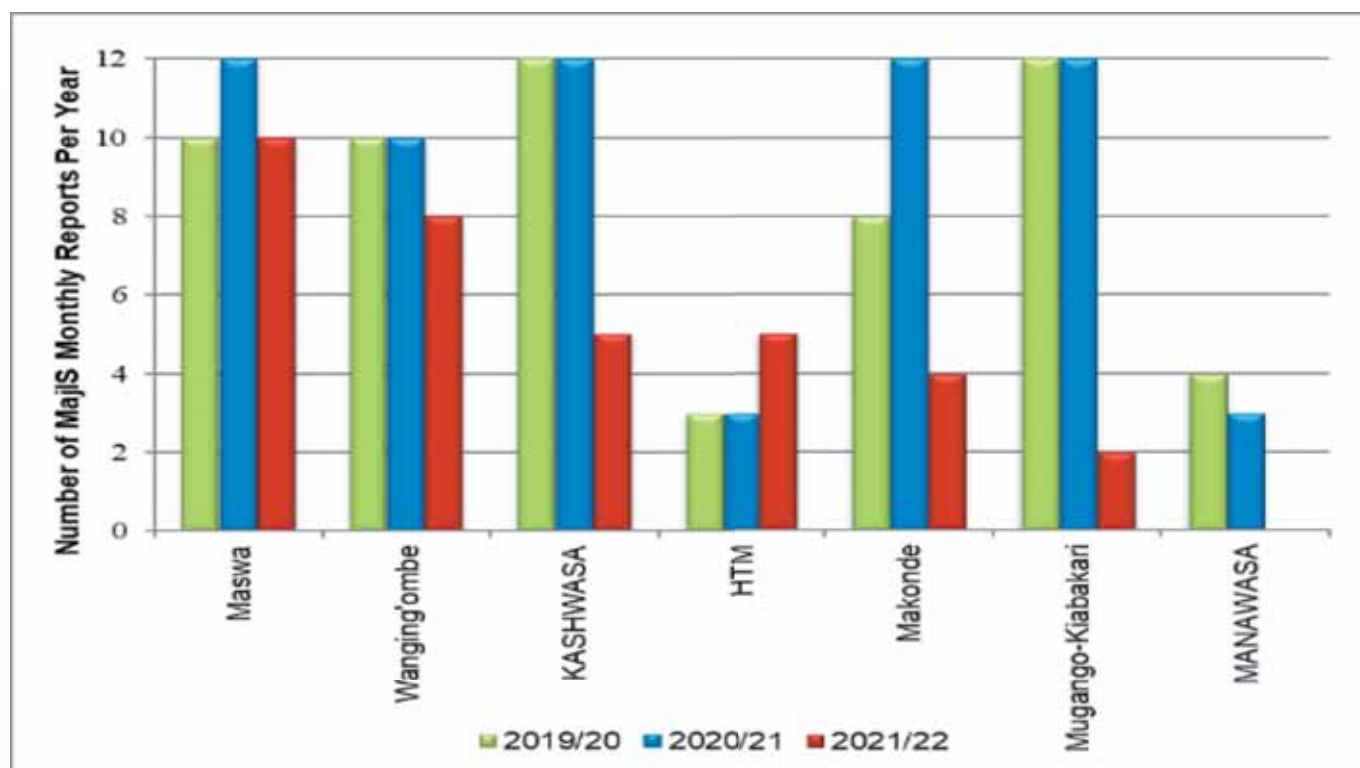


Figure 81: Compliance with NP WSSAs Monthly MajiS Report Submission

b) Submission of Annual MajiS Reports

During FY 2021/22, the compliance of NP WSSAs with timely submission of annual MajiS reports decreased to 43% as compared to 71% and 57% in FY 2020/21 and FY 2019/20, respectively. Three out of seven NP WSSAs submitted annual MajiS reports timely, HTM WSSA was late in submitting its report, while MANAWASA, Mugango-Kiabakari and Wanging'ombe WSSAs did not submit annual MajiS reports. Figure 82 presents a summary of compliance with reports submission.

10.2.2 Annual Technical Reports

NP WSSAs' compliance with timely submission of annual technical reports was 57%, which is similar to FY 2020/21 as shown in Figure 82. However, HTM WSSA submitted late and two WSSAs, namely MANAWASA and Mugango-Kiabakari, did not submit annual technical reports. Appendix 4: Table A4.1(b) summarises report submission status for NP WSSAs.

10.2.3 Annual Financial Reports

During FY 2021/22, compliance with submission of financial reports remained at 86% observed in FY 2020/21 as shown in Figure 82. HTM WSSA and MANAWASA submitted their financial reports late.

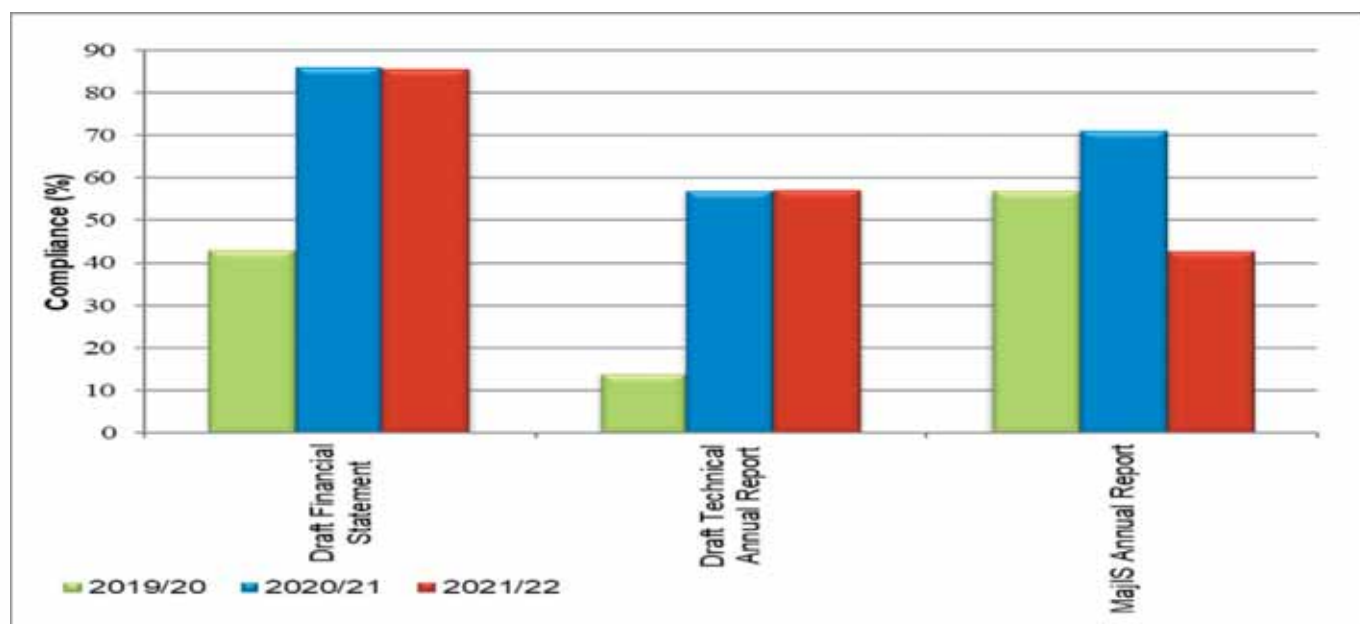


Figure 82: Compliance with Reports Submission

10.3 Management Working Tools

Management working tools was analysed based on the availability of business plans and customer service charters. During FY 2021/22, all NP WSSAs had customer service charters. Among the seven NP WSSAs, only Maswa WSSA had no business plan.

10.4 Remittance of Regulatory Levy

During FY 2021/22, the total amount of levy due for remittance by NP WSSAs was TZS 134,715,919.19 of which a total of TZS 38,213,205.67 was collected. Overall compliance with remittance of regulatory levy decreased to 28% as compared to 54% and 61% in FY 2020/21 and 2019/20, respectively. Further, none of NP WSSAs achieved 100% remittance of regulatory levy for three consecutive years. The major reason for low compliance of remittance of regulatory levy is high account receivables in NP WSSAs. Compliance with remittance of regulatory levy during FY 2021/22 is shown in Figure 83 and Appendix 5 Table A5.1(b).

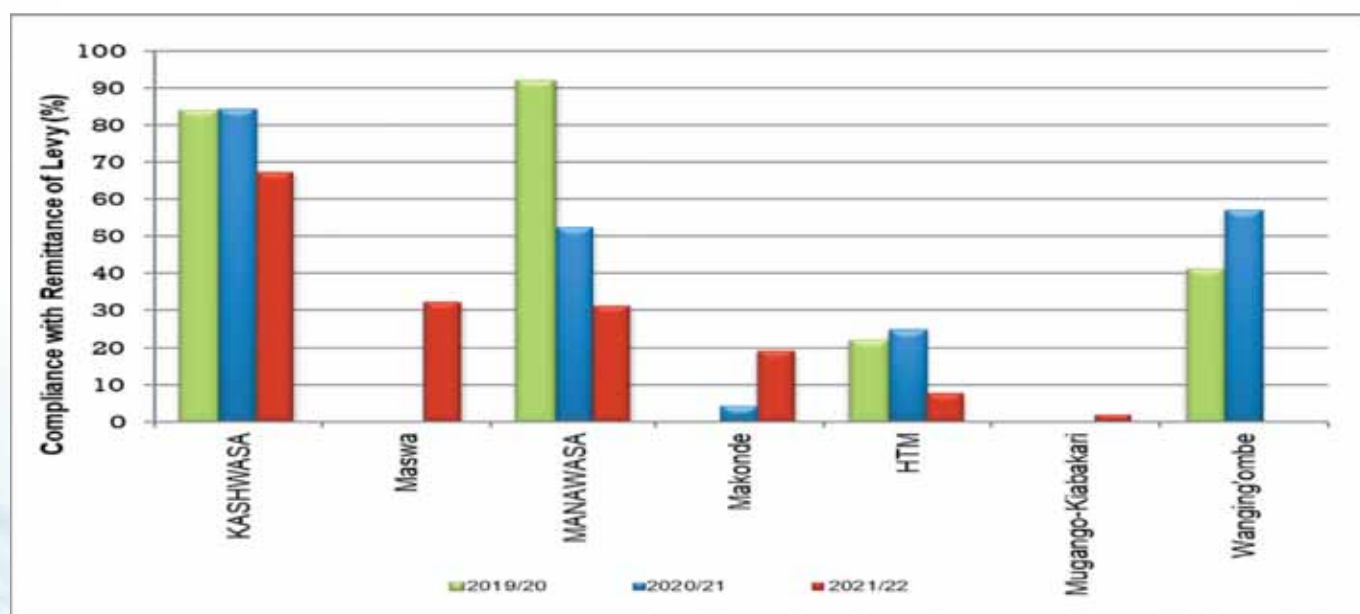


Figure 83: Compliance with Remittance of Regulatory Levy

11.0 PERFORMANCE RANKING

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

11.1 Procedure for Ranking

The overall procedures for the utility ranking for NP WSSAs is similar to the procedure for ranking of Regional WSSAs presented in Chapter 6 of this report with weights in various indicators presented in Table 27.

Table 27: Key Performance Indicator Weights

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

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 28.

Table 28: Compliance to regulatory requirements

Code No.	Regulatory Requirement	Total Score
CRR1	Timely submission of monthly MajiS reports	12
CRR2	Timely submission of draft annual MajiS report	5
CRR3	Timely submission of draft annual report	5
CRR4	Timely submission of draft financial statements	5
CRR5	Payment of regulatory levy	25
CRR6	Presence of approved business plan	10
CRR7	Presence of approved customer service charter	10
CRR8	Submission of final annual report for the previous year	10
CRR9	Availability of Water Quality Monitoring Plan	18

11.2 Classification of Performance Scores

The overall score classification for performance of NP WSSAs is similar to the classification of Regional WSSAs as presented in Table 19 of this Report (section 6.4).

11.3 Results of Performance Ranking

11.3.1 Overall Ranking Results

The overall ranking indicates that KASHWASA was the overall best NP WSSA in the provision of water services after scoring 76 points, which is categorised as Very Good performance. On the other hand, Makonde WSSA was the overall least performer in the provision of water services.

11.3.2 Utility Ranking Results






The utility ranking results show that KASHWASA was the best performer while Maswa WSSA was the least performer.

Table 29 summarises the results on the performance ranking evaluation for NP WSSAs in provision of water supply and sanitation services.

Table 29: Summary of NP WSSAs' Ranking in the Provision of Water Services

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking				Utility Ranking Score			
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2021/22)	Previous Rank 2020/21	Previous Rank 2019/20	Utility Ranking Score	Utility Rank
1	HTM	36.8	13.5	50.3	D	Fair	4	6	3	48.4	5.0
2	KASHWASA	58.0	18.0	76.0	B	Very Good	1	1	1	87.0	1.0
3	Makonde	29.2	13.5	42.7	D	Fair	7	3	6	53.6	4.0
4	MANAWASA	54.5	13.5	68.0	C	Good	2	2	2	63.5	3.0
5	Maswa	32.9	12.3	45.2	D	Fair	6	7	7	10.0	7.0
6	Mugango-Kiabakari	32.7	14.1	46.8	D	Fair	5	4	4	28.0	6.0
7	Wanging'ombe	36.7	17.4	54.1	D	Fair	3	5	5	65.7	2.0

Table 30: 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

PART III:

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 2020/21 report. The report recommended the following key issues:

- (a) NP WSSAs to develop and implement strategies to increase operating revenue, including the use of appropriate tariff by June 2023;
- (b) RNP WSSAs to continue implementing and developing 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) NP WSSAs to ensure that water supplied to customers is adequately treated;
- (e) 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 2023. WSSAs and LGAs to partner with the private sector to improve faecal sludge emptying and transportation facilities; and
- (f) 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.

Generally, implementation of the recommendations issued in the Water Utilities Performance Review Report for the FY 2020/21 was satisfactory as presented in Appendix 6 of this report.

PART IV:

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 30 presents the major key observed issues, recommended measures and the responsible entity for addressing the observed issue.

Table 31: Key Observations and Recommendations

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
1.	Low residual chlorine compliance level	The trend on residual chlorine compliance level suggests that chlorination process is not properly performed. According to tests conducted by EWURA, residual chlorine compliance level during FY 2021/22 worsened to 35% and 3% for Regional and NP WSSAs, respectively	WSSAs should implement measures to ensure improvement in residual chlorine compliance level. The measures include, among others, ensure water is disinfected prior to supply to customers, establishment of points for control and optimisation of chlorination process, ensure use of regularly calibrated residual chlorine testing kits as well as ensuring that skilled personnel are involved in implementing chlorination process	Continuous	Managing Directors of Regional and National Project WSSAs
2.	Low effluent BOD and COD compliance level	There has been significant low effluent BOD and COD compliance level among RNP WSSAs. According to tests conducted by EWURA effluent BOD and COD compliance level was 46% during FY 2021/22	RNP WSSAs should implement measures to ensure improvement in BOD and COD compliance level. The measures include, rehabilitation and expansion of existing faecal sludge and wastewater treatment facilities to cope with increasing wastewater generation as well as enforcement of pre-treatment of industrial effluent to the treatment facilities	Continuous	Managing Directors of Regional and National Project WSSAs

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
3.	High NRW	Among 33 RNP WSSAs, only three attained the NRW service level benchmark of below 20%	RNP WSSAs should implement measures to ensure that NRW is within the service level benchmark of below 20%. Among others, the measures include, developing and implementing NRW reduction strategies prepared according to EWURA Guidelines for Development of NRW Reduction Strategies for WSSAs, 2021.	Continuous	Managing Directors of Regional and National Project WSSAs
4.	Inadequate provision of sanitation services	Among 33 RNP WSSAs, only 11 have sewerage network which serves only 13% of total population. Also, only 18 RNP WSSAs have sewage and/or faecal sludge treatment facilities	RNP WSSAs should design and implement inclusive urban sanitation programmes which include sewered and non-sewered solutions. Among others, RNP WSSAs should implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020.	June 2024	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 service chain	Continuous	

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
5.	Insufficient water production	Regional WSSAs' water production meets only 52% of water demand while for NP WSSAs the ratio is only 55%	MoW is advised to ensure the strategy to utilise the available major water bodies through developing inter and intra basin water transfer infrastructures to solve water supply challenges in the country as provided in the Water Sector Development Programme, Phase Three (FY 2022/23 to FY 2025/26) is timely implemented	June 2026	MoW
			Regional WSSAs are required to include in their business plans strategies for effective utilisation of the existing water sources, development of new water sources and protection and conservation of water sources	Continuous	Managing Directors of the Regional WSSAs
6.	Inability to recover operational costs	Analysis of revenues and expenditures shows that generally RNP WSSAs are unable to recover their operational costs. Some WSSAs rely on Government subsidies to settle their dues, especially, payment of electricity bills. For NP WSSAs, limited number of customers scattered in large areas of service and dilapidated infrastructure generally increase costs of service provision while high non-revenue water hampers their ability to generate sufficient revenues.	RNP WSSAs should develop and implement strategies to increase operating revenues. This includes, use of appropriate tariff, increase service coverage and improving operational efficiency	Continuous	Managing Directors of Regional and National Project WSSAs
			An intensive investment in water infrastructure in areas served by NP WSSAs is required to enhance self-sufficiency among the utilities. Further, there is an apparent need for revision of modus operandi for NP WSSAs so as to determine an optimum business model for the utilities.	June 2026	MoW

RNP WSSAs are expected to implement recommendations provided in Table 30. It is envisaged that implementation of the recommendations will result in improvement in provision of water supply and sanitation services.

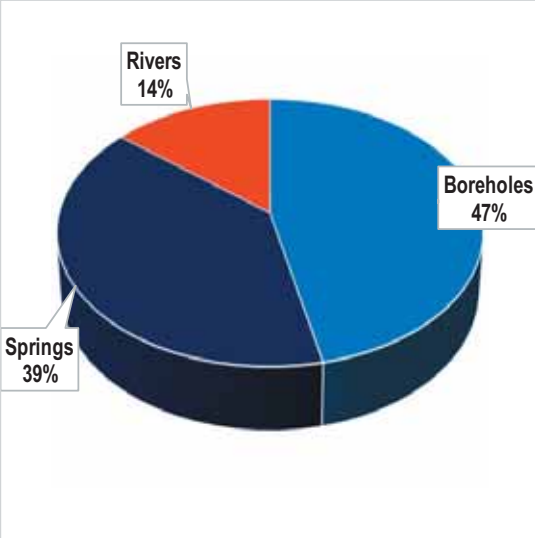
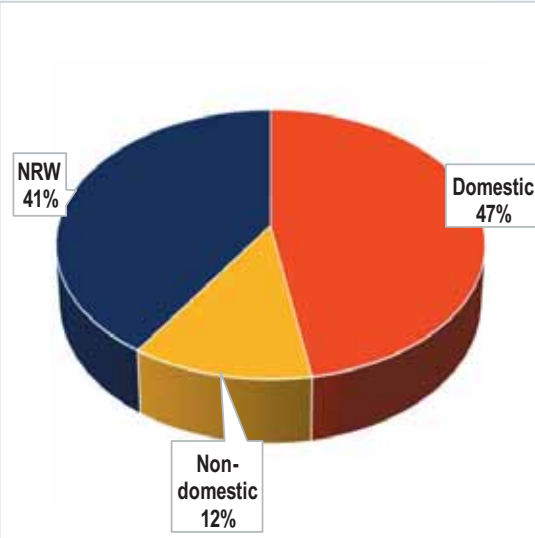
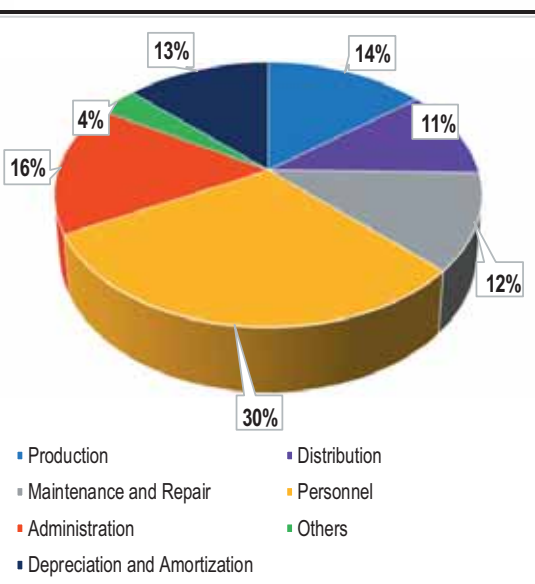
APPENDICES

APPENDIX 1:

WSSAs PROFILES REGIONAL WSSAs PROFILES

CATEGORY A REGIONAL WSSAs PROFILES

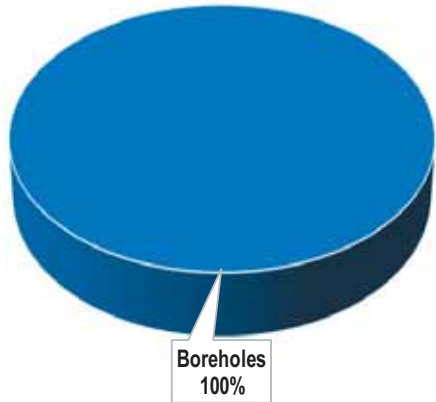
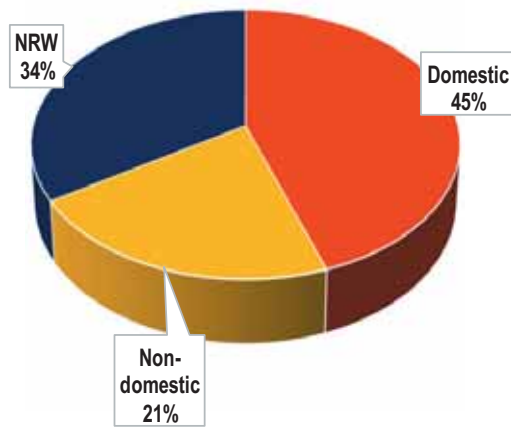
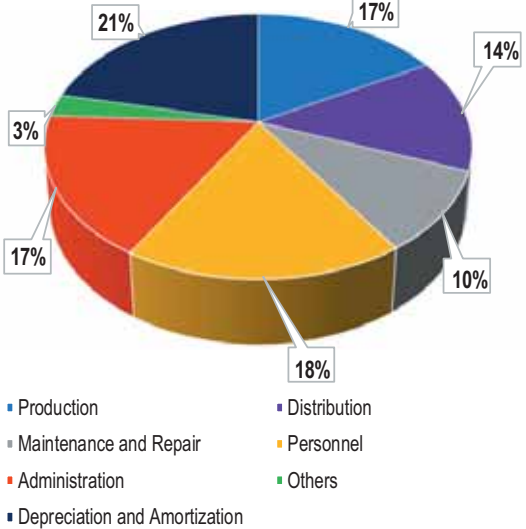
ARUSHA WSSA PROFILE							2021/22											
EWURA LICENSE No: WSSSL/02/2020																		
General Description about the Utility	Arusha WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Arusha City, Usa River, Ngaramtoni Loliondo and Monduli towns. Arusha WSSA is classified as Category A, its area of responsibility has total population of 889,976 people. The Utility draws water from three types of water sources; rivers, springs and boreholes. Total Length of Water Network is 1,704 km , daily water demand is 127,043 cubic meters while, daily production is 54,927 cubic meters. The installed water production capacity is 103,633 cubic meters/day and storage capacity is 49,920 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 5 cesspit emptier truck. It is estimated that 36% of the total households in the service area have septic tanks while 60% have latrines.																	
General Data About the Utility	Total water connections	94,044																
	Total active connections	84,436																
	Total domestic connections	86,484																
	Total operational kiosk	544																
	Total sewerage connections	9,235																
	Metering ratio (%)	100																
	NRW (%)	41																
	Number of staff	407																
	Staffs per 1000 connections	4																
	Average service hours	19																
	Sewerage coverage (%)	26																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>TZS/m³</td><td>1,330-1,810</td><td>1,510</td><td>1,930</td><td>2,560</td><td>1,000</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,330-1,810	1,510	1,930	2,560	1,000
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk												
	TZS/m ³	1,330-1,810	1,510	1,930	2,560	1,000												
Note : (i) The average tariff was TZS 1,759 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st December 2018																		
Priorities	1. Increase Production of water to meet demand; 2. Strengthen the culture of staff commitment to satisfy customers/clients throughout the organization. 3. Proactively design and implement strategy for reducing NRW. 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 5. Continue to mobilize resources for raising service coverage for both water supply and sewerage especially in small towns.																	
Consumer Service	The utility has an average monthly consumption of 8 cubic meters per day per domestic connection, with per capita consumption of 38 lts/day.The overall water quality compliance with TBS set standards was 85% for E. coli and 87% for turbidity. There were 9,319 customer complaints reported of which 4% were related to billing. The total number of complaints per 1000 connections was 99.																	
Performance Highlights	Arusha WSSA provides direct water supply to 76% people in its service area. The population living in area with water network was 76%, the operating ratio was 0.9 and accounts receivable period was 3.1 months. The collection efficiency with arrears was 93.1% and current ratio stood at 2.7.																	

ARUSHA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/02/2020			
Distribution of Water Sources	Description		cubic meters
	Boreholes		9,329,570
	Springs		7,897,523
	Dams		-
	Lakes		-
	Rivers		2,821,247
	Total water Abstracted		20,048,340
	Total water Produced		20,048,340
			
	Annual Water Use and its Revenue	Description	
Total billed		11,886,961	
Domestic		9,484,150	
Non-domestic		2,402,812	
NRW		8,161,379	
Total water produced		20,048,340	
Distribution of Revenue			
Description		TZS	%
Domestic bill		14,354,043,054	78%
Non Domestic Bill		4,126,985,367	22%
Total water billed		18,481,028,421	
			
Financial Performance	Income and Expenditure		TZS
	Description		
	Operating income from water and sewerage services		19,569,080,661
	Government /Donor Grants		-
	Amortized Grants		-
	Other income		4,737,012,655
	TOTAL ANNUAL INCOME		24,306,093,316
	Water Production Expenses		3,282,838,669
	Water distribution Expenses		2,488,166,701
	Maintenance and Repair		2,668,023,804
	Personnel Expenses		6,892,731,771
	Administration Expenses		3,659,865,772
	Other O & M Expenses		797,747,743
	Total O & M		19,789,374,459
Depreciation and Amortization		2,968,871,295	
TOTAL ANNUAL EXPENDITURE		22,758,245,754	
Surplus		1,547,847,562	
			

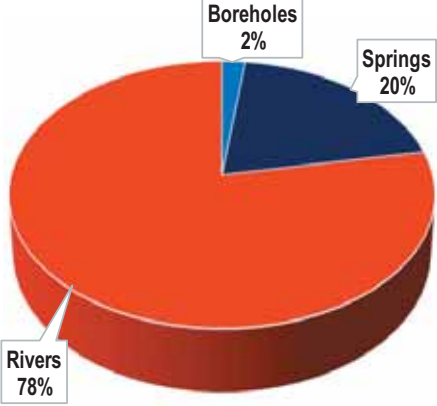
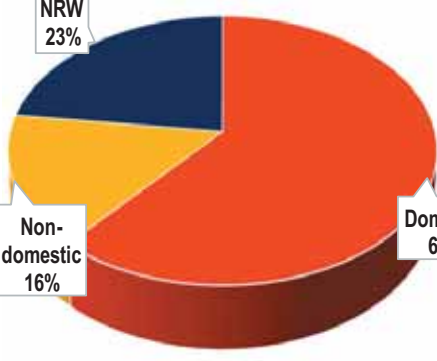
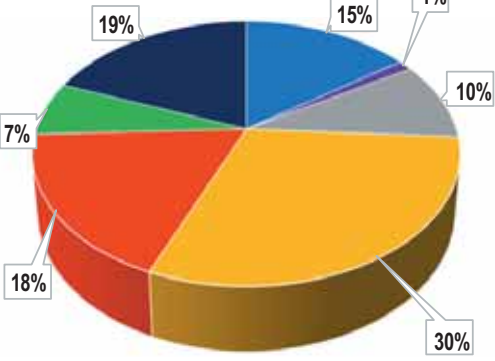
DAWASA PROFILE							2021/22											
EWURA LICENSE No: WSSSL/01/2021																		
General Description about the Utility	DAWASA is a fully autonomous public water utility licensed to provide water supply and sanitation services in City of Dar es Salaam, towns in Coast Region namely Kibaha, Bagamoyo, 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 total population of 8,174,991 people. The Utility draws water from three rivers (Ruvu, Wami and Kizinga) . Total Length of Water Network is 4,999 km , daily water demand is 705,804 cubic meters while, daily production is 386,569 cubic meters. 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.																	
General Data About the Utility	Total water connections	370,982																
	Total active connections	370,982																
	Total domestic connections	358,762																
	Total operational kiosk	848																
	Total sewerage connections	19,203																
	Metering ratio (%)	100																
	NRW (%)	39																
	Number of staff	1,552																
	Staffs per 1000 connections	4																
	Average service hours	20																
	Sewerage coverage (%)	10																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>TZS/m³</td><td>1,663</td><td>1,663</td><td>1,663</td><td>1,663</td><td>1,106</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,663	1,663	1,663	1,663	1,106
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk												
	TZS/m ³	1,663	1,663	1,663	1,663	1,106												
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																		
Priorities	1. NRW Reduction 2. Improve sanitation service 3. Capacity building to staff																	
Consumer Service	The utility has an average monthly consumption of 15 cubic meters per day per domestic connection, with per capita consumption of 26 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 98% for turbidity. There were 293,469 customer complaints reported of which 2% were related to billing. The total number of complaints per 1000 connections was 791.																	
Performance Highlights	DAWASA provides direct water supply to 83% people in its service area. The population living in area with water network was 89%, the operating ratio was 1.1 and accounts receivable period was 5.5 months. The collection efficiency with arrears was 95.6% and current ratio stood at 0.9.																	

DAWASA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/01/2021			
Distribution of Water Sources	Description	cubic meters	<p>Boreholes 3%</p> <p>Rivers 97%</p>
	Boreholes	4,898,446	
	Springs	-	
	Dams	-	
	Lakes	-	
	Rivers	149,011,647	
	Total water Abstracted	153,910,093	
	Total water Produced	141,097,720	
Annual Water Use and its Revenue	Description	cubic meters	<p>Domestic 46%</p> <p>NRW 39%</p> <p>Non-domestic 15%</p>
	Total billed	85,760,159	
	Domestic	65,355,172	
	Non-domestic	20,404,987	
	NRW	55,337,561	
	Total water produced	141,097,720	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	104,164,828,784	
Financial Performance	Non Domestic Bill	33,956,161,367	<p>Production 32%</p> <p>Distribution 25%</p> <p>Maintenance and Repair 15%</p> <p>Personnel 15%</p> <p>Administration 5%</p> <p>Depreciation and Amortization 5%</p> <p>Others 3%</p>
	Total water billed	138,120,990,151	
	Income and Expenditure	TZS	
	Description		
	Operating income from water and sewerage services	135,326,795,000	
	Government /Donor Grants	-	
	Amortized Grants	96,869,632,219	
	Other income	11,069,663,693	
	TOTAL ANNUAL INCOME	243,266,090,911	
	Water Production Expenses	41,640,091,962	
	Water distribution Expenses	8,793,816,000	
	Maintenance and Repair	8,285,238,000	
	Personnel Expenses	52,856,991,000	
	Administration Expenses	24,292,448,949	
	Other O & M Expenses	4,708,383,877	
	Total O & M	140,576,969,788	
	Depreciation and Amortization	23,981,668,000	
	TOTAL ANNUAL EXPENDITURE	164,558,637,788	
	Surplus	78,707,453,124	

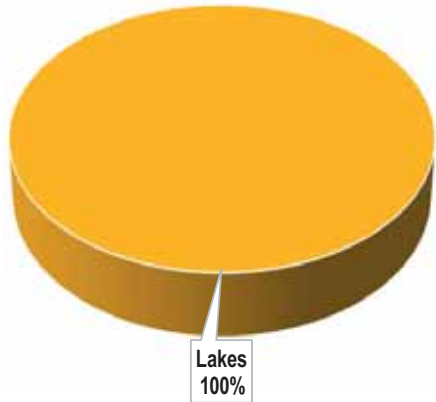
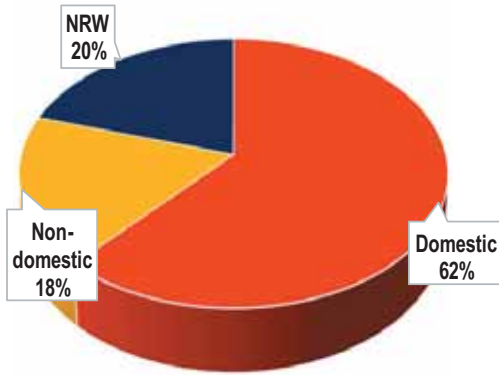
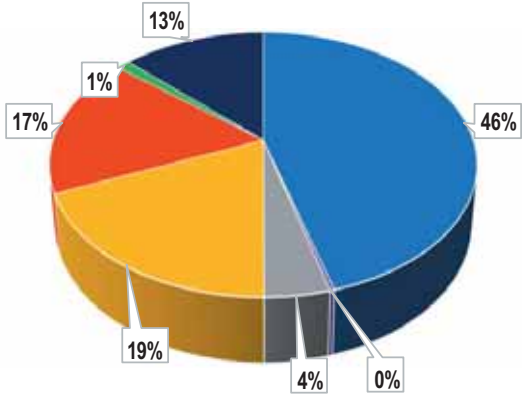
DODOMA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/01/2020							
General Description about the Utility	Dodoma WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Dodoma City, Chamwino, Kongwa and Bahi towns. Dodoma WSSA is classified as Category A, its area of responsibility has total population of 775,799 people. 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 860 km , daily water demand is 133,845 cubic meters while, daily production is 67,100 cubic meters. The installed water production capacity is 67,100 cubic meters/day and storage capacity is 97,500 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 58% of the total households in the service area have septic tanks while 26% have latrines.						
General Data About the Utility	Total water connections	65,961					
	Total active connections	65,961					
	Total domestic connections	61,481					
	Total operational kiosk	332					
	Total sewerage connections	6,016					
	Metering ratio (%)	100					
	NRW (%)	34					
	Number of staff	226					
	Staffs per 1000 connections	3					
	Average service hours	13					
	Sewerage coverage (%)	20					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,170-1,230	1,620	1,660	1,660	1,200	
	Note : (i) The average tariff was TZS 1,397 per cubic meters (ii) The charge at water kiosks is TZS 24 per 20 litres (ii) Effective date of tariff was 1st June 2019						
Priorities	1. Secure additional water sources 2. Reduction of Non-Revenue Water 3. Tariff review and tariff order operationalisation enforcement						
Consumer Service	The utility has an average monthly consumption of 12 cubic meters per day per domestic connection, with per capita consumption of 58 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 10,987 customer complaints reported of which 5% were related to billing. The total number of complaints per 1000 connections was 167.						
Performance Highlights	Dodoma WSSA provides direct water supply to 86% people in its service area. The population living in area with water network was 85%, the operating ratio was 1.4 and accounts receivable period was 3.4 months. The collection efficiency with arrears was 98.% and current ratio stood at 3.7.						

DODOMA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/01/2020			
Distribution of Water Sources	Description		cubic meters
	Boreholes		25,073,626
	Springs		-
	Dams		-
	Lakes		-
	Rivers		-
	Total water Abstracted		25,073,626
	Total water Produced		21,265,094
	 <p>Boreholes 100%</p>		
Annual Water Use and its Revenue	Description		cubic meters
	Total billed		14,059,199
	Domestic		9,490,034
	Non-domestic		4,569,165
	NRW		7,205,894
	Total water produced		21,265,094
	Distribution of Revenue		
	Description	TZS	%
	Domestic bill	12,279,779,410	59%
	Non Domestic Bill	8,542,154,400	41%
	Total water billed		20,821,933,810
	 <p>Domestic 45% NRW 34% Non-domestic 21%</p>		
Financial Performance	Income and Expenditure		TZS
	Description		
	Operating income from water and sewerage services		19,953,572,861
	Government /Donor Grants		9,633,480,720
	Amortized Grants		-
	Other income		4,246,239,261
	TOTAL ANNUAL INCOME		33,833,292,843
	Water Production Expenses		5,685,003,156
	Water distribution Expenses		4,685,558,659
	Maintenance and Repair		3,301,299,648
	Personnel Expenses		6,017,842,749
	Administration Expenses		5,788,284,856
	Other O & M Expenses		921,122,151
	Total O & M		26,399,111,220
	Depreciation and Amortization		7,220,371,949
	TOTAL ANNUAL EXPENDITURE		33,619,483,169
	Surplus		213,809,674
	 <p>Production 21% Distribution 17% Maintenance and Repair 14% Personnel 18% Administration 10% Depreciation and Amortization 3% Others 17%</p>		

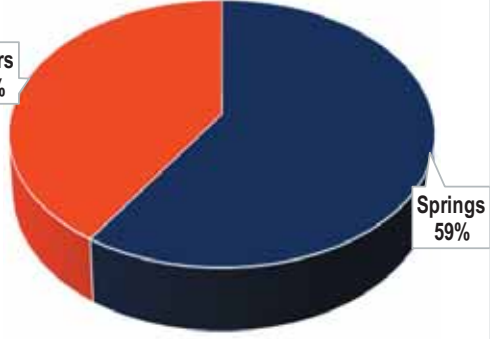
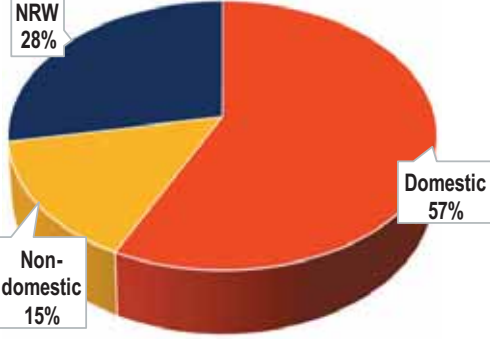
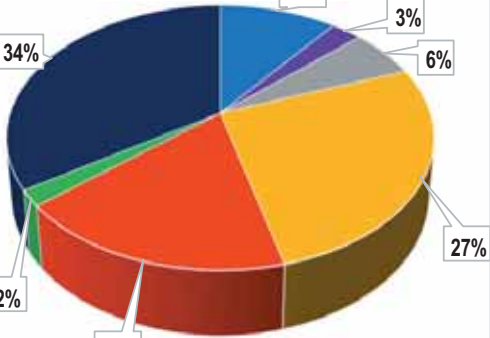
IRINGA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/03/2020							
General Description about the Utility	Iringa WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Iringa Municipality. Iringa WSSA is classified as Category A, its area of responsibility has total population of 268,959 people. The Utility draws water from surface and ground water sources (river and spring), ground water and Kibwabwa borehole. Total Length of Water Network is 1,104 km , daily water demand is 21,466 cubic meters while, daily production is 15,649 cubic meters. The installed water production capacity is 33,240 cubic meters/day and storage capacity is 10,342 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 2 cesspit emptier truck. It is estimated that 35% of the total households in the service area have septic tanks while 60% have latrines.						
General Data About the Utility	Total water connections	37,666					
	Total active connections	34,354					
	Total domestic connections	35,936					
	Total operational kiosk	318					
	Total sewerage connections	2,435					
	Metering ratio (%)	100					
	NRW (%)	23					
	Number of staff	142					
	Staffs per 1000 connections	4					
	Average service hours	24					
	Sewerage coverage (%)	18					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,830-2,210	1,780-2,210	1,690	1,910	1,000	
	Note : (i) The average tariff was TZS 2,100 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st May 2019						
Priorities	1. Non revenue water reduction 2. Water supply improvement at Ilula and Kilolo zones 3. Improvement of sanitation services through construction of new waste water stabilization ponds at Nduli ward Kipululu area 4. Development and construction of new intake, treatment plant and transmission line through Mtitu river 5. Explore new technologies including installation of prepaid water meters.						
Consumer Service	The utility has an average monthly consumption of 8 cubic meters per day per domestic connection, with per capita consumption of 37 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 90% for turbidity. There were 7,661 customer complaints reported of which 0% were related to billing. The total number of complaints per 1000 connections was 203.						
Performance Highlights	Iringa WSSA provides direct water supply to 95% people in its service area. The population living in area with water network was 98%, the operating ratio was 1 and accounts receivable period was 1.4 months. The collection efficiency with arrears was 97.% and current ratio stood at 2.3.						

IRINGA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/03/2020			
Distribution of Water Sources	Description	cubic meters	
	Boreholes	150,900	
	Springs	1,496,376	
	Dams	-	
	Lakes	-	
	Rivers	5,805,628	
	Total water Abstracted	7,452,904	
	Total water Produced	5,712,001	
Annual Water Use and its Revenue	Description	cubic meters	
	Total billed	4,398,241	
	Domestic	3,499,363	
	Non-domestic	898,877	
	NRW	1,313,760	
	Total water produced	5,712,001	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	6,701,032,624	
	Non Domestic Bill	1,571,847,159	
	Total water billed	8,272,879,782	
Financial Performance	Income and Expenditure	TZS	
	Description		
	Operating income from water and sewerage services	9,002,647,714	
	Government /Donor Grants	871,547,371	
	Amortized Grants	-	
	Other income	594,857,984	
	TOTAL ANNUAL INCOME	10,469,053,069	
	Water Production Expenses	1,436,139,763	
	Water distribution Expenses	120,705,010	
	Maintenance and Repair	913,132,621	
	Personnel Expenses	2,881,563,612	
	Administration Expenses	1,724,738,758	
	Other O & M Expenses	629,742,219	
	Total O & M	7,706,021,983	
	Depreciation and Amortization	1,810,227,794	
	TOTAL ANNUAL EXPENDITURE	9,516,249,777	
	Surplus	952,803,292	

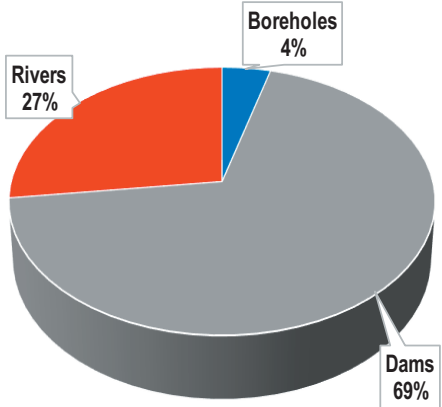
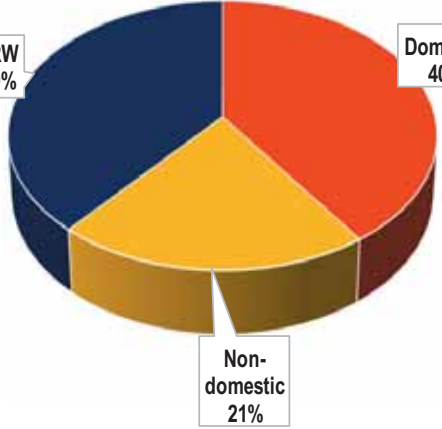
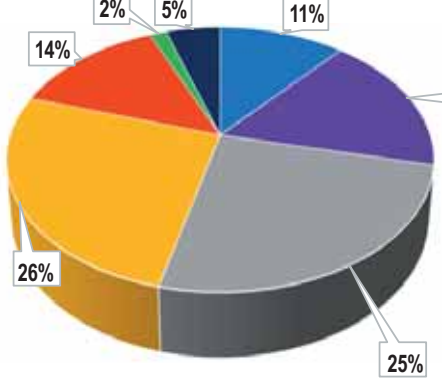
KAHAMA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/66/2012							
General Description about the Utility	Kahama WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Kahama Town. Kahama WSSA is classified as Category A, its area of responsibility has total population of 234,666 people. The Utility draws water from KASHWASA through bulk water purchase . Total Length of Water Network is 453 km , daily water demand is 17,000 cubic meters while, daily production is 13,131 cubic meters. The installed water production capacity is 26,000 cubic meters/day and storage capacity is 21,050 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 2 cesspit emptier truck. It is estimated that 55% of the total households in the service area have septic tanks while 45% have latrines.						
General Data About the Utility	Total water connections	25,947					
	Total active connections	24,780					
	Total domestic connections	24,178					
	Total operational kiosk	130					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	20					
	Number of staff	62					
	Staffs per 1000 connections	2					
	Average service hours	24					
	Sewerage coverage (%)	-					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,888	2,320	2,450	2,601	2,000	
	Note : (i) The average tariff was TZS 2,192 per cubic meters (ii) The charge at water kiosks is TZS 40 per 20 litres (ii) Effective date of tariff was 1st January, 2019						
Priorities	1. Reduction of NRW to acceptable standards 2. Replacement of under registering water meters 3. Extension of water network 4. Acquire an alternative water source for Kahama Municipality 5. Improve revenue collection efficiency to 95% or above						
Consumer Service	The utility has an average monthly consumption of 9 cubic meters per day per domestic connection, with per capita consumption of 45 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 338 customer complaints reported of which 7% were related to billing. The total number of complaints per 1000 connections was 13.						
Performance Highlights	Kahama WSSA provides direct water supply to 85% people in its service area. The population living in area with water network was 85%, the operating ratio was 1.2 and accounts receivable period was 1.8 months. The collection efficiency with arrears was 96.3% and current ratio stood at 2.2.						

KAHAMA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/66/2012			
Distribution of Water Sources	Description	cubic meters	 <p>Lakes 100%</p>
	Boreholes	-	
	Springs	-	
	Dams	-	
	Lakes	4,792,959	
	Rivers	-	
	Total water Abstracted	4,792,959	
	Total water Produced	4,792,959	
Annual Water Use and its Revenue	Description	cubic meters	 <p>Domestic 62% NRW 20% Non-domestic 18%</p>
	Total billed	3,819,884	
	Domestic	2,957,423	
	Non-domestic	862,460	
	NRW	973,076	
	Total water produced	4,792,959	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	7,799,854,646	
	Non Domestic Bill	-	
	Total water billed	7,799,854,646	
Financial Performance	Income and Expenditure	TZS	 <p>Production 46% Maintenance and Repair 19% Distribution 17% Personnel 13% Administration 1% Depreciation and Amortization 4% Others 0%</p>
	Description		
	Operating income from water and sewerage services	7,722,628,362	
	Government /Donor Grants	11,288,696,550	
	Amortized Grants	-	
	Other income	315,643,503	
	TOTAL ANNUAL INCOME	19,326,968,415	
	Water Production Expenses	4,345,916,455	
	Water distribution Expenses	24,800,000	
	Maintenance and Repair	397,842,028	
	Personnel Expenses	1,784,256,293	
	Administration Expenses	1,649,980,120	
	Other O & M Expenses	112,706,766	
	Total O & M	8,315,501,662	
	Depreciation and Amortization	1,231,854,661	
	TOTAL ANNUAL EXPENDITURE	9,547,356,323	
	Surplus	9,779,612,092	

MBEYA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/01/2021							
General Description about the Utility	Mbeya WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Mbeya City and Mbalizi area. Mbeya WSSA is classified as Category A, its area of responsibility has total population of 870,000 people. The Utility draws water from surface (River) and groundwater sources (spring). Total Length of Water Network is 956 km , daily water demand is 90,000 cubic meters while, daily production is 53,554 cubic meters. The installed water production capacity is 66,500 cubic meters/day and storage capacity is 23,550 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 26% of the total households in the service area have septic tanks while 72% have latrines.						
General Data About the Utility	Total water connections	81,743					
	Total active connections	81,726					
	Total domestic connections	78,939					
	Total operational kiosk	223					
	Total sewerage connections	2,816					
	Metering ratio (%)	100					
	NRW (%)	28					
	Number of staff	210					
	Staffs per 1000 connections	2					
	Average service hours	19					
	Sewerage coverage (%)	14					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,100 – 1,300	1,500 – 1,700	1,500 – 1,700	1,700 – 1,900	1,000	
	Note : (i) The average tariff was TZS 1,210 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st December 2018						
Priorities	1. Increase in water production 2. Extension of sewer network 3. Extension of water network 4. Rehabilitation of existing infrastructure (old) 5. Construction of new sewerage ponds at Mbalizi Zone						
Consumer Service	The utility has an average monthly consumption of 10 cubic meters per day per domestic connection, with per capita consumption of 37 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 10,215 customer complaints reported of which 7% were related to billing. The total number of complaints per 1000 connections was 125.						
Performance Highlights	Mbeya WSSA provides direct water supply to 80% people in its service area. The population living in area with water network was 91%, the operating ratio was 1.3 and accounts receivable period was 3.5 months. The collection efficiency with arrears was 89.8% and current ratio stood at 0.9.						

MBEYA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/01/2021			
Distribution of Water Sources	Description	cubic meters	
	Boreholes	-	
	Springs	11,682,238	
	Dams	-	
	Lakes	-	
	Rivers	8,041,177	
	Total water Abstracted	19,723,415	
	Total water Produced	16,972,530	
Annual Water Use and its Revenue	Description	cubic meters	
	Total billed	12,220,619	
	Domestic	9,720,619	
	Non-domestic	2,500,000	
	NRW	4,751,911	
	Total water produced	16,972,530	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	8,678,503,598	
	Non Domestic Bill	3,677,804,508	
	Total water billed	12,356,308,106	
Financial Performance	Income and Expenditure	TZS	
	Description		
	Operating income from water and sewerage services	13,458,128,648	
	Government /Donor Grants	2,386,218,053	
	Amortized Grants	-	
	Other income	625,266,483	
	TOTAL ANNUAL INCOME	16,469,613,185	
	Water Production Expenses	1,997,404,514	
	Water distribution Expenses	517,516,028	
	Maintenance and Repair	1,128,439,638	
	Personnel Expenses	5,018,523,432	
	Administration Expenses	3,385,661,154	
	Other O & M Expenses	363,891,166	
	Total O & M	12,411,435,931	
	Depreciation and Amortization	6,434,075,478	
	TOTAL ANNUAL EXPENDITURE	18,845,511,409	
	Deficit	-	
		2,375,898,224	

MOROGORO WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/09/2022							
General Description about the Utility	Morogoro WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Morogoro Municipality. Morogoro WSSA is classified as Category A, its area of responsibility has total population of 524,474 people. The Utility draws water from surface gravity sources (Mambogo, Vituli, Mgoole, Kibwe and Kigurunyembe) as well as Mindu dam. Total Length of Water Network is 626 km , daily water demand is 72,600 cubic meters while, daily production is 32,687 cubic meters. The installed water production capacity is 37,301 cubic meters/day and storage capacity is 15,848 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 48% of the total households in the service area have septic tanks while 50% have latrines.						
General Data About the Utility	Total water connections	40,633					
	Total active connections	33,893					
	Total domestic connections	37,567					
	Total operational kiosk	287					
	Total sewerage connections	2,370					
	Metering ratio (%)	100					
	NRW (%)	39					
	Number of staff	186					
	Staffs per 1000 connections	4					
	Average service hours	12					
	Sewerage coverage (%)	4					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,070	1,265	1,495	1,905	1,000	
	Note : (i) The average tariff was TZS 1,800 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st June 2016						
Priorities	1. To increase production of clear and safe water 2. To increase access to sewerage services 3. To improve working environment by constructing office buildings 4. Conservation of Ngerengere catchment for the sustainability of Mindu dam and other sources 5. Human resources strengthening and capacity building						
Consumer Service	The utility has an average monthly consumption of 10 cubic meters per day per domestic connection, with per capita consumption of 34 lts/day.The overall water quality compliance with TBS set standards was 94% for E. coli and 94% for turbidity. There were 4,309 customer complaints reported of which 23% were related to billing. The total number of complaints per 1000 connections was 106.						
Performance Highlights	Morogoro WSSA provides direct water supply to 70% people in its service area. The population living in area with water network was 80%, the operating ratio was 1.7 and accounts receivable period was 2.6 months. The collection efficiency with arrears was 99.4% and current ratio stood at 1.1.						

MOROGORO WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/09/2022			
Distribution of Water Sources	Description	cubic meters	
	Boreholes	605,977	
	Springs	-	
	Dams	9,855,000	
	Lakes	-	
	Rivers	3,860,330	
	Total water Abstracted	14,321,307	
	Total water Produced	11,930,636	
Annual Water Use and its Revenue	Description	cubic meters	
	Total billed	7,298,148	
	Domestic	4,812,800	
	Non-domestic	2,485,348	
	NRW	4,632,488	
	Total water produced	11,930,636	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	12,350,749,615	
Financial Performance	Non Domestic Bill	370,207,501	
	Total water billed	12,720,957,116	
	Income and Expenditure		
	Description	TZS	
	Operating income from water and sewerage services	13,091,164,631	
	Government /Donor Grants	235,612,905	
	Amortized Grants	9,082,105,041	
	Other income	844,609,044	
	TOTAL ANNUAL INCOME	23,253,491,621	
	Water Production Expenses	2,608,360,745	
	Water distribution Expenses	3,979,510,747	
	Maintenance and Repair	5,810,699,900	
	Personnel Expenses	5,987,569,642	
	Administration Expenses	3,152,236,717	
	Other O & M Expenses	347,160,491	
	Total O & M	21,885,538,242	
	Depreciation and Amortization	1,130,779,953	
	TOTAL ANNUAL EXPENDITURE	23,016,318,195	
	Surplus	237,173,426	

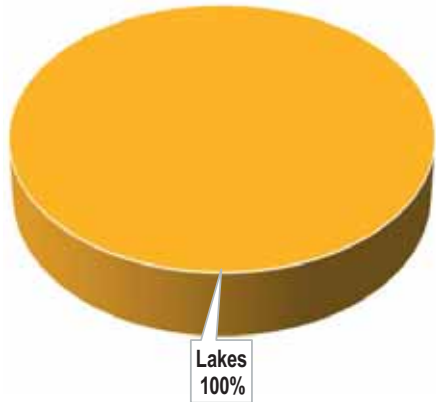
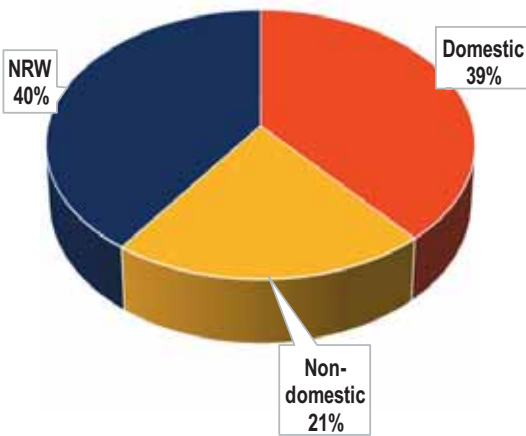
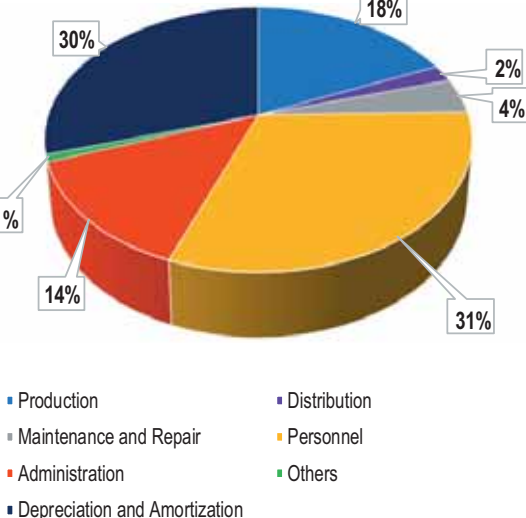
MOSHI WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/01/2017							
General Description about the Utility	Moshi WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Moshi Municipality, Himo town and villages located in Moshi District Council. Moshi WSSA is classified as Category A, its area of responsibility has total population of 565,837 people. The Utility draws water from natural spring sources and boreholes. Total Length of Water Network is 920 km , daily water demand is 71,392 cubic meters while, daily production is 39,782 cubic meters. The installed water production capacity is 59,117 cubic meters/day and storage capacity is 15,672 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 72% of the total households in the service area have septic tanks while 19% have latrines.						
General Data About the Utility	Total water connections	57,402					
	Total active connections	54,772					
	Total domestic connections	54,377					
	Total operational kiosk	196					
	Total sewerage connections	3,127					
	Metering ratio (%)	89					
	NRW (%)	27					
	Number of staff	178					
	Staffs per 1000 connections	3					
	Average service hours	22					
	Sewerage coverage (%)	-					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	800-1,020	860-1,020	1,020-1,150	1,150-1,250	675	
	Note : (i) The average tariff was TZS 900 per cubic meters (ii) The charge at water kiosks is TZS 14 per 20 litres (ii) Effective date of tariff was 1st July 2019						
Priorities	1. Installation of water meters to all new customers 2. Extension of water network to uncovered areas 25km 3. Extension of sewer network 2.5km 4. Rehabilitation of dilapitaed pipes 12km						
Consumer Service	The utility has an average monthly consumption of 12 cubic meters per day per domestic connection, with per capita consumption of 63 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 4,546 customer complaints reported of which 38% were related to billing. The total number of complaints per 1000 connections was 79.						
Performance Highlights	Moshi WSSA provides direct water supply to 64% people in its service area. The population living in area with water network was 83%, the operating ratio was 0.9 and accounts receivable period was 5.4 months. The collection efficiency with arrears was 100.% and current ratio stood at 3.						

MOSHI WSSA PROFILE			2021/22															
EWURA LICENSE No: WSSSL/01/2017																		
Distribution of Water Sources	Description		cubic meters															
	Boreholes		1,769,269															
	Springs		11,730,664															
	Dams		-															
	Lakes		-															
	Rivers		1,020,594															
	Total water Abstracted		14,520,527															
	Total water Produced		14,520,527															
	<table border="1"><thead><tr><th>Source</th><th>Percentage</th></tr></thead><tbody><tr><td>Springs</td><td>81%</td></tr><tr><td>Boreholes</td><td>12%</td></tr><tr><td>Rivers</td><td>7%</td></tr></tbody></table>			Source	Percentage	Springs	81%	Boreholes	12%	Rivers	7%							
Source	Percentage																	
Springs	81%																	
Boreholes	12%																	
Rivers	7%																	
Annual Water Use and its Revenue	Description		cubic meters															
	Total billed		10,548,757															
	Domestic		8,338,481															
	Non-domestic		2,210,276															
	NRW		3,971,770															
	Total water produced		14,520,527															
	Distribution of Revenue																	
	Description	TZS	%															
	Domestic bill	7,306,663,018	76%															
	Non Domestic Bill	2,301,420,335	24%															
Total water billed		9,608,083,353																
<table border="1"><thead><tr><th>Category</th><th>Percentage</th></tr></thead><tbody><tr><td>Domestic</td><td>58%</td></tr><tr><td>NRW</td><td>27%</td></tr><tr><td>Non-domestic</td><td>15%</td></tr></tbody></table>			Category	Percentage	Domestic	58%	NRW	27%	Non-domestic	15%								
Category	Percentage																	
Domestic	58%																	
NRW	27%																	
Non-domestic	15%																	
Financial Performance	Income and Expenditure		TZS															
	Description																	
	Operating income from water and sewerage services		10,625,546,843															
	Government /Donor Grants		5,776,155,180															
	Amortized Grants		-															
	Other income		1,113,801,285															
	TOTAL ANNUAL INCOME		17,515,503,308															
	Water Production Expenses		624,643,129															
	Water distribution Expenses		916,894,100															
	Maintenance and Repair		908,520,867															
	Personnel Expenses		3,437,057,617															
	Administration Expenses		2,866,828,987															
	Other O & M Expenses		529,151,510															
	Total O & M		9,283,096,210															
	Depreciation and Amortization		1,136,048,683															
TOTAL ANNUAL EXPENDITURE		10,419,144,893																
Surplus		7,096,358,415																
<table border="1"><thead><tr><th>Category</th><th>Percentage</th></tr></thead><tbody><tr><td>Production</td><td>27%</td></tr><tr><td>Distribution</td><td>9%</td></tr><tr><td>Maintenance and Repair</td><td>9%</td></tr><tr><td>Personnel</td><td>33%</td></tr><tr><td>Administration</td><td>27%</td></tr><tr><td>Depreciation and Amortization</td><td>6%</td></tr><tr><td>Others</td><td>5%</td></tr></tbody></table>			Category	Percentage	Production	27%	Distribution	9%	Maintenance and Repair	9%	Personnel	33%	Administration	27%	Depreciation and Amortization	6%	Others	5%
Category	Percentage																	
Production	27%																	
Distribution	9%																	
Maintenance and Repair	9%																	
Personnel	33%																	
Administration	27%																	
Depreciation and Amortization	6%																	
Others	5%																	

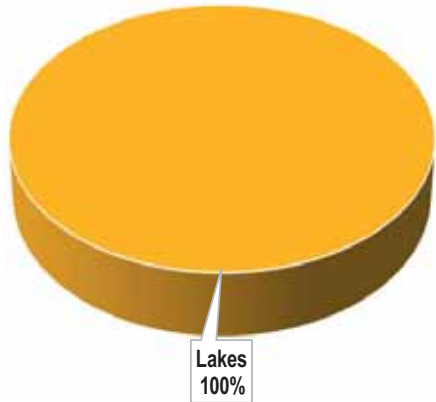
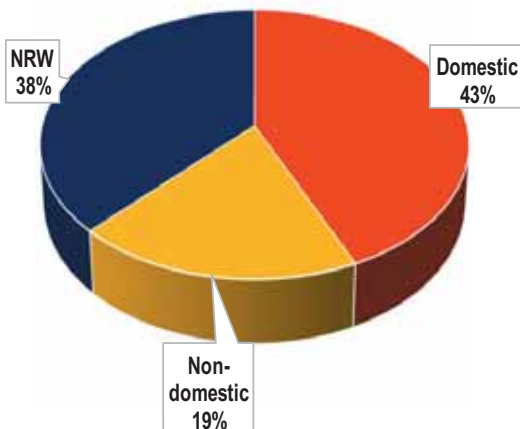
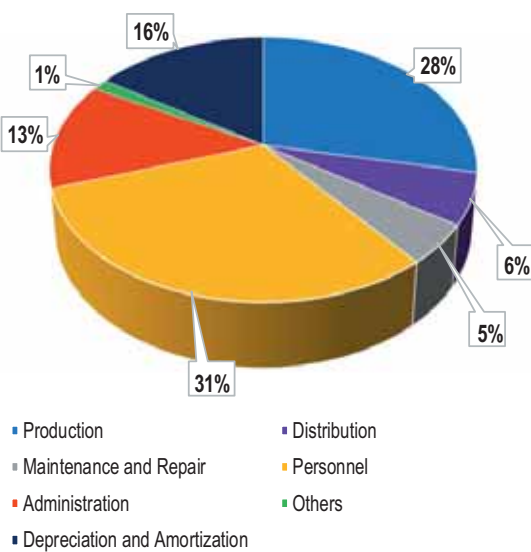
MTWARA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/11/2022							
General Description about the Utility	Mtwara WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Mtwara Municipality and Nanyamba town. Mtwara WSSA is classified as Category A, its area of responsibility has total population of 276,058 people. The Utility draws water from boreholes at Mtawanya well field and Mchuchu source. Total Length of Water Network is 308 km , daily water demand is 22,637 cubic meters while, daily production is 13,321 cubic meters. The installed water production capacity is 19,632 cubic meters/day and storage capacity is 8,355 cubic meters. The utility has no treatment facility for faecal sludgeAlso the utility has no cesspit emptier truck. It is estimated that 25% of the total households in the service area have septic tanks while 74% have latrines.						
General Data About the Utility	Total water connections	15,504					
	Total active connections	13,669					
	Total domestic connections	14,466					
	Total operational kiosk	351					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	28					
	Number of staff	74					
	Staffs per 1000 connections	5					
	Average service hours	20					
	Sewerage coverage (%)	-					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,110 - 1,400	2,030 - 2,380	2,030 - 2,440	2,030 - 2,440	1,000	
	Note : (i) The average tariff was TZS 1,480 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st January 2019						
Priorities	1. Construction of faecal sludge treatment facilities 2. Improvement of water production and distribution infrastructures 3. Reduction of Non Revenue Water by installation of new /replacement of customer water meters 4. Increase of revenue 5. Procure and install pre paid water meteres to reduce outstanding water bills/debts						
Consumer Service	The utility has an average monthly consumption of 13 cubic meters per day per domestic connection, with per capita consumption of 39 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 85% for turbidity. There were 2,437 customer complaints reported of which 8% were related to billing. The total number of complaints per 1000 connections was 157.						
Performance Highlights	Mtwara WSSA provides direct water supply to 70% people in its service area. The population living in area with water network was 72%, the operating ratio was 1.2 and accounts receivable period was 7 months. The collection efficiency with arrears was 97.1% and current ratio stood at 1.1.						

MTWARA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/11/2022			
Distribution of Water Sources	Description	cubic meters	<p>A 3D pie chart showing the distribution of water sources. The chart is divided into two segments: a large blue segment representing Boreholes at 98%, and a very small dark blue segment representing Springs at 2%.</p>
	Boreholes	5,140,329	
	Springs	86,361	
	Dams	-	
	Lakes	-	
	Rivers	-	
	Total water Abstracted	5,226,690	
	Total water Produced	4,862,151	
Annual Water Use and its Revenue	Description	cubic meters	<p>A 3D pie chart showing the distribution of revenue. The chart is divided into three segments: a red segment representing Domestic at 49%, a dark blue segment representing NRW at 28%, and a yellow segment representing Non-domestic at 23%.</p>
	Total billed	3,494,935	
	Domestic	2,389,732	
	Non-domestic	1,105,203	
	NRW	1,367,216	
	Total water produced	4,862,151	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	2,357,463,907	
	Non Domestic Bill	1,125,869,237	
Financial Performance	Income and Expenditure	TZS	<p>A 3D pie chart showing the distribution of financial performance. The chart is divided into seven segments: a large yellow segment for Production (29%), a red segment for Distribution (28%), a dark blue segment for Maintenance and Repair (19%), a blue segment for Personnel (12%), a small red segment for Administration (6%), a small dark blue segment for Depreciation and Amortization (4%), and a very small green segment for Others (2%).</p>
	Description		
	Operating income from water and sewerage services	3,483,333,144	
	Government /Donor Grants	2,684,583,096	
	Amortized Grants	-	
	Other income	327,779,316	
	TOTAL ANNUAL INCOME	6,495,695,556	
	Water Production Expenses	1,270,293,057	
	Water distribution Expenses	288,741,440	
	Maintenance and Repair	171,759,248	
	Personnel Expenses	1,323,117,824	
	Administration Expenses	850,554,093	
	Other O & M Expenses	69,321,054	
	Total O & M	3,973,786,716	
	Depreciation and Amortization	556,361,020	
	TOTAL ANNUAL EXPENDITURE	4,530,147,736	
	Surplus	1,965,547,820	

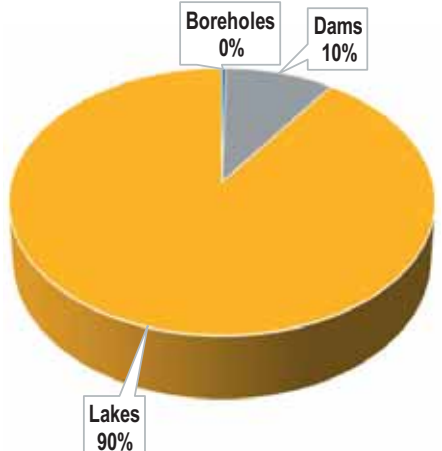
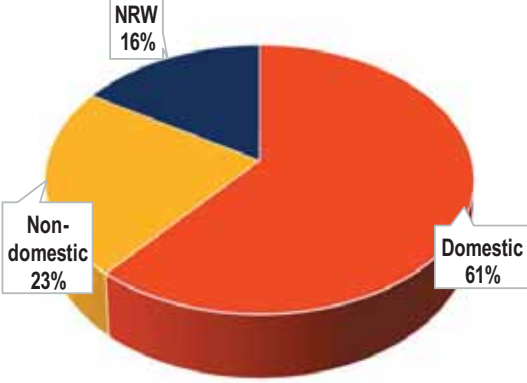
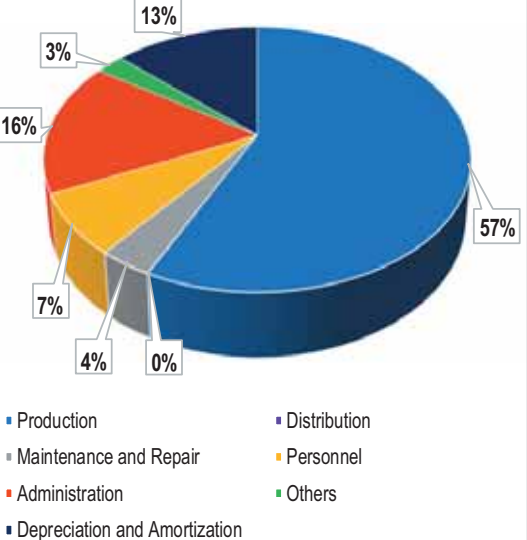
MUSOMA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/06/2022							
General Description about the Utility	Musoma WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Musoma Municipality. Musoma WSSA is classified as Category A, its area of responsibility has total population of 250,953 people. 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 366 km , daily water demand is 24,492 cubic meters while, daily production is 15,726 cubic meters. The installed water production capacity is 36,000 cubic meters/day and storage capacity is 9,734 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 35% of the total households in the service area have septic tanks while 64% have latrines.						
General Data About the Utility	Total water connections	22,570					
	Total active connections	19,739					
	Total domestic connections	21,174					
	Total operational kiosk	54					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	40					
	Number of staff	82					
	Staffs per 1000 connections	4					
	Average service hours	23					
	Sewerage coverage (%)	-					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	2,310 – 2,963	3,099 – 3,398	3,505 – 3,815	3,425 – 3,642	1,500	
	Note : (i) The average tariff was TZS 1,360 per cubic meters (ii) The charge at water kiosks is TZS 30 per 20 litres (ii) Effective date of tariff was 4th January 2019						
Priorities	1. Construction of sewerage network and sewerage treatment facilities 2. Extension of water network 3. Replacement of old pipe network 4. Reduction of energy costs 5. Purchase of working tools (Vehicles and motor cycles)						
Consumer Service	The utility has an average monthly consumption of 8 cubic meters per day per domestic connection, with per capita consumption of 36 lts/day. The overall water quality compliance with TBS set standards was 99% for E. coli and 100% for turbidity. There were 2,394 customer complaints reported of which 13% were related to billing. The total number of complaints per 1000 connections was 106.						
Performance Highlights	Musoma WSSA provides direct water supply to 85% people in its service area. The population living in area with water network was 95%, the operating ratio was 1.4 and accounts receivable period was 4.8 months. The collection efficiency with arrears was 91.2% and current ratio stood at 1.3.						

MUSOMA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/06/2022			
Distribution of Water Sources	Description	cubic meters	 <p>Lakes 100%</p>
	Boreholes	-	
	Springs	-	
	Dams	-	
	Lakes	7,355,361	
	Rivers	-	
	Total water Abstracted	7,355,361	
	Total water Produced	5,740,568	
Annual Water Use and its Revenue	Description	cubic meters	 <p>NRW 40% Domestic 39% Non-domestic 21%</p>
	Total billed	3,433,591	
	Domestic	2,226,785	
	Non-domestic	1,206,806	
	NRW	2,306,977	
	Total water produced	5,740,568	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	2,714,198,963	
	Non Domestic Bill	910,843,396	
	Total water billed	3,625,042,359	
Financial Performance	Income and Expenditure	TZS	 <p>Production 30% Distribution 18% Personnel 31% Maintenance and Repair 14% Administration 2% Depreciation and Amortization 4% Others 1%</p>
	Description		
	Operating income from water and sewerage services	3,598,507,559	
	Government /Donor Grants	4,348,263,571	
	Amortized Grants	-	
	Other income	164,274,166	
	TOTAL ANNUAL INCOME	8,111,045,296	
	Water Production Expenses	981,030,326	
	Water distribution Expenses	110,162,517	
	Maintenance and Repair	228,977,511	
	Personnel Expenses	1,664,459,296	
	Administration Expenses	733,028,613	
	Other O & M Expenses	45,990,387	
	Total O & M	3,763,648,650	
	Depreciation and Amortization	1,593,939,544	
	TOTAL ANNUAL EXPENDITURE	5,357,588,194	
	Surplus	2,753,457,102	

MWANZA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/04/2020							
General Description about the Utility	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 total population of 1,452,000 people. The Utility draws water from Lake Victoria at three different intakes namely, Capri point, Chakula Barafu and Luchelele. Total Length of Water Network is 1,372 km , daily water demand is 160,000 cubic meters while, daily production is 84,407 cubic meters. The installed water production capacity is 129,974 cubic meters/day and storage capacity is 40,642 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.						
General Data About the Utility	Total water connections	109,869					
	Total active connections	103,489					
	Total domestic connections	101,527					
	Total operational kiosk	463					
	Total sewerage connections	5,235					
	Metering ratio (%)	100					
	NRW (%)	38					
	Number of staff	397					
	Staffs per 1000 connections	3					
	Average service hours	17					
	Sewerage coverage (%)	23					
	Tariff Structure						
Category of customer		Domestic	Institutional	Commercial	Industrial	Kiosk	
TZS/m ³		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							
Priorities	1. Increased water production through constructing new water intake 2. Increased water distribution through water network extension and densitification 3. Tariff review and tariff order operationalisation enforcement 4. Electricity power reduction through installation of power reduction equipment						
Consumer Service	The utility has an average monthly consumption of 10 cubic meters per day per domestic connection, with per capita consumption of 31 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 16,206 customer complaints reported of which 24% were related to billing. The total number of complaints per 1000 connections was 148.						
Performance Highlights	Mwanza WSSA provides direct water supply to 82% people in its service area. The population living in area with water network was 90%, the operating ratio was 1.1 and accounts receivable period was 1.9 months. The collection efficiency with arrears was 100.% and current ratio stood at 1.						

MWANZA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/04/2020			
Distribution of Water Sources	Description		cubic meters
	Boreholes		-
	Springs		-
	Dams		-
	Lakes		36,810,307
	Rivers		-
	Total water Abstracted		36,810,307
	Total water Produced		30,808,692
			
Annual Water Use and its Revenue	Description		cubic meters
	Total billed		19,176,445
	Domestic		13,312,970
	Non-domestic		5,863,475
	NRW		11,632,247
	Total water produced		30,808,692
	Distribution of Revenue		
	Description	TZS	%
	Domestic bill	-	0%
	Non Domestic Bill	27,263,165,323	100%
	Total water billed	27,263,165,323	
			
Financial Performance	Income and Expenditure		TZS
	Description		
	Operating income from water and sewerage services		29,068,548,391
	Government /Donor Grants		5,354,256,647
	Amortized Grants		-
	Other income		735,702,366
	TOTAL ANNUAL INCOME		35,158,507,404
	Water Production Expenses		9,532,907,885
	Water distribution Expenses		2,086,452,513
	Maintenance and Repair		1,608,324,489
	Personnel Expenses		10,288,398,613
	Administration Expenses		4,430,085,886
	Other O & M Expenses		468,538,987
	Total O & M		28,414,708,373
	Depreciation and Amortization		5,262,353,025
	TOTAL ANNUAL EXPENDITURE		33,677,061,398
	Surplus		1,481,446,006
			

SHINYANGA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/02/2022							
General Description about the Utility	Shinyanga WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Shinyanga Municipality. Shinyanga WSSA is classified as Category A, its area of responsibility has total population of 252,970 people. The Utility draws water from KASHWASA through bulk water purchase . Total Length of Water Network is 644 km , daily water demand is 18,446 cubic meters while, daily production is 12,991 cubic meters. The installed water production capacity is 48,128 cubic meters/day and storage capacity is 22,837 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 41% of the total households in the service area have septic tanks while 59% have latrines.						
General Data About the Utility	Total water connections	26,583					
	Total active connections	24,465					
	Total domestic connections	25,026					
	Total operational kiosk	349					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	16					
	Number of staff	94					
	Staffs per 1000 connections	4					
	Average service hours	22					
	Sewerage coverage (%)	-					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,420 – 1,650	2,640	2,690	2,700	1,250	
	Note : (i) The average tariff was TZS 1,923 per cubic meters (ii) The charge at water kiosks is TZS 25 per 20 litres (ii) Effective date of tariff was 1st February, 2019						
Priorities	1. Extension of Water Supply Network 2. Improving revenue collection 3. Reduction of Non Revenue Water 4. Construction of onsite sanitation tratment plants 5. Acquiring tools and equipments for operation and maintenace						
Consumer Service	The utility has an average monthly consumption of 9 cubic meters per day per domestic connection, with per capita consumption of 50 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 952 customer complaints reported of which 14% were related to billing. The total number of complaints per 1000 connections was 36.						
Performance Highlights	Shinyanga WSSA provides direct water supply to 59% people in its service area. The population living in area with water network was 63%, the operating ratio was 1.2 and accounts receivable period was 2.2 months. The collection efficiency with arrears was 88.% and current ratio stood at 0.5.						

SHINYANGA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/02/2022			
Distribution of Water Sources	Description	cubic meters	
	Boreholes	17,275	
	Springs	-	
	Dams	483,839	
	Lakes	4,599,136	
	Rivers	-	
	Total water Abstracted	5,082,975	
	Total water Produced	4,741,545	
Annual Water Use and its Revenue	Description	cubic meters	
	Total billed	3,977,161	
	Domestic	2,900,514	
	Non-domestic	1,076,647	
	NRW	764,384	
	Total water produced	4,741,545	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	4,523,753,542	
Financial Performance		%	
	Non Domestic Bill	2,947,888,868	
	Total water billed	7,471,642,410	
	Income and Expenditure		
	Description	TZS	
	Operating income from water and sewerage services	7,471,642,411	
	Government /Donor Grants	821,468,791	
	Amortized Grants	-	
	Other income	193,080,749	
	TOTAL ANNUAL INCOME	8,486,191,951	
	Water Production Expenses	4,518,455,255	
	Water distribution Expenses	1,207,000	
	Maintenance and Repair	274,452,191	
	Personnel Expenses	584,001,714	
	Administration Expenses	1,292,325,783	
	Other O & M Expenses	201,205,268	
	Total O & M	6,871,647,211	
	Depreciation and Amortization	1,036,578,378	
	TOTAL ANNUAL EXPENDITURE	7,908,225,589	
	Surplus	577,966,362	

SONGEA WSSA PROFILE							2021/22											
EWURA LICENSE No: WSSSL/03/2022																		
General Description about the Utility	Songea WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Songea Municipality. Songea WSSA is classified as Category A, its area of responsibility has total population of 262,567 people. The Utility draws water from spring and rivers. Total Length of Water Network is 521 km , daily water demand is 20,336 cubic meters while, daily production is 8,388 cubic meters. The installed water production capacity is 11,500 cubic meters/day and storage capacity is 4,565 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 26% of the total households in the service area have septic tanks while 69% have latrines.																	
General Data About the Utility	Total water connections	20,119																
	Total active connections	17,965																
	Total domestic connections	18,708																
	Total operational kiosk	169																
	Total sewerage connections	1,557																
	Metering ratio (%)	100																
	NRW (%)	21																
	Number of staff	90																
	Staffs per 1000 connections	4																
	Average service hours	24																
	Sewerage coverage (%)	6																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>TZS/m³</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></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	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 ³	1,110-1,240	1,143-1,240	1,240-1,330	1,240-1,330	500												
Note : (i) The average tariff was TZS 1,178 per cubic meters (ii) The charge at water kiosks is TZS 10 per 20 litres (ii) Effective date of tariff was 1st October, 2018																		
Priorities	1. Increase in water production and water supply coverage 2. Improving revenue collection 3. Construction of sludge digester for wastewater treatment 4. Reduction of Non Revenue Water 5. Customer satisfaction																	
Consumer Service	The utility has an average monthly consumption of 8 cubic meters per day per domestic connection, with per capita consumption of 25 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 5,878 customer complaints reported of which 2% were related to billing. The total number of complaints per 1000 connections was 292.																	
Performance Highlights	Songea WSSA provides direct water supply to 87% people in its service area. The population living in area with water network was 90%, the operating ratio was 1.1 and accounts receivable period was 2.8 months. The collection efficiency with arrears was 96.% and current ratio stood at 1.1.																	

SONGEA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/03/2022			
Distribution of Water Sources	Description	cubic meters	<p>A 3D pie chart illustrating the distribution of water sources. The largest portion is Springs at 81%, followed by Rivers at 17%, and Boreholes at 2%.</p>
	Boreholes	48,180	
	Springs	2,565,853	
	Dams	-	
	Lakes	-	
	Rivers	539,332	
	Total water Abstracted	3,153,365	
	Total water Produced	3,061,519	
Annual Water Use and its Revenue	Description	cubic meters	<p>A 3D pie chart illustrating the distribution of revenue. The largest portion is Domestic at 67%, followed by NRW at 21%, and Non-domestic at 12%.</p>
	Total billed	2,423,861	
	Domestic	2,040,880	
	Non-domestic	382,981	
	NRW	637,658	
	Total water produced	3,061,519	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	2,279,932,540	
Financial Performance	Non Domestic Bill	703,191,789	<p>A 3D pie chart illustrating the distribution of expenses. The largest portion is Personnel at 33%, followed by Production at 22%, Administration at 15%, Distribution at 10%, Maintenance and Repair at 11%, Depreciation and Amortization at 6%, and Others at 3%.</p>
	Total water billed	2,983,124,329	
	Income and Expenditure	TZS	
	Description		
	Operating income from water and sewerage services	2,983,124,329	
	Government /Donor Grants	810,898,551	
	Amortized Grants	-	
	Other income	437,004,524	
	TOTAL ANNUAL INCOME	4,231,027,404	
	Water Production Expenses	379,893,196	<ul style="list-style-type: none"> Production Distribution Maintenance and Repair Personnel Administration Depreciation and Amortization Others
	Water distribution Expenses	229,348,792	
	Maintenance and Repair	100,489,214	
	Personnel Expenses	1,274,949,355	
	Administration Expenses	861,883,319	
	Other O & M Expenses	408,415,654	
	Total O & M	3,254,979,529	
	Depreciation and Amortization	573,184,000	
	TOTAL ANNUAL EXPENDITURE	3,828,163,529	
	Surplus	402,863,875	

TABORA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/07/2022							
General Description about the Utility	Tabora WSSA is a fully autonomous public water 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, its area of responsibility has total population of 377,632 people. 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 1,072 km , daily water demand is 35,486 cubic meters while, daily production is 17,587 cubic meters. The installed water production capacity is 58,408 cubic meters/day and storage capacity is 24,180 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 82% of the total households in the service area have septic tanks while 17% have latrines.						
General Data About the Utility	Total water connections	30,137					
	Total active connections	24,852					
	Total domestic connections	28,485					
	Total operational kiosk	327					
	Total sewerage connections	486					
	Metering ratio (%)	100					
	NRW (%)	34					
	Number of staff	84					
	Staffs per 1000 connections	3					
	Average service hours	22					
	Sewerage coverage (%)	9					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,020 – 1,355	1,200 -1,275	1,685-2,180	2,180 -2,295	1,000	
	Note : (i) The average tariff was TZS 1,318 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st May 2019						
Priorities	1. Secure additional water sources for Urambo service area 2. Tariff review to meet operation and maintenance costs 3. Reduction of Non Revenue Water						
Consumer Service	The utility has an average monthly consumption of 8 cubic meters per day per domestic connection, with per capita consumption of 25 lts/day. The overall water quality compliance with TBS set standards was 98% for E. coli and 94% for turbidity. There were 1,423 customer complaints reported of which 19% were related to billing. The total number of complaints per 1000 connections was 47.						
Performance Highlights	Tabora WSSA provides direct water supply to 1% people in its service area. The population living in area with water network was 93%, the operating ratio was 1.3 and accounts receivable period was 4.8 months. The collection efficiency with arrears was 88.% and current ratio stood at 1.						

TABORA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/07/2022			
Distribution of Water Sources	Description	cubic meters	<p>Water Sources Distribution</p> <ul style="list-style-type: none"> Dams: 58% Lakes: 41% Boreholes: 1%
	Boreholes	64,260	
	Springs	-	
	Dams	3,706,248	
	Lakes	2,648,722	
	Rivers	-	
	Total water Abstracted	6,419,230	
	Total water Produced	6,419,230	
Annual Water Use and its Revenue	Description	cubic meters	<p>Revenue Distribution</p> <ul style="list-style-type: none"> Domestic: 42% NRW: 35% Non-domestic: 23%
	Total billed	4,205,524	
	Domestic	2,726,930	
	Non-domestic	1,478,594	
	NRW	2,213,706	
	Total water produced	6,419,230	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	-	
Financial Performance	Non Domestic Bill	6,201,357,972	<p>Expenditure Distribution</p> <ul style="list-style-type: none"> Production: 52% Distribution: 17% Maintenance and Repair: 16% Administration: 7% Depreciation and Amortization: 6% Others: 1%
	Total water billed	6,201,357,972	
	Income and Expenditure	TZS	
	Description		
	Operating income from water and sewerage services	6,272,262,744	
	Government /Donor Grants	216,299,557	
	Amortized Grants	-	
	Other income	666,953,628	
	TOTAL ANNUAL INCOME	7,155,515,929	
	Water Production Expenses	4,602,694,139	
	Water distribution Expenses	554,767,803	
	Maintenance and Repair	121,887,340	
	Personnel Expenses	1,488,828,721	
	Administration Expenses	1,429,236,229	
	Other O & M Expenses	85,986,528	
	Total O & M	8,283,400,760	
	Depreciation and Amortization	633,021,024	
	TOTAL ANNUAL EXPENDITURE	8,916,421,784	
	Deficit	-	
		1,760,905,855	

TANGA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/02/2016							
General Description about the Utility	Tanga WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Tanga City, Muheza and Pangani Towns. Tanga WSSA is classified as Category A, its area of responsibility has total population of 378,446 people. The Utility draws water from boreholes , dams and rivers. Total Length of Water Network is 859 km , daily water demand is 41,072 cubic meters while, daily production is 32,464 cubic meters. The installed water production capacity is 36,486 cubic meters/day and storage capacity is 11,455 cubic meters. The utility has no treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 78% of the total households in the service area have septic tanks while 18% have latrines.						
General Data About the Utility	Total water connections	48,697					
	Total active connections	41,912					
	Total domestic connections	46,317					
	Total operational kiosk	261					
	Total sewerage connections	2,870					
	Metering ratio (%)	100					
	NRW (%)	31					
	Number of staff	205					
	Staffs per 1000 connections	4					
	Average service hours	22					
	Sewerage coverage (%)	6					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,710-2,285	1,710-2,285	2,095-2,485	2,190-2,675	625	
	Note : (i) The average tariff was TZS 1,983 per cubic meters (ii) The charge at water kiosks is TZS 13 per 20 litres (ii) Effective date of tariff was 1st October 2018						
Priorities	1. Replacement of 20,000 aged/fault meter to reduce metering inefficiency 2. Introduction of advance technology in customer metering (pre-paid meters, autometed meter reading facilities) 3. Additional transport facilities (20 three wheeler) 4. Working tools 5. Outsourcing some activities eg. meter reading, survey						
Consumer Service	The utility has an average monthly consumption of 11 cubic meters per day per domestic connection, with per capita consumption of 49 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 6,056 customer complaints reported of which 10% were related to billing. The total number of complaints per 1000 connections was 124.						
Performance Highlights	Tanga WSSA provides direct water supply to 91% people in its service area. The population living in area with water network was 95%, the operating ratio was 1.1 and accounts receivable period was 3.1 months. The collection efficiency with arrears was 98.9% and current ratio stood at 1.6.						

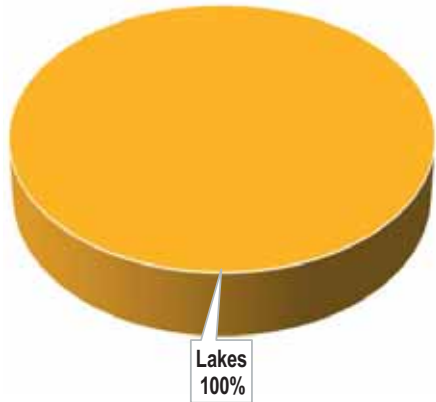
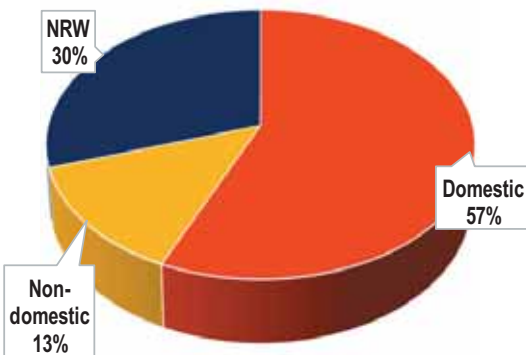
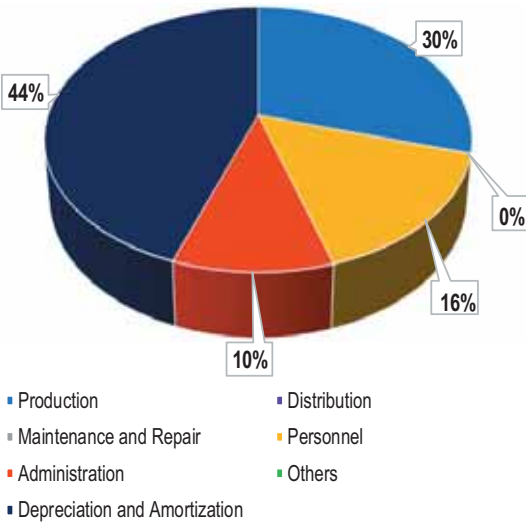
TANGA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/02/2016			
Distribution of Water Sources	Description	cubic meters	<p>Dams 91% Boreholes 7% Rivers 2%</p>
	Boreholes	974,130	
	Springs	-	
	Dams	12,468,758	
	Lakes	-	
	Rivers	243,354	
	Total water Abstracted	13,686,242	
	Total water Produced	11,849,467	
Annual Water Use and its Revenue	Description	cubic meters	<p>Domestic 52% NRW 31% Non-domestic 17%</p>
	Total billed	8,212,113	
	Domestic	6,191,273	
	Non-domestic	2,020,840	
	NRW	3,637,354	
	Total water produced	11,849,467	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	11,444,318,751	
	Non Domestic Bill	4,220,376,059	
	Total water billed	15,664,694,811	
Financial Performance	Income and Expenditure	TZS	<p>Production 25% Distribution 13% Maintenance and Repair 16% Personnel 29% Administration 7% Depreciation and Amortization 4%</p>
	Description		
	Operating income from water and sewerage services	15,867,063,004	
	Government /Donor Grants	3,115,217,753	
	Amortized Grants	-	
	Other income	669,823,491	
	TOTAL ANNUAL INCOME	19,652,104,248	
	Water Production Expenses	2,263,806,756	
	Water distribution Expenses	1,030,995,444	
	Maintenance and Repair	737,315,800	
	Personnel Expenses	5,206,719,956	
	Administration Expenses	4,343,684,713	
	Other O & M Expenses	1,290,058,696	
	Total O & M	14,872,581,365	
	Depreciation and Amortization	2,760,834,169	
	TOTAL ANNUAL EXPENDITURE	17,633,415,534	
	Surplus	2,018,688,714	

CATEGORY B and C REGIONAL WSSAs PROFILES

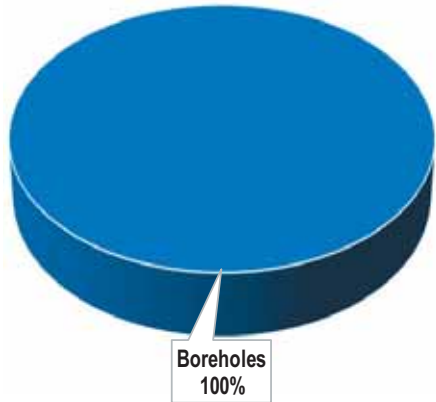
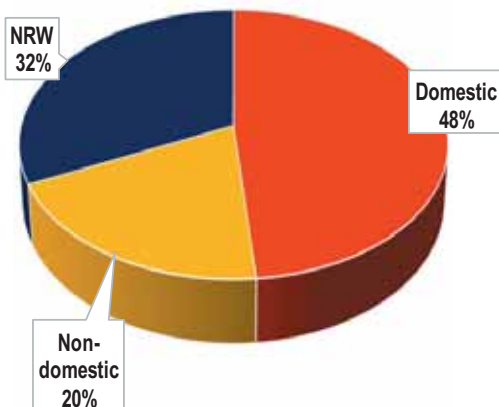
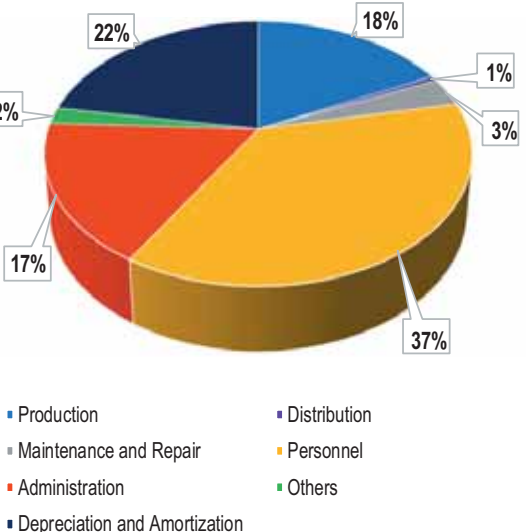
BUKOKA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/05/2022							
General Description about the Utility	Bukoba WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Bukoba Municipality, Kemondo, Mutukula, Karagwe and Kyaka-Bunazi. Bukoba WSSA is classified as Category B, its area of responsibility has total population of 305,399 people. The Utility draws water from 4 springs, one river intake and two intakes at Lake Victoria. Total Length of Water Network is 400 km , daily water demand is 15,400 cubic meters while, daily production is 8,805 cubic meters. The installed water production capacity is 20,160 cubic meters/day and storage capacity is 7,295 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 48% of the total households in the service area have septic tanks while 50% have latrines.						
General Data About the Utility	Total water connections	17,555					
	Total active connections	15,391					
	Total domestic connections	16,170					
	Total operational kiosk	204					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	46					
	Number of staff	62					
	Staffs per 1000 connections	4					
	Average service hours	17					
	Sewerage coverage (%)	-					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,840-1,910	2,100	2,200	2,600	1,500	
	Note : (i) The average tariff was TZS 1,888 per cubic meters (ii) The charge at water kiosks is TZS 30 per 20 litres (ii) Effective date of tariff was 1st January, 2019						
Priorities	1. Construction of sewerage network and treatment plant 2. Extension of water network to uncovered areas 3. Reduction of Non-Revenue Water to acceptable standards 4. Recruitment of staff to cover vacant posts 5. Reduction of power consumption (Energy costs)						
Consumer Service	The utility has an average monthly consumption of 6 cubic meters per day per domestic connection, with per capita consumption of 15 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 3,102 customer complaints reported of which 12% were related to billing. The total number of complaints per 1000 connections was 177.						
Performance Highlights	Bukoba WSSA provides direct water supply to 75% people in its service area. The population living in area with water network was 78%, the operating ratio was 1.1 and accounts receivable period was 3.3 months. The collection efficiency with arrears was 97.3% and current ratio stood at 2.5.						

BUKOKA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/05/2022			
Distribution of Water Sources	Description	cubic meters	<p>Lakes 88% Boreholes 6% Springs 6%</p>
	Boreholes	239,442	
	Springs	233,436	
	Dams	-	
	Lakes	3,386,300	
	Rivers	-	
	Total water Abstracted	3,859,178	
	Total water Produced	3,112,371	
Annual Water Use and its Revenue	Description	cubic meters	<p>Domestic 39% NRW 46% Non-domestic 15%</p>
	Total billed	1,673,003	
	Domestic	1,201,912	
	Non-domestic	471,091	
	NRW	1,439,368	
	Total water produced	3,112,371	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	2,148,771,494	
Financial Performance	Non Domestic Bill	999,942,734	<p>Production 45% Distribution 7% Maintenance and Repair 8% Personnel 10% Administration 8% Depreciation and Amortization 18%</p>
	Total water billed	3,148,714,228	
	Income and Expenditure	TZS	
	Description		
	Operating income from water and sewerage services	3,212,125,376	
	Government /Donor Grants	-	
	Amortized Grants	-	
	Other income	4,120,272,623	
	TOTAL ANNUAL INCOME	7,332,397,999	
	Water Production Expenses	586,588,446	
	Water distribution Expenses	675,883,226	
	Maintenance and Repair	340,278,071	
	Personnel Expenses	862,039,965	
	Administration Expenses	670,478,231	
	Other O & M Expenses	3,755,323,467	
	Total O & M	6,890,591,406	
	Depreciation and Amortization	1,493,327,689	
	TOTAL ANNUAL EXPENDITURE	8,383,919,095	
	Deficit	-	
		1,051,521,096	

KIGOMA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/12/2022							
General Description about the Utility	Kigoma WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Kigoma Town. Kigoma WSSA is classified as Category B, its area of responsibility has total population of 264,268 people. The Utility draws water from Lake Tanganyika intake. Total Length of Water Network is 413 km , daily water demand is 23,960 cubic meters while, daily production is 11,256 cubic meters. The installed water production capacity is 18,000 cubic meters/day and storage capacity is 13,500 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 15% of the total households in the service area have septic tanks while 85% have latrines.						
General Data About the Utility	Total water connections	18,314					
	Total active connections	15,203					
	Total domestic connections	17,152					
	Total operational kiosk	116					
	Total sewerage connections	-					
	Metering ratio (%)	96					
	NRW (%)	30					
	Number of staff	48					
	Staffs per 1000 connections	3					
	Average service hours	18					
Sewerage coverage (%)	-						
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,300-1,500	1,700	1,800	1,800	1,000	
Priorities	Note : (i) The average tariff was TZS 1,400 per cubic meters						
	(ii) The charge at water kiosks is TZS 20 per 20 litres						
	(ii) Effective date of tariff was 1st March 2019						
Consumer Service	1. Completion of construction of water intake						
	2. Reduction of Non Revenue Water						
	3. Sensitization of customers including goverment institutions to pay water bills timely						
	4. Extension of distribution network to areas without network						
Performance Highlights	The utility has an average monthly consumption of 9 cubic meters per day per domestic connection, with per capita consumption of 23 lts/day. The overall water quality compliance with TBS set standards was 82% for E. coli and 99% for turbidity. There were 209 customer complaints reported of which 24% were related to billing. The total number of complaints per 1000 connections was 11.						
	Kigoma WSSA provides direct water supply to 81% people in its service area. The population living in area with water network was 89%, the operating ratio was 2.4 and accounts receivable period was 4.5 months. The collection efficiency with arrears was 97.9% and current ratio stood at 0.4.						

KIGOMA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/12/2022			
Distribution of Water Sources	Description		cubic meters
	Boreholes		-
	Springs		-
	Dams		-
	Lakes		3,863,178
	Rivers		-
	Total water Abstracted		3,863,178
	Total water Produced		3,586,158
			
Annual Water Use and its Revenue	Description		cubic meters
	Total billed		2,511,638
	Domestic		2,031,420
	Non-domestic		480,218
	NRW		1,074,520
	Total water produced		3,586,158
	Distribution of Revenue		
	Description	TZS	%
	Domestic bill	242,776,242	8%
	Non Domestic Bill	2,690,859,344	92%
	Total water billed	2,933,635,586	
			
Financial Performance	Income and Expenditure		TZS
	Description		
	Operating income from water and sewerage services		3,176,411,828
	Government /Donor Grants		1,400,114,598
	Amortized Grants		-
	Other income		-
	TOTAL ANNUAL INCOME		4,576,526,426
	Water Production Expenses		2,215,876,784
	Water distribution Expenses		5,000,000
	Maintenance and Repair		-
	Personnel Expenses		1,164,947,922
	Administration Expenses		763,785,840
	Other O & M Expenses		-
	Total O & M		4,149,610,546
	Depreciation and Amortization		3,334,488,137
	TOTAL ANNUAL EXPENDITURE		7,484,098,683
	Deficit		- 2,907,572,257
			

SINGIDA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/08/2022							
General Description about the Utility	Singida WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Singida Municipality. Singida WSSA is classified as Category B, its area of responsibility has total population of 188,775 people. The Utility draws water from underground sources. There are 23 boreholes in 9 well. Total Length of Water Network is 361 km , daily water demand is 14,914 cubic meters while, daily production is 8,589 cubic meters. The installed water production capacity is 10,320 cubic meters/day and storage capacity is 7,840 cubic meters. The utility has no treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 27% of the total households in the service area have septic tanks while 71% have latrines.						
General Data About the Utility	Total water connections	15,413					
	Total active connections	13,809					
	Total domestic connections	14,238					
	Total operational kiosk	528					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	32					
	Number of staff	62					
	Staffs per 1000 connections	4					
	Average service hours	18					
	Sewerage coverage (%)	-					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,500-1,710	1,810-1,800	1,710-1,800	3,000	1,500	
	Note : (i) The average tariff was TZS 1,723 per cubic meters						
	(ii) The charge at water kiosks is TZS 30 per 20 litres						
Priorities	1. Increase water production and water supply coverage						
	2. Improve revenue collection						
	3. Construction of sludge digester for wastewater treatment						
	4. Reduction of Non Revenue Water						
Consumer Service	5. Customer satisfaction						
	The utility has an average monthly consumption of 8 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 99% for turbidity. There were 2,466 customer complaints reported of which 12% were related to billing. The total number of complaints per 1000 connections was 160.						
Performance Highlights	Singida WSSA provides direct water supply to 78% people in its service area. The population living in area with water network was 87%, the operating ratio was 1.4 and accounts receivable period was 2.5 months. The collection efficiency with arrears was 99.7% and current ratio stood at 1.						

SINGIDA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/08/2022			
Distribution of Water Sources	Description	cubic meters	 <p>Boreholes 100%</p>
	Boreholes	3,135,166	
	Springs	-	
	Dams	-	
	Lakes	-	
	Rivers	-	
	Total water Abstracted	3,135,166	
	Total water Produced	3,135,166	
Annual Water Use and its Revenue	Description	cubic meters	 <p>Domestic 48%</p> <p>NRW 32%</p> <p>Non-domestic 20%</p>
	Total billed	2,134,935	
	Domestic	1,521,273	
	Non-domestic	613,662	
	NRW	1,000,231	
	Total water produced	3,135,166	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	2,504,030,655	
	Non Domestic Bill	1,043,598,531	
	Total water billed	3,547,629,186	
Financial Performance	Income and Expenditure	TZS	 <p>Production 22%</p> <p>Distribution 18%</p> <p>Personnel 37%</p> <p>Administration 17%</p> <p>Maintenance and Repair 2%</p> <p>Others 1%</p> <p>Depreciation and Amortization 3%</p>
	Description		
	Operating income from water and sewerage services	3,594,538,094	
	Government /Donor Grants	556,950,910	
	Amortized Grants	-	
	Other income	105,179,430	
	TOTAL ANNUAL INCOME	4,256,668,434	
	Water Production Expenses	896,014,227	
	Water distribution Expenses	29,847,807	
	Maintenance and Repair	176,216,862	
	Personnel Expenses	1,869,423,004	
	Administration Expenses	867,118,136	
	Other O & M Expenses	101,697,747	
	Total O & M	3,940,317,783	
	Depreciation and Amortization	1,129,934,834	
	TOTAL ANNUAL EXPENDITURE	5,070,252,617	
	Deficit	-	
		813,584,183	

SUMBAWANGA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/04/2022							
General Description about the Utility	Sumbawanga WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Sumbawanga Municipality. Sumbawanga WSSA is classified as Category B, its area of responsibility has total population of 151,780 people. 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 301 km , daily water demand is 16,800 cubic meters while, daily production is 5,918 cubic meters. The installed water production capacity is 20,500 cubic meters/day and storage capacity is 8,350 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 2 cesspit emptier truck. It is estimated that 49% of the total households in the service area have septic tanks while 47% have latrines.						
General Data About the Utility	Total water connections	11,672					
	Total active connections	9,688					
	Total domestic connections	10,578					
	Total operational kiosk	102					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	37					
	Number of staff	49					
	Staffs per 1000 connections	4					
	Average service hours	20					
	Sewerage coverage (%)	-					
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,000 – 1,245	2,280	2,280	2,480	1,000	
	Note : (i) The average tariff was TZS 937 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 3rd April 2020						
Priorities	1. Extension of water network to uncovered areas 2. Rehabilitation of water network 3. Replacement of old water meters 4. Development of more reliable water sources 5. Working tools						
Consumer Service	The utility has an average monthly consumption of 7 cubic meters per day per domestic connection, with per capita consumption of 23 lts/day. The overall water quality compliance with TBS set standards was 99% for E. coli and 87% for turbidity. There were 799 customer complaints reported of which 10% were related to billing. The total number of complaints per 1000 connections was 68.						
Performance Highlights	Sumbawanga WSSA provides direct water supply to 90% people in its service area. The population living in area with water network was 92%, the operating ratio was 1.8 and accounts receivable period was 3.2 months. The collection efficiency with arrears was 100.% and current ratio stood at 1.1.						

SUMBAWANGA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/04/2022			
Distribution of Water Sources	Description	cubic meters	<p>Boreholes 11%</p> <p>Rivers 89%</p>
	Boreholes	238,120	
	Springs	-	
	Dams	-	
	Lakes	-	
	Rivers	1,923,013	
	Total water Abstracted	2,161,133	
	Total water Produced	2,159,933	
Annual Water Use and its Revenue	Description	cubic meters	<p>Domestic 48%</p> <p>NRW 37%</p> <p>Non-domestic 15%</p>
	Total billed	1,362,120	
	Domestic	1,039,195	
	Non-domestic	322,925	
	NRW	797,813	
	Total water produced	2,159,933	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	1,285,298,043	
Financial Performance	Non Domestic Bill	376,548,795	<p>Production 39%</p> <p>Distribution 21%</p> <p>Personnel 21%</p> <p>Administration 12%</p> <p>Maintenance and Repair 4%</p> <p>Others 2%</p>
	Total water billed	1,661,846,838	
	Income and Expenditure	TZS	
	Description		
	Operating income from water and sewerage services	1,671,757,638	
	Government /Donor Grants	691,390,000	
	Amortized Grants	-	
	Other income	213,134,432	
	TOTAL ANNUAL INCOME	2,576,282,070	
	Water Production Expenses	723,567,946	
	Water distribution Expenses	74,761,000	
	Maintenance and Repair	32,332,200	
	Personnel Expenses	748,263,743	
	Administration Expenses	401,491,664	
	Other O & M Expenses	141,521,626	
	Total O & M	2,121,938,179	
	Depreciation and Amortization	1,358,681,967	
	TOTAL ANNUAL EXPENDITURE	3,480,620,146	
	Deficit	- 904,338,076	

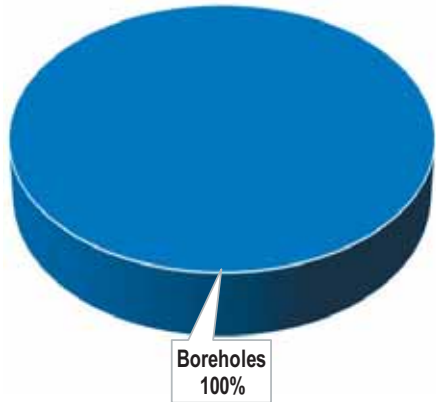
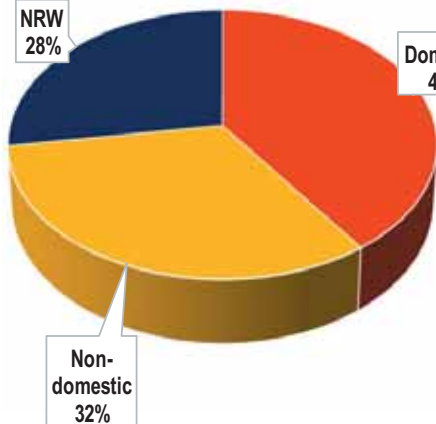
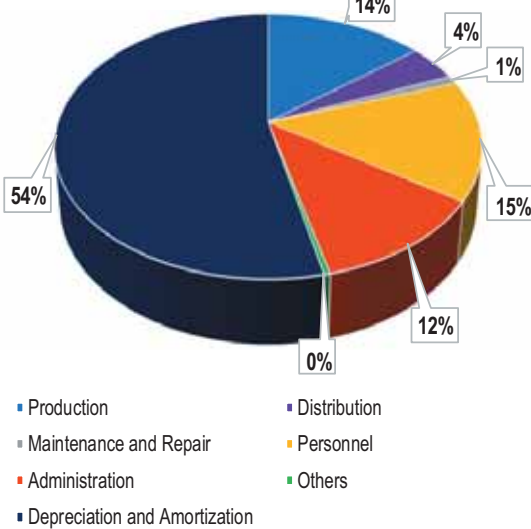
BABATI WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/01/2022							
General Description about the Utility	Babati WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Babati town, Magugu, Bashnet, Gallapo and Dareda areas. Babati WSSA is classified as Category C, its area of responsibility has total population of 367,287 people. The Utility draws water from eleven spring sources, nineteen boreholes and one river. Total Length of Water Network is 888 km , daily water demand is 25,710 cubic meters while, daily production is 9,769 cubic meters. The installed water production capacity is 29,089 cubic meters/day and storage capacity is 5,769 cubic meters. The utility has no treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 3% of the total households in the service area have septic tanks while 97% have latrines.						
General Data About the Utility	Total water connections	22,105					
	Total active connections	21,262					
	Total domestic connections	20,952					
	Total operational kiosk	188					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	25					
	Number of staff	51					
	Staffs per 1000 connections	2					
	Average service hours	20					
Sewerage coverage (%)	-						
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,560-1,770	2,300	2,400	2,500	865	
	Note : (i) The average tariff was TZS 1,825 per cubic meters (ii) The charge at water kiosks is TZS 17 per 20 litres (ii) Effective date of tariff was 1st May 2019						
Priorities	1. Rehabilitation and replacement of Water supply infrastructure 2. Procure and install 2,500 water meters to unmetered customers from clustered areas (Gallapo, Magugu and Katesh) 3. Extension of 120 km of the distribution water networks. 4. Protection of Water Sources by conducting among other things compensation and evict people, acquire title deeds and install mark posts and banners. 5. Construction of Faecal Sludge Management Facilities and Provision of Sanitation Services						
Consumer Service	The utility has an average monthly consumption of 8 cubic meters per day per domestic connection, with per capita consumption of 25 lts/day. The overall water quality compliance with TBS set standards was 89% for E. coli and 86% for turbidity. There were 3,997 customer complaints reported of which 12% were related to billing. The total number of complaints per 1000 connections was 181.						
Performance Highlights	Babati WSSA provides direct water supply to 64% people in its service area. The population living in area with water network was 72%, the operating ratio was 1.4 and accounts receivable period was 0.5 months. The collection efficiency with arrears was 88.4% and current ratio stood at 3.						

BABATI WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/01/2022			
Distribution of Water Sources	Description	cubic meters	
	Boreholes	1,994,202	
	Springs	1,179,159	
	Dams	-	
	Lakes	-	
	Rivers	392,307	
	Total water Abstracted	3,565,668	
	Total water Produced	3,565,668	
Annual Water Use and its Revenue	Description	cubic meters	
	Total billed	2,667,065	
	Domestic	2,152,603	
	Non-domestic	514,462	
	NRW	898,603	
	Total water produced	3,565,668	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	2,699,812,626	
Financial Performance	Non Domestic Bill	1,145,847,512	
	Total water billed	3,845,660,138	
	Income and Expenditure		
	Description	TZS	
	Operating income from water and sewerage services	3,845,660,138	
	Government /Donor Grants	12,037,089,950	
	Amortized Grants	-	
	Other income	364,475,481	
	TOTAL ANNUAL INCOME	16,247,225,569	
	Water Production Expenses	780,810,418	
	Water distribution Expenses	493,491,989	
	Maintenance and Repair	520,866,639	
	Personnel Expenses	1,853,045,979	
	Administration Expenses	772,802,125	
	Other O & M Expenses	181,975,569	
	Total O & M	4,602,992,719	
	Depreciation and Amortization	1,490,897,111	
	TOTAL ANNUAL EXPENDITURE	6,093,889,830	
	Surplus	10,153,335,739	

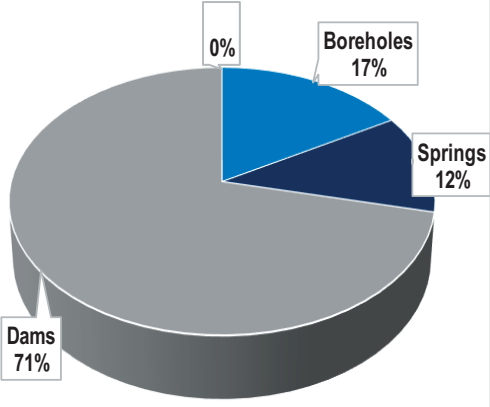
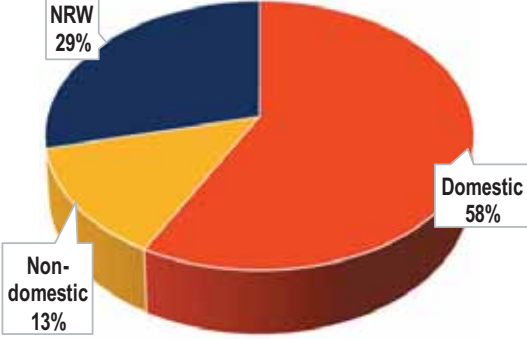
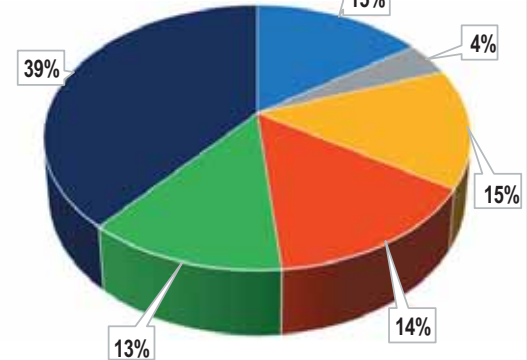
LINDI WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/10/2022							
General Description about the Utility	Lindi WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Lindi Municipality. Lindi WSSA is classified as Category C, its area of responsibility has total population of 99,330 people. The Utility draws water from thirteen (13) isolated water sources which are boreholes, springs and stream. Total Length of Water Network is 365 km , daily water demand is 5,250 cubic meters while, daily production is 2,407 cubic meters. The installed water production capacity is 10,315 cubic meters/day and storage capacity is 9,893 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 13% of the total households in the service area have septic tanks while 85% have latrines.						
General Data About the Utility	Total water connections	6,536					
	Total active connections	5,269					
	Total domestic connections	5,863					
	Total operational kiosk	252					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	36					
	Number of staff	42					
	Staffs per 1000 connections	6					
	Average service hours	16					
	Sewerage coverage (%)	-					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,400-1,500	1,900	2,000	2,000	1,500	
	Note : (i) The average tariff was TZS 1,800 per cubic meters (ii) The charge at water kiosks is TZS 30 per 20 litres (ii) Effective date of tariff was 1st February 2019						
Priorities	1. Extension of water distribution network 2. Employment of more competent staffs in both technical and commercial department 3. Procurement and installation of prepaid water meters 4. Establishment of hydraulic zones and district meter area to monitor Non Revenue Water 5. Apply new water tariff that will cover the actual cost of operation and maintenance						
Consumer Service	The utility has an average monthly consumption of 5 cubic meters per day per domestic connection, with per capita consumption of 15 lts/day. The overall water quality compliance with TBS set standards was 99% for E. coli and 100% for turbidity. There were 1,104 customer complaints reported of which 3% were related to billing. The total number of complaints per 1000 connections was 169.						
Performance Highlights	Lindi WSSA provides direct water supply to 75% people in its service area. The population living in area with water network was 84%, the operating ratio was 5 and accounts receivable period was 7.7 months. The collection efficiency with arrears was 85.% and current ratio stood at 0.6.						

LINDI WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/10/2022			
Distribution of Water Sources	Description		cubic meters
	Boreholes		1,155,131
	Springs		90,734
	Dams		-
	Lakes		-
	Rivers		-
	Total water Abstracted		1,245,865
	Total water Produced		878,539
Annual Water Use and its Revenue	Description		cubic meters
	Total billed		559,550
	Domestic		402,119
	Non-domestic		157,431
	NRW		318,989
	Total water produced		878,539
	Distribution of Revenue		
	Description		TZS
	Domestic bill		626,555,796
Financial Performance	Non Domestic Bill		226,397,306
	Total water billed		852,953,102
	Description		TZS
	Operating income from water and sewerage services		858,763,102
	Government /Donor Grants		5,654,973,303
	Amortized Grants		-
	Other income		154,469,958
	TOTAL ANNUAL INCOME		6,668,206,363
Financial Performance	Water Production Expenses		532,025,749
	Water distribution Expenses		56,745,894
	Maintenance and Repair		157,975,678
	Personnel Expenses		558,547,070
	Administration Expenses		250,862,801
	Other O & M Expenses		279,200,490
	Total O & M		1,835,357,682
	Depreciation and Amortization		3,195,937,862
	TOTAL ANNUAL EXPENDITURE		5,031,295,544
Financial Performance	Surplus		1,636,910,819

BARIADI WSSA PROFILE							2021/22											
EWURA LICENSE No: WSSSL/61/12																		
General Description about the Utility	Bariadi WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Bariadi Town. Bariadi WSSA is classified as Category C, its area of responsibility has total population of 83,716 people. 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 159 km , daily water demand is 6,086 cubic meters while, daily production is 1,395 cubic meters. The installed water production capacity is 4,546 cubic meters/day and storage capacity is 1,840 cubic meters. The utility has no treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 48% of the total households in the service area have septic tanks while 51% have latrines.																	
General Data About the Utility	Total water connections	2,769																
	Total active connections	2,633																
	Total domestic connections	2,275																
	Total operational kiosk	79																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	27																
	Number of staff	12																
	Staffs per 1000 connections	4																
	Average service hours	10																
	Sewerage coverage (%)	-																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>TZS/m³</td><td>660</td><td>780</td><td>900</td><td>N/A</td><td>1,500</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	660	780	900	N/A	1,500
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk												
	TZS/m ³	660	780	900	N/A	1,500												
Note : (i) The average tariff was TZS 730 per cubic meters (ii) The charge at water kiosks is TZS 30 per 20 litres (ii) Effective date of tariff was 1st June 2011																		
Priorities	1. Reliable Water sources 2. Extension of Water Network 3. Staff capacity 4. Reduction of Non Revenue Water 5. Reduction of power consumption (Energy costs)																	
Consumer Service	The utility has an average monthly consumption of 6 cubic meters per day per domestic connection, with per capita consumption of 14 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 208 customer complaints reported of which 26% were related to billing. The total number of complaints per 1000 connections was 75.																	
Performance Highlights	Bariadi WSSA provides direct water supply to 49% people in its service area. The population living in area with water network was 63%, the operating ratio was 2.1 and accounts receivable period was 3.8 months. The collection efficiency with arrears was 87.6% and current ratio stood at 1.1.																	

BARIADI WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/61/12			
Distribution of Water Sources	Description	cubic meters	 <p>Boreholes 100%</p>
	Boreholes	509,159	
	Springs	-	
	Dams	-	
	Lakes	-	
	Rivers	-	
	Total water Abstracted	509,159	
	Total water Produced	509,159	
Annual Water Use and its Revenue	Description	cubic meters	 <p>Domestic 40%</p> <p>Non-domestic 32%</p> <p>NRW 28%</p>
	Total billed	369,740	
	Domestic	204,876	
	Non-domestic	164,864	
	NRW	139,419	
	Total water produced	509,159	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	130,436,955	
	Non Domestic Bill	123,750,363	
	Total water billed	254,187,318	
Financial Performance	Income and Expenditure	TZS	 <p>Production 54%</p> <p>Depreciation and Amortization 15%</p> <p>Personnel 12%</p> <p>Administration 14%</p> <p>Distribution 4%</p> <p>Others 1%</p> <p>Maintenance and Repair 0%</p>
	Description		
	Operating income from water and sewerage services	253,802,110	
	Government /Donor Grants	1,261,472,445	
	Amortized Grants	-	
	Other income	35,995,297	
	TOTAL ANNUAL INCOME	1,551,269,852	
	Water Production Expenses	86,105,730	
	Water distribution Expenses	26,708,540	
	Maintenance and Repair	6,214,343	
	Personnel Expenses	88,312,016	
	Administration Expenses	70,245,679	
	Other O & M Expenses	2,344,960	
	Total O & M	279,931,268	
	Depreciation and Amortization	322,013,383	
	TOTAL ANNUAL EXPENDITURE	601,944,651	
	Surplus	949,325,201	

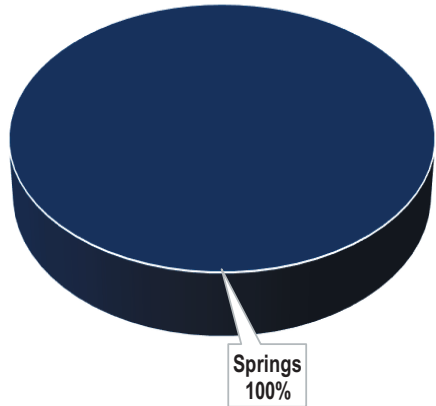
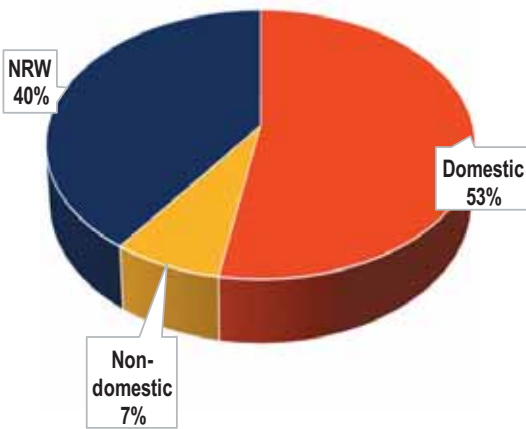
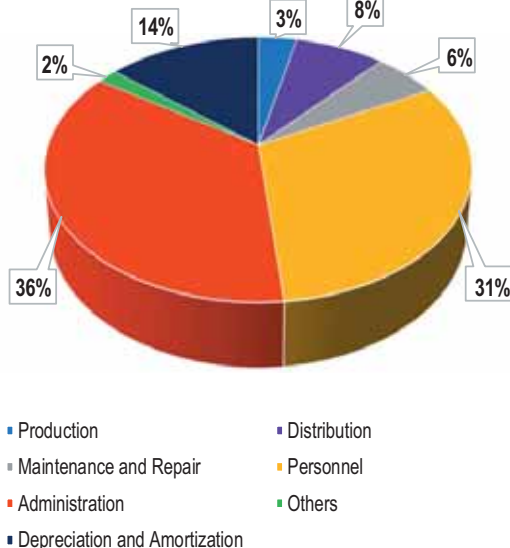
GEITA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/81/2012							
General Description about the Utility	Geita WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Geita Town, Mbogwe ward, Nyasato ward, Masumbwe ward, Nyakafuru ward, Nhomolwa ward and Iponya ward.. Geita WSSA is classified as Category C, its area of responsibility has total population of 377,183 people. The Utility draws water from one spring, twelve boreholes and one dam. Total Length of Water Network is 397 km , daily water demand is 18,885 cubic meters while, daily production is 4,632 cubic meters. The installed water production capacity is 7,182 cubic meters/day and storage capacity is 3,345 cubic meters. The utility has treatment facility for faecal sludge. Also the utility has 1 cesspit emptier truck. It is estimated that 17% of the total households in the service area have septic tanks while 81% have latrines.						
General Data About the Utility	Total water connections	10,179					
	Total active connections	9,737					
	Total domestic connections	9,148					
	Total operational kiosk	113					
	Total sewerage connections	-					
	Metering ratio (%)	100					
	NRW (%)	29					
	Number of staff	38					
	Staffs per 1000 connections	4					
	Average service hours	12					
Sewerage coverage (%)	-						
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	920 – 1,350	1,550	1,750	1,950	1,300	
	Note : (i) The average tariff was TZS 1,400 per cubic meters (ii) The charge at water kiosks is TZS 26 per 20 litres (ii) Effective date of tariff was 15th March 2019						
Priorities	1. Reduction of NRW to acceptable standards 2. Extension of water network to uncovered areas 3. Construction of sewerage network and sewerage treatment facilities 4. Purchase of working tools 5. Construction of new water sources						
Consumer Service	The utility has an average monthly consumption of 8 cubic meters per day per domestic connection, with per capita consumption of 14 lts/day.The overall water quality compliance with TBS set standards was 98% for E. coli and 97% for turbidity. There were 4,991 customer complaints reported of which 0% were related to billing. The total number of complaints per 1000 connections was 490.						
Performance Highlights	Geita WSSA provides direct water supply to 75% people in its service area. The population living in area with water network was 55%, the operating ratio was 2.7 and accounts receivable period was 0.9 months. The collection efficiency with arrears was 98.7% and current ratio stood at 0.2.						

GEITA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/81/2012			
Distribution of Water Sources	Description	cubic meters	
	Boreholes	319,101	
	Springs	231,105	
	Dams	1,371,597	
	Lakes	-	
	Rivers	-	
	Total water Abstracted	1,921,803	
	Total water Produced	1,690,698	
Annual Water Use and its Revenue	Description	cubic meters	
	Total billed	1,204,626	
	Domestic	978,459	
	Non-domestic	226,168	
	NRW	486,072	
	Total water produced	1,690,698	
	Distribution of Revenue		
	Description	TZS	
Financial Performance		%	
	Domestic bill	1,281,320,044	
	Non Domestic Bill	406,763,420	
	Total water billed	1,688,083,464	
	Income and Expenditure	TZS	
	Operating income from water and sewerage services	1,723,982,664	
	Government /Donor Grants	2,516,157,529	
	Amortized Grants	118,114,775	
	Other income	230,362,146	
	TOTAL ANNUAL INCOME	4,588,617,114	
	Water Production Expenses	804,161,029	
	Water distribution Expenses	-	
	Maintenance and Repair	219,855,099	
	Personnel Expenses	769,824,203	
	Administration Expenses	758,787,260	
	Other O & M Expenses	668,260,985	
	Total O & M	3,220,888,576	
	Depreciation and Amortization	2,045,045,357	
	TOTAL ANNUAL EXPENDITURE	5,265,933,933	
	Deficit	- 677,316,819	

MPANDA WSSA PROFILE							2021/22											
EWURA LICENSE No: WSSSL/51/2012																		
General Description about the Utility	Mpanda WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Mpanda township. Mpanda WSSA is classified as Category C, its area of responsibility has total population of 168,279 people. The Utility draws water from spring, dam and groundwater. Total Length of Water Network is 189 km , daily water demand is 12,000 cubic meters while, daily production is 3,290 cubic meters. The installed water production capacity is 10,370 cubic meters/day and storage capacity is 3,530 cubic meters. The utility has no treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 29% of the total households in the service area have septic tanks while 71% have latrines.																	
General Data About the Utility	Total water connections	6,456																
	Total active connections	5,956																
	Total domestic connections	6,139																
	Total operational kiosk	53																
	Total sewerage connections	-																
	Metering ratio (%)	100																
	NRW (%)	37																
	Number of staff	44																
	Staffs per 1000 connections	7																
	Average service hours	7																
	Sewerage coverage (%)	-																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>TZS/m³</td><td>800</td><td>820</td><td>850</td><td>950</td><td>1,000</td></tr></table>						Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	800	820	850	950	1,000
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk												
	TZS/m ³	800	820	850	950	1,000												
Note : (i) The average tariff was TZS 1,113 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st February, 2016																		
Priorities	1. Fill vacant position with qualified Staffs 2. Working tools such as transport facilities 3. Provision of facilities for sanitation services such as cesspit emptier 4. Construction of conventional treatment plant and provisional of laboratory facilities 5. Increase in water production and extension of water network to uncovered areas																	
Consumer Service	The utility has an average monthly consumption of 8 cubic meters per day per domestic connection, with per capita consumption of 21 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 89% for turbidity. There were 888 customer complaints reported of which 7% were related to billing. The total number of complaints per 1000 connections was 138.																	
Performance Highlights	Mpanda WSSA provides direct water supply to 46% people in its service area. The population living in area with water network was 72%, the operating ratio was 1 and accounts receivable period was 4.8 months. The collection efficiency with arrears was 80.% and current ratio stood at 10.1.																	

MPANDA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/51/2012			
Distribution of Water Sources	Description	cubic meters	<p>Dams 2% Boreholes 2% Springs 96%</p>
	Boreholes	21,400	
	Springs	1,142,780	
	Dams	29,340	
	Lakes	-	
	Rivers	-	
	Total water Abstracted	1,200,691	
	Total water Produced	1,200,691	
Annual Water Use and its Revenue	Description	cubic meters	<p>NRW 37% Domestic 50% Non-domestic 13%</p>
	Total billed	761,561	
	Domestic	603,882	
	Non-domestic	157,678	
	NRW	439,130	
	Total water produced	1,200,691	
	Distribution of Revenue		
	Description	TZS	
Financial Performance		%	<p>Production 40% Distribution 19% Administration 27% Maintenance and Repair 9% Personnel 3% Depreciation and Amortization 2%</p>
	Domestic bill	712,175,600	
	Non Domestic Bill	219,566,580	
	Total water billed	931,742,180	
	Income and Expenditure	TZS	
	Operating income from water and sewerage services	816,452,061	
	Government /Donor Grants	-	
	Amortized Grants	-	
	Other income	140,241,277	
	TOTAL ANNUAL INCOME	956,693,338	
	Water Production Expenses	183,763,107	
	Water distribution Expenses	90,741,268	
	Maintenance and Repair	18,831,165	
	Personnel Expenses	381,084,976	
	Administration Expenses	255,209,782	
	Other O & M Expenses	26,943,040	
	Total O & M	956,573,338	
	Depreciation and Amortization	-	
	TOTAL ANNUAL EXPENDITURE	956,573,338	
	Surplus	120,000	

NJOMBE WSSA PROFILE							2021/22												
EWURA LICENSE No: WSSSL/46/2012																			
General Description about the Utility	Njombe WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Njombe Township. Njombe WSSA is classified as Category C, its area of responsibility has total population of 71,929 people. The Utility draws water from surface (springs). Total Length of Water Network is 157 km , daily water demand is 8,310 cubic meters while, daily production is 3,694 cubic meters. The installed water production capacity is 5,551 cubic meters/day and storage capacity is 1,120 cubic meters. The utility has no treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 26% of the total households in the service area have septic tanks while 74% have latrines.																		
General Data About the Utility	Total water connections	8,441																	
	Total active connections	7,277																	
	Total domestic connections	8,177																	
	Total operational kiosk	-																	
	Total sewerage connections	-																	
	Metering ratio (%)	100																	
	NRW (%)	40																	
	Number of staff	40																	
	Staffs per 1000 connections	5																	
	Average service hours	12																	
	Sewerage coverage (%)	-																	
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>TZS/m³</td><td>855 - 950</td><td>980 - 1100</td><td>980 – 1000</td><td>980 - 1000</td><td>1,000</td></tr></table>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	855 - 950	980 - 1100	980 – 1000	980 - 1000	1,000
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
	TZS/m ³	855 - 950	980 - 1100	980 – 1000	980 - 1000	1,000													
Note : (i) The average tariff was TZS 1,460 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st November, 2015																			
Priorities	1. Inadequate Water Supply Coverage 2. Increase of water production and protection of water sources 3. Reduction of Non Revenue Water 4. Improving revenue collection 5. Fill vacant position with qualified Staffs																		
Consumer Service	The utility has an average monthly consumption of 7 cubic meters per day per domestic connection, with per capita consumption of 38 lts/day. The overall water quality compliance with TBS set standards was 67% for E. coli and 86% for turbidity. There were 508 customer complaints reported of which 13% were related to billing. The total number of complaints per 1000 connections was 60.																		
Performance Highlights	Njombe WSSA provides direct water supply to 70% people in its service area. The population living in area with water network was 89%, the operating ratio was 1.1 and accounts receivable period was 3.3 months. The collection efficiency with arrears was 100.% and current ratio stood at 5.9.																		

NJOMBE WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/46/2012			
Distribution of Water Sources	Description		cubic meters
	Boreholes		-
	Springs		1,348
	Dams		-
	Lakes		-
	Rivers		-
	Total water Abstracted		1,348,408
	Total water Produced		1,348,408
			
Annual Water Use and its Revenue	Description		cubic meters
	Total billed		808,394
	Domestic		710,866
	Non-domestic		97,528
	NRW		540,014
	Total water produced		1,348,408
	Distribution of Revenue		
	Description		TZS
	Domestic bill		1,039,768,731
Financial Performance	Non Domestic Bill		180,303,537
	Total water billed		1,220,072,268
			
	Description		TZS
	Operating income from water and sewerage services		1,220,072,268
	Government /Donor Grants		1,220,000,000
	Amortized Grants		-
	Other income		75,870,006
	TOTAL ANNUAL INCOME		2,515,942,274
Financial Performance	Water Production Expenses		47,543,866
	Water distribution Expenses		110,846,402
	Maintenance and Repair		78,171,535
	Personnel Expenses		425,279,893
	Administration Expenses		491,321,813
	Other O & M Expenses		24,459,251
	Total O & M		1,177,622,760
	Depreciation and Amortization		189,916,193
	TOTAL ANNUAL EXPENDITURE		1,367,538,953
Financial Performance	Surplus		1,148,403,321
			

VWAWA-MLOWO WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/03/2018							
General Description about the Utility	Vwawa-Mlowo WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Vwawa and Mlowo Township. Vwawa-Mlowo WSSA is classified as Category C, its area of responsibility has total population of 128,484 people. 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 173 km , daily water demand is 10,495 cubic meters while, daily production is 2,734 cubic meters. The installed water production capacity is 5,593 cubic meters/day and storage capacity is 1,578 cubic meters. The utility has no treatment facility for faecal sludge. Also the utility has no cesspit emptier truck. It is estimated that 12% of the total households in the service area have septic tanks while 88% have latrines.						
General Data About the Utility	Total water connections	2,346					
	Total active connections	2,068					
	Total domestic connections	2,194					
	Total operational kiosk	6					
	Total sewerage connections	-					
	Metering ratio (%)	86					
	NRW (%)	75					
	Number of staff	23					
	Staffs per 1000 connections	10					
	Average service hours	8					
Sewerage coverage (%)	-						
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,000	1,000	1,100	1,300	1,000	
	Note : (i) The average tariff was TZS 1,013 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st July 2019						
Priorities	1. Upgrading and improving existing water infrastructures 2. Improving working tools 3. Investigate and financing reliable water project to cover current and future demand 4. Financing some of operational costs.						
Consumer Service	The utility has an average monthly consumption of 4 cubic meters per day per domestic connection, with per capita consumption of 5 lts/day. The overall water quality compliance with TBS set standards was 1% for E. coli and 1% for turbidity. There were 389 customer complaints reported of which 12% were related to billing. The total number of complaints per 1000 connections was 166.						
Performance Highlights	Vwawa-Mlowo WSSA provides direct water supply to 45% people in its service area. The population living in area with water network was 55%, the operating ratio was 3.5 and accounts receivable period was 4.3 months. The collection efficiency with arrears was 85.9% and current ratio stood at 2.						

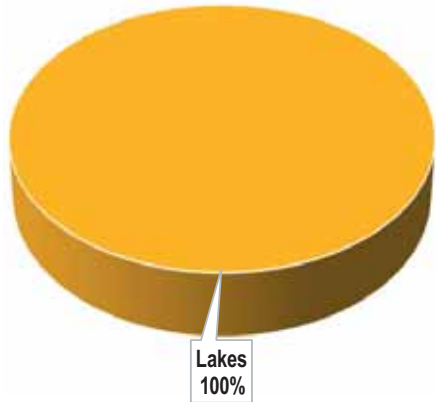
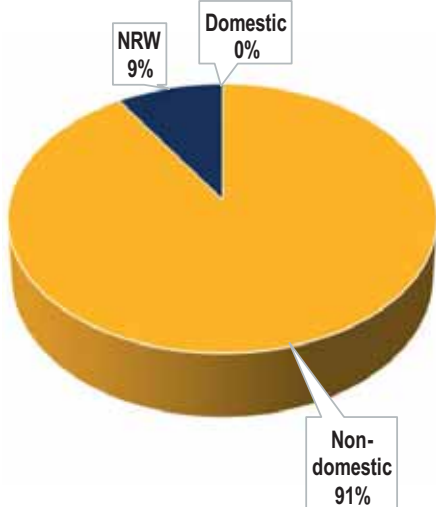
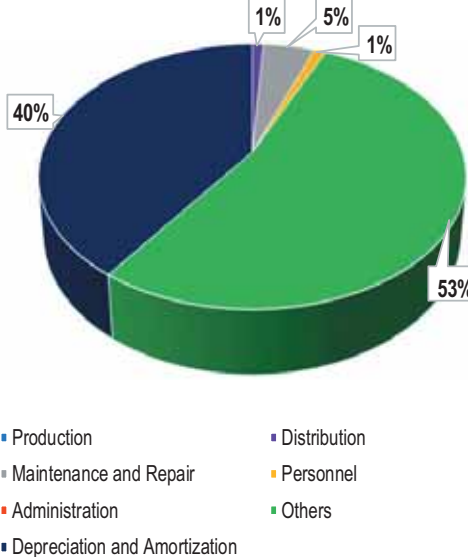
VWAWA-MLOWO WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/03/2018			
Distribution of Water Sources	Description	cubic meters	<p>A 3D pie chart illustrating the distribution of water sources. The largest slice is Rivers at 89%, followed by Springs at 9%, and Boreholes at 2%.</p>
	Boreholes	15,936	
	Springs	92,279	
	Dams	-	
	Lakes	-	
	Rivers	909,919	
	Total water Abstracted	1,018,134	
	Total water Produced	997,772	
Annual Water Use and its Revenue	Description	cubic meters	<p>A 3D pie chart illustrating the distribution of water use and revenue. The largest slice is NRW at 75%, followed by Non-domestic at 13%, and Domestic at 12%.</p>
	Total billed	252,276	
	Domestic	119,854	
	Non-domestic	132,422	
	NRW	745,496	
	Total water produced	997,772	
	Distribution of Revenue		
	Description	TZS %	
	Domestic bill	131,933,798	70%
Financial Performance	Non Domestic Bill	56,992,502	30%
	Total water billed	188,926,300	
	Income and Expenditure		<p>A 3D pie chart illustrating the distribution of income and expenditure. The largest slice is Production at 58%, followed by Personnel at 15%, Distribution at 13%, Maintenance and Repair at 11%, Administration at 2%, and Others at 1%.</p>
	Description	TZS	
	Operating income from water and sewerage services	190,022,700	
	Government /Donor Grants	683,123,637	
	Amortized Grants	-	
	Other income	13,098,368	
	TOTAL ANNUAL INCOME	886,244,705	
	Water Production Expenses	88,227,000	
	Water distribution Expenses	9,684,516	
	Maintenance and Repair	79,045,869	
	Personnel Expenses	106,791,313	
	Administration Expenses	15,423,800	
	Other O & M Expenses	-	
	Total O & M	299,172,498	
	Depreciation and Amortization	414,216,484	
	TOTAL ANNUAL EXPENDITURE	713,388,982	
	Surplus	172,855,723	

NATIONAL PROJECT WSSAs PROFILES

HANDENI TRUNK MAIN WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/14/11							
General Description about the Utility	HANDENI TRUNK MAIN WSSA is a fully autonomous public water 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, its area of responsibility has total population of 406,444 people. The Utility draws water from two intakes of the Pangani River. Total Length of Water Network is 588 km , daily water demand is 23,980 cubic meters while, daily production is 4,680 cubic meters. The installed water production capacity is 8,578 cubic meters/day and storage capacity is 6,929 cubic meters.						
General Data About the Utility	Total water connections	3,721					
	Total active connections	3,092					
	Total domestic connections	3,010					
	Total operational kiosk	361					
	Total sewerage connections	na					
	Metering ratio (%)	1					
	NRW (%)	73					
	Number of staff	80					
	Staffs per 1000 connections	21					
	Average service hours	6					
Sewerage coverage (%)	na						
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	2,500	2,750	2,972	3,470	2,500	
	Note : (i) The average tariff was TZS 3,549 per cubic meters (ii) The charge at water kiosks is TZS 50 per 20 litres (ii) Effective date of tariff was 1st May 2019						
Priorities	1. Increase water production by construction of another intake at Segera 2. Reduce Non - Revenue Water by repairing leaking pipes within short time 3. Improve quality of water from 50% to 100% sample tested compliance 4. Extension of water distribution lines by connecting villages within network area 5. Promoting water connections at reasonable cost						
Consumer Service	The utility has an average monthly consumption of 6 cubic meters per day per domestic connection, with per capita consumption of 3 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 79% for turbidity. There were 261 customer complaints reported of which 24% were related to billing. The total number of complaints per 1000 connections was 70.						
Performance Highlights	HANDENI TRUNK MAIN WSSA provides direct water supply to % people in its service area. The population living in area with water network was 69%, the operating ratio was 2 and accounts receivable period was 0.3 months. The collection efficiency with arrears was 93.3% and current ratio stood at 2.						

HANDENI TRUNK MAIN WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/14/11			
Distribution of Water Sources	Description	cubic meters	<p>A 3D pie chart showing the distribution of water sources. The chart is divided into two segments: a large red segment representing Rivers at 92% and a smaller blue segment representing Boreholes at 8%.</p>
	Boreholes	144,302	
	Springs	-	
	Dams	-	
	Lakes	-	
	Rivers	1,564,031	
	Total water Abstracted	1,708,333	
	Total water Produced	1,708,333	
Annual Water Use and its Revenue	Description	cubic meters	<p>A 3D pie chart showing the distribution of water use and revenue. The chart is divided into three segments: a large dark blue segment representing NRW at 73%, a red segment representing Domestic at 16%, and a yellow segment representing Non-domestic at 11%.</p>
	Total billed	459,533	
	Domestic	278,975	
	Non-domestic	180,558	
	NRW	1,248,800	
	Total water produced	1,708,333	
	Distribution of Revenue		
	Description	TZS %	
	Domestic bill	637,078,750	62%
Financial Performance	Non Domestic Bill	397,580,600	38%
	Total water billed	1,034,659,350	
	Income and Expenditure	TZS	<p>A 3D pie chart showing the distribution of income and expenditure. The chart is divided into six segments: a large blue segment representing Production at 52%, a green segment representing Distribution at 42%, a small dark blue segment representing Personnel at 6%, and three segments representing Maintenance and Repair, Administration, and Depreciation and Amortization, all at 0%.</p>
	Description		
	Operating income from water and sewerage services	2,069,318,700	
	Government /Donor Grants	-	
	Amortized Grants	3,339,897,935	
	Other income	-	
	TOTAL ANNUAL INCOME	2,069,318,700	
	Water Production Expenses	2,690,887,746	
	Water distribution Expenses	-	
	Maintenance and Repair	-	
	Personnel Expenses	19,515,000	
	Administration Expenses	-	
	Other O & M Expenses	2,217,215,352	
	Total O & M	4,927,618,098	
	Depreciation and Amortization	290,058,702	
	TOTAL ANNUAL EXPENDITURE	5,217,676,800	
	Deficit	-	3,148,358,100

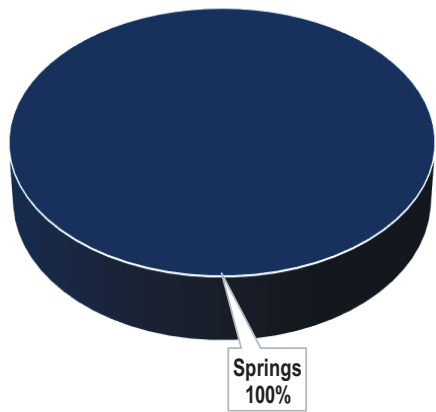
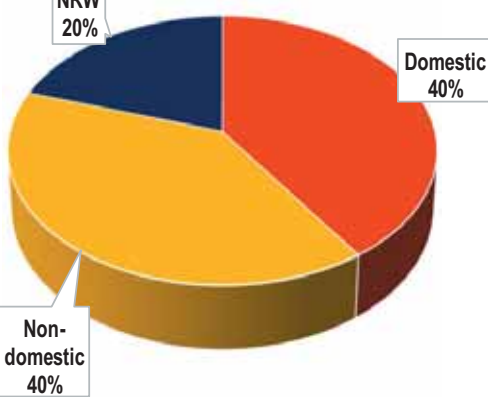
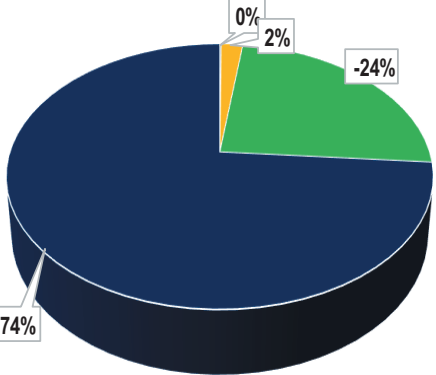
KAHAMA - SHINYANGA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/65/2012							
General Description about the Utility	KAHAMA - SHINYANGA WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in supplies bulk water to water utilities in the urban 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, its area of responsibility has total population of NA people. 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 756 km , daily water demand is 56,070 cubic meters while, daily production is 55,950 cubic meters. The installed water production capacity is 80,000 cubic meters/day and storage capacity is 35,000 cubic meters.						
General Data About the Utility	Total water connections	95					
	Total active connections	100					
	Total domestic connections	-					
	Total operational kiosk	-					
	Total sewerage connections	NA					
	Metering ratio (%)	100					
	NRW (%)	9					
	Number of staff	98					
	Staffs per 1000 connections	NA					
	Average service hours	24					
Sewerage coverage (%)	NA						
Tariff Structure							
	Category of customer	WSSAs	COWSs	Mining			
	TZS/m ³	900	675	1,240			
	Note : (i) The average tariff was TZS 883 per cubic meters (ii) The charge at water kiosks is TZS per 20 litres (ii) Effective date of tariff was 4th January 2019						
Priorities	1. Reduction of power usage 2. Construction of an office at Solwa area 3. Purchase of motor vehicles and motorcycles to facilitate transportation 4. Increases collection efficiency to at least 95% 5. Immediate replacement of malfunctional bulk water meters						
Consumer Service	The utility has an average monthly consumption of 0 cubic meters per day per domestic connection, with per capita consumption of 312 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 96% for turbidity. There were 13 customer complaints reported of which 46% were related to billing. The total number of complaints per 1000 connections was 137.						
Performance Highlights	KAHAMA - SHINYANGA WSSA provides direct water supply to NA% people in its service area. The population living in area with water network was NA%, the operating ratio was 1 and accounts receivable period was 0.4 months. The collection efficiency with arrears was 68.5% and current ratio stood at 1.9.						

KAHAMA - SHINYANGA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/65/2012			
Distribution of Water Sources	Description		cubic meters
	Boreholes		-
	Springs		-
	Dams		-
	Lakes		22,111,035
	Rivers		-
	Total water Abstracted		22,111,035
	Total water Produced		20,421,916
			
Annual Water Use and its Revenue	Description		cubic meters
	Total billed		18,553,675
	Domestic		114
	Non-domestic		18,553,561
	NRW		1,868,241
	Total water produced		20,421,916
	Distribution of Revenue		
	Description		TZS
	Domestic bill		-
	Non Domestic Bill		17,345,598,465
	Total water billed		17,345,598,465
			
Financial Performance	Income and Expenditure		TZS
	Description		
	Operating income from water and sewerage services		34,689,578,890
	Government /Donor Grants		1,800,000
	Amortized Grants		400,000,000
	Other income		-
	TOTAL ANNUAL INCOME		34,689,578,890
	Water Production Expenses		-
	Water distribution Expenses		42,838,067
	Maintenance and Repair		201,067,596
	Personnel Expenses		46,200,000
	Administration Expenses		-
	Other O & M Expenses		2,300,994,234
	Total O & M		2,591,099,897
	Depreciation and Amortization		1,737,883,000
	TOTAL ANNUAL EXPENDITURE		4,328,982,897
	Surplus		30,360,595,993
			

MAKONDE WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/30/2012							
General Description about the Utility	MAKONDE WSSA is a fully autonomous public water 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, its area of responsibility has total population of 490,948 people. 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 1,343 km , daily water demand is 24,547 cubic meters while, daily production is 3,500 cubic meters. The installed water production capacity is 5,700 cubic meters/day and storage capacity is 14,035 cubic meters.						
General Data About the Utility	Total water connections	3,881					
	Total active connections	3,670					
	Total domestic connections	2,795					
	Total operational kiosk	682					
	Total sewerage connections	N/A					
	Metering ratio (%)	95					
	NRW (%)	55					
	Number of staff	65					
	Staffs per 1000 connections	17					
	Average service hours	6					
Sewerage coverage (%)	N/A						
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,300-1,400	1,500	1,600	1,900	1,000	
Priorities	Note : (i) The average tariff was TZS 1,300 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 15th February 2019						
	1. Improve water Production						
	2. Reduce Non-Revenue water						
Consumer Service	3. Extension of water distribution network						
	4. Increase customer base						
	5. Improve water quality						
Performance Highlights	The utility has an average monthly consumption of 4 cubic meters per day per domestic connection, with per capita consumption of 2 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 634 customer complaints reported of which 26% were related to billing. The total number of complaints per 1000 connections was 163.						
	MAKONDE WSSA provides direct water supply to 65% people in its service area. The population living in area with water network was 80%, the operating ratio was 3 and accounts receivable period was 1.7 months. The collection efficiency with arrears was 96.2% and current ratio stood at 0.8.						

MAKONDE WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/30/2012			
Distribution of Water Sources	Description	cubic meters	<p>A 3D pie chart showing the distribution of water sources. The chart is divided into two segments: a large blue segment representing Boreholes at 81%, and a smaller dark blue segment representing Springs at 19%.</p>
	Boreholes	651,168	
	Springs	156,307	
	Dams	-	
	Lakes	-	
	Rivers	-	
	Total water Abstracted	807,475	
	Total water Produced	807,475	
Annual Water Use and its Revenue	Description	cubic meters	<p>A 3D pie chart showing the distribution of revenue. The chart is divided into three segments: a large dark blue segment representing NRW at 55%, a red segment representing Domestic at 22%, and a yellow segment representing Non-domestic at 23%.</p>
	Total billed	361,154	
	Domestic	176,637	
	Non-domestic	184,517	
	NRW	446,321	
	Total water produced	807,475	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	229,334,959	
Financial Performance	Non Domestic Bill	229,771,225	<p>A 3D pie chart showing the distribution of expenditure. The chart is divided into three segments: a large green segment representing Production at 88%, a dark blue segment representing Distribution at 12%, and a very small segment representing Depreciation and Amortization at 0%.</p>
	Total water billed	459,106,184	
	Description	TZS	
	Operating income from water and sewerage services	1,016,028,548	
	Government /Donor Grants	-	
	Amortized Grants	2,411,571,352	
	Other income	-	
	TOTAL ANNUAL INCOME	1,016,028,548	
	Water Production Expenses	-	
	Water distribution Expenses	-	
	Maintenance and Repair	-	
	Personnel Expenses	1,010,000	
	Administration Expenses	-	
	Other O & M Expenses	950,750,586	
	Total O & M	951,760,586	
	Depreciation and Amortization	130,084,500	
	TOTAL ANNUAL EXPENDITURE	1,081,845,087	
	Deficit	-	
		65,816,539	

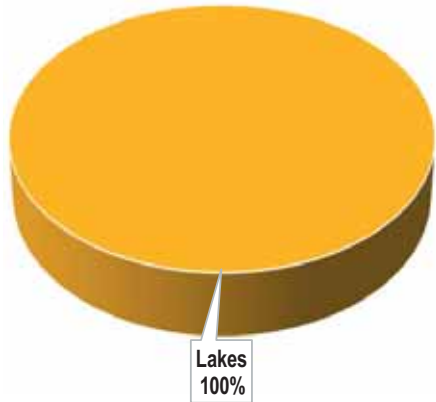
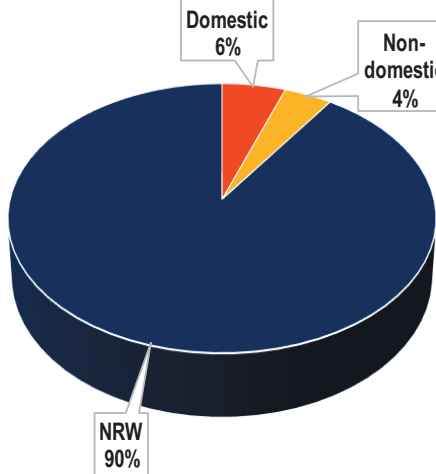
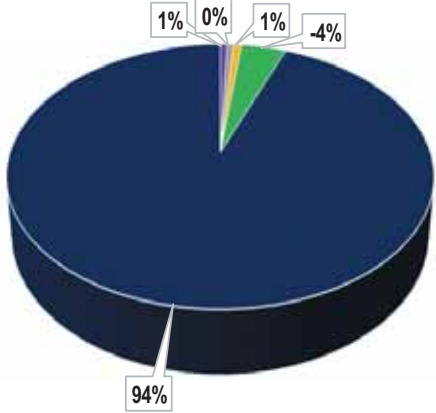
MASASI NACHINGWEA WSSA PROFILE							2021/22												
EWURA LICENSE No: WSSSL/06/2014																			
General Description about the Utility	MASASI NACHINGWEA WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in two districts namely Masasi in Mtwara Region, Nachingwea in Lindi Region part of Ruangwa district and Mangaka town. MASASI NACHINGWEA WSSA is classified as Category C, its area of responsibility has total population of 334,511 people. 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 562 km , daily water demand is 14,934 cubic meters while, daily production is 7,271 cubic meters. The installed water production capacity is 11,520 cubic meters/day and storage capacity is 27,500 cubic meters.																		
General Data About the Utility	Total water connections	13,250																	
	Total active connections	12,905																	
	Total domestic connections	12,164																	
	Total operational kiosk	386																	
	Total sewerage connections	N/A																	
	Metering ratio (%)	100																	
	NRW (%)	20																	
	Number of staff	71																	
	Staffs per 1000 connections	5																	
	Average service hours	23																	
	Sewerage coverage (%)	N/A																	
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>TZS/m³</td><td>1,200-1,400</td><td>1,600</td><td>2,000</td><td>2,500</td><td>2,250</td></tr></table>							Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	TZS/m ³	1,200-1,400	1,600	2,000	2,500	2,250
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk													
	TZS/m ³	1,200-1,400	1,600	2,000	2,500	2,250													
Note : (i) The average tariff was TZS 1,557 per cubic meters (ii) The charge at water kiosks is TZS 45 per 20 litres (ii) Effective date of tariff was 1st October 2016																			
Priorities	1. Extension of water network 2. Increase connections 3. Installation of capacitor bank 4. Prompt response to customer complaints																		
Consumer Service	The utility has an average monthly consumption of 7 cubic meters per day per domestic connection, with per capita consumption of 12 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 497 customer complaints reported of which 6% were related to billing. The total number of complaints per 1000 connections was 38.																		
Performance Highlights	MASASI NACHINGWEA WSSA provides direct water supply to 63% people in its service area. The population living in area with water network was 76%, the operating ratio was 1.1 and accounts receivable period was 0.2 months. The collection efficiency with arrears was 98.3% and current ratio stood at 2.9.																		

MASASI NACHINGWEA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/06/2014			
Distribution of Water Sources	Description	cubic meters	 <p>Springs 100%</p>
	Boreholes	-	
	Springs	2,653,935	
	Dams	-	
	Lakes	-	
	Rivers	-	
	Total water Abstracted	2,653,935	
	Total water Produced	2,653,935	
Annual Water Use and its Revenue	Description	cubic meters	 <p>Domestic 40%</p> <p>Non-domestic 40%</p> <p>NRW 20%</p>
	Total billed	2,121,713	
	Domestic	1,073,426	
	Non-domestic	1,048,287	
	NRW	532,222	
	Total water produced	2,653,935	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	1,708,713,934	
	Non Domestic Bill	1,521,843,488	
Financial Performance	Total water billed	3,230,557,422	 <p>Production 74%</p> <p>Distribution 24%</p> <p>Maintenance and Repair 2%</p> <p>Administration 0%</p> <p>Personnel 0%</p> <p>Depreciation and Amortization 0%</p>
	Income and Expenditure	TZS	
	Operating income from water and sewerage services	6,461,114,844	
	Government /Donor Grants	13,175,289	
	Amortized Grants	3,625,789	
	Other income	- 16,801,078	
	TOTAL ANNUAL INCOME	6,461,114,844	
	Water Production Expenses	-	
	Water distribution Expenses	-	
	Maintenance and Repair	1,987,200	
	Personnel Expenses	28,801,350	
	Administration Expenses	-	
	Other O & M Expenses	- 356,827,946	
	Total O & M	- 326,039,396	
	Depreciation and Amortization	1,088,975,401	
	TOTAL ANNUAL EXPENDITURE	762,936,005	
	Surplus	5,698,178,839	

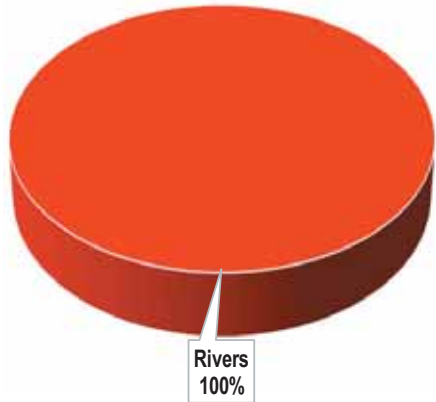
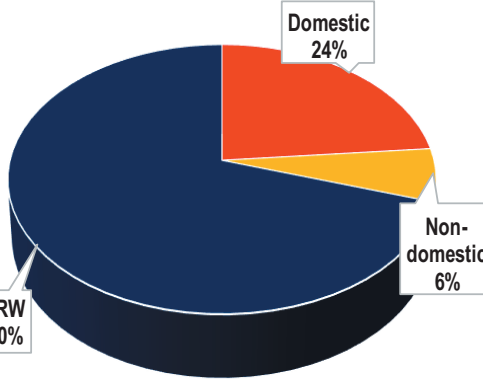
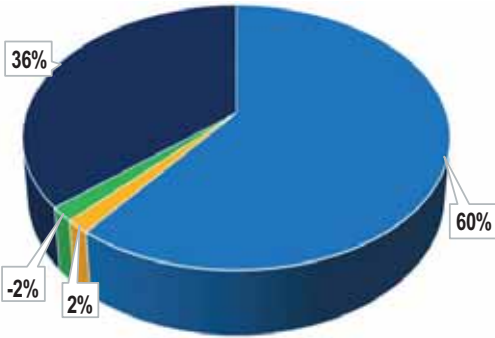
MASWA WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/62/2012							
General Description about the Utility	MASWA WSSA is a fully autonomous public water utility licensed to provide water supply and sanitation services in Maswa, Sangamwalugesha, Malampaka and Lalago Towns. MASWA WSSA is classified as Category C, its area of responsibility has total population of 130,936 people. 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 343 km , daily water demand is 8,000 cubic meters while, daily production is 5,946 cubic meters. The installed water production capacity is 10,380 cubic meters/day and storage capacity is 1,100 cubic meters.						
General Data About the Utility	Total water connections	4,411					
	Total active connections	3,313					
	Total domestic connections	3,950					
	Total operational kiosk	113					
	Total sewerage connections	NA					
	Metering ratio (%)	64					
	NRW (%)	51					
	Number of staff	20					
	Staffs per 1000 connections	5					
	Average service hours	12					
	Sewerage coverage (%)	NA					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,600	1,900	2,300	2,600	1,600	
	Note : (i) The average tariff was TZS 1,710 per cubic meters (ii) The charge at water kiosks is TZS 32 per 20 litres (ii) Effective date of tariff was 1st May, 2019						
Priorities	1. Procurement of water meters 2. Extension of water network 3. Repair and maintainance of water Infrastructure 4. Conducting customer survey 5. Increase number of customers						
Consumer Service	The utility has an average monthly consumption of 14 cubic meters per day per domestic connection, with per capita consumption of 20 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 1,853 customer complaints reported of which 28% were related to billing. The total number of complaints per 1000 connections was 420.						
Performance Highlights	MASWA WSSA provides direct water supply to 78% people in its service area. The population living in area with water network was 78%, the operating ratio was 2.8 and accounts receivable period was 0.6 months. The collection efficiency with arrears was 86.3% and current ratio stood at 1.2.						

MASWA WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/62/2012			
Distribution of Water Sources	Description	cubic meters	
	Boreholes	43,670	
	Springs	-	
	Dams	1,667,474	
	Lakes	-	
	Rivers	-	
	Total water Abstracted	1,667,474	
	Total water Produced	1,711,144	
Annual Water Use and its Revenue	Description	cubic meters	
	Total billed	845,190	
	Domestic	732,395	
	Non-domestic	112,795	
	NRW	865,954	
	Total water produced	1,711,144	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	-	
	Non Domestic Bill	571,921,570	
	Total water billed	571,921,570	
Financial Performance	Income and Expenditure	TZS	
	Description		
	Operating income from water and sewerage services	1,143,843,139	
	Government /Donor Grants	85,691,993	
	Amortized Grants	1,672,626,221	
	Other income	-	
	TOTAL ANNUAL INCOME	1,143,843,139	
	Water Production Expenses	1,624,735,827	
	Water distribution Expenses	-	
	Maintenance and Repair	-	
	Personnel Expenses	820,000	
	Administration Expenses	-	
	Other O & M Expenses	945,200,298	
	Total O & M	2,570,756,126	
	Depreciation and Amortization	533,036,465	
	TOTAL ANNUAL EXPENDITURE	3,103,792,590	
	Deficit	-	
		1,959,949,451	

MUGANGO - KIABAKARI WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/78/2012							
General Description about the Utility	MUGANGO - KIABAKARI WSSA is a fully autonomous public water 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, its area of responsibility has total population of 196,042 people. The Utility draws water from Lake Victoria from the intake located at Mugango village. Total Length of Water Network is 146 km , daily water demand is 10,345 cubic meters while, daily production is 3,355 cubic meters. The installed water production capacity is 10,800 cubic meters/day and storage capacity is 2,328 cubic meters.						
General Data About the Utility	Total water connections	1,299					
	Total active connections	926					
	Total domestic connections	1,179					
	Total operational kiosk	28					
	Total sewerage connections	NA					
	Metering ratio (%)	100					
	NRW (%)	90					
	Number of staff	20					
	Staffs per 1000 connections	15					
	Average service hours	8					
	Sewerage coverage (%)	NA					
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	1,100	1,100	1,640	1,640	1,000	
	Note : (i) The average tariff was TZS 1,310 per cubic meters (ii) The charge at water kiosks is TZS 20 per 20 litres (ii) Effective date of tariff was 1st December, 2020						
Priorities	1. Reduce Non Water Revenue 2. Increase network coverage 3. Employment of new staff 4. Increase revenue 5. Building capacity to staff						
Consumer Service	The utility has an average monthly consumption of 4 cubic meters per day per domestic connection, with per capita consumption of 2 lts/day. The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 237 customer complaints reported of which 2% were related to billing. The total number of complaints per 1000 connections was 182.						
Performance Highlights	MUGANGO - KIABAKARI WSSA provides direct water supply to 39% people in its service area. The population living in area with water network was 52%, the operating ratio was 7.5 and accounts receivable period was 0.5 months. The collection efficiency with arrears was 83.4% and current ratio stood at 0.5.						

MUGANGO - KIABAKARI WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/78/2012			
Distribution of Water Sources	Description	cubic meters	 <p>Lakes 100%</p>
	Boreholes	-	
	Springs	-	
	Dams	-	
	Lakes	1,224,590	
	Rivers	-	
	Total water Abstracted	1,224,590	
	Total water Produced	1,224,590	
Annual Water Use and its Revenue	Description	cubic meters	 <p>Domestic 6% Non-domestic 4% NRW 90%</p>
	Total billed	117,944	
	Domestic	67,228	
	Non-domestic	50,716	
	NRW	1,106,646	
	Total water produced	1,224,590	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	122,148,117	
	Non Domestic Bill	-	
	Total water billed	122,148,117	
Financial Performance	Income and Expenditure	TZS	 <p>Production 94% Distribution 1% Maintenance and Repair 1% Personnel 0% Administration 1% Depreciation and Amortization 4% Others 0%</p>
	Description		
	Operating income from water and sewerage services	244,296,234	
	Government /Donor Grants	-	
	Amortized Grants	1,231,606,450	
	Other income	-	
	TOTAL ANNUAL INCOME	244,296,234	
	Water Production Expenses	-	
	Water distribution Expenses	4,872,000	
	Maintenance and Repair	4,402,000	
	Personnel Expenses	5,665,300	
	Administration Expenses	-	
	Other O & M Expenses	-	
	Total O & M	16,624,857	
	Depreciation and Amortization	733,951,000	
	TOTAL ANNUAL EXPENDITURE	717,326,143	
	Deficit	-	
		473,029,909	

WANGING'OMBE WSSA PROFILE							2021/22
EWURA LICENSE No: WSSSL/01/2016							
General Description about the Utility	WANGING'OMBE WSSA is a fully autonomous public water 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, its area of responsibility has total population of 95,068 people. The Utility draws water from two river sources namely Mbukwa and Mitaifu. Total Length of Water Network is 406 km , daily water demand is 10,663 cubic meters while, daily production is 4,290 cubic meters. The installed water production capacity is 6,312 cubic meters/day and storage capacity is 5,392 cubic meters.						
General Data About the Utility	Total water connections	7,225					
	Total active connections	6,763					
	Total domestic connections	6,374					
	Total operational kiosk	620					
	Total sewerage connections	-					
	Metering ratio (%)	94					
	NRW (%)	70					
	Number of staff	48					
	Staffs per 1000 connections	7					
	Average service hours	10					
Sewerage coverage (%)	-						
Tariff Structure							
	Category of customer	Domestic	Institutional	Commercial	Industrial	Kiosk	
	TZS/m ³	900	800	1,000	N/A	900	
Priorities	Note : (i) The average tariff was TZS 1,582 per cubic meters						
	(ii) The charge at water kiosks is TZS 18 per 20 litres						
	(ii) Effective date of tariff was 1st December 2018						
Consumer Service	1. Rehabilitation of water system						
	2. Improvement of existing intake and construction of new intake						
	3. Procure and installation of bulk water meter						
	4. Construction of treatment plant						
	5. Procure, installation and replacement of water meters to cutomers						
Performance Highlights	The utility has an average monthly consumption of 4 cubic meters per day per domestic connection, with per capita consumption of 13 lts/day.The overall water quality compliance with TBS set standards was 100% for E. coli and 100% for turbidity. There were 174 customer complaints reported of which 40% were related to billing. The total number of complaints per 1000 connections was 24.						
	WANGING'OMBE WSSA provides direct water supply to 66% people in its service area. The population living in area with water network was 85%, the operating ratio was 1.8 and accounts receivable period was 0.3 months. The collection efficiency with arrears was 100.% and current ratio stood at 2.9.						

WANGING'OMBE WSSA PROFILE			2021/22
EWURA LICENSE No: WSSSL/01/2016			
Distribution of Water Sources	Description	cubic meters	 <p>Rivers 100%</p>
	Boreholes	-	
	Springs	-	
	Dams	-	
	Lakes	-	
	Rivers	1,290,180	
	Total water Abstracted	1,290,180	
	Total water Produced	1,290,180	
Annual Water Use and its Revenue	Description	cubic meters	 <p>Domestic 24%</p> <p>Non-domestic 6%</p> <p>NRW 70%</p>
	Total billed	385,607	
	Domestic	304,125	
	Non-domestic	81,482	
	NRW	904,573	
	Total water produced	1,290,180	
	Distribution of Revenue		
	Description	TZS	
	Domestic bill	330,151,089	
	Non Domestic Bill	67,120,121	
	Total water billed	397,271,210	
Financial Performance	Income and Expenditure	TZS	 <p>Production 60%</p> <p>Distribution 36%</p> <p>Depreciation and Amortization 2%</p> <p>Maintenance and Repair 2%</p> <p>Administration 2%</p> <p>Others 2%</p>
	Description		
	Operating income from water and sewerage services	794,542,420	
	Government /Donor Grants	-	
	Amortized Grants	537,880,575	
	Other income	-	
	TOTAL ANNUAL INCOME	794,542,420	
	Water Production Expenses	437,880,575	
	Water distribution Expenses	-	
	Maintenance and Repair	-	
	Personnel Expenses	11,700,000	
	Administration Expenses	-	
	Other O & M Expenses	-	
	Total O & M	437,351,307	
	Depreciation and Amortization	263,005,983	
	TOTAL ANNUAL EXPENDITURE	700,357,291	
	Surplus	94,185,130	

APPENDIX 2:

THREE YEARS PERFORMANCE DATA FOR REGIONAL WSSAs

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

Name of Water Utility	2019/20						2020/21						2021/22					
	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total
Category A																		
Arusha	7.17	8.72	-	-	2.32	18.20	9.07	8.89	0.00	0.00	3.01	20.97	9.33	7.90	-	-	2.82	20.05
DAWASA	2.29	-	-	-	165.35	167.65	2.93	-	-	-	158.72	161.65	4.90	0.00	0.00	0.00	149.01	153.91
Dodoma	16.55	0.23	-	-	-	16.78	19.66	-	-	-	-	19.66	25.07	-	-	-	-	25.07
Iringa	0.08	1.35	-	-	5.57	7.00	0.15	1.43	-	-	6.28	7.87	0.15	1.50	0.00	0.00	5.81	7.45
Kahama	-	-	-	4.34	-	4.34	-	-	-	4.94	-	4.94	-	-	-	4.79	-	4.79
Mbeya	-	8.94	-	-	7.20	16.14	-	10.22	-	-	7.68	17.90	0.00	11.68	0.00	0.00	8.04	19.72
Morogoro	0.60	-	10.36	-	2.86	13.82	0.79	-	9.97	-	3.39	14.15	0.61	-	9.86	-	3.86	14.32
Moshi	1.45	10.34	-	-	-	11.79	1.56	10.67	-	-	-	12.23	1.77	11.73	0.00	0.00	1.02	14.52
Mtwara	4.07	0.11	-	-	-	4.18	4.85	0.12	-	-	-	4.97	5.14	0.09	-	-	-	5.23
Musoma	-	-	-	6.25	-	6.25	-	-	-	7.05	-	7.05	0.00	0.00	0.00	7.36	0.00	7.36
Mwanza	-	-	-	40.72	-	40.72	-	-	-	35.92	-	35.92	-	-	-	36.81	-	36.81
Shinyanga	-	-	1.14	3.27	-	4.41	-	-	1.17	3.50	-	4.67	0.02	0.00	0.48	4.60	0.00	5.10
Songea	0.00	1.68	-	-	1.32	3.00	0.01	2.43	-	-	0.51	2.96	0.05	2.57	-	-	0.54	3.15
Tabora	0.04	-	5.33	-	-	5.37	0.03	-	4.06	1.68	-	5.77	0.06	0.00	3.71	2.65	0.00	6.42
Tanga	0.37	-	12.17	-	0.72	13.26	0.35	-	12.27	-	0.48	13.10	0.97	-	12.47	-	0.24	13.69
SubTotal	32.63	31.38	28.99	54.58	185.34	332.91	39.41	33.77	27.48	53.09	180.07	333.81	48.07	35.46	26.51	56.21	171.34	337.59
Category B and C																		
Bukoba	-	-	-	2.72	-	2.72	-	0.19	-	2.34	-	2.53	0.24	0.23	-	3.39	-	3.86
Kigoma	-	-	-	3.43	-	3.43	-	-	-	3.74	-	3.74	0.00	0.00	0.00	3.86	0.00	3.86
Singida	2.71	-	-	-	-	2.71	3.06	-	-	-	-	3.06	3.14	-	-	-	-	3.14
Sumbawanga	0.71	-	-	-	1.91	2.63	0.21	-	-	-	1.79	2.00	0.24	0.00	0.00	0.00	1.92	2.16
Babati	1.74	0.79	-	-	0.31	2.84	1.80	0.76	-	-	0.32	2.88	1.99	1.18	-	-	0.39	3.57
Lindi	1.27	0.08	-	-	-	1.36	1.22	0.09	-	-	0.00	1.31	1.16	0.09	0.00	0.00	0.00	1.25
Bariadi	0.27	-	-	-	-	0.27	0.37	-	-	-	-	0.37	0.51	-	-	-	-	0.51
Geita	0.34	0.02	1.56	-	-	1.92	0.36	0.01	1.43	-	-	1.81	0.32	0.23	1.37	0.00	0.00	1.92
Mpanda	0.02	0.90	0.02	-	-	0.94	0.02	1.06	0.03	-	-	1.10	0.02	1.14	0.03	-	-	1.19
Njombe	0.00	1.27	-	-	-	1.27	0.00	1.48	-	-	-	1.48	0.00	0.00	0.00	0.00	0.00	0.00
Vwawa-Mlowo	0.02	0.09	-	-	0.78	0.89	0.02	0.09	-	-	0.80	0.91	0.02	0.09	-	-	0.91	1.02
SubTotal	7.08	2.36	1.58	6.15	3.00	20.17	7.06	3.69	1.45	6.08	2.91	21.20	7.63	2.97	1.40	7.25	3.23	22.47
Total	39.71	33.74	30.57	60.73	188.34	353.08	46.47	37.46	28.93	59.17	182.98	355.01	55.70	38.43	27.91	63.46	174.57	360.07

Table A2. 1(b) Water Abstraction Summary

REGIONAL WSSA WATER SOURCES						
Source	2019/20		2020/21		2021/22	
	Abstraction (Million m ³)	% contribution to total abstraction	Abstraction (Million m ³)	% contribution to total abstraction	Abstraction (Million m ³)	% contribution to total abstraction
Boreholes	37.41	19.3%	43.54	22.5%	50.80	24.6%
Springs	33.74	17.4%	37.46	19.4%	38.43	18.6%
Dams	30.57	15.8%	28.93	15.0%	27.91	13.5%
Lakes	60.73	31.4%	59.17	30.6%	63.46	30.8%
Rivers	22.99	11.9%	24.26	12.5%	25.56	12.4%
TOTAL	185.44	100%	193.36	100%	206.16	100%
DAWASA WATER SOURCES						
Source	2019/20		2020/21		2021/22	
	Abstraction (Million m ³)	% contribution to total abstraction	Abstraction (Million m ³)	% contribution to total abstraction	Abstraction (Million m ³)	% contribution to total abstraction
River (Lower Ruvu)	93.70	70.6%	90.69	57.8%	77.84	55.1%
River (Upper Ruvu)	64.17	24.9%	63.39	39.6%	53.74	38.0%
River (Mtoni)	2.58	2.8%	2.33	1.6%	2.52	1.8%
Boreholes	1.54	1.7%	2.93	1.0%	4.88	3.5%
River (Wami)			2.315		2.39	1.7%
TOTAL DAWASA	162.00	100%	161.65	100%	141.37	100%

Table A2.2: Water Demand, Water Production and Installed Water Production Capacity

Name of Water Utility	Category	Water Demand (Million m ³ /year)			Annual Water Production (Million m ³ /year)			Installed Water Production Capacity (Million m ³ /year)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	44.33	45.55	46.37	18.20	20.92	20.05	33.47	37.83	37.83
DAWASA		219.31	237.14	257.62	148.51	145.89	141.10	179.79	185.73	185.73
Dodoma	A	37.82	37.82	48.85	15.49	18.03	21.27	28.36	24.31	24.49
Iringa	A	7.77	7.84	7.81	5.74	5.48	5.71	11.20	12.13	12.13
Kahama	A	6.37	6.21	6.21	4.34	4.94	4.79	9.49	9.49	9.49
Mbeya	A	23.00	31.76	32.85	15.89	15.72	16.97	18.78	21.75	24.27
Morogoro	A	23.18	26.09	26.92	13.18	13.511	11.93	13.61	13.62	13.61
Moshi	A	19.11	19.45	26.06	11.79	12.23	14.52	20.84	20.84	21.58
Mtwara	A	8.10	8.10	8.26	3.46	4.70	4.86	5.35	7.17	7.17
Musoma	A	6.96	8.76	8.94	4.79	5.84	5.74	13.14	13.14	13.14
Mwanza	A	47.35	51.10	58.40	29.89	29.34	30.81	47.44	47.44	47.44
Shinyanga	A	9.90	6.59	6.73	4.41	4.57	4.74	17.41	17.57	17.57
Songea	A	5.39	6.53	7.42	2.91	2.87	3.06	4.20	4.20	4.20
Tabora	A	12.91	10.74	12.95	5.30	5.77	6.42	12.04	12.04	21.32
Tanga	A	14.62	14.81	14.99	11.79	11.49	11.85	17.79	17.87	13.32
Subtotal Category A		486.11	518.49	570.38	295.69	301.30	303.82	432.89	445.12	453.29
Bukoba	B	4.91	5.06	5.62	2.28	2.53	3.11	6.57	6.57	7.36
Kigoma	B	8.18	8.42	8.65	3.25	3.54	3.59	6.57	6.57	6.57
Singida	B	4.75	5.26	5.44	2.71	3.06	3.14	3.52	3.56	3.77
Sumbawanga	B	5.84	5.91	6.13	2.45	1.98	2.16	7.48	7.48	7.48
Babati	C	5.67	7.41	9.38	2.84	2.88	3.57	7.71	7.71	10.62
Lindi	C	1.84	1.90	1.92	0.76	0.85	0.88	3.83	3.77	3.77
Bariadi	C	3.07	2.04	2.22	0.27	0.37	0.51	0.55	0.71	1.66
Geita	C	5.73	6.89	6.89	1.77	1.79	1.69	2.62	2.62	2.62
Mpanda	C	4.02	4.15	4.38	0.94	1.10	1.20	2.87	3.79	3.79
Njombe	C	2.26	3.00	3.03	1.27	1.48	1.35	2.03	2.03	2.03
Vwawa-Mlowo	C	3.60	3.70	3.83	0.87	0.94	1.00	2.23	2.23	2.04
Subtotal Category B&C		49.87	53.75	57.50	19.40	20.52	22.18	45.97	47.02	51.69
TOTAL		535.98	572.24	627.88	315.09	321.82	326.01	478.86	492.14	504.99

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			No. of Pipe Breaks per km per year			Storage Capacity (hrs)			No. of Water Connections per Km Length of Network		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	1258.7	1431.0	1704.2	18.5	14.0	12.4	6.9	7.1	9.4	55.3	55.9	55.2
DAMASA	A	3866.0	4623.0	4999.0	21.4	21.2	20.5	6.1	5.8	5.3	81.3	74.2	74.2
Dodoma	A	769.7	687.1	860.0	5.3	5.9	3.8	22.6	22.6	17.5	64.9	80.6	76.7
Iringa	A	887.0	954.4	1103.5	1.2	4.9	17.8	11.1	11.6	11.6	34.2	35.7	34.1
Kahama	A	362.8	414.2	452.7	18.9	12.8	15.8	28.9	29.7	29.7	53.6	53.8	57.3
Mbeya	A	809.0	870.0	955.8	1.1	6.2	2.7	9.7	6.9	6.3	83.2	85.4	85.5
Morogoro	A	603.5	625.9	626.4	3.4	19.3	33.0	5.1	4.5	5.2	61.2	61.5	64.9
Moshi	A	732.9	770.0	919.6	0.8	0.7	0.6	4.9	4.8	5.3	55.0	56.5	62.4
Mtwara	A	278.7	293.0	307.7	11.5	12.1	12.5	8.7	8.7	8.9	50.8	51.1	50.4
Musoma	A	290.0	363.9	365.5	4.0	3.6	3.9	12.3	9.7	9.5	57.0	52.6	61.7
Mwanza	A	1270.0	1348.2	1372.4	11.6	13.8	14.1	6.8	6.3	6.1	77.0	75.7	80.1
Shinyanga	A	562.4	620.2	643.8	0.8	0.3	0.3	19.5	30.3	29.7	39.7	38.8	41.3
Songea	A	492.0	500.5	521.3	0.9	1.3	3.0	7.0	6.0	5.4	36.2	38.5	38.6
Tabora	A	695.6	882.6	1072.4	1.2	0.6	8.9	16.4	19.0	16.4	30.8	30.9	28.1
Tanga	A	806.3	824.9	859.3	0.4	8.7	10.7	6.9	6.8	6.7	55.5	56.4	56.7
Subtotal Category A		13684.5	15208.9	16763.5	6.7	8.3	10.7	10.0	12.0	11.5	55.7	56.5	57.8
Bukoba	B	246.0	252.0	399.7	0.9	2.2	1.9	10.0	11.3	11.4	50.1	55.7	43.9
Kigoma	B	312.5	345.0	413.0	7.4	7.8	10.1	14.5	14.0	13.7	40.6	42.7	44.3
Singida	B	329.0	344.6	361.2	1.8	1.7	2.1	14.2	13.1	12.6	40.3	41.2	42.7
Sumbawanga	B	259.0	289.0	301.3	0.6	1.0	2.0	12.5	12.4	11.9	36.3	36.7	38.7
Babati	C	611.2	656.1	887.9	3.1	9.2	10.6	6.1	4.6	5.4	23.1	24.7	24.9
Lindi	C	233.0	350.0	365.0	2.6	1.9	2.4	41.9	45.6	45.2	22.0	17.6	17.9
Bariadi	C	47.9	94.6	158.6	4.5	2.1	2.0	4.1	6.2	7.3	37.0	25.8	17.5
Geita	C	274.1	277.6	396.8	4.5	1.8	1.0	2.4	3.1	4.3	27.2	30.7	25.7
Mpanda	C	180.6	185.7	189.0	6.4	5.9	4.8	5.1	7.1	7.1	31.6	32.1	34.2
Njombe	C	148.1	151.2	157.1	4.5	6.5	6.4	4.0	3.3	3.2	51.2	52.6	53.7
Vwawa-Mlowo	C	159.3	159.3	173.3	0.1	0.1	0.1	2.3	2.9	3.6	12.2	13.6	13.5
Subtotal Category B&C		2800.7	3105.1	3802.9	36.5	40.1	43.4	10.7	11.2	11.4	33.8	33.9	32.5
TOTAL/AVERAGE		16485.2	18314.0	20566.4	5.3	6.4	7.8	7.2	8.4	8.1	46.4	47.0	47.1

Table A2.4: Non-Revenue Water

Name of Water Utility	Category	NRW (%)			NRW (m³ lost/km/day)			NRW (m³ lost/connection/day)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	49.1	50.5	40.7	19.5	20.2	13.1	0.35	0.36	0.24
DAWASA		40.4	38.8	39.2	42.5	33.6	30.3	0.52	0.45	0.41
Dodoma	A	26.6	34.7	33.9	14.7	25.0	23.0	0.23	0.31	0.30
Iringa	A	28.9	27.0	23.0	5.1	4.2	3.3	0.15	0.12	0.10
Kahama	A	17.4	25.6	20.3	5.7	8.4	5.9	0.11	0.16	0.10
Mbeya	A	29.6	28.0	28.0	15.9	13.9	13.6	0.19	0.16	0.16
Morogoro	A	42.3	43.5	38.8	25.3	25.7	20.3	0.41	0.42	0.31
Moshi	A	22.2	20.2	27.4	9.8	8.8	11.8	0.18	0.16	0.19
Mtwara	A	22.5	26.2	28.1	7.6	11.5	12.2	0.15	0.23	0.24
Musoma	A	49.7	43.8	40.2	22.5	19.3	17.3	0.39	0.39	0.28
Mwanza	A	31.8	36.3	37.8	20.5	21.7	23.2	0.27	0.29	0.29
Shinyanga	A	22.7	26.4	16.1	4.9	5.3	3.3	0.12	0.14	0.08
Songea	A	22.7	21.2	20.8	3.7	3.3	3.4	0.10	0.09	0.09
Tabora	A	34.7	38.4	34.5	7.2	6.9	5.7	0.24	0.22	0.20
Tanga	A	35.8	31.7	30.7	14.4	12.1	11.6	0.26	0.21	0.20
Average Category A		36.8	36.88	35.85	21.77	20.01	17.80	0.35	0.32	0.28
Bukoba	B	41.6	44.4	46.2	10.5	12.2	9.9	0.21	0.22	0.22
Kigoma	B	28.6	32.6	30.0	8.2	9.2	7.1	0.20	0.21	0.16
Singida	B	32.6	36.6	31.9	7.3	8.9	7.6	0.18	0.22	0.18
Sumbawanga	B	31	35	36.9	8.0	6.6	7.3	0.22	0.18	0.19
Babati	C	36.4	30.9	25.2	4.6	3.7	2.8	0.20	0.15	0.11
Lindi	C	34.5	37.0	36.3	3.1	2.5	2.4	0.14	0.14	0.13
Bariadi	C	35.9	28.5	27.4	5.6	3.1	2.4	0.15	0.12	0.14
Geita	C	38.9	36.3	28.7	6.9	6.4	3.4	0.25	0.21	0.13
Mpanda	C	27.9	27.5	36.6	4.0	4.5	6.4	0.13	0.14	0.19
Njombe	C	30.4	35.7	40.0	7.1	9.6	9.4	0.14	0.18	0.18
Vwawa-Mlowo	C	34.5	78.0	74.716067	5.1	12.6	11.8	0.42	0.93	0.87
Average Category B&C		33.7	35.14	33.67	6.48	6.40	5.39	0.19	0.19	0.16
AVERAGE		36.6	36.8	35.7	19.3	17.8	15.6	0.33	0.31	0.27

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)			
		2019/20	2020/21	2021/22		2019/20	2020/21	2021/22		2019/20	2020/21	2021/22	
Arusha	A	11.69	8.64	1.48		61.01	61.34	268.66		99.10	101.43	34.37	
DAWASA	A	15.23	5.80	3.87		201.00	501.00	514.81		99.07	39.93	37.30	
Dodoma	A	15.75	19.75	17.84		115.90	116.67	118.20		51.37	56.95	56.36	
Iringa	A	25.19	22.99	14.32		67.96	72.80	75.71		33.76	32.39	32.16	
Kahama	A	na	na	na		na	na	na		na	na	na	
Mbeya	A	3.23	3.02	3.10		133.33	134.20	135.00		18.68	18.86	20.86	
Morogoro	A	38.44	27.27	28.14		41.70	41.70	42.90		53.33	55.95	55.24	
Moshi	A	21.50	21.12	21.44		68.15	71.17	71.78		44.15	43.23	43.56	
Mtwara	A	na	na	na		na	na	na		na	na	na	
Musoma	A	na	na	na		na	na	na		na	na	na	
Mwanza	A	17.63	14.66	12.62		113.52	131.00	149.00		41.44	36.10	35.13	
Shinyanga	A												
Songea	A	19.35	15.49	13.55		37.27	37.70	37.70		39.42	40.16	41.30	
Tabora	A	7.63	19.52	2.11		22.02	23.72	23.72		21.39	20.36	20.49	
Tanga	A	14.70	8.75	13.01		36.05	36.81	36.81		78.19	77.53	77.97	
AVERAGE/TOTAL		17.30	15.18	11.95		897.91	1228.11	1474.29		52.72	47.54	41.34	
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	
Average Category B&C		-	-	-		-	-	-		-	-	-	
AVERAGE		17.30	15.18	11.95		897.91	1228.11	1474.29		52.72	47.54	41.34	

Table A2.6(a) Water Quality Compliance

Name of Water Utility	Category	2019/20					2020/21					2021/22				
		E. coli	Turbidity	Residual Chlorine	pH	Average	E. coli	Turbidity	Residual Chlorine	pH	Average	E. coli	Turbidity	Residual Chlorine	pH	Average
		% Compliance					% Compliance					% Compliance				
Arusha	A	100	100	97	100	99	0	100	35	93	57	100	100	75	98	93
DAWASA		100	99	99	100	100	100	95	86	100	95	100	98	94	100	98
Dodoma	A	100	100	100	100	100	100	100	100	100	100	100	100	96	100	99
Iringa	A	99	90	100	100	97	100	80	58	100	85	100	99	99	100	99
Kahama	A	100	100	18	100	80	100	95	19	70	71	100	100	16	100	79
Mbeya	A	100	100	100	100	100	100	100	100	100	100	100	97	95	100	98
Morogoro	A	61	69	65	90	71	100	100	71	93	93	100	100	99	100	100
Moshi	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Mtwara	A	90	80	100	100	93	98	50	56	76	76	100	57	79	100	84
Musoma	A	98	100	98	99	99	100	100	96	99	99	100	100	99	100	100
Mwanza	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Shinyanga	A	100	100	100	100	100	100	100	100	100	100	100	100	78	100	95
Songea	A	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Tabora	A	100	98	100	100	100	100	100	100	100	100	100	100	100	100	100
Tanga	A	100	100	100	100	100	100	99	98	99	99	100	100	97	100	99
Average Category A		96	96	92	99	96	96	93	95	81	98	100	97	88	100	96
Bukoba	B	100	100	100	100	100	100	100	100	90	98	100	100	79	100	95
Kigoma	B	100	100	100	100	100	100	100	98	89	97	97	99	82	88	91
Singida	B	100	100	100	100	100	100	100	98	100	99	100	99	96	100	99
Sumbawanga	B	100	99	95	100	99	81	86	75	100	86	99	87	91	100	94
Babati	C	100	100	56	100	89	100	100	100	100	100	100	96	98	100	98
Lindi	C	100	100	100	100	100	100	69	69	99	84	98	100	99	100	99
Bariadi	C	100	100	100	100	100	100	100	60	100	90	100	100	0	100	75
Geita	C	100	98	59	98	89	90	97	59	98	86	98	97	69	100	91
Mpanda	C	98	95	100	85	94	100	96	27	74	74	100	100	100	100	100
Njombe	C	100	86	92	88	91	74	83	100	98	89	67	75	81	100	81
Vwawa-Mlowo	C	100	17	100	100	79	81	50	69	38	59	100	100	93	100	98
Average Category B and C		99	90	91	97	95	93	89	78	90	87	96	96	81	99	93
OVERALL AVG.		98	93	91	98	96	93	92	79	94	90	98	96	85	99	95

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	100	100	75	98	93	100	100	14	100	79
DAWASA		100	98	94	100	98	95	80	47	97	80
Dodoma	A	100	100	96	100	99	84	92	34	99	77
Iringa	A	100	99	99	100	99	100	100	27	100	82
Kahama	A	100	100	16	100	79	100	100	7	100	77
Mbeya	A	100	97	95	100	98	100	86	78	100	91
Morogoro	A	100	100	99	100	100	100	52	78	96	82
Moshi	A	100	100	100	100	100	100	100	0	100	75
Mtwara	A	100	57	79	100	84	100	60	20	100	70
Musoma	A	100	100	99	100	100	100	100	93	100	98
Mwanza	A	100	100	100	100	100	100	100	37	100	84
Shinyanga	A	100	100	78	100	95	100	100	0	100	75
Songea	A	100	100	100	100	100	100	80	20	87	72
Tabora	A	100	100	100	100	100	100	0	93	87	70
Tanga	A	100	100	97	100	99	100	100	79	100	95
Average Category A		100	97	88	100	96	99	83	42	98	80
Bukoba	B	100	100	79	100	95	100	93	14	100	77
Kigoma	B	97	99	82	88	91	45	100	0	100	61
Singida	B	100	99	96	100	99	100	100	60	100	90
Sumbawanga	B	99	87	91	100	94	100	71	59	94	81
Babati	C	100	96	98	100	98	100	67	59	100	82
Lindi	C	98	100	99	100	99	87	80	0	100	67
Bariadi	C	100	100	0	100	75	100	100	0	100	75
Geita	C	98	97	69	100	91	100	100	50	100	88
Mpanda	C	100	100	100	100	100	100	100	23	85	77
Njombe	C	67	75	81	100	81	83	100	18	100	75
Vwawa-Mlowo	C	100	100	93	100	98	31	17	0	46	24
Average Category B and C		96	96	81	99	93	86	84	26	93	72
OVERALL AVERAGE		98	96	85	99	95	93	84	35	96	76

Table A2.7 Wastewater Effluent Quality Compliance

Name of Water Utility	Category	Compliance with BOD ₅ Standards (%)			Compliance with COD Standards (%)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	29	0	100	nc	nc	100
DAWASA		49	49	67	30	33	34
Dodoma	A	0	0	0	0	0	0
Iringa	A	60	60	60	60	60	60
Mbeya	A	100	100	100	100	100	100
Morogoro	A	76	98	100	61	100	100
Moshi	A	100	100	100	100	100	96
Mwanza	A	100	100	100	100	100	100
Songea	A	100	100	100	100	100	100
Tabora	A	no data	na	na	na	na	na
Tanga	A	NA	na	na	na	na	na
AVERAGE		68	76	81	69	74	77

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)				
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	Working Kiosks	
Arusha	A	69,630	79,925	94,044	62,548	72,789	86,484	513	514	544	505	
DAWASA		314,155	343,091	370,982	309,638	332,489	358,762	1,150	900	848	820	
Dodoma	A	49,946	55,395	65,961	46,089	51,455	61,481	383	326	332	332	
Iringa	A	30,304	34,048	37,666	28,762	32,306	35,936	251	318	318	304	
Kahama	A	19,452	22,289	25,947	18,011	20,710	24,178	115	118	130	120	
Mbeya	A	67,287	74,338	81,743	64,608	71,568	78,939	219	231	223	177	
Morogoro	A	36,944	38,497	40,633	34,824	36,344	37,567	262	272	287	123	
Moshi	A	40,342	43,474	57,402	37,576	40,604	54,377	209	217	196	149	
Mtwara	A	14,143	14,985	15,504	12,888	13,647	14,466	329	336	351	314	
Musoma	A	16,541	17,991	22,570	15,439	16,787	21,174	22	29	54	18	
Mwanza	A	97,791	102,088	109,869	90,603	94,399	101,527	317	330	463	434	
Shinyanga	A	22,338	24,035	26,583	20,993	22,583	25,026	241	315	349	332	
Songea	A	17,792	19,283	20,119	16,788	17,892	18,708	78	169	169	169	
Tabora	A	21,404	27,273	30,137	19,952	25,623	28,485	240	282	327	211	
Tanga	A	44,760	46,497	48,697	42,508	44,162	46,317	330	336	261	146	
Total Category A		862,829	943,209	1,047,857	821,227	893,358	993,427	4,659	4,693	4,852	4,154	
Bukoba	B	12,321	14,046	17,555	11,528	13,001	16,170	122	111	204	157	
Kigoma	B	12,672	14,741	18,314	11,850	13,732	17,152	61	85	116	95	
Singida	B	13,251	14,187	15,413	12,147	13,018	14,238	122	160	528	185	
Sumbawanga	B	9,408	10,599	11,672	9,026	9,591	10,578	70	99	102	17	
Babati	C	14,097	16,220	22,105	13,044	15,262	20,952	380	228	188	178	
Lindi	C	5,131	6,173	6,536	4,417	5,415	5,863	203	252	252	150	
Bariadi	C	1,773	2,438	2,769	1,512	2,155	2,275	65	68	79	68	
Geita	C	7,452	8,534	10,179	6,964	7,966	9,148	30	57	113	113	
Mpanda	C	5,703	5,964	6,456	5,437	5,689	6,139	48	51	53	30	
Njombe	C	7,581	7,949	8,441	7,350	7,691	8,177	0	0	0	0	
Vwawa-Mlowo	C	1,949	2,160	2,346	1,845	2,012	2,194	6	6	6	1	
Total Category B and C		91,338	103,011	121,786	85,120	95,532	112,886	1,107	1,117	1,641	994	
TOTAL		954,167	1,046,220	1,169,643	906,347	988,890	1,106,313	5,766	5,810	6,493	5,148	

Table A2.9 Metering Ratio and Composition of Metered Customers

Name of Water Utility	Category	Metering Ratio (%)			Composition of Metered Customers				
		2019/20	2020/21	2021/22	Domestic	Institutional	Commercial	Industrial	Kiosk
Arusha	A	99	100	100	78,509	885	4,131	513	405
DAWASA		100	100.0	100	358,762	5,295	5,633	444	848
Dodoma	A	100	100	100	61,481	1,724	2,431	-	332
Iringa	A	97	99	100	35,936	799	528	87	314
Kahama	A	100	100	100	25,947	479	995	82	130
Mbeya	A	100	100	100	78,939	918	1,635	28	223
Morogoro	A	100	100	100	32,443	710	682	56	174
Moshi	A	100	100	89	46,165	707	1,732	149	27
Mtwara	A	100	100	100	14,466	482	522	34	314
Musoma	A	100	100	100	21,174	432	885	43	54
Mwanza	A	100	100	100	101,527	1,655	3,807	419	463
Shinyanga	A	100	100	100	25,026	614	510	80	349
Songea	A	99	100	100	18,708	484	757	1	169
Tabora	A	100	100	100	23,669	551	445	24	237
Tanga	A	96	100	100	40,127	551	900	187	146
Average/Total Category A		99.6	100.0	99.4	962,879	16,286	25,593	2,147	4,185
Bukoba	B	100	100	100	16170	454	709	18	204
Kigoma	B	99.0	99	96	15087	396	409	25	95
Singida	B	100	100.0	100	14238.0	370.0	584.0	41.0	185.0
Sumbawanga	B	99.7	100.0	100.0	10625.0	388.0	575.0	18.0	66.0
Babati	C	96	94	100	20155	596	316	17	178
Lindi	C	100.0	100.0	100	5863	374	137	12	150
Bariadi	C	87.6	91.4	100	2148.0	103.0	303.0	0.0	68.0
Geita	C	100.0	100.0	100.0	9148.0	293.0	337.0	18.0	113.0
Mpanda	C	84.9	100.0	100.0	6139.0	145.0	113.0	6.0	30.0
Njombe	C	87.4	91.0	100.0	8177.0	152.0	112.0	0.0	0.0
Vwawa-Mlowo	C	72	82.5	86	1866	88	48	7	6
Average/Total Category B and C		97.7	98.6	100.0	109,616	3,359	3,643	162	1,095
OVERALL AVERAGE/ TOTAL		99.4	99.9	99.5	1,072,495	19,645	29,236	2,309	5,280

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 (%)			Total Population	Average No. of People served per Domestic Connection (No)	Average No. of People of People Served per Kiosk (No)	Boarding Institutional Population (No)	Population Directly served (No)
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22					
Arusha	A	64	69	76	53	60	75	889,976	7	50	36700	667,338
DAWASA		89	89	89	86	82	80	8,174,991	18	135		6,568,416
Dodoma	A	86	84	85	86	80	63	775,799	6	250	34,594	486,480
Iringa	A	83	95	98	85	91	91	268,959	6	60	11,547	245,403
Kahama	A	85	85	85	68	77	85	234,666	7	250		199,246
Mbeya	A	80	80	91	84	59	79	870,000	8	80	40,020	685,692
Morogoro	A	80	80	80	71	52	51	524,474	7	50		269,119
Moshi	A	100	100	83	99	99	63	565,837	6	30	25,276	356,008
Mtwara	A	67	72	72	60	59	61	276,058	7	216		169,086
Musoma	A	97	97	95	88	93	85	250,953	10	100		213,540
Mwanza	A	84	90	90	88	88	63	1,452,000	8	250		920,716
Shinyanga	A	83	59	63	75	69	59	252,970	5	70		148,370
Songea	A	91	90	90	91	88	88	262,567	12	42		231,594
Tabora	A	94	97	93	73	67	73	377,632	7	250	23,219	275,364
Tanga	A	96	94	95	90	90	91	378,446	7	50	12,519	344,038
Total Category A		85.7	86.6	88	79.8	78.9	76	15,555,329	8	126	147,175	11,780,410
Bukoba	B	90	91	78	76	74	61	305,399	9	250		184,780
Kigoma	B	90	89	89	82	88	81	264,268	12	95		214,849
Singida	B	90	86	87	83	58	52	188,775	5	100	9,040	98,730
Sumbawanga	B	90	90	92	80	72	78	151,780	10	250	8,542	118,572
Babati	C	71	74	72	56	63	63	367,287	10	105	3,364	231,574
Lindi	C	75	76	84	67	60	56	99,330	7	100		56,041
Bariadi	C	59	63	63	39	53	53	83,716	15	150		44,325
Geita	C	59	70	55	42	46	41	377,183	14	250		156,322
Mpanda	C	67	74	72	47	22	23	168,279	5	250		38,195
Njombe	C	88	88	89	65	69	73	71,929	6	-	3,511	52,573
Vwawa-Mlowo	C	52	52	55	45	45	46	128,484	25	200	4,284	59,334
Total Category B&C		77.3	80.2	76	55.3	60.2	57	2,206,429	10.7	159	28741.0	1,255,295
TOTAL/AVERAGE		81.5	85.9	86.27	67.6	76.7	73.4	17,761,758	10.5	156.5	175916.0	13,035,705

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 (%)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	6,046	6,222	9,235	4,869	5,021	7,563	6	7	26
DAWASA	A	19,913	20,004	19,203	19,913	20,004	19,203	12	12	10
Dodoma	A	5,954	6,644	6,662	5,228	5,887	5,890	20	20	20
Iringa	A	2,294	2,358	2,435	2,012	2,074	2,152	18	19	18
Kahama	A	na	0	0	na	0	0	na	0	0
Mbeya	A	2,491	2,531	2,816	2,301	2,337	2,334	11	12	14
Morogoro	A	2,224	2,333	2,370	1,872	1,973	2,004	6	6	4
Moshi	A	3,009	3,077	3,127	2,198	2,202	2,244	17	17	11.98
Mtwara	A	na	0	0	na	0	0	na	0	0
Musoma	A	na	0	0	na	0	0	na	0	0
Mwanza	A	4,704	4,729	5,235	3,728	3,770	4,253	23	23	23
Shinyanga	A	na	0	0	na	0	0	na	0	0
Songea	A	1,469	1,514	1,557	1,239	1,278	1,319	7	6	6
Tabora	A	471	483	486	377	391	398	7	9	9
Tanga	A	2,819	2,854	2,870	2,508	2,540	2,556	6	6	6
TOTAL/AVERAGE		51,394	52,749	55,996	46,245	47,477	49,916	12.9	12.9	13.1
Bukoba	B	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Kigoma	B	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Singida	B	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Sumbawanga	B	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Babati	C	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Lindi	C	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Bariadi	C	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Geita	C	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Mpanda	C	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Njombe	C	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Vwawa-Mlowo	C	na	0.00	0.00	na	0.00	0.00	na	0.00	0.00
Average Category B and C AVERAGE		-	-	55,996	46,245	47,477	49,916	13	13	13

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

Name of Water Utility	Category	Average Hours of Service			Proportion of Population with 24 Hours of Service (%)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	16	18	18.8	21	62	20.4
DAWASA		21	21	19.7	30	24	19.6
Dodoma	A	12	10	13	36	12	12.0
Iringa	A	22	22	23.5	88	95	98.0
Kahama		23	24	24	90	100	100.0
Mbeya	A	18	19	19	70	70	72.0
Morogoro	A	9	12	12.	1	0	1.0
Moshi	A	24	23	21.7	100	58	58.5
Mtwara	A	15	20	20.3	25	24	24.0
Musoma	A	22	23	23	96	96	96.0
Mwanza	A	22	20	17	90	80	70.0
Shinyanga	A	23	22	22.	82	57	62.0
Songea	A	24	24	24	100	100	100.0
Tabora	A	14	21	21.8	2	2	3.0
Tanga	A	22	22	22.2	85	83	86.3
Average Category A		19	20	20.1	61	58	54.8
Bukoba	B	23	23	17	90	90	90.0
Kigoma	B	17	18	18	18	22	22.0
Singida	B	17	18	18	64	64	64.0
Sumbawanga	B	20	18	20	9	0	6.0
Babati	C	17	18	19.8	6	45	65.2
Lindi	C	17	16	16	12	30	35.00
Bariadi	C	10	10	10.0	0	0	0.0
Geita	C	12	12	12.0	76	80	4.7
Mpanda	C	6	7	6.9	2	0	0.0
Njombe	C	16	12	12.0	30	30	30.0
Vwawa-Mlowo	C	7	8	8.0	2	2	2.0
Average Category B and C		15	15	14.3	28	33	29.0
OVERALL AVERAGE		18	18	18	49	47	43.9

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

Name of Water Utility	Category	Revenue Collection Efficiency (%)			Accounts Receivables			Overall Efficiency Indicator (OEI) %		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	98.8	99.8	93.1	3.1	2.3	3.1	50.3	49.4	55.2
DAWASA	A	90.0	93.8	95.6	5.1	4.2	5.5	53.7	57.4	58.1
Dodoma	A	93.9	98.0	98.0	4.0	4.5	3.4	68.9	64.0	65.0
Iringa	A	103.6	97.0	97.0	1.2	1.3	1.4	71.1	70.8	74.7
Kahama	A	100.8	100.0	96.3	2.0	2.1	1.8	82.6	74.4	77.2
Mbeya	A	97.7	99.0	89.8	4.1	4.0	3.5	68.7	71.3	64.6
Morogoro	A	89.9	94.0	99.4	2.3	2.1	2.6	51.9	53.5	59.1
Moshi	A	98.3	99.7	100	5.6	5.7	5.4	76.5	79.5	72.6
Mtwara	A	93.4	98.6	97.1	2.1	2.2	7.0	72.4	72.8	69.8
Musoma	A	102.7	91.0	91.2	7.2	7.9	4.8	50.3	51.8	54.5
Mwanza	A	101.3	97.1	100.0	2.2	1.6	1.9	68.2	61.8	62.2
Shinyanga	A	98.9	87.3	88.0	3.7	3.1	2.2	76.5	64.8	73.9
Songea	A	95.9	99.8	96.0	4.8	4.4	2.8	74.1	78.7	76.0
Tabora	A	88.0	94.2	88.0	5.5	5.2	4.8	57.5	58.3	60.2
Tanga	A	94.7	101.7	98.9	4.8	4.6	3.1	60.8	68.3	68.5
Average Category A		96.5	96.7	95.2	3.8	3.7	3.5	65.6	65.1	66.1
Bukoba	B	92.4	99.8	97.3	3.6	3.8	3.3	54.2	48.4	54.5
Kigoma	B	81.8	95.0	97.9	6.9	3.6	4.5	58.4	64.0	68.5
Singida	B	99.0	95.9	99.7	3.5	2.9	2.5	66.7	60.8	67.4
Sumbawanga	B	107.3	101.2	100.0	4.4	4.3	3.2	69.0	65.0	63.1
Babati	C	96.0	94.7	88.4	1.1	0.9	0.5	61.1	65.4	66.2
Lindi	C	83.9	80.0	85.0	11.7	12.4	7.7	55.0	50.4	54.1
Bariadi	C	88.8	92.0	87.6	3.6	3.4	3.8	56.9	65.8	63.4
Geita	C	98.5	97.7	98.7	1.1	0.8	0.9	60.2	62.3	70.4
Mpanda	C	91.6	89.9	80.0	7.7	3.7	4.8	66.0	65.2	50.7
Njombe	C	94.6	101.0	100.0	2.6	3.4	3.3	65.8	64.9	60.2
Vwawa-Mlowo	C	80.3	93.4	85.9	7.2	0.9	4.3	52.6	19.2	21.5
Average Category B and C		92.2	94.6	92.8	4.9	3.6	3.5	60.5	57.4	58.2
OVERALL AVERAGE		95.3	95.8	94.2	4.2	3.7	3.5	63.9	61.8	62.8

Table A2.14: Billing Composition

Name of Water Utility	Category	Water Billing (Millions TZS)			Sanitation Billing (Millions TZS)			Other Operational Billing (Million TZS)			Domestic Billing (Million TZS)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	14,474.0	16,038.9	18,481.0	1,129.9	1,061.0	1,088.1	1,981.9	2,400.0	4,737.0	10,052.3	11,800.4	14,354.0
DAWASA	A	124,142.3	119,198.1	124,250.4	12,630.6	11,260.7	11,076.4	13,894.9	10,378.7	11,069.7	90,765.6	108,253.5	104,164.8
Dodoma	A	15,184.3	15,774.6	18,688.8	1,663.5	1,564.3	1,264.8	2,482.3	3,204.5	4,246.2	9,349.4	9,672.5	12,279.8
Iringa	A	7,304.1	7,703.5	8,272.9	493.4	652.9	729.8	57.4	171.1	594.9	5,903.4	6,469.9	6,701.0
Kahama	A	8,183.6	7,704.5	7,722.6	52.5	-	-	98.4	130.0	315.6	4,193.9	4,723.5	7,799.9
Mbeya	A	11,425.4	12,144.1	12,356.3	829.7	1,073.2	1,101.8	759.3	942.5	625.3	8,089.6	8,309.7	8,678.5
Morogoro	A	11,271.6	13,692.2	12,721.0	385.1	490.7	370.2	329.0	180.7	844.6	7,339.4	8,230.0	12,350.7
Moshi	A	8,274.4	8,889.1	9,608.1	1,074.2	1,066.0	1,017.5	1,142.7	1,109.5	1,113.8	6,371.1	6,874.9	7,306.7
Mtwara	A	3,144.2	3,367.2	3,483.3	-	-	-	276.6	293.6	327.8	1,741.6	2,231.0	2,357.5
Musoma	A	3,033.7	3,477.5	3,598.5	-	-	-	95.3	227.9	164.3	2,216.4	2,555.2	2,714.2
Mwanza	A	26,127.3	25,743.1	27,532.2	1,619.2	1,502.3	1,536.4	403.3	458.4	735.7	14,131.6	15,251.1	15,095.8
Shinyanga	A	6,334.0	6,255.8	7,471.6	-	-	-	217.1	50.7	193.1	3,893.0	3,946.6	4,523.8
Songea	A	2,621.9	2,642.1	2,845.4	164.5	133.0	137.7	223.7	248.5	437.0	2,084.1	2,134.3	2,279.9
Tabora	A	4,229.7	4,526.1	6,176.6	86.0	98.7	95.7	781.0	1,525.9	667.0	2,452.4	2,308.2	3,813.2
Tanga	A	13,855.0	14,291.3	15,567.2	348.4	343.0	299.9	452.8	537.4	668.9	10,577.0	11,047.3	11,444.3
Subtotal Category A		259,605.5	261,448.3	278,775.9	20,477.0	19,245.7	18,718.1	23,195.8	21,859.4	26,740.8	179,160.8	203,808.1	215,864.2
Bukoba	B	2,549.7	2,647.3	3,212.1	-	-	-	4,310.5	453.8	4,120.3	1,696.2	1,931.9	2,148.8
Kigoma	B	2,253.9	2,475.9	3,176.4	-	-	-	438.2	411.5	-	1,631.2	1,837.7	242.8
Singida	B	2,950.4	3,308.0	3,594.5	-	-	-	185.0	229.3	105.2	2,132.2	2,275.5	2,504.0
Sumbawanga	B	1,511.6	1,504.0	1,661.8	-	-	9.9	135.4	140.5	213.1	1,155.8	1,147.5	1,285.3
Babati	C	2,414.8	2,870.3	3,845.7	-	-	-	376.4	405.0	364.5	1,958.4	2,181.0	2,699.8
Lindi	C	820.7	752.4	853.0	-	-	5.8	425.9	183.9	154.5	493.8	560.0	626.6
Bariadi	C	150.7	227.2	253.8	-	-	-	51.7	47.2	36.0	90.8	128.0	130.4
Geita	C	1,485.1	1,628.0	1,688.1	16.1	-	35.9	1,121.3	965.7	230.4	1,190.5	1,279.0	1,281.3
Mpanda	C	680.0	848.8	816.5	-	-	-	321.2	50.4	140.2	434.7	698.3	712.2
Njombe	C	1,174.9	1,186.2	1,220.1	-	-	-	37.8	59.4	75.9	983.3	1,012.3	1,039.8
Vwawa-Mlowo	C	109.2	110.8	190.0	-	-	-	6.8	7.9	13.1	79.1	91.9	131.9
Subtotal Category B and C		16,101.0	17,559.0	20,512.0	16.1	-	51.6	7,410.2	2,954.8	5,453.1	11,845.9	13,143.3	12,802.9
TOTAL		275,706.5	279,007.3	299,287.9	20,493.1	19,245.7	18,769.7	30,605.9	24,814.2	32,193.9	191,006.7	216,951.3	228,667.1

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)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	15,412.3	15,980.8	19,789.4	4,993.1	6,971.0	8,439.0	3,181.4	3,181.0	3,659.9
DAWASA	A	151,408.0	130,209.2	140,577.0	68,430.1	58,652.6	58,719.1	17,913.3	20,022.7	24,292.4
Dodoma	A	15,643.0	18,931.8	26,399.1	8,786.1	10,122.8	13,671.9	1,850.9	2,513.3	5,788.3
Iringa	A	5,778.5	6,752.9	7,706.0	1,826.6	2,383.4	2,470.0	1,528.6	1,482.4	1,724.7
Kahama	A	7,029.5	7,077.3	8,315.5	4,223.5	4,353.2	4,768.6	1,169.7	1,318.7	1,650.0
Mbeya	A	11,183.8	10,839.7	12,411.4	3,579.2	3,078.7	3,643.4	2,552.6	2,642.6	3,385.7
Morogoro	A	10,929.7	15,085.6	21,885.5	3,516.3	5,022.5	12,398.6	2,304.0	4,006.4	3,152.2
Moshi	A	7,829.4	8,175.4	9,283.1	1,947.6	1,842.2	2,450.1	1,957.4	2,558.3	2,866.8
Mtwara	A	3,442.5	3,831.5	3,973.8	1,341.0	1,580.0	1,730.8	840.2	930.1	850.6
Musoma	A	3,545.6	3,384.1	3,763.6	1,280.3	1,161.5	1,320.2	789.6	621.1	733.0
Mwanza	A	24,221.4	26,252.3	28,414.7	11,480.6	11,409.8	13,227.7	3,164.8	3,795.8	4,430.1
Shinyanga	A	6,459.3	6,722.4	6,871.6	3,738.2	3,763.5	4,794.1	856.2	922.8	1,292.3
Songea	A	2,793.5	2,755.9	3,255.0	565.7	507.0	709.7	656.0	761.8	861.9
Tabora	A	5,389.3	7,511.9	8,283.4	2,885.4	4,961.0	5,279.3	760.8	1,220.6	1,429.2
Tanga	A	11,150.7	12,688.0	14,872.6	2,845.7	3,243.8	4,032.1	3,241.5	4,135.7	4,343.7
Average Category A		282,216.5	276,198.7	315,801.8	121,439.4	119,052.8	137,654.5	42,766.9	50,113.3	60,460.8
Bukoba	B	5,820.7	4,423.1	6,890.6	1,293.7	1,388.1	1,602.7	558.9	804.9	670.5
Kigoma	B	2,211.9	2,448.6	4,149.6	1,170.1	295.9	2,220.9	295.3	318.1	763.8
Singida	B	2,944.2	3,667.7	3,940.3	915.2	1,289.9	1,102.1	678.8	958.7	867.1
Sumbawanga	B	1,815.9	1,810.7	2,121.9	578.7	550.5	830.7	439.8	507.7	401.5
Babati	C	2,666.0	3,387.3	4,603.0	1,092.3	1,086.5	1,795.2	396.3	556.6	772.8
Lindi	C	1,353.1	1,395.0	1,835.4	633.3	666.0	746.7	307.7	189.7	250.9
Bariadi	C	550.9	357.7	279.9	205.6	164.9	119.0	212.9	55.4	70.2
Geita	C	2,226.7	2,630.7	3,220.9	1,120.5	1,343.2	1,024.0	530.8	655.4	758.8
Mpanda	C	693.6	861.8	956.6	220.5	246.0	293.3	172.2	241.5	255.2
Njombe	C	1,005.8	1,077.5	1,177.6	172.4	175.2	236.6	369.8	458.1	491.3
Vwawa-Mlowo	C	83.0	122.7	299.2	26.8	35.8	177.0	30.3	23.4	15.4
Average Category B and C		21,371.8	22,182.7	29,475.0	7,429.3	7,241.9	10,148.2	3,992.8	4,769.6	5,317.5
OVERALL AVERAGE		303,505.3	298,258.8	344,977.6	128,841.9	126,259.0	147,625.7	46,729.4	54,859.5	65,762.9

Table A2.16: Personnel and Other Costs

Name of Water Utility	Category	Personnel Costs (Millions TZS)			Other Costs (Millions TZS)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	4,905.3	5,473.5	6,892.7	2,332.5	355.3	797.7
DAWASA	A	44,424.5	48,312.0	52,857.0	20,640.2	3,222.0	4,708.4
Dodoma	A	4,465.8	5,329.7	6,017.8	540.3	966.1	921.1
Iringa	A	2,258.1	2,481.4	2,881.6	165.3	405.6	629.7
Kahama	A	1,485.5	1,367.1	1,784.3	150.8	38.3	112.7
Mbeya	A	4,738.9	4,961.5	5,018.5	313.1	157.0	363.9
Morogoro	A	4,993.3	5,863.3	5,987.6	116.1	193.4	347.2
Moshi	A	3,639.0	3,385.7	3,437.1	285.4	389.1	529.2
Mtwara	A	1,187.2	1,245.3	1,323.1	74.1	76.2	69.3
Musoma	A	1,341.0	1,464.1	1,664.5	134.7	137.4	46.0
Mwanza	A	8,702.3	9,133.8	10,288.4	873.7	1,913.0	468.5
Shinyanga	A	1,777.2	1,966.4	584.0	87.7	69.7	201.2
Songea	A	1,347.5	1,316.6	1,274.9	224.3	170.5	408.4
Tabora	A	1,677.2	1,280.4	1,488.8	65.9	49.9	86.0
Tanga	A	4,624.1	4,898.1	5,206.7	439.3	410.4	1,290.1
AVERAGE Category A		91,567.1	98,478.7	106,707.0	26,443.1	8,554.0	10,979.4
Bukoba	B	838.7	865.0	862.0	3,129.4	1,365.0	3,755.3
Kigoma	B	731.0	840.9	1,164.9	15.6	993.6	-
Singida	B	1,270.7	1,367.5	1,869.4	79.5	51.6	101.7
Sumbawanga	B	711.3	736.6	748.3	86.1	15.8	141.5
Babati	C	1,048.6	1,566.8	1,853.0	128.8	177.4	182.0
Lindi	C	398.7	524.4	558.5	13.4	14.9	279.2
Bariadi	C	131.1	134.3	88.3	1.2	3.1	2.3
Geita	C	512.4	591.7	769.8	62.9	40.4	668.3
Mpanda	C	295.3	365.5	381.1	5.6	8.8	26.9
Njombe	C	443.9	423.1	425.3	19.6	21.1	24.5
Vwawa-Mlowo	C	25.2	62.7	106.8	0.6	0.7	-
AVERAGE Category B and C		6,406.8	7,478.7	8,827.6	3,542.9	2,692.5	5,181.7
OVERALL AVERAGE		97,948.7	105,894.6	115,427.8	29,985.4	11,245.7	16,161.1

Table A2.17: Energy and Chemical Costs

Name of Water Utility	Category	Energy Costs			Chemical Costs		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	1,613.2	2,484.6	3,164.9	77.5	137.4	148.4
DAWASA	A	24,878.3	26,757.2	29,040.7	18,112.8	12,919.1	12,390.5
Dodoma	A	5,391.6	5,768.0	7,609.7	93.4	97.4	126.1
Iringa	A	887.0	1,083.2	1,006.1	276.2	530.5	465.2
Kahama	A	23.0	25.0	24.8	0.1	-	-
Mbeya	A	1,262.6	1,359.5	1,468.3	759.3	613.2	708.0
Morogoro	A	1,178.6	951.0	1,070.3	895.9	967.4	1,358.7
Moshi	A	293.1	340.1	421.7	47.6	36.9	27.8
Mtwara	A	737.5	1,014.2	1,125.4	123.9	140.4	111.6
Musoma	A	825.7	843.5	913.9	151.8	13.6	128.4
Mwanza	A	7,587.5	8,281.0	8,206.7	735.3	692.3	957.9
Shinyanga	A	140.4	114.1	82.9	345.2	175.7	99.9
Songea	A	204.8	128.4	152.6	90.9	59.0	115.0
Tabora	A	1,052.5	1,051.3	850.2	1,160.8	718.3	820.0
Tanga	A	735.6	965.8	1,157.5	1,005.7	928.5	980.3
Total/Ave. Category A		46,811.4	51,167.0	56,295.8	23,876.2	18,029.7	18,437.8
Bukoba	B	785.2	914.0	1,125.8	64.4	73.6	90.2
Kigoma	B	1,058.9	978.2	1,189.9	11.0	12.3	23.1
Singida	B	814.2	804.6	875.3	9.0	13.2	2.5
Sumbawanga	B	377.9	297.8	438.6	104.5	146.5	124.7
Babati	C	474.8	549.9	630.5	17.0	11.0	53.6
Lindi	C	354.4	407.9	509.8	22.0	19.2	10.2
Bariadi	C	119.1	101.2	94.5	-	-	-
Geita	C	481.8	480.5	461.5	361.8	296.2	325.6
Mpanda	C	18.2	23.9	26.2	4.7	5.4	6.1
Njombe	C	13.2	22.8	32.3	1.9	1.7	2.1
Vwawa-Mlowo	C	20.3	35.8	61.2	2.0	-	27.0
Total/Av Category B and C		4,517.9	4,616.5	5,445.5	598.2	579.1	665.1
TOTAL		51,329.2	55,783.5	61,741.3	24,474.4	18,608.8	19,102.9

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

Name of Water Utility	Category	Working Ratio			Operating Ratio			Average Tariff in Use (TZS/m ³)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	0.88	0.82	0.81	0.98	0.91	0.94	1,759	1,759	1,759
DAWASA	A	1.00	0.92	0.96	1.14	1.10	1.12	1,663	1,663	1,663
Dodoma	A	0.81	0.92	1.09	1.17	1.23	1.39	1,397	1,397	1,397
Iringa	A	0.74	0.79	0.80	0.90	0.99	0.99	2,100	2,100	2,100
Kahama	A	0.84	0.90	1.03	0.94	1.02	1.19	2,192	2,192	2,192
Mbeya	A	0.86	0.77	0.88	1.11	1.21	1.34	1,210	1,210	1,210
Morogoro	A	0.91	1.05	1.57	1.00	1.12	1.65	1,800	1,800	1,800
Moshi	A	0.75	0.74	0.79	0.86	0.85	0.89	900	900	900
Mtwara	A	1.01	1.05	1.04	1.15	1.20	1.19	1,480	1,480	1,480
Musoma	A	1.13	0.91	1.00	1.62	1.33	1.42	1,360	1,360	1,360
Mwanza	A	0.86	0.95	0.95	0.98	1.12	1.13	1,873	1,873	1,873
Shinyanga	A	0.99	1.07	0.90	1.18	1.22	1.03	1,923	1,923	1,923
Songea	A	0.93	0.91	0.95	1.09	1.10	1.12	1,178	1,178	1,178
Tabora	A	1.06	1.22	1.19	1.17	1.32	1.28	1,318	1,318	1,318
Tanga	A	0.76	0.84	0.90	0.91	1.03	1.07	1,983	1,983	1,983
Average Category A		0.90	0.92	0.99	1.08	1.12	1.18	1,609	1,609	1,609
Bukoba	B	0.85	1.43	0.94	1.03	1.90	1.14	1,888	1,888	1,888
Kigoma	B	0.82	0.85	1.31	0.93	2.01	2.36	1,400	1,400	1,400
Singida	B	0.94	1.04	1.07	1.29	1.35	1.37	1,723	1,723	1,723
Sumbawanga	B	1.10	1.10	1.13	1.93	1.94	1.85	937	937	937
Babati	C	0.96	1.03	1.09	1.32	1.39	1.45	1,825	1,825	1,825
Lindi	C	1.09	1.49	1.81	3.36	4.64	4.97	1,800	1,800	1,800
Bariadi	C	2.72	1.30	0.97	3.35	2.34	2.08	730	730	730
Geita	C	0.85	1.01	1.65	1.24	1.43	2.69	1,400	1,400	1,400
Mpanda	C	0.69	0.96	1.00	0.98	1.27	1.00	1,113	1,113	1,113
Njombe	C	0.83	0.87	0.91	1.00	0.90	1.06	1,460	1,460	1,460
Vwawa-Mlowo	C	0.72	1.03	1.47	2.05	5.01	3.51	1,013	1,013	1,013
Average Category B and C		1.05	1.10	1.21	1.68	2.20	2.13	1,390	1,390	1,390
OVERALL AVERAGE		0.97	1.00	1.07	1.31	1.57	1.59	1,516	1,516	1,516

Table A2.19: Total Collections

Name of Water Utility	Categ.	Water and Sewerage Collections (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)		
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Arusha	A	15,520.8	16,782.1	20,852.9	1,984.5	2,564.6	4,186.1	17,505.3	19,346.7	25,039.0
DAWASA	A	137,581.2	149,842.0	144,770.9	-	17,860.5	13,438.8	137,581.2	167,702.6	158,209.7
Dodoma	A	18,317.6	17,457.8	20,131.7	-	3,318.4	2,156.7	18,317.6	20,776.2	22,288.4
Iringa	A	7,651.4	8,175.6	8,635.3	171.1	183.1	977.4	7,822.5	8,358.7	9,612.6
Kahama	A	8,296.3	7,859.7	7,635.9	753.1	20.3	282.9	9,049.4	7,880.0	7,918.8
Mbeya	A	12,146.1	13,217.9	14,490.7	218.2	41.6	724.5	12,364.3	13,259.5	15,215.2
Morogoro	A	10,476.6	13,154.8	14,055.5	110.4	178.1	460.1	10,586.9	13,332.9	14,515.6
Moshi	A	9,376.5	9,924.1	11,658.8	2,205.1	1,100.9	1,113.8	11,581.7	11,025.0	12,772.6
Mtwara	A	2,985.4	3,327.4	3,383.7	372.8	-	364.8	3,358.2	3,327.4	3,748.5
Musoma	B	3,123.3	3,398.1	3,649.2	76.0	-	113.6	3,199.3	3,398.1	3,762.8
Mwanza	A	26,960.3	26,714.6	31,771.7	1,374.9	-	32.4	28,335.2	26,714.6	31,804.1
Shinyanga	A	6,099.1	5,898.2	7,618.8	446.6	-	670.1	6,545.7	5,898.2	8,288.9
Songea	A	2,954.0	3,266.5	3,118.0	87.3	194.8	134.9	3,041.3	3,461.3	3,252.9
Tabora	A	4,478.8	3,460.4	5,303.2	8.8	1,299.0	1,013.0	4,487.6	4,759.4	6,316.3
Tanga	A	13,621.6	14,876.8	15,789.7	465.8	568.6	669.8	14,087.4	15,445.3	16,459.5
Total Category A		279,589.0	297,356.0	312,865.9	8,274.6	27,329.9	26,339.0	287,863.6	324,685.9	339,205.0
Bukoba	B	2,363.8	2,647.3	3,127.0	269.2	829.1	725.7	2,633.0	3,476.4	3,852.6
Kigoma	B	1,860.5	2,846.6	3,110.6	1,824.8	-	1,400.1	3,685.4	2,846.6	4,510.7
Singida	B	3,085.3	2,306.2	3,177.1	63.2	-	336.6	3,148.5	2,306.2	3,513.7
Sumbawanga	B	1,508.3	1,588.9	1,762.9	95.8	-	258.3	1,604.1	1,588.9	2,021.3
Babati	C	2,542.7	2,718.9	3,401.1	411.0	480.9	510.5	2,953.7	3,199.8	3,911.6
Lindi	C	693.6	541.7	775.6	150.1	60.2	130.5	843.7	601.9	906.0
Bariadi	C	131.3	274.5	293.9	53.6	-	-	184.9	274.5	293.9
Geita	C	1,484.8	1,652.3	1,746.8	357.2	20.0	18.4	1,842.0	1,672.2	1,765.2
Mpanda	C	580.6	1,434.5	742.2	-	182.5	101.2	580.6	1,617.0	843.5
Njombe	C	1,088.2	1,193.7	1,223.1	50.0	47.5	53.5	1,138.2	1,241.2	1,276.6
Vwawa-Mlowo		81.4	118.7	147.6	5.1	-	14.6	86.4	118.7	162.2
Total Category B and C		15,420.6	17,323.3	19,507.9	3,280.0	1,620.2	3,549.4	18,700.6	18,943.5	23,057.4
TOTAL		295,009.6	314,679.3	332,373.8	11,554.6	28,950.1	29,888.5	306,564.2	343,629.4	362,262.3

Table A2.20: Staffing and Staff Productivity

Name of Water Utility	Category	Total Staff (Number)				Total Female Staff (Number)				Staff/1000 Connections (W&S)			
		2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2019/20	2020/21	2021/22	2021/22
Arusha	A	436	425	407	120	117	107	5.8	4.9			3.9	
DAWASA		1392.0	1565	1552	362.0	485	485	4.2	4.3			4.0	
Dodoma	A	195	192	226	45	45	55	3.5	3.1			3.1	
Iringa	A	136	128	142	34	35	33	4.2	3.5			3.5	
Kahama	A	88	57	62	27	12	12	4.5	2.6			2.4	
Mbeya	A	200	214	210	60	66	66	2.9	2.8			2.5	
Morogoro	A	139	190	186	27	43	43	3.5	4.7			4.3	
Moshi	A	195	186	178	66	66	67	4.5	4.0			2.9	
Mtwara	A	70	75	74	15	16	16	4.9	5.0			4.8	
Musoma	A	83	83	82	27	28	27.0	5.0	4.6			3.6	
Mwanza	A	378	406	397	94	113	113	3.7	3.8			3.4	
Shinyanga	A	93	94	94	29	33	28	4.2	3.9			3.5	
Songea	A	50	50	90	17	17	36	2.6	2.4			4.2	
Tabora	A	112	159	84	22	21	22	5.1	5.7			2.7	
Tanga	A	206	178	205	50	46	47	4.3	3.6			4.0	
Total/Average Category A		3773	4002	3989	995	1143	1157	4.1	4.0			3.6	
Bukoba	B	60	58	62	16	14	17	4.9	4.1			3.5	
Kigoma	B	54	53	48	12	11	12	4.3	3.6			2.6	
Singida	B	59	58	62	14	14	17	4.5	4.1			4.0	
Sumbawanga	B	55	50	49	15	14	13	5.8	4.7			4.2	
Babati	C	71	51	51	21	23	23	5.0	3.1			2.3	
Lindi	C	42	40	42	13	12	12	8.2	6.5			6.4	
Bariadi	C	14	16	12	0	0	2	7.9	6.6			4.3	
Geita	C	45	41	38	15	16	16	6.0	4.8			3.7	
Mpanda	C	32	30	44	11	12	12	5.6	5.0			6.8	
Njombe	C	35	43	40	11	12	12	4.6	5.4			4.7	
Vwawa-Mlowo	C	12	17	23	4	4	6	6.2	7.9			9.8	
Total/Average Category B and C		479	457	471	132	132	142	5.2	4.4			3.9	
TOTAL/AVERAGE		4,252	4,459	4,460	1,127	1,275	1,299	4.2	4.1			3.6	

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

S/N	Name WSSA	Category	Number of Households with Traditional pit latrine (No)		Number of Households with Improved ventilated pit latrine (VIP Latrine) (No)		Number of Households without Latrines (Open Defecation) (No)		Number of Households with septic tanks (No)		Number of Households with empty latrines in a service area (No)		Volume of faecal sludge generated per year (m³)		Volume of sewage generated per year (m³)		Number of Households connected to sewer (No)		Total capacity of sludge treatment facility (m³/day)		Volume of faecal sludge dumped at treatment facility per year (m³)	
			2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22
1	Arusha	A	50227	62,401	67,162	58,908	168	205	70,647	175,209	92,482	101,204	832,338	-	1,824,000	4,380,000	6,222	9,235	1,080	22,000	63,083	84,600
2	DAWASA		78,383	146,734	240,893	253,108	813	489	738,379	754,351	738,379	754,351	27,480,711	24,012,845	18,819,401	17,996,807	20,004	19,203	53,196	819	602,933	698,378
3	Dodoma	A	3102	2,337	11,787	13,680	2,482	1,987	33,361	36,584	11,787	13,687	-	-	1,194,480	2,190,960	6,636	6,636	-	-	92,712	-
4	Iringa	A	36674	36,311	1,416	1,430	404	399	22,432	22,656	23,408	23,642	336,321	336,321	1,345,284	1,381,533	2,358	2,435	3,821	3,821	4,080	336,321
5	Kahama	A	13147	14,123	32,689	36,784	176	261	56,689	61,043	43,366	57,321	3,955,682	3,834,367	9,054,132	9,776,495	-	-	2,600	2,600	84,668	137,866
6	Mbeya	A	21940	-	74,144	278,430	125	844	34,500	97,483	106,448	-	7,431,052	9,776,495	9,054,132	9,776,495	2,531	2,865	28,800	28,800	14,700	15
7	Morogoro	A	76792	76,792	-	-	-	-	74,086	74,086	2,706	2,706	-	-	680,272	711,906	2,333	2,370	9,570	9,570	29,844	30,142
8	Moshi	A	161	407	6,602	16,818	-	-	25,093	63,361	15,357	38,777	-	1,531,523	20,129,893	1,531,523	3,077	3,129	4,500	4,500	24,130	1,531,523
9	Mtwara	A	6921	7,128	1,589	7,239	114	-	2,836	11,110	1,702	18,349	-	-	1,044,630	1,044,630	-	-	-	-	-	-
10	Musoma	A	2143	2,207	6,191	6,377	92	95	4,560	4,697	21,969	22,628	-	-	3,828,400	3,828,400	-	-	2,304	2,304	12,447	12,447
11	Mwanza	A	46750	31,023	61,463	74,543	531	153	83,632	88,385	61,463	74,543	-	1,898,000	2,614,000	2,766,490	6,543	6,856	7,000	7,000	41,357	43,800
12	Shinyanga	A	8488	8,997	12,413	12,661	82	87	14,721	15,163	14,721	15,604	-	-	15,987	-	-	-	40	40	14,400	14,688
13	Songea	A	8591	8,615	13,864	14,250	-	-	8,600	8,950	56,841	57,203	559,423	522,038	558,563	521,086	1,511	1,557	2,100	2,100	860	952
14	Tabora	A	3215	3,342	2,033	13,438	-	-	25,520	28,320	-	-	11,189	10,199	132,320	143,618	483	492	86	31,500	11,940	10,199
15	Tanga	A	2212	10,783	10,448	4,262	69	146	56,102	21,963	13,059	11,504	-	-	556,827	505,363	2,854	2,870	-	-	-	-
Total/Average Category A			1061646	411,200	542,694	791,928	5,056	4,666	1,251,158	1,463,361	1,203,688	1,191,519	40,606,716	41,921,788	65,753,871	50,013,178	54,552	57,648	115,097	115,054	997,154	2,900,931
16	Bukoba	B	3803	4,183	5,185	5,704	398	438	8,652	9,517	18,698	20,568	-	-	1,204	1,890	-	-	1,779	1,779	1,204	1,890
17	Kigoma	B	58328	60,342	38,547	39,253	27	27	16,811	17,243	500	534	-	-	1,116	1,022	-	-	150	150	1,116	1,022
18	Singida	B	13516	4,216	6,033	23,678	404	6	7,474	12,362	7,474	12,362	25	-	1,309,444	4,566,260	-	-	-	-	-	-
19	Sumbawanga	B	11435	10,520	5,079	5,485	1,158	1,042	17,102	18,813	29,612	32,573	1,583,450	1,713,710	1,583,450	1,713,710	-	-	136	136	4,050	4,214
20	Babati	C	31787	36,772	15,735	23,052	10	-	1,711	1,847	14,178	15,281	-	11,262	-	-	-	-	-	-	-	-
21	Lindi	C	5685	6,250	9,820	9,880	295	290	2,370	2,380	-	-	-	-	428,443	455,000	-	-	6,000	6,000	-	-
22	Baradi	C	4825	4,825	9,225	9,225	170	170	13,350	13,530	10,896	10,896	-	-	-	-	-	-	-	-	-	-
23	Gella	C	27071	24,188	7,099	7,880	861	766	7,156	7,943	14,257	18,803	-	-	19,159,800	17,514	-	-	510	510	4,050	16,142
24	Mpanda	C	19642	19,692	2,322	2,372	30	80	8,822	8,872	11,144	11,194	-	-	-	-	-	-	-	-	-	-
25	Njombe	C	4237	4,310	31,489	31,510	-	-	12,310	12,520	12,310	13,480	1,305	1,370	1,872	1,911	-	-	-	-	-	-
26	Vwawa-Mlowo	C	38105	28,433	11,616	16,480	24	-	6,490	9,255	-	-	NA	NA	-	-	-	-	-	-	-	-
Total/Average Category B and C			218434	203,731	142,150	174,519	3,377	2,819	102,248	114,282	119,069	135,691	1,584,780	1,726,342	22,485,329	6,759,307	0	0	8,575	8,575	10,420	23,268
TOTAL/AVERAGE			1280080	614,931	684,844	966,446	8,433	7,485	1,353,406	1,577,643	1,322,757	1,327,210	42,191,495	43,648,130	88,239,200	56,772,485	54,552	57,648	123,672	123,629	1,007,574	2,924,200

Table A2.22: Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Distribution of Containments per Household

S/N	Name WSSA	Category	Number of Cesspit trucks owned by Utility (No)		Number of cesspit emptiers trucks owned by LGA(s) (No)		Number of Private owned cesspit emptiers registered by WSSA/ LGA (No)		Total Number Of Cesspit Emptier (No)		Availability of Faecal Sludge Treatment Facility (Yes/No)		Type of faecal sludge treatment facility		Operational Status of faecal treatment facilities
			2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	
1	Arusha	A	5	5	1	1	50	52	56	109	YES	YES	WSPs	WSPs	Operational
2	DAWASA		7	7	0	0	236	128	243	371	YES	YES	WSPs & DEWATS	WSPs & DEWATS	Operational
3	Dodoma	A	1	1	1	1	1	1	3	5	YES	YES	WSPs	WSPs	Operational
4	Iringa	A	2	3	0	0	0	2	2	5	YES	YES	WSPs	Waste water stabilization ponds	Operational
5	Kahama	A	2	2	0	0	12	12	14	26	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Operational
6	Mbeya	A	1	0	1	1	1	1	3	4	YES	YES	WSPs	WSP	Operational
7	Morogoro	A	0	0	1	1	7	7	8	16	YES	YES	WSPs	WSPs	Operational
8	Moshi	A	1	1	0	0	6	4	7	11	YES	YES	WSPs	WSPs	Operational
9	Mtwara	A	0	0	0	0	3	4	3	7	NO	NO	0	0	NO
10	Musoma	A	1	1	5	5	5	5	11	21	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Operational
11	Mwanza	A	6	6	1	2	8	7	15	24	YES	YES	WSPs & Sludge Digester	WSPs & FSTP	Operational
12	Shinyanga	A	0	0	1	1	7	7	8	16	YES	YES	Sludge Digester	Sludge Digester	Operational
13	Songea	A	1	1	0	0	0	0	1	1	YES	YES	WSPs	WSPs	Operational
14	Tabora	A	0	0	2	1	6	9	8	18	YES	YES	WSPs	WSTP	Operational
15	Tanga	A	1	1	2	2	4	6	7	15	NO	NO	NA	Mechanical Screening	Construction
Total/Average Category A			28	28	15	15	346	245	389	649					
16	Bukoba	B	1	1	0	0	1	1	2	3	YES	YES	Shallow Lagoon	Shallow Lagoon	Operational
17	Kigoma	B	1	1	0	0	0	0	1	1	YES	YES	Sludge Pond Digester	WSP	Operational
18	Singida	B	0	0	0	0	8	6	8	14	NO	NO	NA	NA	NO
19	Sumbawanga	B	2	2	1	1	1	1	4	6	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Operational
20	Babati	C	0	0	1	1	1	1	2	4	NO	NO	NA	na	Design
21	Lindi	C	1	1	0	0	1	1	2	3	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Operational
22	Bariadi	C	0	0	1	1	0	0	1	2	NO	NO	NA	NA	NO
23	Geita	C	1	1	0	0	11	14	12	26	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Operational
24	Mpanda	C	0	0	0	0	0	1	0	1	NO	NO	NA	NA	NO
25	Njombe	C	0	0	0	0	0	0	0	0	NO	NO	0	0	NO
26	Vwawa-Mlowo	C	0	0	0	0	0	0	0	0	NO	NO	NA	NA	NO
Total/Average Category B and C			6	6	3	3	23	25	32	60					
TOTAL/AVERAGE			34	34	18	18	369	270	421	709					

APPENDIX 3:

THREE YEARS PERFORMANCE DATA FOR NATIONAL PROJECT WSSAs

Table A3.1(a): Water Abstraction Trend

Name of Water Utility	Water Abstraction (Million m³)																		
	2019/20						2020/21						2021/22						
	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total	
HTM	0	0	0	0	1.28	1.28	0	0	0	0	1.10	1.10	0.1443	0	0	0	0	1.56	1.71
KASHWASA	0	0	0	15.87	0	15.87	-	-	-	-	18.56	-	18.56	-	-	-	22.11	-	22.11
Makonde	0.43	0.19	0	0	0	0.61	0.57	0.27	0	0	0	0.85	0.65	0.16	0	0	0	0	0.81
MANAWASA	0	2.23	0	0	0	2.23	0	2.48	0	0	0	2.48	0	2.65	0	0	0	0	2.65
Maswa	0	0	1.17	0	0	1.17	0.02	0	1.90	0	0	1.91	0.04	0	1.67	0	0	0	1.71
Mugango-Kiabakari	0	0	0	1.03	0	1.03	-	-	-	0.92	-	0.92	-	-	-	1.22	-	1.22	-
Wanging'ombe	0	0	0	0	1.23	1.23	-	-	-	-	1.36	1.36	-	-	-	-	1.29	1.29	-
Total	0.43	2.41	1.17	16.90	2.51	23.42	0.59	2.75	1.90	19.47	2.46	27.17	0.84	2.81	1.67	23.34	2.85	31.51	-

Table A3.1(b) Water Abstraction Summary

Source	2019/20			2020/21			2021/22		
	Abstraction (Millionm ³)	%contribution to total abstraction	Abstraction (Millionm ³)	%contribution to total abstraction	Abstraction (Millionm ³)	%contribution to total abstraction	Abstraction (Millionm ³)	%contribution to total abstraction	
Boreholes	0.43	2%	0.59	2.2%	0.84	3%			
Springs	2.41	10%	2.75	10%	2.81	9%			
Dams	1.17	5%	1.90	7%	1.67	5%			
Lakes	16.90	72%	19.47	72%	23.34	74%			
Rivers	2.51	11%	2.46	9%	2.85	9%			
TOTAL	23.42	100%	27.17	100%	31.51	100%			

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

Name of Water Utility	Water Demand (Millionm ³ /year)		Annual Water Production (Millionm ³ /year)		Installed Water Production Capacity (Millionm ³ /year)	
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	5.39	5.54	8.75	1.23	1.06	1.71
KASHWASA	16.54	20.10	20.60	14.51	16.79	20.42
Makonde	8.03	8.40	8.96	0.56	0.85	0.81
MANAWASA	4.28	5.45	5.45	2.23	2.48	2.65
Maswa	2.85	2.92	2.92	1.15	1.83	1.71
Mugango-Kiabakari	3.65	3.79	3.78	1.22	0.92	1.22
Wanging'ombe	3.89	3.89	3.89	1.23	1.36	1.29
TOTAL	44.63	50.08	54.35	22.12	25.28	29.82
					48.57	47.37
						48.65

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		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	473	478	588	10.2	9.9	6.9	5.6	6.1	6.3
KASHWASA	648	700	756	18.5	19.0	14.9	2.5	2.7	2.9
Makonde	1,333	1,334	1,343	14.9	14.6	13.7	15.6	16.4	17.8
MANAWASA	520	557	562	56.3	56.3	44.2	21.2	21.4	23.6
Maswa	167	316	343	3.1	3.3	3.3	23.9	12.9	12.9
Mugango-Kiabakari	110	113	146	5.5	5.3	5.4	9.3	9.6	8.9
Wanging'ombe	399	403	406	12.1	12.1	12.1	15.6	16.4	17.8
TOTAL/AVERAGE	3,649.5	3,901.0	4,143.7	17.2	17.2	14.4	13.4	12.2	12.9

Table A3.4: Number of Pipe Breaks per Km per year, Water Service Connections Rehabilitation and Water Main Rehabilitation per Year

Name of Water Utility	No. of Pipe Breaks per km per year			Water Service Connections Rehabilitation (% per year)			Water Mains Rehabilitation (% per year)			Length of Water Main Rehabilitated (Km)	
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2021/22
HTM	0.21	0.17	0.12	0.00	0.00	0.00	0.00	1.0466	0.07	0.44	0.44
KASHWASA	0.84	0.07	0.15	0.01	0.00	0.01	0.00	0	0.00	0.42	0.42
Makonde	0.07	0.64	0.57	0.03	1.95	0.80	0.74	0.41	0.24	3.25	3.25
MANAWASA	0.11	0.09	0.09	3.90	3.20	0.00	0.16	0.12	0.01	2.65	2.65
Maswa	9.00	1.97	0.90	3.49	94.00	68.00	0.00	62.30	46.00	1.50	1.50
Mugango-Kiabakari	1.50	1.93	2.10	13.63	8.06	0.00	0.00	0.44	0.00	1.80	1.80
Wanging'ombe	0.34	0.45	0.31	0.80	0.05	0.07	6.01	0.2	0.09	0.36	0.36
Average	0.49	0.76	0.61	21.87	107.26	68.88	0.86	8.06	6.63	1.66	1.66

Table A3.5: Non–Revenue Water

Name of Water Utility	NRW (%)			NRW (m³lost/km/day)			NRW (m³lost/connection/day)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	79.46	65.53	73.10	5.64	3.98	5.82	1.01	0.65	0.92
KASHWASA	9.67	10.80	9.15	5.94	7.09	6.77	41.36	52.27	53.88
Makonde	55.04	58.59	55.27	0.63	4.30	3.57	0.25	0.38	0.32
MANAWASA	24.87	21.34	20.05	2.92	2.60	2.59	0.14	0.12	0.11
Maswa	33.86	48.76	50.61	6.37	7.75	6.92	0.27	0.60	0.54
Mugango-Kiabakari	87.11	85.20	90.37	26.58	18.94	20.78	2.76	2.76	2.76
Wanging'ombe	63.38	69.94	70.11	5.35	6.48	6.10	0.34	0.39	0.34
AVERAGE	24.74	24.36	23.4	4.11	5.85	6.1	0.60	0.56	0.6

Table A3.6: Water Quality Compliance (%)

Name of Water Utility	2019/20					2020/21					2021/22				
	E. coli	Turbidity	Residual Chlorine	pH	Average	E. coli	Turbidity	Residual Chlorine	pH	Average	E. coli	Turbidity	Residual Chlorine	pH	Average
HTM	100	85.71	na	100	95.24	100	0	0	100	50.00	100	79	0	100	70
KASHWASA	100	100	98.6	99.9	99.625	100	100	98	100	100	100	96	93	99	97
Makonde	13.63	16.67	8.33	16.67	13.83	100	92.31	30.77	61.54	71.15	100	100	100	100	100
MANAWASA	100	75	100	100	93.75	100	98	98	98	98	100	100	98	100	99
Maswa	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Mugango-Kiabakari	70	67	30	100	66.75	100	100	100	100	100	100	100	100	100	100
Wanging'ombe	0	36	0.3	100	34.07	0	0	0	0	0	100	100	100	100	100
AVERAGE	60.45	60.05	48.18	77.07	62.91	85.71	69.97	60.92	79.86	74.12	100.00	96.53	84.39	99.84	95.19

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)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	2,646	2,920	3,721	2,150	2,375	3,010	249	258	361
KASHWASA	93	95	95	-	-	-	NA	NA	NA
Makonde	3,353	3,545	3,881	2,398	2,542	2,795	588	612	682
MANAWASA	11,025	11,933	13,250	10,040	10,918	12,164	358	363	386
Maswa	4,097	4,087	4,411	3,750	3,730	3,950	111	111	113
Mugango-Kiabakari	1,020	1,088	1,299	912	986	1,179	26	26	28
Wanging'ombe	6,213	6,605	7,225	5,469	5,712	6,374	518	667	620
Total	28,437	30,273	33,882	24,719	26,263	29,472	1,850	2,037	2,190

Table A3.8: Metering Ratio and Composition of Metered Customer's

Name of Water Utility	Metering Ratio (%)			Composition of Metered Customers 2021/22					
	2019/20	2020/21	2021/22	Domestic	Institutional	Commercial	Industrial	Kiosk	Others
HTM	100	100	100	2,503	174	83	2	302	28
KASHWASA	100	100	100	0	97	3	NA	NA	NA
Makonde	93	93	95	2,643	341	54	6	625	1
MANAWASA	100	100	100	10975	342	234	5	350	2
Maswa	66	47	98	3,950	138	113	0	105	0
Mugango-Kiabakari	100	100	100	1179	69	23	0	28	0
Wanging'ombe	94	96	94	6,015	148	27	0	528	44
Average/Total	91	89	96	27,265	1309	537	13	1938	75

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 Directly Served with water (%)			Total population (No)	Domestic connections (No)	Active Kiosk (No)	Average Number of people served per domestic connections (No)	Average Number of people served per kiosk (No)	Population Served by Boarding Institutions (No)	Calculated Population Directly Served (No)
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22							
HTM	70.5	69.1	69.0	63.1	55	60.3	406,444	3,010	302	80	1	3990	244,990
KASHWASA	NA	NA	NA	NA	-	NA	NA	-	NA	NA	NA	-	-
Makonde	55.5	80.0	80.0	55.5	58	62.3	490,948	2,795	625	10	445	-	306,075
MANAWASA	88.2	72.0	76.0	76.6	59.8	62.5	334,511	12,164	350	10	250	-	209,140
Maswa	74.4	75.6	78.0	48.3	38.3	38.1	130,936	3,950	105	6	250	-	49,950
Mugango-Kiabakari	49.1	51.1	52.3	33.0	37.3	35.2	196,042	1,179	10	8	250	-	68,932
Wanging'ombe	84.7	84.7	84.7	81.0	64.3	63.6	95,068	6,374	571	5	50	-	60,420
TOTAL	67.0	72	73	59	54	57	1,653,949	29,472	1,963	20	208	3,990	939,507

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

Name of Water Utility	Average Hours of Service			Proportion of Population with 24Hours of Service (%)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	8.0	6	6	8.07	0.00	0
KASHWASA	24.0	23.6	24	100	NA	NA
Makonde	9.6	8	6	0	0	0
MANAWASA	23.0	22	23	45	46	47
Maswa	11.0	12	12	0	0	0
Mugango-Kiabakari	8.0	8	8	15	15	0
Wanging'ombe	14.8	15	10	0	0	0
Average	13	14	13	24	12	8

Table A3.11: Billing Composition

Name of Water Utility	Water Billing (TZS Million)			Other Operational Billing (TZS Million)			Total Billing (TZS Million)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	640.2	897.9	1,034.7	22.2	54.3	101.8	662.4	952.2	1,136.5
KASHWASA	12,696.6	13,275.5	17,344.8	0.5	1.3	-	12,697.1	13,276.8	17,344.8
Makonde	309.6	454.8	508.0	60.2	78.6	48.9	369.7	533.4	556.9
MANAWASA	2,485.6	2,933.4	3,230.6	316.3	363.0	360.0	2,802.0	3,296.4	3,590.6
Maswa	396.7	396.7	571.9	34.9	38.3	77.2	431.6	434.9	649.2
Mugango-Kiabakari	150.5	178.3	122.1	10.4	5.8	36.1	160.9	184.1	158.3
Wanging'ombe	412.9	486.0	397.3	3.1	12.2	72.1	416.0	498.1	469.4
TOTAL	17,092.06	18,622.45	23,209.36	447.62	553.47	696.21	17,539.68	19,175.92	23,905.58

Table A3.12: Revenue Collection

Name of Water Utility	Collections from Water Sales (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	584.8	802.9	934.0	22.2	54.3	101.8	607.0	857.2	1,035.8
KASHWASA	11,333.2	10,851.2	11,874.6	656.5	680.1	0	11,989.6	11,531.3	11,874.6
Makonde	276.7	400.7	454.5	60.7	78.6	48.9	337.4	479.3	503.4
MANAWASA	2,247.5	2,914.8	3,026.6	373.5	369.0	360.0	2,620.9	3,283.9	3,386.6
Maswa	280.7	379.7	493.4	34.9	38.3	77.2	315.6	418.0	570.6
Mugango-Kiabakari	118.0	138.3	101.8	50.3	7.0	36.1	168.3	145.3	138.0
Wanging'ombe	408.0	480.2	348.7	32.4	72.1	72.1	440.3	552.3	420.8
TOTAL	15,248.82	15,967.80	17,233.57	1,230.42	1,299.42	696.21	16,479.24	17,267.22	17,929.78

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)	
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	91.4	89.4	90.3	18.8	30.8	24.3
KASHWASA	89.3	81.7	68.5	80.6	72.9	62.2
Makonde	89.4	88.1	89.5	40.2	36.5	40.0
MANAWASA	90.4	99.4	93.7	67.9	78.2	74.9
Maswa	70.8	95.7	86.3	46.8	49.0	42.6
Mugango-Kiabakari	78.4	77.6	83.4	10.1	11.5	8.0
Wanging'ombe	98.8	98.8	87.8	36.2	29.7	26.2
AVERAGE	86.91	90.10	85.61	42.94	44.09	39.75
					9.56	7.03
						7.48

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)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	834.41	807.58	910.88	510.43	579.85	595.37	113.6	223.64	420.43
KASHWASA	7,305.68	8,240.48	9,406.39	1,871.75	1,839.76	1,921.57	929.6	1,456.40	2,172.38
Makonde	666.94	919.55	1,488.66	167.24	351.40	229.09	160.9	169.40	157.18
MANAWASA	564.60	592.84	797.62	1,277.73	1,255.72	1,308.28	645.6	779.37	971.13
Maswa	284.99	425.84	494.53	93.45	101.42	116.90	122.9	142.83	209.82
Mugango-Kiabakari	446.35	410.19	350.71	45.69	93.17	61.97	118.4	140.28	128.55
Wanging'ombe	531.98	328.69	184.18	204.21	223.42	338.33	93.3	210.46	225.39
TOTAL	10,634.96	11,725.17	13,632.97	4,170.50	4,444.75	4,571.51	2,677.50	3,122.38	4,284.87

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)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	1,512.04	1,617.68	1,926.69	244.00	290.06	332.47	1,756.0	1,907.7	2,259.2
KASHWASA	10,754.66	12,150.74	13,500.34	1731.96	1737.88	2015.59	12,486.6	13,888.6	15,515.9
Makonde	947.85	1,447.44	1,874.93	116.30	130.08	142.82	1,064.1	1,577.5	2,017.7
MANAWASA	2,570.65	2,678.24	3,077.03	1014.69	1088.98	887.16	3,585.3	3,767.2	3,964.2
Maswa	544.13	686.48	821.25	251.52	533.04	641.03	795.6	1,219.5	1,462.3
Mugango-Kiabakari	576.23	643.92	626.56	730.98	733.95	794.88	1,307.2	1,377.9	1,421.4
Wanging'ombe	826.98	763.97	747.89	440.48	263.01	271.61	1,267.5	1,027.0	1,019.5
TOTAL	17,732.53	19,988.47	22,574.69	4,529.92	4,777.00	5,085.56	22,262.45	24,765.47	27,660.25

Table A3.16: Energy and Chemical Costs

Name of Water Utility	Energy Costs (TZS Million)			Chemical Costs (TZS Million)			Total Energy and Chemical Costs (TZS Million)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	422.3	564.4	165.3	4.1	2.8	0.4	426.4	567.2	165.6
KASHWASA	4,820.6	5,578.1	6,206.5	2107.4	2267.8	2454.1	6,928.0	7,846.0	8,660.7
Makonde	576.1	817.6	1,237.1	5.6	4.3	1.5	581.7	821.9	1,238.6
MANAWASA	0.0	0.0	0.0	0.0	7.7	14.5	0.0	7.7	14.5
Maswa	148.7	292.5	226.4	42.1	24.0	21.0	190.8	316.6	247.5
Mugango-Kiabakari	329.1	340.3	240.8	0.0	0.0	0.0	329.1	340.3	240.8
Wanging'ombe	0.0	0.0	0.0	1.1	0.0	0.0	1.1	0.0	0.0
TOTAL	6,296.78	7,593.00	8,076.14	2,160.36	2,306.61	2,491.56	8,457.14	9,899.61	10,567.70

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/m3)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	2.7	2.0	2.0	2.3	1.7	1.7	3,549.0	3,549.0	3,549.0
KASHWASA	1.0	1.0	0.9	0.8	0.9	0.8	883.0	883.0	883.0
Makonde	2.9	3.0	3.6	2.6	2.7	3.4	1,300.0	1,300.0	1,300.0
MANAWASA	1.2	1.1	1.1	0.9	0.8	0.9	1,557.0	1,557.0	1,557.0
Maswa	1.4	2.8	2.0	0.9	1.6	1.1	1,710.0	1,710.0	1,710.0
Mugango-Kiabakari	7.6	7.5	9.0	3.4	3.5	4.0	1,310.0	1,310.0	1,310.0
Wanging'ombe	2.8	1.8	2.2	1.9	1.4	1.6	1,582.0	1,582.0	1,582.0
AVERAGE	2.79	2.75	2.96	1.82	1.80	1.91	1,698.71	1,698.71	1,698.71

Table A3.18: Total Staff, Female Staff and Staff per 1,000 Water 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)		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
HTM	74	73	80	43	34	43	5.0	5.0	8.0	28.0	25.0	21.5
KASHWASA	88	98	98	3	98	98	27.0	36.0	27.0	946.2	1031.6	1031.6
Makonde	67	62	65	42	45	46	15.0	15.0	15.0	20.0	17.5	16.7
MANAWASA	73	73	71	67	68	67	27.0	27.0	28.0	6.6	6.1	5.4
Maswa	33	20	20	1	10	10	12.0	5.0	5.0	8.3	4.9	4.5
Mugango-Kiabakari	18	18	20	0	6	6	5.0	5.0	6.0	17.6	16.5	15.4
Wanging'ombe	49	49	48	19	13	11	14.0	17.0	17.0	7.9	7.4	6.6
Total/Average	402	393	402	319	274	281	105	110	106	14.2	13.0	11.9

APPENDIX 4:

COMPLIANCE WITH REGULATORY REQUIREMENTS (REPORTING REQUIREMENTS AND TARIFF CONDITIONS)

Table A4.1(a): Status of Submission Reports among Regional WSSAs for FY2021/22

Name of Water Utility	Category	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
Arusha	A	10	30-Sep-22	Timely submitted	29-Sep-22	Timely submitted	30-Sep-22	Timely submitted
DAWASA	A	12	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Dodoma	A	11	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Iringa	A	12	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Kahama	A	8	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Mbeya	A	11	29-Sep-22	Timely submitted	3-Oct-22	Late submitted	29-Sep-22	Timely submitted
Morogoro	A	8	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Moshi	A	12	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Mtwara	A	9	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Musoma	A	10	29-Sep-22	Timely submitted	23-Sep-22	Timely submitted	23-Sep-22	Timely submitted
Mwanza	A	12	28-Sep-22	Timely submitted	28-Sep-22	Timely submitted	29-Sep-22	Timely submitted
Shinyanga	A	9	Not submitted	Not submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Songea	A	12	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Tabora	A	8	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Tanga	A	11	30-Sep-22	Timely submitted	29-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Bukoba	B	1	1-Oct-22	Late submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Kigoma	B	11	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Singida	B	2	Not submitted	Not submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Sumbawanga	B	9	30-Sep-22	Timely submitted	14-Nov-22	Late submitted	1-Nov-22	Late submitted
Babati	C	9	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Lindi	C	12	30-Sep-22	Timely submitted	29-Sep-22	Timely submitted	29-Sep-22	Timely submitted
Bariadi	C	4	Not submitted	Not submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Geita	C	10	27-Sep-22	Timely submitted	30-Sep-22	Timely submitted	22-Sep-22	Timely submitted
Mpanda	C	2	29-Sep-22	Timely submitted	29-Sep-22	Timely submitted	28-Sep-22	Timely submitted
Njombe	C	12	Not submitted	Not submitted	30-Sep-22	Timely submitted	30-Sep-22	Timely submitted
Vwawa-Mlowo	C	2	Not submitted	Not submitted	28-Sep-22	Timely submitted	28-Sep-22	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 2021/22

S/N	Name of Water Utility	Majis Monthly Reports		Majis Annual Report		Draft Technical Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
1	HTM	5	25 th -Nov-22	Late submitted	1 st -Nov-22	Late submitted	1 st -Nov-22	Late submitted	
2	KASHWASA	5	30 th -Sep-22	Timely submitted	29 th -Sep-22	Timely submitted	29 th -Sep-22	Timely submitted	
3	Makonde	4	29 th -Sep-22	Timely submitted	30 th -Sep-22	Timely submitted	30 th -Sep-22	Timely submitted	
4	MANAWASA	0	Not submitted	Not submitted	Not submitted	Not submitted	30 th -Sep-22	Timely submitted	
5	Maswa	10	30 th -Sep-22	Timely submitted	30 th -Sep-22	Timely submitted	30 th -Sep-22	Timely submitted	
6	Mugango-Kiabakari	2	Not submitted	Not submitted	Not submitted	Not submitted	25 th -Sep-22	Timely submitted	
7	Wanging'ombe	8	Not submitted	Not submitted	30 th -Sep-22	Timely submitted	30 th -Sep-22	Timely submitted	

COMPLIANCE WITH TARIFF ORDER CONDITIONS - REGIONAL WSSAs

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

S/N	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 th June 2021		
(i)	Purchase of Pumps	30 th June 2022		
(ii)	Construct 75.1 Km Distribution and Transmission network, 12.5km from Tumbuku to Kingolwira, 48 Km of water networks distribution mains at Kihonda and Mkundi area and purchase of 40,000 Waterflow Meter.	30 th June 2022		
(iii)	Procurement of Electrical Panel	30 th June 2022		
(iv)	Purchase of office Furniture	30 th June 2022		
(v)	Procurement of Generator Heavy Duty	30 th June 2022		
(vi)	Purchase 50 computer hardware and new software accounting, auditing, engineering, internal communication) by June 2021	30 th June 2022		
(vii)	Procure 10 motor vehicles and 50 motor cycles	30 th June 2022		
(viii)	Construct transmission line of DN 400 and 300 a total length of 12.5km from Tumbuku to Kingolwira	30 th June 2022	92.2	Partially implemented
(ix)	Rehabilitation Dams Structures	30 th June 2022		
(x)	Replace 30 km Old Pipes at Forest, Sabasaba, City centre, Rock garden and Kilakala	30 th June 2022		
(xi)	Construct 4 new storage tanks with capacities ranging from 1000m ³ to 3000m ³	30 th June 2022		
(xii)	Rehabilitate Kigurunyembe, Vitli and Mwanzo Mgumu intakes	30 th June 2022		
(xiii)	Rehabilitate waste stabilization ponds at Mafisa and Industrial areas and to construct 3Km fence at Mafisa Ponds	30 th June 2022		
(xiv)	Rehabilitate existing Buildings	30 th June 2022		
(xv)	Purchase of 50 desks, 200 office chairs, 10 office tables	30 th June 2022		
(xvi)	Purchase of Office equipment, tools and Generator	30 th June 2022		
(xvii)	Computers and IT equipments	30 th June 2022		
(xviii)	Procure 20 motor vehicles and 7 motor cycles	30 th June 2022		
4	Morogoro WSSA shall attain key performance indicators as shown in Third Schedule;	30 th June 2022	86.6	NRW and service hours are two indicators that are still low.
	OVERALL COMPLIANCE (%)		89.4	

A4.2.ii. Moshi WSSA Tariff Adjustment Order No17-008/Moshi WSSA (Provisional Tariff) Order, 2019

S/N	Condition	Deadline	Compliance (%)	Implementation Status
1	Moshi WSSA shall ensure it complies with the requirement of remitting regulatory levy	Continuous	100	Moshi WSSA has paid all the levies amounting to Tshs 107,781,948.97 as of June 2022
2	Moshi WSSA shall implement the projects by using funds generated from the approved tariffs as detailed in the Second Schedule to this Order			
3.1	New Investment			
3.1.1	Construction of two New tank with total of 2000m ³ at Kiusa	30 th June 2022	0	Not implemented due to financial constraints following none of the implementation of the approved tariff
3.1.2	Extension of 21.28km service line in all 10 zones	30 th June 2022	100	Construction of 33.96km of pipeline extension in all 10 zones was conducted
3.1.3	Construction of water service line of 30km to extend water network in Himo Town	30 th June 2022	100	Construction of 33.5km of pipeline extension has been implemented at Kondeni, Kalimani and Msufini
3.1.4	Construct new 10.8 Km of pipeline at Chekereni	30 th June 2022	100	Construction of 30.35km was implemented
3.1.5	Construct 120 valve chambers	30 th June 2022	73	88 valve chambers were constructed
3.1.6	Purchase of water Meters for New water Connection 2000pc each year	30 th June 2022	100	Moshi WSSA purchased 8,674 water meters.
3.1.7	Installation of water meters to 25 fire hydrants each year	30 th June 2022	52	Installation of 13 water meter was done
3.1.8	Construction of water meter chamber 60 each year	30 th June 2022	100	250 precast water meter chamber were fabricated and installed
3.1.9	Construct 7.5 km 6", 8" & 10" new sewer lines to cover parts of Rau and Pasua.	30 th June 2022	62	Construction of 4.664km of sewer line were implemented.

S/N	Condition	Deadline	Compliance (%)	Implementation Status
3.1.10	Purchase of new workshop equipment	30 th June 2022	100	Procurement of pipes fusion machine, generator 100 Kva, pumps, drilling machine and Generator 5.9Kva costing 144,198,237.27 were implemented
3.1.11	Purchase of office equipment's	30 th June 2022	100	Office equipment amounting to 29'800,000/= were procured (Air condition, household equipment, TV, electric cooker, photocopy, projector)
3.1.12	Construction of toilets at water sources	30 th June 2022	100	Three toilets were constructed at Shiri, Karanga and Mwenge
3.1.13	Procure four (4) Motor vehicles	30 th June 2022	100	Moshi procured 4 motor vehicles worth Tsh. 596,431,987.13 delivery in progress.
3.1.14	Purchase of water Laboratory Equipment (DRB. 200-50 COD Reactor 230 Vac 50/60Hz,	30 th June 2022	0	Laboratory reagents amounting to TZS 41,737,838.75 were purchased
3.1.15	Procure Spectrophotometer DR 3900 for water and waste water testing	30 th June 2022	0	Implementation has been re-scheduled to be implemented in FY 2023/24.
3.1.16	Replacement of 3 water pumps and motors	30 th June 2022	100	Moshi WSSA replaced three motors at Kisimani KCMC and Mawenzi B borehole.

S/N	Condition	Deadline	Compliance (%)	Implementation Status
3.1.17	Procurement of working tools such as computers and its accessories	30 th June 2022	100	Working tools amounting to TZS 116,285,870 were purchased (Laptop, computers, mobile phones, sanitary sticks, tablets, biometric device, pipe wrench, tape measure, tri-square, hummer)
3.1.18	Installation of power backup that could serve the servers and sensitive points for at least 12 hours	30 th June 2022	100	The utility changed the plan and installed a generator which is operating in automatic mode.
3.2	Rehabilitation and Replacement			
3.2.1	Rehabilitation of water supply network system for 75km in Moshi Municipality and Himo township	30 th June 2022	69	Rehabilitation of 51.378km was implemented.
3.2.2	Replacement of sluice valve 3pc old sluice valves 12"	30 th June 2022	67	Moshi WSSA replaced 2 old sluice valves
3.2.3	Replace of old sluice valve 10" , 4Pcs	30 th June 2022	25	The Utility replaced 1 old sluice valves
3.2.4	Replacement of Sluice valves 8" sluice Valves 10pcs	30 th June 2022	30	The Utility replaced 3 old sluice valves
3.2.5	Replacement of Sluice valves 6" sluice Valves 20pcs	30 th June 2022	40	Moshi WSSA replaced 8 old sluice valves
3.2.6	Replacement of Sluice valves 4" sluice Valves 30pcs	30 th June 2022	23	Replacement of 7 old sluice valves was done, the remaining 23 pcs have been repaired and are operational
3.2.7	Re-allocate 2,000 customers' meters	30 th June 2022	33	The Utility re-allocated 652 customers meter
3.2.8	Replacement of 3/4" Water Meters 2,500, 3,000 and 3,500	30 th June 2022	85	Up to June 2021, the Utility replaced 7,653 water meters.
3.2.9	Replacement of ball valves in all 16-storage facility	30 th June 2022	75%	Replacement of 12 ball valves worth 49,417,060 was implemented, however, maintenance of existing ball valves are regularly conducted.

S/N	Condition	Deadline	Compliance (%)	Implementation Status
3.2.10	Purchasing of 76pcs new Manhole covers for replacing the stolen covers	30 th June 2022	70	Manhole covers 53 were purchased and installed in various places
3.2.11	Replacement of workshop equipment	30 th June 2022	100	Purchase of rotor meter worth 5,723,000, moreover existing equipment were maintained and are working.
4	Moshi WSSA shall attain key performance indicators as	30th June 2022		
4.1	New Connections (water) (364 for FY 2020/21 and 722 for FY 2021/22)	30 th June 2022	100	The utility conducted a total of 7,142 new water connections from FY 2019/20 to FY 2021/22
4.2	Non-Revenue Water (20%)	30 th June 2022	0	The utility has attained NRW of 27.4%
4.3	Revenue Collection efficiency (without arrears) (98.6%)	30 th June 2022	100	Revenue collection efficiency is 100% as of June 2022
4.4	Average hours of supply (24hrs)	30 th June 2022	0	The average hours of service is 21.7. This was attributed by extension of service areas to include 12 wards in Moshi Rural and Hai District with limited water sources and distribution network
4.5	Metering Ratio (100%)	30 th June 2022	0	The utility had 89% metering ratio as of June 2022. This was attributed by extension of service areas to include 12 wards in Moshi Rural and Hai District

S/N	Condition	Deadline	Compliance (%)	Implementation Status
4.6	Proportion of population connected with sewerage network (22.5%)	30 th June 2022	0	The Utility has 12% of the population connected with sewerage networks. This was attributed by extension of service areas to include 12 wards in Moshi Rural and Hai District with a total population of 199,533
4.7	Number of households with connection to Sewerage (6,438)	30 th June 2022	70	As of June 2022, the total domestic sewer connections was 2,244 which is estimated to cover 4,488 households
4.8	Treatment of collected wastewater (100%)	Continuous	100	As of June 2022, the average compliance of wastewater is 98%
3	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.		100	Annual report for 2020/2021 incorporating implementation of each tariff order condition was submitted timely i.e. by 30 th September.
4	Moshi WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA		100	Moshi WSSA submitted monthly performance report by 14 th of each month, further it submitted the audited financial report for FY 2020/21.
	OVERALL COMPLIANCE		63	

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

S/N	Condition	Deadline	Compliance (%)	Implementation Status
	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 third year)	30 th June 2022	100	603pcs of water meters were replaced
2	Replacement of water pump at Ikulu borehole (capacity 4.5 kW) and at Majengo borehole with a capacity of 5 kW	30 th June 2022	0	Financial constraints as the results of non-implementation of approved tariff
	Construction of Kanoge II gravity main from Kanoge to Kazima tanks and purchase of pipes (8") and fittings at a distance of 12km	30 th June 2022	0	Financial constraints as the results of non-implementation of approved tariff
	Expand water network to unserved areas of Tulieni, Kawalyowa (5km), Mtapenda (0.5km), Kazima (3km), Rungwa 1km, Misengeleni 4km, Misunkumilo (1km), Mapinduzi (3km), Kilimahewa (2km), Nsemulwa (1km) and Makanyagio (0.5km)	30 th June 2022	15.7	Extension of 3.3km at Milupwa, Nsemula, Kazima, Kwalakwacha, Mapinduzi, Misengereni, Kawalyoa and Mtemi Beda.
	Purchase 1,200 water meters together with their fittings and connectors for new customers (400 meters each year)	30 th June 2022	100	1,000pc of water meters were supplied from Ikolongo II.
3				
	Mpanda WSSA shall attain key performance indicators as shown in Third Schedule of this Order			
3	Increase 400 New Connections (water)	30 th June 2022	123	492 customers were connected
4	Increase Metering ratio to 100	30 th June 2022	100	
5	Reduce Non-Revenue Water to 25%	30 th June 2022	0	NRW was 37 during FY 2021/22
6	Improve Hours of service to 14	30 th June 2022	0	Hours of service was at 7hrs
7	Increase Revenue Collection efficiency (without arrears) to 95%	30 th June 2022	0	Revenue Collection efficiency was 80%
8	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 th June 2022	100	Mpanda WSSA paid all regulatory levy
9	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 th June 2022	0	Not implemented

S/N	Condition	Deadline	Compliance (%)	Implementation Status
10	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 th June 2022	100	Mpanda WSSA submitted annual performance report that includes the implementation status of the tariff order conditions
11	Mpanda WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirements of EWURA,	30 th June 2022	66.7	The Utility submitted 2 out of 12 monthly Majlis reports timely, however annual technical report as well as Draft Financial statements were timely submitted
	Overall Compliance (%)		50	

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

S/N	Condition	Dead line	Compliance (%)	Implementation Status
1	Mwanza WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA, such information shall be used by EWURA to evaluate Mwanza WSSA's performance in comparison with other Water Supply and Sanitation Authorities and the improvement of its performance over time or in evaluating the reasonableness of all future requests for tariff adjustment.	30 th Sept 2022	100	All required reports were submitted timely
2	Replacement of Assets and New Investments (Mwanza WSSA shall implement the projects as detailed in the second schedule by using funds generated from the approved tariffs)			
2.1	Extension of sewer network by 20 km and replacement of the network for 15 km with uPVC and HDPE pipes ranging from DN 150 to DN 300	30 th June 2022	3	Delays in completion of wastewater projects due to delay in commencement of consultancy services due to the outbreak of COVID 19 Pandemic
2.2	Metering of 4,185 customers	30 th June 2022	100	Mwanza WSSA installed 7,781pcs out of 4,185pcs of water meters targeted for the FY. 2021/22
2.3	Replacement of 1507 meters	30 th June 2022	49	Mwanza WSSA replaced 740pcs out of 1,507pcs pcs of water meters targeted for the FY. 2021/22
2.4	Installation of various computerized systems including Asset Management System (CAMS)	30 th June 2022	100	Implemented
2.5	Water pumps and equipment	30 th June 2022	0	Not implemented
2.6	Various furniture and fittings	30 th June 2022	100	Implemented
3	To attain the key performance indicator as indicated in the Third Schedule			
3.1	Proportion of the population living in area with water network	30 th June 2022	98.91	As of June 2022, the Proportion of population living in area with network was 90% out of 92% of the target
3.2	Non-Revenue Water	30 th June 2022	0	Actual NRW was 37.8% as at 30 th June 2022. The performance target was 27.75%

S/N	Condition	Dead line	Compliance (%)	Implementation Status
3.3	Sewerage network coverage	30 th June 2022	0	Actual performance in Sewerage network coverage is 23% as at 30 th June 2022. The performance target was 25%
3.4	Number of Staff/1000 connections	30 th June 2022	0	Actual performance is 3.4. The performance target is 3.1
	Total		54.72	

REGIONAL AND NATIONAL PROJECT WATER UTILITIES

S/N	Condition	Deadline	Compliance	Implementation Status
	Reduce Non-Revenue Water to 28%	30 th June 2022	0	As of June 2022, the NRW for the utility was at 40%
	Increase (without arrears) to 92% Revenue	30 th June 2022	100	Collection efficiency was 100%
	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 th June 2022	100	Njombe WSSA submitted annual performance report that includes the implementation status of the tariff order conditions
	Njombe WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	30 th June 2022	100	The Utility submitted all monthly mails reports timely, annual technical report as well as Draft Financial statements as required.
	Overall Compliance (%)		73	

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

S/N	Condition	Deadline	Compliance (%)	Implementation Status
1	Sumbawanga WSSA shall ensure it complies with the requirement of remitting regulatory levy	30 th June 2022	14.8	As of June 2022, compliance with remittance of regulatory levy for the utility was 14.8%
2	Sumbawanga WSSA shall implement the projects as detailed in Second Schedule by using funds generated from the approved tariffs;	30 th June 2022		
	WATER METERS			
3	Water Meters (600pcs) for New Connection	30 th June 2022	100	1,194 new water customers were installed with new water meters
4	Prepaid Water Meters (40pcs)	30 th June 2022	0	Not Implemented
5	Water Meters for Replacement	30 th June 2022	70	1048 Old water meters were replaced
6	Procure and Install 10 Bulk Water meters at Water Sources and major distribution areas	30 th June 2022	50	5 Water meters were installed at Jangwani zone
	PIPES			
7	Extension of Distribution Network (10km)	30 th June 2022	0	Not implemented
8	Rehabilitation of Water Infrastructures (10km)	30 th June 2022	50	Rehabilitation was done at Ndau Intake
9	Rehabilitate Mainline and Distribution Network a total 5km	30 th June 2022	0	Not implemented
	BUILDINGS			
10	Rehabilitation of Office Buildings	30 th June 2022	0	Not Implemented
11	Rehabilitation of other store buildings and other W/ Quarters	30 th June 2022	0	Not Implemented
12	Construction of toilets for watchmen at Boreholes	30 th June 2022	0	Not Implemented
13	Construction of house for watchmen at Boreholes sites	30 th June 2022	0%	Not Implemented
	TANKS			
14	Rehabilitate 3 tanks	30 th June 2022	0	Not Implemented
15	Complete the fencing work for sewerage disposal area – 79 acres	30 th June 2022	0	Not Implemented
16	Complete the fencing work for 7 tanks	30 th June 2022	0	Not Implemented
	PLANT			
17	VFD Starter	30 th June 2022	100	VFD Parameter Setup was implemented in two Boreholes, BH15 & BH 28
18	AC – DC Inverter for media Converter for PLC system to 15 boreholes	30 th June 2022	100	AC/DC Media converter exchange was done to 15 Boreholes

S/N	Condition	Deadline	Compliance (%)	Implementation Status
	MOTOR VEHICLES & CYCLES			
19	Procurement of Tricycles (Bajaj)-(1Nos)	30 th June 2022	0	Not Implemented
	COMPUTERS AND PRINTERS			
20	Procurement of two Computers	30 th June 2022	0	Not Implemented
21	Increase 665 New Connections (water)	30 th June 2022	100	1,073 New waters Customers were connected with the water Network
22	Improve Hours of service to 24	30 th June 2022	33	The average service hours was 20
23	Reduce Non-Revenue Water to 25%	30 th June 2022	0	Non-Revenue Water was 36.9%
24	Increase Revenue Collection efficiency (without arrears) to 95%	30 th June 2022	100	Revenue Collection Efficiency was 100%
25	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 th June 2022	100	Sumbawanga WSSA submitted annual performance report that includes the implementation status of the tariff order conditions
26	Sumbawanga WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	30 th June 2022	67	The Utility submitted 9 out of 12 monthly MajiS reports timely. Annual technical report as well as Draft Financial statements were also timely submitted.
	Overall Compliance (%)		36	

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

S/N	Condition	Deadline	Compliance (%)	Implementation Status
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 th June 2022	0	Four intakes were not rehabilitated due to lack of fund for implementation of intended project
1.4	To construct 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, Ilole 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 th June 2022	0	15 kms were not constructed due to lack of fund
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 th June 2022	100	Three water storage tanks (Ilole, Vwawa group and Tenki kuu) were rehabilitated
1.6	To purchase and install 300 water customer meter and associated fittings.	30 th June 2022	100	300 water meters with associated fittings were procured in 2021/22 and are still installed to customers
1.7	To purchase and install 5 prepaid water meters	30 th June 2022	0	Prepaid water meters were not installed to customers due to financial constrain
1.8	To complete office building construction (completion of rooms and finishing, store building construction, waste water system and office fencing)	30 th June 2022	0	Office building is not completed due to lack of funds.
1.9	To rehabilitate 4 staff houses and 4 pump houses	30 th June 2022	0	Staff houses and pump houses were not rehabilitated due to lack of funds
1.10	To procure transport facilities (3 motorcycles)	30 th June 2022	0	3 Motorcycle were not procured due to lack of funds.
1.11	To procure working tools/equipment	30 th June 2022	0	Working tools were not procured due to lack of funds

S/N	Condition	Deadline	Compliance (%)	Implementation Status
1.12	To procure computers and accessories (2 Laptops, 2 Desktop computers and 1 POS machine)	30 th June 2022	0	Computers and POS machine were not procured due to lack of funds
2	Vwawa-Mlowo WSSA shall attain the key performance indicators as shown in the Third Schedule of this Order	30 th June 2022		
2.1	Increase 300 New Connections (water)	30 th June 2022	62	The Utility increased 186 water connections. Target was not achieved due to small network coverage area
2.2	Reduce Non-Revenue Water to 32%	30 th June 2022	7	NRW was at 75%. Reduction of NRW was not achieved due to dilapidated infrastructures, uses of unmeasured water meters, uses of customers water pipes with low quality
2.3	Increase Metering ratio to 100	30 th June 2022	20	Metering ratio was at 86%
2.4	Increase Revenue (without arrears) to 94%	30 th June 2022	0	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 th June 2022	100	Vwawa-Mlowo WSSA submitted annual performance report that includes the implementation status of the tariff order conditions
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 th June 2022	67	The utility submitted 2 out of 12 monthly majlis reports timely, Annual technical report as well as draft financial statements were timely submitted as required.
	Overall Compliance (%)		28	

COMPLIANCE WITH TARIFF CONDITIONS - NATIONAL PROJECT WSSAs

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

S/N	Condition	Deadline	Compliance (%)	Implementation Status
1	HTM WSSA shall implement the projects as detailed in the Second Schedule to this Order by using funds generated from the approved tariffs			
	(i) Purchase and replace air and sluice valves	30 th June 2022	0	Not implemented. Planned to be done through Improvement of HTM WSSA water project. Currently, procurement of contractors is on progress
	(ii) Purchase and install 1578 malfunction water meters and 364 meters for new customers in the second year	30 th June 2022	26	Partially implemented. The utility procured 500 new water meters for replacement and new water connection
	(iii) Purchase 2 motorcycles in the second	30 th June 2022	100	Implemented. The utility procured three motorcycles during the FY 2021/22
	(iv) Purchase 2 laptops	30 th June 2022	50	The utility procured 1 desktop for billing activities
	(v) Purchase 6 office tables	30 th June 2022	100	The utility procured 6 office tables for MD office, Secretary office, Technical office, store and Accounts office
	(vi) Purchase 3 office chairs	30 th June 2022	100	Implemented. 14 office chairs were procured for MD, Secretary and Technical offices
2	HTM WSSA shall attain key performance indicators as shown below:			
	(i) Conduct 364 new water connection	30 th June 2022	68	A total of 249 were conducted during FY 2021/22.
	(ii) 65% Non-Revenue Water	30 th June 2022	0	The NRW of the utility as of June 2022 was 73.1%
	(iii) 92% Revenue collection efficiency (without arrears)	30 th June 2022	98	The collection efficiency of the utility as of June 2022 was 90.3%

S/N	Condition	Deadline	Compliance (%)	Implementation Status
3	On or before 30 th June 2021, HTM WSSA shall ensure that HTM treatment plant is electrified	30 th June 2022	0	Not implemented. The activity will be done through Major rehabilitation of HTM
4	HTM WSSA shall ensure that all storage tanks are fitted with ball valves to control overflowing of tanks.	30 th June 2022	0	Not implemented. Planned to be done in FY 2022/23
5	HTM WSSA shall ensure it complies with the requirement of remitting regulatory levy	Continuous	8	Partially implemented. As of June 2022, the utility remitted TZS 2,376,013 out of TZS 30,326,248.11 invoiced
6	HTM WSSA shall on annual basis as part of its annual performance report, submit to EWURA reports on the implementation of each of the Tariff Order condition;	Continuous		Submitted as part of the annual report submitted to EWURA on 30 th September 2022
7	HTM WSSA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA	Continuous	41	Partially implemented. The utility submitted 5 out of 12 monthly report from July 2021 to June 2022
Total			44.6	

A4.2.ii. Mugango-Kiabakari WSSA Tariff Order (Government Notice No. 949 of 29/11/2019)

SN	Condition	Dead line date	Target in order	Level of compliance	Compliance (%)	Implementation Status
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 th Sept 2022	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 Majlis Monthly reports	10 Majlis Monthly reports	17	2 out of 12 monthly Majlis reports were timely submitted
3.	Replacement of Assets and New Investments (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 2021/22 for replacement	30 th June 2022	60	78	87	Mugango Kiabakari WSSA procured 68pcs out of 78 meters required in the tariff order for the FY. 2021/22
3.2.	Rehabilitation and Replacement of 2.9 km water mainline in 2021/22	30 th June 2022	2.9km	2km	69	Mugango Kiabakari WSSA replaced 2km out of 2.9km of water mainlines required in tariff order for the FY. 2021/22
3.3.	Procure Water Meters in 2021/2022, New Connections (724)	30 th June 2022	724	860	100	Actual implementation was 860. The performance targeted number of customers were 724
3.4.	Procure and install 15 Prepaid Water meters including operating software in 2020/21 and 15 prepaid water meters in 2021/22	30 th June 2022	15	0	0	Not implemented
3.5.	Procure 6 Bulk Meters at major distribution areas (Install 6 Bulk Meters for 2021/22 in Mugango centre, Ryamugabo village, Butiama, Kiabakari Butiama line Madara centre and 1 Bulk Meter for Bisarya line)	30 th June 2022	7	0	0	Not implemented
3.6.	Extension of water distribution network (DN 63 & DN 50, PN 28 km for 2021/22 Makole, Buturu, Busaraga, Kukiugu, Muryaza and Mwanzaburiga)	30 th June 2022	28km	15km	28	Mugango Kiabakari WSSA extended water network by 15km out of 28km required during the FY. 2021/22

SN	Condition	Dead line date	Target in order	Level of compliance	Compliance (%)	Implementation Status
3.7.	Procurement of 1 motorcycle in 2021/22	30th June 2022	1	2	100	Mugango Kiabakari WSSA procured two (2) motorcycles during the FY. 2021/22
3.8.	Procurement of 1 Computer in 2021/22	30th June 2022	1	1	100	Mugango Kiabakari WSSA procured one (1) computer during the FY. 2021/22
4.	To attain the key performance indicator as indicated in the Third Schedule					
4.1.	New water connections (724)	30 th June 2022	724	860	100	Actual implementation was 860 The performance targeted number of customers were 724
4.2.	Non-Revenue Water (40%)	30 th June 2022	40	85.90	0	Actual NRW was 85.90% as at 30 th June 2022. The performance target was 40%
4.3.	Metering Ratio (100%)	30 th June 2022	100	100	100	Actual performance in metering ratio is 100% as at 30 th June 2022. The performance target was 100%
4.4.	Revenue Collection efficiency (95%)	30 th June 2022	95	83.4	0	Actual Revenue Collection Efficiency was 83.37% as at 30 th June 2022. Performance target was 95%
	Total				46	

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 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).	
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	75%
(b) Dissemination, opinion collection and reviewing to make a final document for use	40%
(3) For conditions requiring the submission of evidence for their implementation or requiring documents and others, with a due date within the reporting period:	35%
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:

COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR FY 2021/22

Table A5.1(a): COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR REGIONAL WSSAs DURING FY 2021/22

NAME OF WSSA	CATEGORY	OPENING BALANCE 01 st JULY 2021 (TZS)	ACTUAL INVOICES JULY 2021 TO JUNE 2022 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2022 (TZS)	OUT STANDING AMOUNT AS OF 30 th AUGUST 2022 (TZS)	COMPLIANCE (%)
Iringa	A	8,283,093.10	85,500,956.07	93,784,049.17	-	100.0
Moshi	A	-	124,371,990.45	124,371,990.45	-	100.0
Dodoma	A	41,446,133.36	201,879,487.29	243,305,620.65	-	100.0
DAWASA	A	1,948,375,970.06	1,416,328,250.32	3,351,084,391.20	-	100.0
Arusha	A	-	197,193,032.49	181,047,427.32	16,145,605.17	91.8
Mbeya	A	53,798,904.26	143,294,554.90	180,891,104.36	16,202,354.80	91.8
Kahama	A	8,393,870.53	80,728,319.23	80,872,943.56	8,249,246.20	90.7
Tanga	A	85,529,374.41	161,425,647.08	210,711,842.91	36,243,178.58	85.3
Shinyanga	A	71,553,842.67	73,563,222.47	73,040,977.79	72,076,087.35	50.3
Morogoro	A	204,327,554.93	163,026,847.54	160,000,000.00	207,354,402.47	43.6
Mwanza	A	478,676,799.60	342,781,499.52	356,130,251.86	465,328,047.26	43.4
Musoma	A	267,655,946.14	35,373,682.58	112,600,929.08	190,428,699.64	37.2
Songea	A	68,398,388.73	36,770,426.61	19,365,292.93	85,803,522.41	18.4
Tabora	A	322,350,609.05	89,071,952.50	60,752,513.50	350,670,048.05	14.8
Mtwara	A	130,784,613.04	62,507,621.60	5,000,000.00	188,292,234.64	2.6
Sub Total Category A		3,689,575,099.88	3,213,817,490.65	5,252,959,334.78	1,650,433,255.75	76.1
Mpanda	C	-	9,009,597.39	9,009,597.39	-	100.0
Njombe	C	(607,941.34)	12,113,105.11	11,505,163.77	-	100.0
Babati	C	7,915,452.90	39,465,433.14	47,380,886.04	-	100.0
Geita	C	8,856,730.83	9,848,049.16	18,535,571.26	169,208.73	99.1
Vwawa-Mlowo	C	-	250,208.50	135,623.00	114,585.50	54.2
Singida	B	74,364,956.17	35,876,015.61	22,947,539.16	87,293,432.62	20.8
Sumbawanga	B	30,419,038.04	20,124,304.14	7,470,398.74	43,072,943.44	14.8
Kigoma	B	207,345,881.90	35,413,315.58	29,092,647.53	213,666,549.95	12.0
Bariadi	C	4,184,820.21	2,339,034.39	674,636.31	5,849,218.29	10.3
Bukoba	B	23,169,355.79	44,103,332.32	6,600,000.00	60,672,688.11	9.8
Lindi	C	32,353,321.73	15,635,016.84	3,000,000.00	44,988,338.57	6.3
Sub Total Category B and C		388,001,616.23	224,177,412.18	156,352,063.20	455,826,965.21	25.5
GRAND TOTAL		4,077,576,716.11	3,437,994,902.83	5,409,311,397.98	2,106,260,220.96	72.0

Table A5.1(b): COMPLIANCE WITH REMITTENCE OF REGULATORY LEVY FOR NPWSSAs DURING FY2021/22

SN	NAME OF WATER UTILITY	OPENING BALANCE AS AT 01 JULY 2021 (TZS)	ACTUAL INVOICES FOR THE YEAR 2021-22 (TZS)	TOTAL AMOUNT RECEIVED FOR THE YEAR 2021/22 AND JULY TO AUGUST 2022 (TZS)	OUTSTANDING AMOUNT (TZS)	COMPLIANCE (%)
1	KASHWASA	1,992,814.40	24,010,541.58	17,526,638.86	8,476,717.12	67
2	Maswa	10,650,972.54	6,375,940.85	5,489,307.70	11,537,605.69	32
3	MANAWASA	1,393,705.05	30,536,719.31	10,000,000.00	21,930,424.36	31
4	Makonde	8,579,048.04	5,636,570.03	2,721,246.11	11,494,371.96	19
5	HTM	15,907,773.58	14,418,474.53	2,376,013.00	27,950,235.11	8
6	Mugango-Kiabakari	4,004,115.51	1,355,714.65	100,000.00	5,259,830.16	2
7	Wanging'ombe	5,572,452.59	4,281,076.53	-	9,853,529.12	0
	Total	48,100,881.71	86,615,037.48	38,213,205.67	96,502,713.52	28

APPENDIX 6:

SUMMARY OF IMPLEMENTATION OF RECOMMENDATIONS MADE IN FY 2020/21 REPORT

IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE FY 2020/21 REPORT

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
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	Four (4) out of seven (7) NP WSSAs have approved business plans in which the issue of cost recovery has been addressed. Mugango-Kiabakari, HTM and Wanging'ombe WSSAs are reviewing their strategies to increase operating revenue and incorporating them in their new Business Plans.
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	27 WSSAs with active Business Plans have incorporated NRW strategies in their Business Plans. Six (6) WSSAs namely Geita, Kahama, KASHWASA, Kigoma, Mugango-Kiabakari and Mwanza are reviewing their strategies and incorporating into their Business Plans. Further, WSSAs performs scheduled maintenance and replacement of defective infrastructures as part of intervention against NRW.
		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	All WSSAs reported an improved cooperation and coordination among government institutions within their areas of jurisdiction. The information exchange with TARURA, TANROADS and LGAs has been significantly improved.
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 WSSA	Four (4) out of seven (7) NP WSSAs namely KASHWASA, MANAWASA, HTM and Maswa WSSA have conventional water treatment facilities while the other treat water by disinfection only. Mugango Kiabakari WSSA has an ongoing project for construction of water treatment plant which is expected to start its operations during the FY 2023/24

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
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	During the year under review, none of WSSAs finalized implementation of inclusive urban sanitation. However, DAWASA, Arusha, Babati, Moshi, Tanga, Bariadi WSSAs are at different stages in implementing low cost sanitation in their areas of jurisdiction. By the end FY 2021/22 a total of 235 cesspit emptier trucks of which 22 were owned by WSSA, 12 by LGAs and 201 by private sector provided services. Also, two faecal sludge facilities were owned by private sector.
		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	Managing Directors of Regional and National Project WSSAs	All WSSAs, except Tanga, reported the matter is in progress. Some WSSAs reported collaboration with private sector on sanitation issues that will be scaled to MoU. Tanga WSSA has a database of sewerage and non-sewered households in its service area established during a survey coordinated by the WSSA in collaboration with Tanga City Council and Muheza and Pangani District Councils.



EWURA House, Plot No 3,
Block AD, Medeli West
P.O. Box 2857
Dodoma - Tanzania
Tel: +255-26 2329003-4
Fax: +255-26 232900
Email: info@ewura.go.tz
Website: www.ewura.go.tz