

Newsletter

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THE LATEST EWURA'S CONSUMERS SATISFACTION LEVEL REACHES AT 80.4%



Previous Issue



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COVER PHOTO:

EWURA Head Office in Dodoma: The recently released Customers Satisfaction Survey results show that the level of satisfaction among consumers of regulated services has risen to 80.4%

Motto: "Fair Regulation for Positive IMPACT"



FROM THE EDITOR

Our esteemed reader!

I warmly welcome you all to join us in reading our current edition of the Energy and Water Utilities Regulatory Authority (EWURA), Newsletter, the 36th Edition in a series of EWURA Newsletters publications for the year 2023.

I have the pleasure to invite you in reading various interesting articles from all or four regulated sectors; three energy sub-sectors; Petroleum, Electricity and Natural Gas; and one Water sector which is Water and Sanitation.

This Edition has consisted of various articles covering all activities that have been undertaken for the period between March 2023 and June 2023; and is coming out at the time when the Authority is seriously participating at the Dar es Salaam International Trade Fair (DITF) as part of a public awareness campaign in compliance with Section 6 (e) of EWURA Act Cap-414 of the Laws of Tanzania.

Section 6 (e) stipulates that the Authority shall strive to enhance the welfare of Tanzania society by enhancing public knowledge, awareness and understanding of regulated sectors including; the rights and obligations of consumers and regulated suppliers; the way in which complaints and disputes may be initiated and resolved and the duties, functions and activities of the Authority.



Titus M. Kaguo

In this Edition activities that have got the opportunity to be covered include; EWURA's Consumers Satisfaction Survey attainment, JK's appraising EWURA regulations on the Water Sector, Directive for Natural Gas stakeholders to comply with the law and many others

You are welcome!

The latest EWURA's Consumers Satisfaction level reaches at 80.4%

By Asiatu Msuya

The recently released EWURA's Customers Satisfaction Survey (CSS) has revealed that 80.4% of the consumers of the regulated services are satisfied with the Energy and Water Utilities Regulatory Authority (EWURA) while 84.8% are satisfied with how EWURA provides awareness about its roles and function and while 69.1% of the customers of regulated services like EWURA's high accountability and transparency.



EWURA Head Office in Dodoma: The recently released Customer Satisfaction Survey results show that the level of satisfaction among consumers of regulated services has risen to 80.4%

Speaking about the survey, EWURA's Manager for Communications and Public Relations, Mr. Titus Kaguo asserted that in 2019, consumers satisfaction level was 50.0%, therefore, dedicated efforts on continuous education and awareness about the implementation of regulated activities had to be intensified which has been a crucial keystone in EWURA's achievements.

Section 6 (e) of the EWURA Act, Cap 414 requires the Authority to enhance public knowledge, awareness and understanding of the regulated sectors including the rights and obligations of

consumers and regulated suppliers; the ways in which complaints and disputes may be initiated and resolved; and the duties, functions and activities of the Authority.

"We are happy that our dedicated efforts are paying off as the study has revealed that 84.8% are satisfied with how EWURA provides awareness about its roles and functions while 73% of our stakeholders are aware of the role played by EWURA and 74.0% consent that the Authority seeks opinions and views before making any changes on the services it regulates, to us is a milestone". Affirmed Mr. Kaguo. Mr. Kaguo clarified further that the

use of diverse communication channels to provide adequate information and knowledge of the EWURA activities including pricing mechanisms, rights, and obligations of clients, licensing and tariff procedures as well as general awareness on regulation has strengthened stakeholders' engagement at various scales and levels.

The customer satisfaction survey was conducted to establish baseline information on the level of customers' satisfaction with the authority's regulatory services and on the level of public awareness of the roles and functions of the Authority.



Industrial Sector instructed to use licensed electricians

By Staff Writer

The Energy and Water Utilities Regulatory Authority (EWURA) has issued an order to the owners and operators of all factories and industries in the country, to use electricians who possess EWURA licenses to do their work and that violation of this requirement is an offense punishable by the law.

The order has been issued by Director General of EWURA'S, Dr. James Andilile, in a public notice to the industrial owners in the country and that it is a legal requirement to ensure that all electricians working in their factories/industries are licensed before 31/07/2023.

Pursuant to Section 8 (1)(a) of the Electricity Act, Cap 131 and Rule 4(1) of the Electricity (Generation, Transmission, Distribution) Rules, GN. No.287 of 2019, any person generating electricity above one Megawatt (1MW) for own-use is required to apply and obtain a license from EWURA.

Furthermore, section 8(1) (h) of the Electricity Act, Cap.131, and Rule 4(1) of the Electricity (Electrical installation services) Rules, 2022, requires that any person in Tanzania Mainland carrying out electrical installation works must possess an electrical installation licence issued by EWURA. Contravention of this mandatory requirement amounts to an offence punishable by law.

License applications are made electronically through



The Permanent Secretary for the Ministry of Energy, Eng. Felchismi Mramba attentively listening to the EWURA's Manager for Communications and Public Relations when he visited the EWURA Booth at the ongoing Dar es Salaam International Trade Fair at the Mwalimu Nyerere Grounds in Dar es Salaam City. Right is The Senior Public Relations Officer, Ms Asiatu Msuya and Public Relations Officer, Ms Tobietha Makafu Left)

the LOIS system available at www.ewura.go.tz, so the applicant has the ability to submit his application wherever he/she is.

The applicant should attach the following documents, a copy of electrical education certificates, applicant's resume, applicant's passport size photo with blue background, national ID or driver's license or the voting ID.

The Cost of the license depends on the grade of the

license received, where A, B, S1 and S2 are 130,000 shillings and for grade C, D, W and S3 it is 50,000 shillings, these grades are arranged depending on the level of education of the applicant and the experience acquired.

Anyone who does electrical installation activities contrary to this law, will pay a fine of 300,000 shillings/-, and the one who works outside the limits of his license, if known, will pay a fine of 200,000 Shillings.

JK praises EWURA's impact of regulation in Water Sector

By Staff Writer

The retired President of the United Republic of Tanzania, Hon. Jakaya Mrisho Kikwete, popularly known as JK visited the Head Office of the Energy and Water Utilities Regulatory Authority (EWURA) in Dodoma, during a meeting with the Ministry of Water on the National Water Investment Programme from 2024-203.



Retired President of the United of Tanzania, Dr. Jakaya Mrisho Kikwete (centre) in a group photo at the EWURA'S Director General Office before participating meeting with the Minister for Water, Hon. Jumaa Aweso (2 nd right). Others are Board Chairman of Water Basins , Eng. Mbogo Futakamba (left), Parment Secretary for Minstry of Water, Eng. Nadhifa Kemikimba and Dr. James Andilile (Right).

While at EWURA, JK, among other things held a discussion with the Director General of EWURA, Dr. James Andilile, about how the Authority is implementing its regulation on the water and sanitation services where the DG insisted that the quality and accessibility of water services have improved due EWURA's regular compliance monitoring of which he was impressed by steps taken by EWURA on water regulation.

JK participated in the meeting based on his position as the high-level co-chairman of the African Water Investment Program, which, among other

things, discusses strategies for strengthening clean, safe water services and sanitation for African countries Tanzania inclusive. President Kikwete is also the Chairman of the global water partnership, Southern Africa region.

Speaking during the meeting, President Kikwete explained that access to clean and safe water has continued to be a major challenge for African countries, due to the lack of adequate funds to invest in large water projects, and that each country must develop a well-founded strategy to ensure sustainable accessibility and reachability to water and sanitation services

for every citizen to at least 400 meters away from their residence emphasizing that this will help strengthen environmental sanitation.

He further explained that, an International Conference on Water issues recognized the African continent having specific challenges with water services, as there are still countless people who are not accessible to clean and safe water services, sanitation and also inadequate water for economic and social activities. So it was decided that the African continent must have a special investment program on water.



Professor Mwandosya assures cooperation to Service Providers

By Asiatu Msuya

The Chairman of the Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA), Professor Mark Mwandosya has assured stakeholders including regulated service providers that EWURA will continually provide maximum cooperation for a strengthened service delivery.

Prof. Mwandosya who had recently, on different occasions, met and held talks with top leadership of oil marketing companies, electricity generators, boards of water utilities, government leaders, ministerial, organizations and other stakeholders, explained that EWURA's Board is responsible for ensuring that service delivery in the energy and water sectors is of a world class.

“Our board will continually provide guidance and ensure that the prevailing challenges are firmly addressed to enable you provide sustainable regulated services, I urge you to endure compliances to rules and guidelines, our doors are open and we may converse.” Prof. Mwandosya, further clarified.

He said the Board has a responsibility to oversee implementation of the EWURA Act, Cap 414 and sectoral laws to ensure that the performance of the Authority has an impact in the development of society by promoting competition and economic efficiency, protect the interests of consumers and investors along with ensuring equitable access to reliable regulated services



Treasury Registrar, Mr. Nehemiah Mchechu (centre) in a photo with the EWURA's Board Chairman, Prof. Mark Mwandosya (Right) and EWURA's Director General, Dr. James Andilile when he recently visited EWURA for official duties.

Dr. Andilile: Use EWURA'S registered lubricants

By Asiatu Msuya

The Director General of the Energy and Water Utilities Regulatory Authority (EWURA), Dr. James Andilile has recently called on all Tanzanians to only use lubricants that are registered with the Authority because their legality and quality have been proven and are harmless to vehicles or machines.

Dr. James Andilile also said lubricant products that have been illegally refilled in containers such as recycled water bottles are not permitted for circulation or offered for sale in the market due to the quality assurance requirements.

Additionally, he insisted compliance with lubricants suppliers to the Petroleum (Lubricants Operations) Rules, 2022, GN No. 115, which requires any person importing, blends, stores, transports or sells lubricant to register with the Authority; failure of which attracts commission of an offence and shall upon conviction be liable to a fine of 20 million Tanzania Shillings.

“Consume only lubricants registered with the EWURA, do not purchase those packed in fake packages like water bottles”. Emphasized, Dr. Andilile in his Public Notice.

EWURA's Director of Petroleum, Mr. Gerald Maganga, on the other hand, expounded that the Authority will continually monitor trends



EWURA'S Director General
Dr. James Andilile

“Consume lubricants registered with the EWURA, do not purchase those packed in fake packages like water bottles”. Emphasized, Dr. Andilile in his Public Notice.

of lubricants business and that stern measures will be taken

to those that compromise the quality of products.

EWURA calls consumers to be careful with the products they acquire from the market and when there are violations or non-compliances should inform EWURA for appropriate measures. The list of lubricants registered with EWURA is available on the website www.ewura.go.tz





Adhere to the law, stakeholders of Natural Gas converted vehicles told

Tobieta Makafu

The Energy and Water Utilities Regulatory Authority (EWURA) has conducted a workshop to the Compressed Natural Gas (CNG) stakeholders including those who are dealing with, filling stations, garages that install natural gas systems in cars, system inspectors and satisfiers, urging them to work in compliance with the laws, regulations and guidelines in order to ensure safety of services, property, people and the environment.

The stakeholders have also been required to register in the National Petroleum and Gas Information System (NPGIS) which is coordinated by EWURA to submit information on their daily activities with the aim of monitoring the progress of the natural gas sector in the country to help EWURA make regulatory decisions and advise the Government.

The call was issued by the EWURA Manager of Natural Gas Distribution, Eng. Lucas Nkilila, during a workshop held at EWURA Eastern Zone offices in Dar es Salaam, recently.

Explaining about NPGIS, Eng. Nkilila said: "The system, is managed by EWURA, and was established in accordance with section 124 of the Petroleum Act for the purpose of coordinating information and statistics related to the activities of the mid and downstream of the Natural Gas and Petroleum sub-sector in the country".

After the vehicle is converted with the CNG system, it should be inspected to see if the system is complying with the standards, then it is approved for use. The inspection information must be submitted in the NPGIS system.



The Registrar of Contractors Registration Board, Eng. Rhobrn Nkori (Left), TBS', Ag. Director General, Mr. Lazaro Masasalagha (Centre) and EWURA's Ag. Director General who is also the Director of Natural Gas, Eng. Poline Msuya display a Memorandum of Understanding on the cooperation in regulating Compressed Natural Gas (CNG) activities

Eng. Nkilila urged the stakeholders to provide their opinions and understand the system as well as not hesitating to contact EWURA for any challenge that they will encounter during the submission of information in the NPGIS which is available on the EWURA website www.ewura.go.tz.

The Tanzania Bureau of Standards Organization was among those who attended the seminar, and asked stakeholders

to observe quality standards in inspecting and certifying gas systems in vehicles, as well as having the right working tools.

On the part of the Contractors Registration Board (CRB), explained about the procedure to be followed in the registration of garages to convert natural gas systems in cars. Other stakeholders who attended the meeting included representatives from the University of Dar es Salaam.



Applicants of Electrical Installation licences now need just a handset

By Asiatu Msuya

Applicants for electrical installation licenses issued by the Energy and Water Utilities Regulatory Authority (EWURA) can now obtain certificates over their mobile phones, being the Authority's strategy to continually streamline personnel's fulfilment and compliances with the law, rules and laid down procedures.

Applications for the licence is electronically conducted through the LOIS system <https://lois.ewura.go.tz/ewura/> on the Authority's website www.ewura.go.tz and once approved by the Board, according to the current drill, the applicant receives the aforementioned in his/her mobile phone.

EWURA's Acting Director of Electricity, Eng. Erick Rugabera, has clarified that EWURA's responsibility is to ensure electrical installation personnel easily acquire licenses in order to enhance quality of their works and in compliance with the appropriate standards so that electrical systems installed to customers do not cause accidents due to faults.

Application requirements are passport photo, with a blue background, curriculum vitae and a copy of the applicant's certified educational certificates, a copy of the passport or national or voting ID, a copy of a certificate of certified technical education.



EWURA's routine compliance monitoring in various areas, had indicated works done by unlicensed technicians thus threatening people's safety, health and the environment. Notably, an electrical installation personnel MUST have EWURA's issued license, of which, failure leads to fines, jail or both.

EWURA has appealed to continually promote

compliances so that the electrician seek Authority's certification before commencing their electrical works to avoid disasters caused by a shaky, poor quality and substandard systems provided by the unlicensed. The Authority will also heighten customers' awareness and the public education.





EWURA's LSSP registration completion in 24 hours

By Asiatu Msuya

The Energy and Water Utilities Regulatory Authority (EWURA) has streamlined registration into database for Local Suppliers, Service Providers (LSSP) and professionals to 24 hours from the previously three days in order to enhance service provision to projects undertaken by the licensees, contractors and other operators in the Petroleum and Natural Gas Sub-Sectors.

Registration of service providers is free of charge, through a Common Qualification System (CQS) <https://cqs.ewura.go.tz/> available at EWURA website www.ewura.go.tz. Registered LSSP include insurance, transportation and logistics, procurement, food, beverages and hospitality, health services to mention a few. Foreign companies wishing to provide goods and services must form joint ventures with local companies who must have at least 25 percent shares or interest.

Applicants for registration into LSSP database are required to have a copy of the certificate of incorporation or registration in Tanzania; a copy of tax clearance certificate issued by Tanzania Revenue Authority or its equivalent if incorporated outside Tanzania and, a copy of tax identification number (TIN).

Others are a copy of valid business license(s); a copy of certificate of professional registration such as the Engineers Registration Board, Contractors Registration Board, Tanzania Insurance Regulatory Authority, Bank of



The Commissioner for Petroleum and Gas, Mr. Michael Mjinja (centre) cutting the ribbon as he launches guidelines for the protection of underground infrastructure in shared way leave. Others are EWURA's Director General, Dr. James Andille (Left) and SONGAS Deputy Managing Director, Dr. Michael Mngodo (Right).

Tanzania or other certifying bodies;

Also, a copy of national social security clearance certificate issued by the National Social Security Fund (NSSF); banker's reference letter/ bank statement (at least three months); current shareholding structure issued by BRELA (for shareholders).

For professionals registration requirements are certified copy of national identification card or voters registration

card or travel passport; certified copies of academic qualifications (O-Level, A-Level, Bachelor Degrees, Masters or PhD); certified copy of professional certifications and a copy of short course training attained (at tended less than 12 months) (if any).

Applicants for registration may contact EWURA through support@ewura.go.tz or call toll free 0800110030 during work hours (from 8:00 a.m. – 4:00 p.m); Monday to Friday.

Citizens sensitized to harvest rain water

By **Tobietha Makafu**

The Energy and Water Utilities Regulatory Authority (EWURA) has sensitized Dodoma residents to harvest to invest in rain water harvest from the roofs of houses or flowing on the ground using systems that can be installed in homes, institutions and community areas to supplement the water shortages facing the city at the moment.

The sensitization has been done through the councilors of the 67 wards in the city of Dodoma as they have the ability to educate the people in their administrative areas along with the authority to enact minor laws whose implementation will bring motivation to the people to set up infrastructure to harvest and store rain water.

Opening the seminar, the Mayor of Dodoma City, Prof. Davis Mwamfupe, asked the councilors to encourage the citizens in their areas to make strategies to harvest and store rainwater, while various measures to strengthen the water service continue to be taken by the Dodoma Water and Sanitation Authority (DUWASA).

Giving an introductory note, EWURA's Director for Water and Sanitation, Eng. Exaud Fatael, said: "Rainwater harvesting is a technology that involves collecting and storing rainwater from the roof, ground and rocks, using various techniques such as cylinders, tanks, ponds and other equipment."



“Rainwater harvesting is a technology that involves collecting and storing rainwater from the roof, ground and rocks, using various techniques such as cylinders, tanks, ponds and other equipment”

In order to enable Rainwater harvesting, it requires the participation of various stakeholders such as Local Government Authorities (LGA),

In addition, Councilors have the opportunity to enact by-laws, manage and monitor their implementation and provide education in their administrative areas,” said Eng. Fatael

Sources of water in Dodoma city includes boreholes, which its daily water production capacity is 67,100,000.00 per day, while the demand is 133,844,000.63. This shows that there is a big shortage of water production compared to the demand, making the average services hours to 12, therefore great efforts is needed to start rainwater harvesting” concluded Eng. Fatael

EWURA will continue to provide advice to the Government in preparing policies, laws and regulations that will enable the growth of the water sector and continue to regulate service providers who are water authorities to ensure that they provide better service for the benefit of the people and the Nation.



Iringa WSSA becomes the best overall winner in service provision

By **Tobietha Makafu**

Iringa Water Supply and Sanitation Authority (IRUWASA) has emerged the overall best utility in the provision of water supply and sanitation services, among 26 regional WSSAs, according to the Water Utilities Performance Review Report for the financial year 2021/22, released on March 2023.

On the other side, KASHWASA is the first among the seven (7) Water and Sanitation Authorities of National projects while Nzega WSSA has emerged the overall best utility in the provision of water supply services, among 57 District and Township Water Utilities and Sanitation.

The Water Utilities Performance Review Report for the financial year 2021/22 was launched by the Vice President of the United Republic of Tanzania Hon. Dr. Philip Mpango in March 2023.

Speaking during the launching ceremony, Hon. Mpango urged EWURA to continue regulating and making a closely monitoring on the WSSAs performance, as well as their compliance to rules and regulations set.

In his part, EWURA's Director General, Dr. James Andilile said: "The report launched today involves the overall performance of 90 Water and Sanitation Authorities including; 33 Regional authorities and National Projects, 51 District and Township and 6 small town authorities for the financial year 2021/22" He added: "Areas that improved significantly include an increase in the amount of water production; decrease in the amount of non-revenue water; increase in the level of water quality; increase in



The Vice President of the United Republic of Tanzania, Dr. Philip Isdor Mpango (Centre) cutting a ribbon as he launches the Water Utilities Performance Review Report for the Year 2021/22 in March 2023. Left is the Deputy Minister for Water, Eng. Maryprisca Mahundi and the Chairman of EWURA Board of Directors, Prof. Mark Mwandosya (Right). Extremely Right is EWURA's Director General, Dr. James Andilile.

water customers and sewerage network; and increased efficiency in revenue collections".

Furthermore, Dr. Andilile mentioned the Water and Sanitation Authorities that did well in submitting the regulatory levy, which were; Lushoto, Mbinga, Biharamulo, Igunga, Kibaigwa, Kibondo, Kiomboi, Ludewa, Mahenge, Manyoni, Makambako, Mombo, Ngara, Nzega, Orkesumet, Rombo and Tukuyu. These are only 17 out of the 57 Small towns and District WSSAs Authorities and DAWASA, Iringa, Dodoma, Moshi, Mpanda, Njombe and Babati. These are 7 of the 26 regional WSSA.

The authorities that did well in controlling non-revenue water was Maganzo, among the 57 Water and Sanitation Authorities of the District Township and Small Towns. KASHWASA was among the 7 Water and Sanitation Authorities of National Projects. SHINYANGA among the 26 Regional WSSAs.

The authorities that did well in achieving the performance goals set in their business plans were ORKESUMET among the 57 WSSAs of the District Township and Small Towns, KASHWASA among the 7 National Projects WSSAs and DODOMA among the 26 Regional WSSAs.



EWURA assures assistance to Small Power Producers

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA) has conducted a stakeholders consultative meeting with Small and very Small Power Producers (SPP & VSPP) to discuss various issues, including the challenges they face in the provision of electricity services.



The meeting was officiated by EWURA's Director General, Dr. James Andilile, who asked the stakeholders to express openly their opinions and challenges for the development of the electricity sub-sector.

Stakeholders who attended the meeting included representatives from the Tanzania Electricity Corporation (TANESCO), the Rural Electricity Agency (REA), Africa Minigrad Developers Association (AMDA), Tanzania Renewable Energy Association (TAREA).

Others were representatives from Watu na Umeme Ltd, 92 Ltd, Sana group, Masista wa Mbingu, Ludewa Clean Energy, Africa Power, Power Matrix, Power Corner, Power Gen renewable energy, Turiani Hydro, Ngombeni Power Ltd, East Africa Power Ltd, Andoya Hydro Electrical Power, Total Energies and many others.

In the meeting, the Financial Analysis and Modeling Manager, Mr. Msafiri Mtepa said: "EWURA has received the Stakeholders comments

and challenges and promises to work on them in time in order to continue promoting investment and protect their capital in tandem with protecting the consumers interests."

According to the electricity Act of 2008, EWURA is responsible for registering small electricity investors under one Megawatt; To cancel the registration in case of violation of its terms; To monitor the quality and efficiency of service delivery; to mention but few.