

Newsletter

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EWURA calls for investment in the Compressed Natural Gas Stations



Previous Issue



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COVER PHOTO:

The Deputy Prime Minister and the Minister for Energy, Hon. Dr. Doto Biteko, is welcomed by EWURA's Director General, Dr. James Andilile as he arrives at EWURA offices in Dar es Salaam for the first time since his appointment in September 2023.



From the Desk of the Director General

Dear esteemed reader, Happy New Year 2024!

It is my pleasure to have this opportunity to welcome you again to read our Newsletter for the quarter-ending December 2023.

From a regulatory perspective, the year-end 2023 had been wonderful, with people going on seasonal holidays with uninterrupted supplies under our watch.

EWURA intends to keep on working for a more improved and better investment climate, embrace its inclusiveness philosophy in decision-making making and ensure that its regulatory decisions are based on fairness, predictable and business-oriented.

While we so much focus on working with a community that respects good governance, we wish to take everybody on board with whatever we do and our plans. And this is the essence of this Newsletter—to inform and increase regulatory knowledge for both, service providers as well as service consumers.

Last but not least, I take this opportunity to wish you a Happy and Prosperous New Year 2024!



Dr. James Andilile

From the Editor's Desk

Our Esteemed reader!

Happy New Year 2024 to You!

It is with due humility and respect that my team and I present to you once again a copy of our Newsletter, a gesture for continuing to save you in this new year 2024! We welcome you again to join us in reading and commenting on this Newsletter, which is part of EWURA's Obligations to enhance public knowledge, awareness and understanding of the regulated sectors.

Traditionally, this Newsletter is produced after every three months. This particular issue covers the period between October and December 2024. There are several articles that you will be interested to read. They include news such as how you can manage to lower your monthly water and electricity bills, the effectiveness of the Commercial Fuel Supply Agreements, EWURA Board's recent visit in Lindi and Mtwara, the bid to construct a new fuel pipeline to Zambia and many more!

I also take this opportunity to introduce our social media accounts of ewuratanzania (Facebook), ewuratanzania (X), ewuratanzania (Instagram) and EWURATV online TV. Through social media, we engage our communities and stakeholders in meaningful discussions and feedback.

Karibu Sana!.



Titus M. Kagu

EWURA: Invest in Compressed Natural Gas stations

By Asiatu Msuya

The Energy and Water Utilities Regulatory Authority (EWURA) has called upon investors to venture into Compressed Natural Gas (CNG) investments where there is a high demand and less competition compared to petrol stations.

EWURA says the challenges engulfing the sector which include low investment in the distribution of energy to run cars, industries and for domestic purposes, will be a history if people with financial capacity will invest in the sub-sector.

EWURA's Director for Natural Gas Eng. Poline Msuya, said the government have already developed CNG operating rules, enforced by EWURA but the sector still realizing a continued low investment, such that, the Authority is engaging stakeholders on efforts to intensify awareness campaigns as a means to motivate investors to take advantage of the opportunities available.

"As the government has set an enabling environment which encourages more investments, we are taking measures to ensure CNG investment thrives and ultimately smoothens the lives of Tanzanians," he stressed. Key governmental stakeholders in the CNG investment chain such as the Ministry of Finance, Energy and Lands, Tanzania Revenue Authority, The National Environmental

Management Council, Tanzania Petroleum Development Corporation, Tanzania Bureau of Standards and the Dar es Salaam Institute of Technology, to mention a few, will convene soon to discuss sub-sector challenges and the way forward.

Investment opportunities in the CNG operations chain include online filling stations (public/own use); CNG offline filling stations (Public /Own Use); CNG daughter station (industrial, commercial, power generation or household Supply); CNG Transporters; CNG Conversion Workshops; CNG System Fuel Certifiers/Inspectors and CNG Converted Fuel Vehicles (Commercial-Taxis, Buses and Trucks).

Currently, there are five (5) operating CNG stations, seven (7) institutions using CNG, 3,758 converted vehicles, 1,552 households and ten (10) motor vehicle conversion workshops across Dar es Salaam, Coast, Lindi and Mtwara regions.

EWURA issues construction approvals for CNG infrastructure within 30 days and operational licenses within 60 days after having received a complete application. The construction approval costs TZS 5 Million and a license TZS 1.5 million, which is valid for not less than 25 years. Both applications are online through the EWURA LOIS system available in www.ewura.go.tz.

Do this to minimize your Water and Electricity bills

By Staff Writer

Some consumers of Water and Electricity have often complained about high bills, from the services they use. However, unofficial surveys indicate that many households do not know how to use efficiently such services. This article intends to educate water and electricity consumers on some of the most efficient ways to use such services.

1. Safe and Correct Water usage

For water users, consider the following:

- ❖ At all times, ensure that there are no leak-ages in your piping systems. This will include regular inspections in connectors, bathrooms as well as toilets
- ❖ An economical way to wash your dishes is to use water from a container, and not directly from the tap because taps are likely to waste your water.
- ❖ Use the two flush buttons according to your needs; the smaller button is for short calls, while the other is for long ones
- ❖ The float in the toilet flush tank should be adjusted properly to use smaller amounts of water
- ❖ When brushing, use containerized water rather than directly from the tap
- ❖ When taking a hot shower, avoid wasting cold water as you wait for hot water
- ❖ At all times, monitor closely your water meter readings to ensure that they align with your supplier's calculations. If in doubt, please inform the service provider immediately

- ❖ Harvest rain water for use in washrooms, dishwashing and general housekeeping to minimize water bill costs
- ❖ Let all members of your household know this valuable information

2. Safe and Correct Electricity usage

An electricity consumer must always take measures that assist in the safe and correct usage of electricity so that family members, as well as properties, are safe. Consumers must always consider the following:

- ❖ Use an electrical technician licensed by EWURA for safe and better electrical installation works
- ❖ Know well power ratings and consumption of electrical equipment you use or intend to purchase
- ❖ Follow instructions of your service provider particularly in disclosing electrical appliances in your household
- ❖ Use appropriate lights for each location
- ❖ Switch off lights when not in use such as in unused rooms
- ❖ Lights must be switched off during the daylight, and if possible, install a lighting sensor or photocell
- ❖ Prefer to iron large batches of clothes at one time, so that you avoid reheating the iron and wasting energy
- ❖ Match burner and pot size so that no energy is wasted. Cover the pot.

- ❖ Inspect the electrical system at least every five years to detect any possible worn-out wires, sockets or switches and avoid fire risks
- ❖ Use voltage stabilizers or other voltage regulator controls to protect your appliances
- ❖ When not in use, electrical equipment and appliances must be unplugged to avoid wasting energy
- ❖ Empty refrigerators must be switched off and unplugged. Partially filled refrigerators use more energy than when the same is stocked up. Restrain from opening its door unnecessarily, it contributes to energy consumption.

EWURA Board visits Natural Gas infrastructure

By Staff Writer

The Board of Directors of the Energy and Water Utilities Regulatory Authority (EWURA) says it is satisfied with government efforts in ensuring that the safety and security of the natural gas infrastructure is given a top priority.

The Board's Chairperson, Prof. Mark Mwandosya told the Mtwara Regional Commissioner Colonel Ahmed Abbas Ahmed when the Board paid a courtesy call at his office recently that the safety and security of natural gas infrastructure...or any other that matter, is of high importance in maintaining sustainable development.

"This southern part of our country is a very strategic area...it is indeed very encouraging to see how the government has bolstered the security of the natural gas infrastructure for the benefit of its people," said Prof. Mwandosya.

Colonel Abbas said despite this, the region is still faced with challenges in the reliability of other infrastructure such as roads, electricity and water in some other strategic areas.

"However, very soon, the government will undertake the implementation of projects that will strengthen the availability of power in the region, and closely monitor the supervision of the Makonde Water Project whose speed is unsatisfactory," he said.

The leaders discussed and agreed on the need for the government to strengthen the implementation of rainwater harvest programmes which will go a long way to help reduce water shortage and protect roads and other infrastructure.

The board visited the Songo Songo island in the Lindi region, where it inspected the National Gas Company (GASCO), and the PanAfricanEnergy.

The Board also held discussions with the latter's Managing Director Mr. Andy Hanna. In Mtwara, the Board of Directors visited gas processing facilities at Maurel & Prom, Mnazi Bay, and later the Tanzania Petroleum

Development Corporation (TPDC) in Madimba. Apart from visiting the gas processing plants, the Board also met with experts and discussed challenges and the way forward.

Commercial Agreements guarantee fuel security of supply - EWURA

By Asiatu Msuya

The Energy and Water Utilities Regulatory Authority (EWURA) says petroleum business owners are bound to fulfil their legal obligations by having commercial fuel supply agreements with petroleum products wholesalers to strengthen the availability and reliability of such services in the country.

EWURA says this is directive under section 143 of the Petroleum Act, Cap. 392 which aims to ensure compliance with license conditions by petroleum dealers requiring optimum service delivery that caters for the needs of customers of a relevant area of service daily. EWURA's Director of Petroleum, Mr. Gerald Maganga said recently that each petrol station should have a contract or service agreement with wholesalers and the documents have to be accessible for

reference during regular inspection by the Authority while it monitors performance and compliance with regulations.

"I would like to remind petroleum business owners to ensure that they have service contracts to ensure the security of supply at all times," said Mr. Maganga.

Recently, EWURA punished some petrol stations for failure to access supplies from wholesalers because they lacked contracts.

EWURA has so far issued a total of 2,506 petroleum retail licenses, including 284 stations servicing rural areas. License applications are made through the LOIS system available on the Authority's website www.ewura.go.tz.

The construction of new Tazama Pipeline in the offing

By **Tobietha Makafu**

The construction of a new 1,710 km pipeline to transport oil from Dar es Salaam, Tanzania to Ndola Zambia, using the TAZAMA pipeline wayleave, capable of transporting 4 million cubic metric tons is on drawing board.

The Deputy Prime Minister and Minister for Energy, Hon. Dr. Doto Biteko, during his meeting with the Minister for Energy of Zambia, Hon. Peter Kapala, in Dodoma to discuss the implementation of the proposals for the construction of the pipeline. The agreement for the construction of the pipeline was reached for the first time between the retired President of Zambia, Hon. Edgar Changwa Lungu and the former President of the United Republic of Tanzania, the late. Dr. John Pombe Magufuli, in 2016.

The recent meeting is a result of the visit of President Dr. Samia Suluhu Hassan in Zambia, in October 2023, where she discussed with the President of Zambia, Hon. Hakainde Hichilema, the implementation of the idea to construct the new TAZAMA pipeline," said Dr. Biteko.

The meeting included various institutions that deals petroleum sector including EWURA, Petroleum Upstream Regulatory Authority (PURA) and Tanzania Petroleum Development Corporation (TPDC).

Hon. Biteko appointed the technical committee to be led by the Permanent Secretary of the Ministry of Energy, Eng. Felchesmi Mramba. It consists of experts in legal affairs, economic regulation from Tanzania and Zambia to prepare the terms and reference and feasibility study of the project.



Deputy Prime Minister and Minister for Energy Hon. Dr. Doto Biteko (5th right) in a group photo with the delegation from the Ministry of Energy Zambia led by the Minister of Energy Zambia, Hon. Peter Kapala (5th left) and a delegation from the Ministry of Energy Tanzania, from the left is the Director General of TPDC, Mr. Mussa Makame, Director General of EWURA, Dr. James Andilile, Secretary General of the Ministry of Energy, Eng. Felchesmi Mramba and Deputy Minister for Energy, Hon. Judith Kapinga, immediately after the ministers held talks about the proposed construction of a new oil pipeline that is expected to be built, from Dar es Salaam to Zambia recently.

RC SHINYANGA: Use EWURA to solve your regulatory complaints

By Tobietha Makafu

The Shinyanga Regional Commissioner, Hon. Christina Mndeme, has welcomed the establishment of EWURA Western Zone Office that will serve four regions of Shinyanga, Katavi, Tabora and Kigoma.

Hon. Mndeme expressed this when the Acting EWURA Western Zone Manager, Eng. Walter Christopher made an official visit to her office to introduce the office and discuss the implementation of energy and water utilities regulatory activities within the region.

"I would like to congratulate EWURA for coming closer to their consumers, for this will simplify the process of complaint handling as well as the availability of regulated services within the region," she said.

Hon. Mndeme used the occasion to urge Shinyanga residents to use effectively the proximity of EWURA office to present their challenges and complaints in the regulated sectors, especially where service providers are of no help.

Recently, EWURA Western Zone Office made an official visit to introduce it to various government leaders such as Regional Commissioners, Districts Commissioners, Regional Police Commanders, and to the regulated entities as well as institutions it collaborates with.

Some of the areas visited include Kigoma, Katavi Shinyanga and Tabora.

So far, EWURA is operating through six Zonal Offices, whereby the Lake Zone office serves Mwanza, Kagera, Geita and Simiyu regions, the Eastern Zone Office serves Dar es Salaam, Pwani, Lindi and Mtwara, the Central Zone serves Dodoma, Singida, Morogoro and Iringa.

Others are the Southern Highlands which serves Mbeya, Songwe, Ruvuma and Njombe, and the Northern Zone, serving Arusha, Manyara, Kilimanjaro and Tanga to be closer to consumers.

EWURA's media engagement pays off

By Tobietha Makafu

The Energy and Water Utilities Regulatory Authority (EWURA) has trained various journalists and editors by the mid financial year 2023/24 on its duties and responsibilities, so that they report accurate information to the public.

EWURA's Communications and Relations Manager, Mr. Titus Kaguo said that EWURA has already met with Media Editors in Dar es Salaam and Lindi, Journalists from the Northern zone regions in Arusha, and Tabora.

Mr. Kaguo said EWURA carries out its duties under the EWURA Act, Cap. 414, whereby section 6 (e)(i-iii) directs EWURA to improve social welfare by increasing knowledge and understanding of the sector, the rights and responsibilities of consumers and regulated service providers, conflict resolution procedures as well as duties and responsibilities of the Authority.

During a meeting with Media Editors in Dar es Salaam, the Director General of EWURA, Dr. James Andilile made a presentation on duties, responsibilities and challenges facing the institution as well as future strategic plans.

"EWURA has been regulating the energy and water sector for 17 years now, during which time we have issued licenses to electricity, petroleum and natural gas service providers, we have revoked licenses for those who do not comply with license conditions, we have controlled fuel adulteration, we have opened up investment opportunities for rural petrol stations, we have established the local suppliers and service providers in gas and oil projects and we have managed to ensure that the quality of regulated services is affordable," said Dr. Andilile.

Chairman of the Editors Forum, Mr. Deodatus Balile, commended EWURA for its engagement with media stakeholders as that will help them to understand the energy and water sector and report accurate information.

EWURA says it will continue to cooperate with various stakeholders including editors and journalists to increase transparency in implementing its duties and to inform citizens through the media.

Water Utilities urged to raise customers' awareness

By Asiatu Msuya

The Water Utilities and Sanitation Authorities (WSSAs) have been directed to educate their customers about service bills, water tariff adjustment processes, meter readings, correct use of water and complaints handling procedure.

EWURA has issued this directive to WSSAs as a means of compliance monitoring on the implementation of various guidelines issued to the utilities and tariff orders which requires WSSAs to provide evidence to EWURA that it has conducted an intensive awareness to its stakeholders including customers, government and political leaders before the issuance of bills based on approved tariffs and fees,

The Director of Water and Sanitation Services at EWURA, Eng. Exaudi Maro says EWURA has received complaints from the public and political leaders on the implementation of new tariffs by some of the WSSAs which alarms the Authority that the WSSAs may not have conducted intensive awareness to their customers before its implementation. "Tariff review is an open and transparent process, WSSAs must inform and educate their customers

before and after the process and always be ready to receive and resolve complaints timely, this is also documented in each tariff order. We therefore call for WSSAs to comply fully with this," said Eng. Maro. The EWURA Act Cap 414 and the Water Supply and Sanitation Act, Cap 292 mandate EWURA to perform both technical and economic regulation of water supply and sanitation services in Tanzania mainland, to protect stakeholders' interests; ensure the sustainability of service providers' financial viability and promoting the availability of regulated services to all consumers including low income and disadvantaged. In achieving these objectives, EWURA, among other things, issues licences, enforces quality and reliability of supply, approves rates and charges, reviews business plans, and customer service charters for water supply and sanitation authorities, and promotes effective competition and economic efficiency.

Currently, there are 81 WSSAs regulated by EWURA, among which 26 are Regional WSSAs, 43 District WSSAs, 5 Townships WSSAs and 7 National Projects Water Authorities.



EWURA's Northern Zone Manager, Eng. Lorivii Long'idu (seated in the middle) in a group photo with some media stakeholders in Arusha region, after a seminar on regulatory matter held in Arusha recently.